



Southern Cross NEWS

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New era of growth for SCC (Vic)

Southern Cross Care (Vic) has strengthened its reputation as one of Victoria's leading aged care providers with outstanding success in the 2008-09 Aged Care Approvals Round (ACAR).

The Organisation was the State's second most successful provider to be awarded community packages, announced in June by the Commonwealth Department of Health and Ageing.

SCC (Vic) was awarded 57 new packages, taking the total number of packages the Organisation now provides to 1145 – each aimed to support older Victorians to continue living in their own homes.

The Organisation was also awarded all 28 new residential licences applied for in the Residential Aged Care Place allocations. The new licences were granted to Lynbrook Residential Service and a new facility to be built at Keon Park in Melbourne's north (see CEO column).

SCC (Vic) CEO, Ms Jan Horsnell welcomed the new packages, which has seen Organisation retain its hold as the State's

largest provider of Community Aged Care Packages (CACPs).

"Our success also reinforces our commitment to supporting as many older people as possible to continue to live independently in their own homes," Ms Horsnell said.

"We are also pleased to announce that for the first time, our Geelong region will provide EACH Dementia packages, providing older people living with dementia and their families access to even greater levels of support and care."

SCC (Vic) was awarded 20 Community Aged Care (CACP), 33 Extended Aged Care at Home (EACH) and 4 EACH Dementia packages.

Ms Horsnell said the results were particularly pleasing given that it was widely acknowledged that this year's allocation of packages within Victoria would be one of the most competitive in years.

In announcing the ACAR, the Minister for Ageing, Ms Justine Elliot, said of the 10,447 packages released Australia wide, 5,748

would go towards providing new residential aged care places, while 4,699 would go to community care services.

"As the service demands of older Australians change, so too must the mix of services provided through Australian Government funding", Minister Elliot said.

"Older Australians have told the Government that they wish to remain independent, in their own homes and in their communities. Community care services help many people stay at home instead of moving prematurely into a residential aged care facility.

"Not everyone will need a residential facility, but if they do, older Australians want to be able to access a high quality and affordable nursing home that meets their care needs," she said.

Accreditation success

SCC (Vic) is also pleased to announce its residential services in Shepparton, Dandenong, Springvale, Lynbrook, Macleod, Newport and Templestowe have successfully completed their accreditation audits.

Held over the past nine months, all services were found to be compliant in the 44 outcomes across each of the four accreditation standards. Each site was also awarded the maximum three years' accreditation.

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REGION	CACP	EACH	EACHD
Northern	15		
Grampians	5	4	
Southern		10	
Gippsland		8	
Barwon Sth Western		6	4
Eastern		5	



News in brief

Knits for a cause

Children in the Gippsland region have enjoyed a warmer winter thanks to the knitting efforts of Southern Cross Care (Vic)'s Macleod Village Craft Group.

The Group (below), which comprises volunteers and residents from both the Village's independent living units and hostel, has been knitting furiously over the past few months to provide items for those affected by the terrible bushfires earlier this year.

Coordinated by Marlis Dopheide and Joan Busch, the group presented beautifully packaged parcels of knitted items (from Easter 'chickens' to scarves, beanies and blankets) to Anglicare Victoria's Gippsland office to distribute throughout the local community.

Macleod Village Volunteer Coordinator, Margaret Matters said the knitters welcomed the opportunity to make a direct contribution to those affected by the bushfires.

"All the items were beautifully presented, with each knitted item featuring a little note and card," said Margaret.

The Craft group creates a range of items – from jewellery and mosaic tables to cards – which it sells through the Village's Kiosk. The group recently presented \$300 to The Terry Barker Nursing Home.



Last chance for great savings

Looking for the chance to grab yourself some great savings on eating out at some of Melbourne's best restaurants? The 2009 Entertainment™ Book is packed savings ideas, which includes restaurant discounts of 25 to 50 per cent off (including many two for one offers) along with discounts and offers for arts, sporting and tourism attractions and great rates at some of the country's best hotels and tourist destinations.

SCC (Vic) is currently selling The Entertainment Book™ (\$65 per copy) as one of its fundraising activities for the year: \$13 from the sale of each book goes directly to the organisation. Money raised through fundraising provides much-needed funds to support the work SCC (Vic) does in providing residents and clients with a range of programs and quality services that maximise their quality of life.

To order a copy or to be sent an order form, contact the SCC (Vic) Marketing Department on T: (03) 8564 1800 or email marketing@southern-cross.org.au

New \$16 million residential home to be built

I am pleased to share with you the exciting news that Southern Cross Care (Vic) will build a new \$16 million state of the art ageing in place facility at Keon Park, in Melbourne's northern suburbs.

The new 90-place facility will replace Macleod Village (including the Terry Barker Nursing Home) and will feature a range of services, including single rooms with ensuites, as well as designated rooms and facilities to support clients receiving respite services.

The Keon Park facility is expected to be complete by 2012 and when it opens Macleod Village will relocate to the new site, along with those residents, staff and volunteers who choose to move.

The decision to relocate Macleod Village is part of the Organisation's strategic plan, which will see Macleod and other residential facilities upgraded under a long-term investment and improvement program. Over the past 18 months SCC (Vic) has undergone a rigorous independent review of our operations to ensure we continue to provide excellent client care, and to guarantee our long-term sustainability.

While the 30-year-old Macleod Village has served its community well, unfortunately the buildings are well past their use-by date, and it would have been impossible to rebuild on the current site. To ensure we continue to provide for the community's changing needs and expectations of residential aged care services, we believe a new facility will better serve the care needs of our residents.

Residents currently living at Macleod Village will automatically have a place in the new facility. Those living in the nearby



independent living unit will have priority access to Keon Park, should their needs change and they require more support. Additional support will be provided during this transitional period by a dedicated contact person appointed to assist independent living unit residents when Macleod is relocated.

Over the past few weeks I have been meeting with staff, residents, their family members and volunteers to outline plans for the relocation and answer any questions they may have.

As we work toward the relocation we are unreservedly committed to continuing to offer the highest standard of care and support for residents.

This is an exciting period of growth and development for SCC (Vic). Coupled with our recent success in the Aged Care Approvals Round (ACAR - see story page 1) and the development of a new strategic plan that will set our future directions for the next ten years, I am confident our Organisation will be well placed to meet the ever-increasing demand for quality and sustainable aged care services.

Jan Horsnell
Chief Executive Officer

Survey reveals positive results

Southern Cross Care (Vic) has been encouraged by a staff survey, which has revealed an overwhelmingly positive attitude towards the Organisation's standards and reputation.

More than 200 employees completed the survey, the results of which will be used as background to create a new Strategic Corporate Plan, to be announced later this year.

The plan will both build on SCC (Vic)'s reputation as a leading provider of aged care services and help to identify areas for future focus. It will also be reviewed each year to ensure it continues to reflect the Organisation's achievements and goals.

Corporate Planning and Projects Consultant, Jacqui O'Brien says in developing the Plan, it was vital that SCC (Vic) personnel contribute feedback on a range of issues.

"This document will be the foundation for all SCC (Vic)'s planning over the next five years, therefore it was important that we gauge feedback from personnel working across the entire Organisation," says Ms O'Brien.

Along with staff, SCC (Vic)'s Board of Directors and management were also consulted and provided feedback either through an online survey, or by attending a series of focus groups.

Ms O'Brien says among the key topics canvassed were discussions on what SCC (Vic) did well, what it needed to

do better and what it needed to do to ensure a viable and sustainable future.

The results found that almost 100 per cent of those surveyed either agreed or highly agreed that SCC (Vic) provided high quality care to its clients and residents. More than 90 per cent agreed SCC (Vic) enjoyed a reputation as a good aged care provider, while more than 80 per cent agreed the Organisation was a leader within the sector.

Those interviewed and surveyed also identified a number of key principles, which they believed were integral to the way the Organisation both worked and was perceived. These included:

- Honesty
- Respect
- Compassion
- Ethical
- Accountable
- Safety

SCC (Vic)'s Corporate Plan, along with the Organisation's new Purpose, Aspirations and Principles will be launched in October this year.

New era of growth for SCC (Vic)

(continued from page 1)

The assessors made particular comment on the high quality of care given to residents, and on the Organisation's strong commitment to continuous improvement, supported by a Quality Document System.

SCC (Vic) General Manager Residential Services, Mrs Denise Bolmat said the assessors were also impressed by the way in which site managers empowered their staff to take on a range of responsibilities to ensure residents' care needs were well assessed, documented and reviewed within the appropriate time frames.

"It was also obvious to the assessors that SCC (Vic)'s systematic approach to education was working well," Mrs Bolmat said.

Assessors also praised each site's creative and supportive lifestyle programs, particularly those activities which maintained strong links to the residents' wider community.

Mrs Bolmat said the accreditation results were a credit to the hard work and commitment of staff to ensure ongoing quality care and support to residents.

SCC (Vic)'s remaining facility, Casa Elda Vaccari in North Fitzroy will be assessed for accreditation later this year.

What we do well

Highly agree or agree

SCC (Vic) provides high quality care to clients and residents	98.5 %
Employees have the right skills and knowledge to do their job	84.4 %
Employees are provided with relevant education and training to do their job	86.7 %
There is a focus on improving outcomes for clients and residents	92.2 %
There is good co-operation amongst staff	88.2 %
SCC (Vic) has a good reputation	92.8 %
SCC (Vic) is seen as a leader in the aged care sector	80.2 %

The gentle art of exercise

It's Wednesday morning at the John H Kerr Centre in Newport and residents are preparing themselves in readiness for their weekly tai chi session.

As the soothing music begins to play, instructor (and volunteer at the home) Joan Evers-Buckland gently coaches residents through the movements. Some will complete the 30-minute session while seated, while others may stand intermittently as they carefully pace themselves through this calming exercise program.

Tai chi, a Chinese martial art characterised by its slow, rhythmic movements, deep breathing, and concentration, is a new addition to the residents' activities program. And judging by the

numbers who attend the session, it's proving very popular.

Joan, whose mother Betty is a resident at the Southern Cross Care (Vic) facility, has been running the tai chi classes for the past couple of months. When the residents heard she had been learning tai chi for 10 years, they asked if she would teach them the exercises.

A student of the Tai Chi Wu Institute of Australia, Joan had to first seek permission from her Master and teacher before she could agree to perform in front of the residents. With that approval, she began her weekly classes, modifying some of the exercises to ensure as many as possible could participate.

"Not all the residents can do the exercises, and that's okay," says Joan. "Some participate, while others simply like to watch and listen to the music.

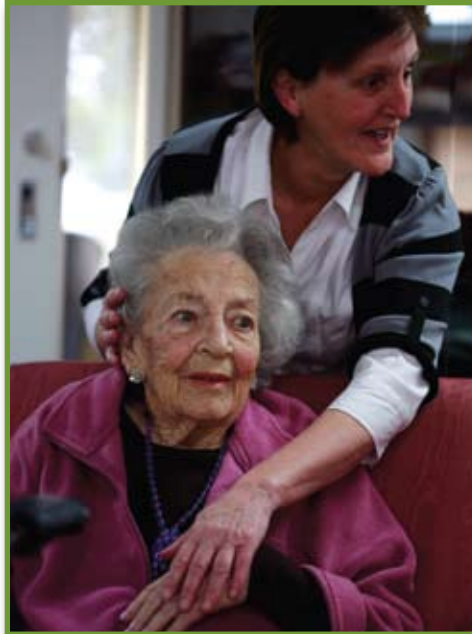
"All the exercises are modified and the residents are told to just do whatever they can, even if that means doing the movements while sitting down. It's mainly about relaxation and gentle breathing."

Ayan Mohamed, activities assistant at the John H Kerr Centre, says the feedback from residents about the tai chi classes has been fantastic.

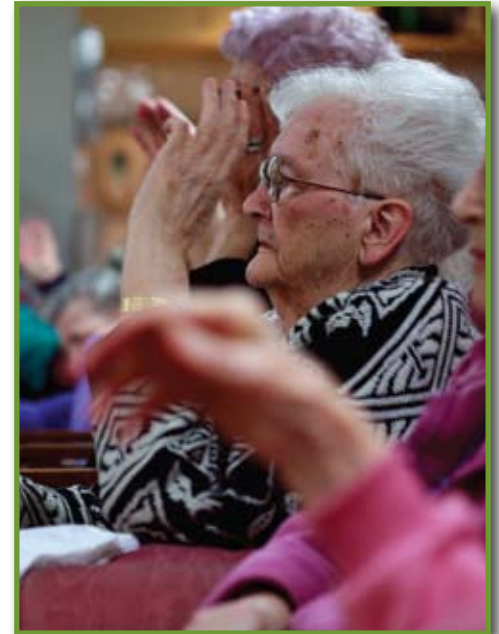
"At first they were a little hesitant, but now they really look forward to Joan coming each week," says Ayan.



Resident Ross Deane goes through the tai chi exercises.



Staff member Eileen Norton works with resident Violet Corbett.



Resident Violet Smith enjoys the weekly exercise program.

Supporting our carers

Carers from Shepparton's Ave Maria Residential Village Dementia Carers Support Group enjoyed a day out recently with a trip to Bendigo.

The group attended Carers Australia's regional 'Mingle' get together, which was celebrated with a lunch at the Big Hill Vineyard, followed by a shopping trip to Bendigo.

Guest speaker at the lunch was media personality Roland Rocchiccioli, who spoke of his experience in caring for his late mother who had dementia. Roland also praised the great work that carers provide in the community.

Ave Maria Village provides day respite services to older people with high or complex care needs through its Day Respite

Program. The program is funded through the Australian Government's National Respite for Carers Program, which is aimed mainly at carers of older people living with dementia.

Individuals accessing the respite program participate in a range of lifestyle programs, and also have access to services including:

- Diversional therapy
- Outings
- Meals
- Specialist pain management and palliative care services

The program operates seven-days-a-week with flexible hours to suit a carer's needs. Ave Maria's Dementia Carers Support Group meets regularly at the Village's Community Centre.



Community Program Coordinator, Mr John Batson said the outing proved a welcome day of respite for the Shepparton carers.

Music to soothe the soul

Southern Cross Care (Vic) volunteer, Barbara Hermans has been honored with an award that recognises her outstanding community contribution.

For the past 19-plus years Barbara has volunteered at the Organisation's residential facilities, Macleod Village and Terry Barker Nursing Home, entertaining residents each week with her Musical Memories session.

Her volunteering contribution has been recognised with a 2009 Banyule City Council Community Volunteer Award. The award recognises individuals and groups who have had a positive impact on the quality of life for people, or have contributed significantly to the development of their organisation or the Banyule community.

Barbara began volunteering at Macleod Village by accident. There visiting her father in law, as she did every Tuesday, she recognised an opportunity to assist with a musical program. Over the years, what began as simply playing favourite tunes to the residents evolved to become what is today a musical therapy session, which uses a variety of mediums (music, crosswords, etc) each aimed at stimulating the brain.

Selecting a different theme each week, Barbara then chooses activities like music or poetry recitals that complement the chosen topic.

While humbled by the award, Barbara says what she gains personally far outweighs any external recognition.

She says the feedback she receives from residents makes what she does all worthwhile.

"I remember a resident once thanking me for playing a tune she hadn't heard in years. Her mother had died when she (the resident) was 13 and she recalled listening to the song while sitting on her mother's knee. Another resident once told her relatives not to visit her on Tuesday, as it was Musical Memories that day."

The Village's Volunteer Co-ordinator, Margaret Matters says Barbara's musical sessions are much loved by the residents.

"In understanding and appreciating the residents' lifestyles from an earlier era, Barbara is able to communicate in an unusually deep way," says Margaret. "She



SCC (Vic) volunteer Barbara Hermans (centre) is presented with her award by Banyule City Council Mayor, Cr Tom Melican and ceremony guest, Tracy Bartram.

encourages residents to participate in Musical Memories in whatever way possible, singing along or clapping."

The sessions have also proved therapeutic for the residents, with many displaying a calmer and enhanced sense of well being following the musical recitals.

"Music is a most powerful means of communication, particularly for those living with dementia and who have limited means of communication," says Margaret. "Following these musical sessions, staff report residents are calmer and smiling more."

(You're the) Elvis in disguise

Guests at this year's Southern Cross Care (Vic) volunteer function could have been forgiven for thinking Elvis hadn't really left the building thanks to an entertaining performance by the King impersonator, Mark Andrews.

The tribute singer caused a few hearts to flutter in his sequin-studded white jumpsuit as he entertained guests singing a range of much-loved Elvis Presley songs.

Mark's 'Elvis Leaves His Mark' tribute show is regarded as one of the best in the world, noted for both for the singer's physical and melodic likeness to the legendary Elvis.

The 2009 volunteer function was held at Leonda by the Yarra in Hawthorn. The event provides SCC (Vic) an ideal opportunity to acknowledge the wonderful work done by the Organisation's team of more than 350 volunteers.

More than 150 guests were treated to

an afternoon of entertainment, fun and great food, before SCC (Vic) Chairman, Mr Norman Banner presented gifts and certificates to volunteers celebrating three, five, 10, 15 and 20 years of volunteering service.

In welcoming guests, SCC (Vic) CEO, Ms Jan Horsnell thanked each volunteer for the time and commitment they gave to the Organisation.

"The time you give, whether large or small, is greatly valued and I thank you on behalf of the Board of Directors, the management and personnel of SCC (Vic)."

Ms Horsnell also outlined details of a range of new initiatives aimed at increasing volunteer numbers, including recruitment campaigns targeting online volunteer websites, local churches, schools, universities and community clubs.

"We are looking at a number of ways in

which we can increase opportunities for volunteering at SCC (Vic)," Ms Horsnell said. "There is a wealth of experience, talent and good will out there that needs to be tapped and our Volunteer Coordinator Fiona Ciavarella is working closely with our sites to support them in attracting volunteers to assist in a range of resident lifestyle activities."

For those interested in volunteering with SCC (Vic) contact Fiona on (03) 8564 1800 or email fcivarella@southern-cross.org.au



Great response to fundraising events

SCC (Vic)/Momentum Builders Golf Day

Despite high temperatures which saw some golfers succumb to heat stroke, the Southern Cross Care (Vic)/Momentum Builders sixth annual Corporate Charity Golf Day was once again a great success.

This year's event raised almost \$40,000, matching last year's record figure. Money raised will be used to purchase a new bus for SCC (Vic)'s Macleod and Templestowe residential aged care facilities.

Held in April at the Keysborough Golf Club, the golf day continues to grow each year as both experienced and novice golfers take to the course to play in support of raising vital funds for the Organisation.

Speaking at the event, SCC (Vic) Chairman, Mr Norman Banner thanked the day's supporters, which included staff members, sponsors and key corporate partners.

Mr Banner said despite the difficult economic times, SCC (Vic) was delighted with a record sponsorship commitment this year.

Special dinner guest speaker was cricketer great, Mr Dean Jones.

Mr Jones regaled dinner guests with tales from his days of touring the world with the

Australian cricket team. He also showed his talents lay not just with a cricket bat and ball, finishing in the day's second placed team and winning the Nearest the Pin on holes three and eight.

Guests were also treated to a comedic performance by auctioneer, Mr John Canavan.

Next year's golf day will be held on Thursday 25 March.

SCC (Vic) Mother's Day Brunch

Also in May, SCC (Vic) held its inaugural Mother's Day Brunch.

The event proved a resounding success with more than 160 guests attending.

Held at Melbourne's historic Rippon Lea Estate in Elsternwick, the brunch was organised to both promote and celebrate the role women play in society. As more than 70 per cent of SCC (Vic)'s clients and residents are women, the event was also an opportunity to highlight the valuable work SCC (Vic) does in caring for and supporting older people.

Guest speaker at the event was well-known Melbourne personality, Ms Tracy Bartram.

Tracy's funny, and at times very moving recount of her life proved the morning's

highlight. While she is better known for her work in radio and as a stand up comedian, Tracy is also a strong and outspoken advocate of women's and children's rights. She has lent her support to causes such as the Australian Childhood Foundation, the Help Stop Violence in the Home campaign and the Victorian Women's Trust.

Guests also had the opportunity to win some great raffle prizes, and each left with a goodie bag of gifts, including clothing vouchers and cosmetics.

Thanks again to our generous Mother's Day Brunch supporters: Pro Fire, Advantage Salary Packaging, L'Oreal, Tupperware, The Just Group, Pink Lady Chocolates, Palmers, Kairos, Fisher and Paykel, Oxhey and Bushey, Ecolab, Ringwood Jewellers and Corporate Express.

Golf Day winners:

1st: Robbie Cocarro, Michael Johnston, Scott Harvey

2nd: Colin Barrie, Kim Ryan, Ron Faulds, Dean Jones

3rd: Steve Moxey, Ben Gatehouse, Bill Tsiakos, Adam Woolley

Straightest drive – men – Matt Hollins

Straightest drive – women – Tesa Hall

Longest drive – men – Dean Whitaker

Longest drive – women – Vivian Potiris

Nearest the pin – Dean Jones (3rd hole); Dean Jones (8th); Steven Moxey (12th); Joe Cilia (15th)

Encouragement Award – Victor Harcourt, Sarah Manly, Denise Bolmat

Thanks again to our great sponsors:

Naming rights: Momentum Builders

Gold: Commonwealth Bank; Russell Kennedy; Microboss; Campana.

Hole: Advantage Salary Packaging; Bidvest; Outcomes Plus; Munters; Southgate Fleet Services.



Clockwise from top left: The Microboss team - Adam Needham, George Sabljak, David Horner and Rick Cekic; Andrew Sherman, Matt Hollins, Rohan Harris; Leslie Hamilton, Nick Stehr, Brendan Randall, Dean Whitaker; Mother's Day Brunch guest speaker, Tracy Bartram with SCC (Vic) CEO Jan Horsnell; Mother's Day Brunch guest, Mena Cox.