

'Hero's Wish' Honours Our Heroes & Heroines

"Hero's Wish is my way of giving something back to our veterans and war widows," says CEO, Janna Voloshin.

Hero's Wish is a program that encourages all our veterans and war widows to wish for something that is special to them – an experience, an item, an object, an event – and seeks to fulfill this wish for them.

"Those who have served our country deserve our gratitude and respect," says Janna. "This is one way that each one of us can very practically show our gratitude for what they have done for us."

Wish Forms were distributed to all members of the Vasey RSL Care community in October: by the closing date for the first round, we had received 15 wishes from residents in our five homes, residents at our Independent Living Units and consumers in our Home Care Program.

"We have had a huge variety of wishes," says Janna, "from a seafood buffet to a WAAAF reunion; from a unique number plate to a fishing trip. We are in the process of responding to all those who sent in a wish, and we will do our absolute utmost to fulfill as many

wishes as we can."

Fundraising for Hero's Wish is now open. If you would like to find out more and/or make a donation, please visit www.vaseyrslcare.org.au/heros-wish or turn to the back page.

"Wouldn't it be great to see our veterans and war widows as happy as Warren!" says Janna.



Warren is a resident at Vasey RSL Care Bundoora. His wish was to play a round of golf, and fulfilling this wish made a difference to his wellbeing. "It was a day of love and laughter in the midst of beautiful scenery, that we will always remember," said his wife Maree

Saluting Excellence Awards 2017 – CEO Award Winner

Congratulations to the winner of this year's CEO Award, Wes France.

Wes is Maintenance Supervisor, leading the team that takes care of buildings and property, and reporting to Steve Best, General Manager Property Services. Wes has been with Vasey RSL Care for 6 years, first as Maintenance Supervisor at Vasey RSL Care Brighton East and now based at Vasey RSL Care Frankston South.

"Choosing just one overall winner was very difficult," says Janna Voloshin, CEO. "We have many deserving staff as this year's awards demonstrate. Wes has been a loyal staff member for many years and has responded very well to the opportunities and challenges that have come his way. He has taken on more responsibility

and grown with the organisation: we can see that he promotes the values of our organisation, and we are delighted to name him this year's CEO Award Winner. Congratulations Wes."

For full details of the Saluting Excellence Conference and all Award Winners, see pages 4 and 5.

Congratulations to Wes France, this year's winner of the highly coveted CEO Award, the highest honour awarded by Vasey RSL Care. This is awarded for the individual's overall outstanding achievements and contribution to the organisation.



From the CEO

As we approach Christmas and New Year, there is much to report on from the last few months.

Management Changes

In October, we fare-welled one of our longest-serving General Managers. Susan Marsenic had been with Vasey RSL Care for 12 years, and had been instrumental in making numerous improvements across the organisation. Her contribution was essential to our success in building the award-winning practices and workplace culture of which we are all proud. Susan demonstrated commitment, knowledge, professionalism and dedication to our organisation and we wish her success in her future endeavours.

Rom Vidmar has taken on the role as Acting GM Human Resources

Rewarding Results

As we come to the end of the year, and before we begin again with a fresh new year, it is important to take stock and appreciate what has been achieved this year.

I am particularly proud that we have finished the year as finalists in three different awards. Firstly, I was a Victorian finalist in the Australian Institute of Management's Leadership Awards, Not-for-Profit category. Secondly, we were named as a finalists in this year's HESTA Aged Care Awards for Outstanding Organisation and thirdly, we reached the Victorian finals of the ACSA Aged Care Awards.

It makes me very proud to see that Vasey RSL Care is being noticed and recognised for the care and support that we provide to our community of senior Victorians, veterans and war widows. Every member of staff plays an important role and I'm grateful to work with such a fantastic team.

Our own Saluting Excellence Awards have just been presented at our conference, to recognise those individuals who set themselves high standards and who demonstrate our values through their work. I congratulate every one of them for their achievements – please read about them on pages 4 & 5.

Hero's Wish is Here!

After three years in development, I am excited that we have now launched our Hero's Wish program! Going live just prior to Remembrance Day, it was a good time to



be thinking about our veterans and war widows, and we received 15 wishes in our first round. Fulfilling the wishes of our veterans and war widows is the least we can do to show our gratitude to these selfless people.

I do hope you will get behind this program, whether it is in encouraging those in our community to make a wish, or in making a donation to support their fulfillment.

Our Governor

Earlier in the year, Ms Linda Dessau AC, the Governor of Victoria and the Patron of our organisation, contacted us to invite us to provide an ornament for the Christmas tree at Government House.

Our five homes all rose to the challenge and provided beautiful, meaningful ornaments. This made it impossible for me to choose between them, and so we sent all five to Her Excellency, and passed on this difficult task to her! I am looking forward to attending the official event during December and I look forward to seeing one or more on her tree.

Ms Dessau has now been in the role of Governor for two years and told us that it is a privilege for her to continue her relationship with Vasey RSL Care, as an organisation of which she is Patron. She asked that her heartfelt thanks be passed on to all here, for the work that we do to support Victorians and to contribute to the 'Peace and Prosperity' that is part of the state motto.

This is always a busy time of year for us, with Veterans' Health Week, our conference, Remembrance Day and the AGM, and I hope you enjoy catching up on these and other activities in the following pages.

I wish you, your families and loved ones a very safe, happy and peaceful Christmas and New Year and I look forward to 2018 and all that it brings.

Janna Voloshin, CEO



Remembrance Day Respectfully Commemorated

At 11am on 11 November, it was exactly 99 years since the Armistice was signed at the end of the First World War.

On this Remembrance Day, residents, families, staff and volunteers at all our homes came together to remember those who lost their lives in war, conflict and peace-keeping missions, and those injured serving our nation.

We were fortunate to have representatives from the Australian Defence Force at all our services, from HMAS Cerberus and Simpson Barracks.

At Vasey RSL Care Brighton East, the service was held outdoors in the courtyard, with Leading Seaman Bessell giving the address and Seaman Lei laying a wreath in memory of those lost in service, and raising the flag to full mast at 11.02am.



Leading Seaman Bessell gave an address.



Seaman Lei lays a wreath.



Frankston South residents and their families gather outside.

Vasey RSL Care Frankston South welcomed Chief Petty Officer Ian Kenny who addressed the congregation and Able Seaman Kummanchery who laid a wreath. Residents Margaret and Mamie each presented a poem during the service, held outdoors, and an Air Force fly past made the service extra-special. "Residents thought we had organised it," says Lifestyle Coordinator Ruwan Bogodaarachchige with a smile.



The RAAF flew over at the right moment.



ADF members mingled with residents and staff for drinks after the service.

Saluting Excellence Participants Experience the Power of Memory

Once again held at the Fenix Restaurant in Richmond, with 180 degree views of the Yarra River and surrounding trees, board members, sponsors, speakers and staff met for a day of inspiration and celebration.

CEO, Janna Voloshin, continues to surprise with her personal history and discerning insights. This year, she recounted how memory makes her a traveller in time: visiting Israel for the first time this year, she saw sights and smelled smells that transported her back to her childhood. She was once again in her grandparents' home with her grandmother's baking; she was back at a meal with her father as he tapped the table to the music.

The theme of memory was taken up by our guest speakers from Beyond Words: this not-for-profit organisation trains biographers who volunteer their time to help older Australians record their life stories. The stories as told by the narrator (without family or friends present) are recorded, written up and then published. Some people choose not to have their story read until after their death and others are delighted to share it with family straight away. Linda D'Silva from

Staff from Frankston South presented their journey to rethink and recreate their Memory Support Unit, with expert guidance from Dementia Australia (formerly Alzheimer's Australia). Mining for Gold was the title of Vasey RSL Care Brighton's presentation and Linda explained how we might all become gold miners!

Vasey RSL Care Brighton East won a Better Practice Award this year for their 'Memories Through Music' program and they shared this program with us today.

Demonstrating how person-centred care actually works to provide unique care to each individual, the Home Care team presented some true stories: one lady who now has regular coffee meetings with a French-speaking support person to enable her to maintain her French conversation; and another who had been able to start walking her dogs again with assistance from a support person.

For our grand finale, Dr Helena Popovic showed us all how to Boost Our Brains - she had us all on our feet doing fast and furious exercise for a 30 second stint (carried out before every meal will help your metabolism!), and highlighted the top 20 things we can do to boost our brain power, including eating walnuts (a brain super food), continuing to challenge ourselves with learning new skills, smiling, meditating, and remembering to fill our grateful box every day!

The day was full of memorable highlights and our Chairman David Paroissien offered his thanks and congratulations to all award winners and participants.

We are very grateful to all our Major and Supporting Sponsors, without whom we would not be able to run this important annual event.



Recognition for our Facebook Saluting Excellence Team

Vasey RSL Care Bundoora showcased a few residents who have told their stories and had them printed by Beyond Words.

Vasey RSL Care Brighton East resident Barbara Goodey and staff member Rose Capp, combined to provide us with some amazing comparisons of nursing in Barbara's day compared to today. Barbara shocked us with some of the tasks the nurses were expected to perform - yes, they even had to empty the patients' ash trays!

Warrant Officer Brendan Woodsell from HMAS Cerberus shared some of his memories of forty years in the Australian Navy, including the life-saving rescue of round the world French sailor Yann Elies in 2008 in treacherous seas in the Indian Ocean, to a dangerous mission in the Persian Gulf near Kuwait. We send our best wishes to Brendan and his wife for their next posting in Singapore.



'Nursing Then and Now' presentation - Rose Capp and resident Barbara Goodey

Thank you to our Sponsors for their support of the conference:





Awards for Saluting Excellence

Throughout the Saluting Excellence Conference, staff Awards were presented: our staff members play a vital role in enabling the provision of quality services and enriching the lives of our residents and clients. That is why we are all here.

The Saluting Excellence Awards are the most prestigious awards an individual Vasey RSL Care employee or workplace can receive: they are part of the organisation's Employee Recognition Program which strives to encourage and recognise excellence across a range of areas.

The Awards formally recognise those who exemplify excellence, go above and beyond in their position, are high achievers and inspire others. They are open for nominations from August to September and nominations can be made by residents, clients, consumers, family members of these people and other staff members.

This year, over 200 nominations were received for 150 individual staff members, across the categories.

"I would like to congratulate everyone nominated for an award," said Janna Voloshin, CEO. "Being nominated by your community is a great achievement in itself. Reading what people write on their nomination forms is a very affirmative task for the Selection Committee and me. It makes me so proud to know that these are the people who are looking after the senior Australians in our community. Of course, I have to reserve my highest praise to the winners in each category - congratulations to the winners!"

- Category: Ambassador Award
- Winners: Fran Ludgate, Central Office; Wes France, Frankston South
- Category: Carer of the Year Award
- Winner: Margaret Skoneczko, Brighton East
- Category: CEO Award
- Winner: Wes France



Royphie Collins awarding Mandy Wakely her Excellence in Safety Award



MC Geoffrey Bardwell with Excellence in Coaching and Support Awards, (from left) Glennys McKay, Rose Capp and Sheila Simmons

- Category: Excellence in Coaching and Support Award
- Winners: Rose Capp, Brighton East, Glennys McKay, Brighton, Sheila Simmons, Bundoora
- Category: Excellence in Innovation Award
- Winners: Rose Capp, Brighton East; Julie-Ann Carr, Frankston South, Linda Brownfield, Brighton; Linda D'Sylva, Bundoora, Jason Starr-Nolan, Brighton East
- Category: Excellence in Service Delivery Award
- Winners: Maria Ferenc, Brighton East; Mishelle Ansems, Central Office; Carmel Brownbill, Central Office; Wes France, Frankston South; Sharon Lindner, Central Office; Santosh Poudel, VRSLC Brighton East; Sharon Wigney, Ivanhoe.
- Category: Excellence in Leadership Award
- Winner: Jane Jones, Frankston South
- Category: Excellence in Safety Award
- Winners: Peter Stewart, Property Services; Mandy Wakely, Frankston South
- Category: Nurse of the Year Award
- Winner: Wendolyn Rizinger, Brighton East
- Category: Site Carer of the Year Award
- Winners: Jennifer Egan, Ivanhoe; Chia Wei (Neville) Brighton; Amandeep Kaur, Frankston South; Krystal Shanahan, Bundoora; Margaret Skoneczko, Brighton East.

Annual General Meeting 2017

This year's AGM took place on Wednesday 15 November at ANZAC House, with members, board members and management present for the official business.

Board Chair, David Paroissien OAM FCPA AGIA, chaired the meeting and presented his report, followed by John Cullen OAM, who presented the financial results. CEO,



Janna Voloshin (pictured) spoke about the challenges and achievements of the year, noting that there were many more achievements than there were challenges.

During the year, Barry Lowe had been appointed to the board to fill the vacancy left by Rob Webster's resignation; Barry's role was formalised at the AGM and Barry brings his expertise in the building industry to the organisation.

Three board members had served their three year terms and their positions were up for re-election: Elizabeth Edwards, Elise Sullivan and John Cullen were re-elected unopposed, with David Paroissien, Tony Carr and Michael O'Meara OAM making up the full board, with no changes resulting.

Stronger, Healthier, Happier!



Veterans' Health Week this year focused on physical health. Vasey RSL Care joined forces with a number of RSL sub-branches to offer a session entitled 'Stronger, Healthier, Happier: Finding a Fitter You'.

The session was run at RSLs at Frankston South, Longbeach (Chelsea), Caulfield and Bentleigh, working with the veteran welfare coordinators to share resources.

Roman Kouzmenko led the sessions to help with strength, balance, digestion, release muscle tension and improve overall fitness: participants were every level and could join in either seated or standing, with the support of a chair if required (pictured).

"I felt energised and relaxed at the same time", said one participant.

Thank you to the Department of Veterans' Affairs for providing funding to support these events.

Travelling Art Raffle Winners!

We would like to say thank you to everyone who bought a raffle ticket for our 'Travelling Art Raffle' which made its way safely around all five residential homes and back to central office, thanks to our property team!

The raffle was drawn on Tuesday 31 October, with the artist, Norma Copeland drawing the winners out of the hat.

Congratulations to Meri Timos from Central Office on winning 'Sorrento Memories', (pictured) and to Joy Langham, the daughter of one of our residents at Sir William Hall Hostel Ivanhoe for winning 'Enjoy the change'. Both winners were delighted!





The Kokoda Track 10K Steps Challenge

Organised by the Department of Veterans' Affairs to encourage a healthy lifestyle among the veteran community, the Kokoda Track 10,000 Steps Challenge encouraged people to 'walk in the footsteps of our heroes' and challenge themselves to walk 10,000 steps every day.

As an ex-service organisation, Vasey RSL Care got on board this year, with twelve teams taking part.

At the end of the challenge, six of the Vasey RSL Care teams were placed in the Victorian Top Ten, with 'Strong Five' the highest ranked of our teams, 'Speedy Brighton' next and 'Nurses on the Walk' close behind, each with over or close to 2 million steps for the full four-week challenge!

One of the participants, Tara Elso from our Bundoora home told us, "I loved doing the challenge. I did close to 15,000 steps a day and it made me want to walk more: if I didn't reach my goal I would run on the spot with my colleagues - it was so much fun."

And Krishna Kosambi from Central Office told us, "I kept a goal of 10,000 steps daily to start with and gradually increased to 11,000 a day. I always made sure I reached my goal, and if I hadn't, I would walk in my living room, back and forth, or go for an hour's walk with my husband. Doing this challenge, I realised how difficult it is to reach 10,000 steps a day when you are in desk-based role. I am now more aware of how much physical activity I do, and try and get up from my seat every hour."



Speedy Brighton Team



Janna Voloshin and Lee-Anne Suryn with their walking shoes on

Christmas Ornaments Herald the Season

Earlier this year, Ms Linda Dessau AC, the Governor of Victoria and the Patron of our organisation, contacted all organisations of which she is Patron and invited them to send an ornament for the Christmas tree at Government House, to reflect some of the diversity of the state of Victoria. She requested that the ornament include a description of how it represented the organisation.

Thanks to our Lifestyle Coordinators and volunteers, each of the five homes created a beautiful ornament that held great meaning. The five ornaments were carefully packed and sent to Ms Dessau as shown here. Space does not enable us to include the descriptions, but they are available in full on our website www.vaseyrslcare.org.au.



Bright New Signage Installed

Regular readers will be aware of the changes to our residential home names to make it easier for the general community to know that they all belong to the same organisation.

As part of these changes, we are updating the signage to reflect the new names.

Vasey RSL Care Frankston South, Brighton and Brighton East now have their new signage installed and feedback indicates that it is more eye-catching than our previous signage. Our homes at Bundoora and Ivanhoe are about to have their signs updated to complete the first stage.

We are conscious that change can be difficult, but we hope that the benefits will outweigh any negatives and that this change will ultimately be beneficial to everyone in our organisation. Please be assured that our care will not be affected.

If you have any comments, please feel free to send them to communications@vaseyrslcare.org.au. We always like to hear your views.



The new map sign at Frankston South helps visitors find their way around.



Signs on the corner of North Road and Cochrane Street make Vasey RSL Care Brighton easier to find.



Updated signs at Vasey RSL Care Brighton East show up well for those driving along Hawthorn Road

Grant a Hero's Wish

The Hero's Wish Program encourages our war widows and veterans to wish for something important to them – an event, an experience, an item – something they may not otherwise be able to achieve.

Some will be easy to fulfill, while others will be more complicated. To fulfill wishes, we are launching the Hero's Wish fundraising campaign.

Your financial support of this program will be gratefully received, with all donations going to grant the wishes of our veterans and war widows.

Donate online at www.vaseyrslcare.org.au/grant-a-heros-wish, over the phone by calling 1300 602 108, or by post to Vasey RSL Care (Hero's Wish), Reply Paid 88355, Hawthorn, VIC 3122 (no stamp required, please no cash).

Alternatively, pick up a form from any of our homes or central office.

Thank you



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