



Congratulations Frankston South!

This year's Senior MasterChef Challenge was won by a delighted Vasey RSL Care Frankston South team. Their beautiful 'Mad Hatter's Tea Party' and presentation took them over the line, just ahead of their fierce rivals.

This year's theme, Alice in Wonderland, gave rise to some magnificent creations, with residents and staff from all five residential homes experimenting with recipes, working on performances, recording videos and designing beautiful table presentations of their handiwork.

"The beauty of our Senior MasterChef Challenge is that everyone gets involved!" says Lee-Anne Suryan, General Manager Aged Care Services. "It's not just a cooking competition - it brings in the talents and skills of so many of our residents across performance, creativity and craft, and we regularly uncover hidden talents."

Our judges from HMAS Cerberus, PO Deborah Ridge, SGT Margarita Obien and CPO Penni Followes, had a lot of cake to sample as part of their judging process. The judging also includes assessment of the involvement of residents throughout the preparation and development of the entry and the presentation on the day - not just of the food, but of how the entry was developed.

"The judges have a difficult task, and one that I would not want to do!" says Janna Voloshin, CEO. "They do it wonderfully well and we all love to have our ADF members there."

More photos on pages 4 and 5 >>>

From Our CEO

The last few months have been a very busy time for the aged care sector, and we are no exception.

Accreditation

As of 1 July, the new Aged Care Quality Standards and the new Charter of Aged Care Rights both became law.

On the same date, accreditation visits, which are now all unannounced and last up to three days, moved across to the new Standards, and Vasey RSL Care Brighton East was the first of our residential homes to undergo the new process on 24-26 July.

There are eight new standards and they affect every aspect of our organisation, so this was a rigorous test of the success of our communications, learning and development processes.

At this stage, the initial report is positive and we are waiting for the final decision.

I would like to once again acknowledge Annette Greenwood, General Manager Quality & Risk, for the guidance she has provided over the last 18 months regarding the new Standards, and the leadership of all the General Managers in supporting staff through the transition. This work is ongoing as we all continue to aim for 'Excellence in Care', where every action is putting the individual at the centre of decision-making, ie Person-Centred Care.

Consumer Advisory Committee

Earlier this year we called for expressions of interest in joining our new Consumer Advisory Committee, a committee made up of members of our community and/or their representatives, which will provide valuable insight and input into the organisation.

We had a significant number of responses from all areas including family members, residents, home care consumers and tenants of our units. A selection process is currently underway and we aim to have the first meeting of the committee in October, after which the committee will meet quarterly.

Our 15th Birthday

In July, we marked 15 years since Vasey RSL Care came into being, when Vasey Housing Victoria and RSL



Care Victoria merged in 2004. More than 10% of our staff have been with us all that time! It is important, especially for those we care for, that there is continuity of care: therefore, ensuring we continue to provide the best possible working environment for our staff remains one of our most important goals.

I am proud of the work that our staff do and on 7 August, we marked 'Aged Care Employee Day', a day to thank, celebrate and honour all those working in our industry in Australia.

Ex-Service Units for All Ages

In May we farewelled Carmel Brownbill, our Unit Manager (one of those loyal staff members who had been with the organisation since just prior to the merger). Carmel is very well known and respected by our unit tenants and she moves on with our grateful thanks and our very best wishes.

Emil Vanderzee has taken over from Carmel, and having been a member of our Home Care Team for the last three years, he is already well known by our home care consumers and is familiar with our organisation. We wish him well as he gets to know our approximately 330 tenants.

We continue to engage with other ex-service organisations (ESOs) to ensure that our units are accessible to veterans/partners/widow(ers) of all ages.

There is lots of news and information in the following pages and I commend it to you.

With my best wishes,

Janna Voloshin



Aged Care Royal Commission - Update

The Royal Commission into Aged Care Quality and Safety has continued its hearings, around Australia.

"The daily reports make for some tough reading," notes Annette Greenwood, GM Quality & Risk, pictured. "It's a distressing time for the aged care industry."

Having begun in Adelaide in February, the Commission travelled to Sydney, Broome, Perth, Darwin, Cairns, Mildura and Brisbane, with Melbourne hearings scheduled for September and October followed by Mudgee and Hobart in November. Each hearing has targeted a different aspect of aged care, with topics covered so far:

- Perspectives on the aged care system at present
- Aged care in the home
- Dementia care and residential care
- Access and inclusion
- Person-centred care
- Access to aged care and clinical care
- Carers for older Australians
- Regulation of aged care

Annette: "The depth and breadth of the investigation has been notable, while the case study approach has allowed the Commissioners to drill down to the detail of the problems. Visiting multiple locations has allowed for the discovery of different aspects. It has been all-encompassing."

Public submissions are still being taken until at least the end of September (a closing date has not yet been announced).

Once finished, the Commission will have the challenging task of drawing conclusions and providing recommendations.



UNIQUE YOU. UNIQUE ME.

Like the butterfly, no two people are exactly the same: each of us is a unique individual making a unique contribution to life.

Saluting Excellence Conference Keynote



We are delighted to announce that we've managed to secure international 'people expert' Amy Scott for this year's staff conference on Wednesday 23 October at Leonda by the Yarra.

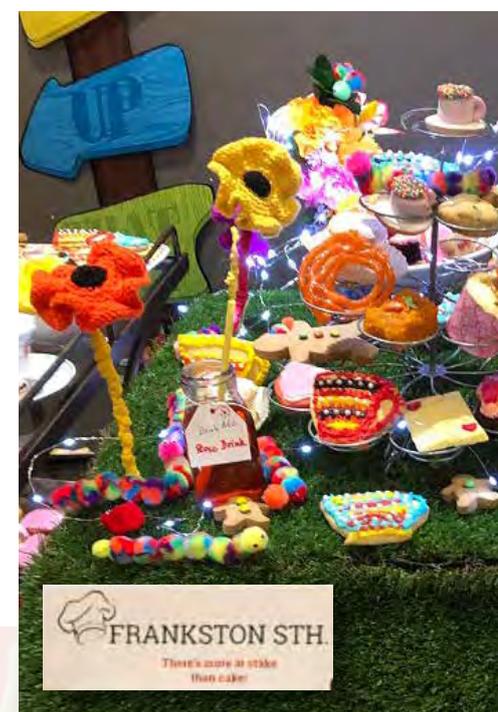
In today's digital world we are under

more pressure than ever to be 'connected' or have an ability to 'connect with absolutely anyone as quickly as possible. "To do this, we must have an understanding of our own communication style and the communication styles of the people around us, whilst retaining our uniqueness: throw in some courage and you'll get connected!" says Amy. This will be an engaging, entertaining, and most importantly, practical session.

Sponsorship Opportunities

If you are interested in sponsoring opportunities, please contact Fran Ludgate on 03 9810 5500 or email communications@vaseyrslcare.org.au

Senior MasterChef Challenge 2019





ALICE IN WONDERLAND

We would like to congratulate all teams for the beautiful and clever designs, for their meaningful presentations, and for all the time and effort they spend on putting together their entries each year.

There can only be one winner, and this time, Frankston South took the trophy home with them. Congratulations!



New Charter of Aged Care Rights

The Australian Government Department of Health brought into law the new Charter of Aged Care Rights on 1 July: the Charter replaces the previous separate charters for residential care, home care and short-term restorative care, more commonly known as respite care.

“The new Charter provides the same rights to all consumers, regardless of the type of Australian Government funded care and services they receive,” according to the Department’s website.

Key Changes

The department notes that the aim of the change is to make it easy to read, and to make it easier for consumers and their families, carers and representatives to understand what they can expect from an aged care service.

The Department requires that from 1 July, the new Charter is in place for all new aged care consumers:

however, for existing residential/respite consumers, changes must be completed by 30 September and for home care consumers, by 31 December.

We are working through this process at the moment to make sure that all of our existing residents and home care consumers are given enough time to fully understand the new Charter before they sign it.

“We believe the new single Charter of Rights is a good step forward in simplifying one section of the paperwork surrounding aged care,” said Lee-Anne Suryan, General Manager Aged Care Services. “This is another aspect of ensuring our organisation provides the best possible care and support for our community.”

More Information:

<https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>

Residents’ Rights Party at Bundoora

To mark the release of the new Aged Care Standards and Charter of Aged Care Rights on 1 July, residents at Bundoora were invited to a Residents’ Rights Party, where they discussed what these changes might mean for them.

One resident commented, “We know we have always had rights but it was lovely to celebrate this and know that we are all on the same page.”





Meeting the Ex-Service Community

The annual RSL Victoria State Conference held in July, is an important opportunity for us to promote our services and make ourselves known to the many hundreds of RSL members who come to the event from across Melbourne and regional Victoria.

Overall, around 80% of our residents, unit tenants and home care consumers have an ex-service background - that is, they served in the Australian or Allied forces, or are widows (or widowers) of service personnel. This has always been an important focus for Vasey RSL Care and is enshrined in Our Purpose: Serving Those Who Served.

There are nearly 300 RSL sub-branches throughout Victoria with around 60,000 Service or Affiliate members. Generally, committee members from the RSL sub-branches attend the annual conference in Melbourne, representing their members.

Top right: (from left) Nadia Wilson (EA to GM Aged Care Services), Eamonn Fitzpatrick (Placement Coordinator) and Linda Vine (EA to CEO) are ready and waiting for the attendees.

Middle: Mishelle Ansems (Vasey RSL Home Care Manager) provides some sweet treats for morning tea. No persuasion was required for attendees to try a poppy cupcake.

Right: hundreds of members of the ex-service community from around Victoria attend the annual conference, giving us the opportunity to make them aware of the services we offer.



FREE Information Sessions

Do you have a group that would like to find out more about accessing home care or aged care for yourself or for family members or loved ones?

A member of our staff can come and talk to your group and provide helpful information about care options.

Call NOW:

Speak to Linda Vine on (03) 9810 5500 for more details or to arrange a session.



