

DoveTale

SPRING 2016



- Community Hub opens in Hobart
- Aged care expo at Strathdevon
- Extending services into regional Vic
- Kingsville welcomes Melbourne Cup tour



News from across Uniting AgeWell communities





Message from the CEO

I'm very excited to have commenced with Uniting AgeWell at the start of October. I am extremely proud to have joined an organisation with such a rich history of providing aged care and support.

My first two weeks coincided with Foundation Week celebrations, which not only celebrated Seniors Week in Victoria and Tasmania, but the 12th anniversary of the founding of our wonderful organisation.

During this fortnight of celebrations we acknowledge the milestones of our clients, but also the outstanding work of staff with our annual Employee of the Year staff awards. I would like to congratulate all staff who have received awards, and in particular the Uniting AgeWell Employee of the Year Jenny Loong, Administration Officer at our Box Hill Community.

Jenny received the award for consistently demonstrating UA's values in her every day practice by assisting staff to work under less pressure and more efficiently. She demonstrates excellent customer service, a genuine compassion for people and a willingness to extend herself to meet each person's needs.

I have enjoyed meeting staff, residents and family members at our Kingsville and Manor Lakes facilities, and am looking forward to visiting all other facilities over the coming 3-4 week period.

There are many great opportunities and innovations within Uniting AgeWell. This includes the HUR gym at Strathdon, which uses specialised air-resistance machines and smart card technology to provide tailored exercise programs to clients, and the shop front that has been recently opened at Moonah, to name but two.

Based on the experience at Strathdon, UA is now undertaking detailed analysis of this model with the intent to roll out the HUR gym at its other

therapy centres around Melbourne. It is innovations like this that will become a vitally important way for seniors to restore and maintain their wellbeing as they age.

The shop front, known as the Uniting AgeWell Community Hub, is also a new way forward for the organisation. It gives UA an important local profile and enables it to build a strong relationship with the community. You can read more about the Community Hub in this edition of DoveTale.

These are excellent developments and are representative of the creative thinking that will need to be applied in the future as UA faces the significant challenges from the aged care sector.

I would also like to highlight that the UA Board and Executive team have commenced planning for the 2017-2020 Strategic Plan. This process will be a significant body of work, which commenced with an all-day planning session with the Board and Executive team on October 15. Once completed, the Strategic Plan will provide UA with a clear framework and strategic direction for the coming three years.

Finally, I would like to sincerely thank Peter Folliot, who has provided wonderful leadership over the past three months in the role of Interim Executive Director, during which time he has worked with the Senior Executive Team to progress a number of key initiatives. On behalf of UA I wish him well in his new role with the Uniting Church, Synod of Victoria and Tasmania, as Interim General Manager Corporate and Finance Services of the new Uniting entity.

Andrew Kinnersly
CEO



From the Board Chair

Uniting AgeWell enters a new era from October with Andrew Kinnersly as our new Chief Executive Officer.

Andrew brings over two decades of experience in working in the health sector, most recently as Director of Finance, Innovation and Business Development at Ballarat Health Services, which has a significant aged care component.

In the selection process Andrew impressed the Board as a strategic thinker and a good communicator who pays attention to ensuring an organisation's culture is positive. As Andrew familiarises himself with Uniting AgeWell's facilities, please make him welcome.

The Board has expressed profound gratitude to Peter Folliot, right, who returned to us as Interim Executive Director for the months of July, August and September. This has been a very positive time for Uniting AgeWell, and prepared us well for Andrew's arrival. Thank you Peter.



The aged care sector is changing rapidly. In particular the decision of the Federal Government to introduce consumer directed care (CDC) provides challenges to both provider organisations and the recipients of services.

Uniting AgeWell's Board and staff will do their utmost to ensure a smooth transition to the benefit of our clients. Initially CDC applies only to our community programs but will be extended to residential care in the foreseeable future.

I hope that many readers of DoveTale joined in the Seniors Week functions held in most of our sites in October. These functions provide an opportunity to report on our work, recognise the contribution of our wonderful staff and volunteers, and to celebrate significant milestones reached by residents.

It has been good to welcome Uniting AgeWell supporters at a number of "public" events this year. The Official Openings of the new Chandler Wing at Manor Lakes, the Community Hub shop front in the northern suburbs of Hobart, the superb Strathdon Art Show and our forthcoming Charity Golf Day are all great occasions at which Uniting AgeWell can engage with our friends and supporters.

Finally I pay tribute to my predecessor, Dr Alan Wilkinson, who retired from the Board in August after nine years, including seven as our Chair. Alan's commitment to Uniting AgeWell was deep, his support for the ageing well model was passionate, as was his desire to ensure a good theological basis for our work as a faith-based organisation. May Alan age well as he pursues other interests.

Rev Allan Thompson
Board Chair



Kalkee Op Shop long term volunteers Hazel Breguet, Marion Parfett and Jann Brearley

From small beginnings to big things

From humble beginnings in the back gardens of Uniting AgeWell in Geelong, the Kalkee Op Shop has gone on to become a major contributor to the Kalkee Community.

During National Op Shop Week in August, the Kalkee Op Shop celebrated 16 years of business and contributing to community and renovation projects at the Kalkee Community.

Kalkee Volunteer Coordinator Heather Burger says the op shop is an essential part of the Uniting AgeWell community in Geelong.

“Over the years it has contributed enough funds to purchase two mini buses for community outings, harps for palliative care and numerous renovation projects at the residential sites and Independent Living Units,” she said.

Staffed entirely by volunteers, the Kalkee Op Shop has a fun family atmosphere with long term volunteers, some spending more hours in the store each week than an average office worker.

Geelong woman, Jann Brearley, has volunteered five-and-a-half days a week for the last nine years and oversees the day-to-day operations of the shop.

Jann was recently recognised for her work with people undertaking community service at the shop and nominated for a Victorian Government Community Partnership Award.

“We welcome volunteers from all walks of life, from professionals, seniors and jobseekers to those undertaking community service,” she said.

“Everyday is different and there’s never a dull moment, with many volunteers staying even after they’ve completed their service period.”

The Kalkee Op Shop is also a place for people in the community to come in and have a chat.

“For many who come in, we are the only people they talk to the entire day, so we try to provide them with a bit of companionship,” Jann said.

“We sell clothes, kitchenware and small furniture items as well as act as lay counsellors, listening and chatting to our customers.”

The Kalkee Op Shop is located at 50 Francis Street Belmont, with all funds going towards supporting Uniting AgeWell Kalkee Community projects. 



Her Excellency Professor the Honourable Kate Warner, AM, Governor of Tasmania opening the Community Hub

Community Hub opens in Moonah

Hobart seniors can now access a new one-stop-shop for information about aged care, with the opening of the Uniting AgeWell Community Hub.

Opened by Her Excellency Professor the Honourable Kate Warner, AM, Governor of Tasmania, on Tuesday, September 6, the Hub serves as a community resource connecting older people to the information and services they need to age well.

Her Excellency said the community often had predefined perceptions of aged care services and the Hub was a great space where people could access free information and advice.

Federal Labor Member for Franklin and Shadow Minister for Ageing and Mental Health, Julie Collins, Labor Senator for Tasmania Lisa Singh and members of the Hobart and Clarence City councils, also attended.

They were joined by Uniting AgeWell Deputy Board Chair Wendy Quinn, Interim Executive Director Peter Folliot, and members of the Senior Executive Team.

At the official opening, (L-R) Federal Labor Member for Franklin and Shadow Minister for Ageing and Mental Health, Julie Collins; Uniting AgeWell Interim Executive Director, Peter Folliot; Her Excellency Prof. the Hon. Kate Warner, AM, Governor of Tasmania; Community Programs Coordinator, Lee Marsh; Uniting AgeWell Deputy Board Chair, Wendy Quinn; Acting General Manager Tasmania, Jane Johnston; Labor Senator for Tasmania, Lisa Singh

Wendy Quinn said the Board was looking to replicate the Hub in other areas of need across Tasmania and Victoria.

The Community Hub will facilitate:

- promotion and delivery of Home Care Packages
- awareness of UA services such as residential care, independent living, social support and respite
- community connection

Individuals will be able to attend information sessions, use an internet kiosk, receive support and training on how to access MyAgedCare, speak with staff about services available to support their needs and obtain brochures and information packs.

The Community Hub is located at 92–94 Main Road, Moonah, T: (03) 6282 1193. 🐣





Ningana resident, Isabella Shorrock; Mayor of Sorell, Kerry Vincent; Tony Mulder, MLC; President of Military Brotherhood MMC, Gary Myers; Manager Integrated Services Melitta Baker

In giving we receive

In the harsh, cold Hobart winter, the generosity of Uniting AgeWell Ningana and Queenborough Rise communities brought warmth and comfort to the city's homeless.

Motorbikes from across Hobart roared into Ningana on July 3 for an inaugural Blanket Run, while avid knitters at Queenborough Rise had their needles working overtime, raising money and creating blankets for people in need.

Ningana Project Officer and event coordinator Ken Harriss said the Blanket Run was supported by the Military Brotherhood Motorcycle Club in Hobart, Mr Tony Mulder MLC and Greta Meat Works.

It collected hundreds of blankets and raised \$522.90 in donations for local charities to distribute to people in need.

"Our community felt it was important to help others because there are many people who have far less than we do," he said. "It's showing kindness to those in less fortunate situations than ours."

The day began with a hot breakfast, enabling residents and families to inspect the beautiful machines.

"It was an excellent community event with families and residents contributing to the initiative and one resident even taking the opportunity to ride on the back of a bike," Ken said.

Meanwhile, the 20-member knitting group at Queenborough Rise created individual squares from wool scraps that were later sewn together by a volunteer into more than 50 colourful blankets. They were then distributed between UnitingCare Tasmania, Colony 47 and the ABC Giving Tree.

Queenborough Rise Chaplain Marian Bisset said the idea started when she saw an ad on television appealing for blankets for those most vulnerable during winter.

"I suggested this to the knitting group, to which everyone enthusiastically agreed it was a great initiative," she said.

"One resident even commented how lucky they were to all have blankets and ought to make some to give to those less fortunate."

Members of the knitting group were delighted to take part in this act of kindness, giving life to the words of St Francis: "It is in giving we receive". 🕊



L-R: Manor Lakes MIS, Louise Harvey; General Manager Victoria North West, Victoria Jacques; Manor Lakes resident John Davies; Moderator of the Uniting Church in Australia, Synod of Victoria and Tasmania, Rev Sharon Hollis; UA Board Chair, Rev Allan Thompson and former UA Executive Director & Chief Executive Officer, Valerie Lyons

Praise for redeveloped Manor Lakes

A friendly community vibe is attracting new residents to Manor Lakes' recently opened 33-bed Chandler Wing.

Officially opened by Reverend Sharon Hollis, Moderator of the Uniting Church in Australia, Synod of Victoria and Tasmania in June, the new wing is filling quickly.

Regional Admissions Officer, Kris Alexis, said the new wing had been received extremely well by the community.

"Residents, families and visitors love the natural light and attention to detail the new wing offers," he said.

"Since we opened, we've welcomed 19 new residents, with one or two people moving in every week."

Kris said residents in the new wing had settled in well and were forming close friendships, creating a whole new vibe at Manor Lakes.

"Many visitors who toured the facilities have commented on how friendly the atmosphere is," he said.

UA Board Chair Allan Thompson said the new wing and redevelopment of Manor Lakes, which includes a community café, was part of the organisation's vision to provide high quality services for seniors in Victoria and Tasmania.

Allan said UA was building new state-of-the-art aged care residences at its sites in Preston and Hawthorn, with contemporary retirement living apartments part of the Hawthorn development.

He said UA was also doing much work to strengthen the services it provided to people in their own homes, whether it be assistance with daily activities and tasks or maintaining health, wellbeing and independence through day therapy and community centres.

"As an expression of the Church at work, we have a responsibility to meet the needs of our seniors and ensure all people can live to their potential," he said. 🕊



Making dreams come true

Players are preparing to tee off for charity at Uniting AgeWell's fourth annual Charity Golf Day on November 21.

The event will once again be held at the spectacular Commonwealth Golf Club, with 27 teams hitting the fairways of the renowned sand belt course.

The Charity Golf Day is UA's major fundraising event, with all funds raised going towards the Wishing Well program, helping the people we support achieve their dreams.

Last year's event raised \$50,000 for the program, and UA is aiming to break that record this year.

Thanks to Platinum Sponsor Paywise, UA's new salary packaging administrator, this year's event is already shaping up to be a fantastic day.

Marketing Events Officer Madelin McGrath says there are only a handful of player registrations left.

Anyone interested in taking part can contact Madelin at mmcgrath@unitingagewell.org or T: 9276 5706. 

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James Tan has made new woodwork creations and new friends at the Hawthorn Men's Shed

Men's Shed provides tools to health and emotional wellbeing

While his wife receives physiotherapy after a stroke, James Tan is busily crafting her a hand-made wobble board at Hawthorn Centre's Men's Shed to help her regain her balance.

Despite having no woodwork experience, the retired IT consultant is enjoying learning new skills, being creative and developing comradery with the other Men's Shed members.

James said he started attending the Men's Shed when his wife Rosalind began receiving physiotherapy at the centre as part of her recovery program.

"I come from a really technical background and have never done woodwork before, so I wasn't sure what to expect when I signed up," he said.

"I now love it as it's a handy skill and allows me to be creative and make something useful."

James has also built a folding chair and other pieces of equipment to help with Rosalind's balance and recovery.

Uniting AgeWell has two Men's Sheds, at Rosetta Community, Strathaven in Hobart and Hawthorn Centre in Melbourne.

The Strathaven Men's Shed is also open to residents from Strathaven and Strathglen as part of their weekly lifestyle program.

Hawthorn Men's Shed Project Officer Ian Fenton says Men's Sheds are places where men can develop friendships, pursue new activities, learn new skills or become involved in physical activities.

"Our Men's Sheds provide a safe and stimulating environment where men can remain active in mind and body, while developing old-fashioned mateship," he said.

About 50 locals, including Federal Kooyong MP Josh Frydenberg and Victorian Hawthorn MP John Pesutto attended an Open Day at the Hawthorn Men's Shed in June where they saw woodturning demonstrations and chatted with guests. 🐦



Men's Shed volunteer, David Mee, Men's Shed Project Officer, Ian Fenton, MP John Pesutto, woodturning demonstrator, Carl Lutz, MIS Helen Page, Day Therapy Coordinator, Glenda Plavin at the Hawthorn Men's Shed Open Day



Strathdevon Community aged care expo

Seniors in north western Tasmania can learn more about Uniting AgeWell's community services at an Aged Care Expo at the Latrobe Community Strathdevon in November.

Government agencies and service providers including Centrelink, the Department of Health, Advocacy Tasmania and COTA will be on hand to answer queries about eligibility and the type of home care services available.

UA Strathdevon Community Programs Coordinator Peter Cullen said there were many senior service options available and it could be difficult to understand and navigate the aged care system.

"We are holding the Expo to help people find out what's available, whether they're eligible for government-funded services, help them get referrals and register on My Aged Care," he said.

Home care services such as personal care, social support and assistance with domestic chores, gardening and technology enable seniors to remain independent in their own homes longer while remaining connected and an active part of the community.

The Expo will be held at Uniting AgeWell Strathdevon Community, 37 Moriarty Road, Latrobe on Friday, November 18 from 10am to 3pm. 🐦

New website to take UA into the future

Uniting AgeWell's website has undergone a modern makeover, bringing it in line with consumer demands and ensuring people can find the services they want at the touch of a button.

After more than six months of development and consultation, the website offers increased functionality with a clean, contemporary and easy-to-navigate design.

It has also been designed for optimal performance on mobile devices, giving people easy access to the information they need wherever they are.

General Manager Marketing and Community Relations Rebecca Ryan said it was important to have a contemporary website that made it easier for people to find the services they want.

"We have undertaken broad consultation and independent testing to ensure a great user experience that focuses on customer engagement," she said.



The new website is now live at unitingagewell.org

Please take the time to check out the site and let us know what you think. We value all feedback and suggestions for ongoing improvements. 🐦



Amarco and Kingsville community residents and friends show off their hand made fascinators

Kingsville gets close up look at Melbourne Cup

Uniting AgeWell Kingsville Community was stopped in its tracks as the historic Melbourne Cup dropped in on its way to Flemington.

The \$175,000 trophy was at the Kingsville Community on Friday, October 21, as part of its 34 destination Australasian Tour.

Residents and guests celebrated with week-long activities, including hat making with a milliner and historical displays by the Footscray Historical Society, culminating with a Morning Tea extravaganza with the arrival of the Emirates Melbourne Cup Tour.

Kingsville Manager Integrated Services, Christine Harwood, said residents at both Kingsville and Amarco Apartments looked forward to the event weeks beforehand.

"Many residents began creating artwork and decorations as part of their lifestyle activities," she said.

"Local volunteers also visited to assist with creating decorations."

With many residents, clients and their families living most of their lives in the area, many have fond memories and stories of the Melbourne Cup.

Uniting AgeWell General Manager Victoria North West Vicky Jacques said the Tour was a wonderful community event where clients could get together and celebrate one of Australia's oldest sporting events.

"The event is an important way to acknowledge the significant contributions our residents and clients have made to the local area," she said.

"Ageing doesn't mean giving up on traditions or events that have been so important to a person's life." A full wrap-up of the Emirates Melbourne Cup Tour is now on the UA website, and will feature in the next edition of DoveTale. 🕊



Hobart Home Care Package client Pat Muscott and Direct Care worker Jill Gluskie

Providing care to regional seniors

Uniting AgeWell is significantly expanding its home care services across regional Victoria, taking over almost 300 packages across the Loddon Mallee and Gippsland regions.

In September the organisation took over 25 Level 2 Home Care Packages (HCPs) from Uniting Care Gippsland, following an agreement between the boards of the two organisations.

The packages complement the 15 Level 3 and 4 packages UA received as part of the Aged Care Approvals Round (ACAR) last year.

A number of Uniting Care Gippsland staff also transitioned to UA, providing continuity to the 25 home care clients. They will continue to be based in Bairnsdale.

At the start of October Uniting AgeWell announced it will take on 273 HCPs currently provided by the Swan Hill Rural City Council (SHRCC).

SHRCC resolved in July to absolve itself of the Approved Provider responsibility for Home Care Packages and identify a third party to continue provision of the services.

This was a result of Federal Government changes to the aged care industry in February 2017 that the SHRCC felt would make it difficult to continue in this role within the constraints of Local Government.

UA was appointed the new Approved Provider after a comprehensive tender process.

Uniting AgeWell CEO Andrew Kinnersly said it was an exciting development for Uniting AgeWell, and significantly increased the number of HCPs the organisation delivered across regional and metropolitan Victoria and Tasmania.

"This latest announcement enhances the 70 packages we already deliver in the Loddon Mallee from our Strath-Haven Community Services team in Bendigo," he said.

Official transfer of the packages from SHRCC to Uniting AgeWell is now underway.

Andrew said a project manager had been appointed to oversee the transfer, and UA is undertaking regular consultations with SHRCC staff and service partners to ensure a smooth transition.

"While Uniting AgeWell will be the new provider of Home Care Packages in the Loddon Mallee region, there will be no change to the services clients in the region receive," he said.

"We remain committed to providing continuity and quality of services to clients, and maintaining partnerships with existing providers in the region."

To find out more about how Uniting AgeWell can support you to live and age well at home, call the team on T: 1300 783 435 or visit unitingagewell.org 

Front cover: Kingsville residents Bernard Kaye (left) and Stanley Bryar

We appreciate your feedback and welcome any story ideas.

Contact: Communications and Social Media Advisor, John Le at JLe@unitingagewell.org or call 03 9276 5718.

Uniting AgeWell is an organisation of the Uniting Church in Australia


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