

# ➤ DoveTale

SUMMER, 2017



*News from across Uniting AgeWell communities*



# » Eyes on the future

As 2017 draws to a close, it is timely to reflect on the highlights, challenges and learnings of the past 12 months, and prepare for the year ahead.

We have had many highlights through the year, some of which have been recognised by our industry peers through awards and nominations. Our LGBTI strategy earned us the LASA Community Inclusiveness award, while the kindergarten program at our Carnsworth Community was a finalist in the national HESTA Awards for Team Innovation.

We expanded our community services, including our innovative specialised seniors' gyms in metropolitan Melbourne and home care packages in the Loddon Mallee. We went out into communities across Victoria and Tasmania to provide information and advice on how to navigate the aged care system and get the most out of aged care services; these information sessions were extremely well received and will be ongoing next year.

We have launched a number of research partnerships to help us strengthen our service offerings and advance the aged care sector. This includes research into how new technologies can assist older people; a project about community engagement in aged care; and a research project addressing the gap in mental health needs of older people with dementia in aged care.

There have been a number of challenges throughout the year from which we have learnt and grown. In particular, the influenza season was a very difficult time across Australia, especially in aged care.

Regrettably, there were some failings during an outbreak at our Strathdevon facility in Latrobe, in north west Tasmania, where residents and staff were particularly impacted. Following a thorough internal and external investigation, we took immediate and decisive action to rectify the identified gaps to ensure we provide the high standard of care that we expect at all our facilities. Strathdevon staff have been totally committed to the improvements and delivering exceptional care and support to seniors in northern Tasmania. The severity of the outbreak has also prompted us to review our immunisation strategy for staff to ensure we are doing all we can to prevent influenza outbreaks in the future.

Strathdevon remains an important part of the Latrobe community. We are looking forward to providing even greater support to seniors in the region, through a 30-bed extension. Plans for the



extension were recently approved and work will begin early in 2018. This redevelopment will see improvements throughout the site, including a new café, chapel, resident activities facilities, gym, hair salon and a state-of-the-art cook-fresh kitchen. A number of rooms have also been designed in consultation with local indigenous groups.

We have also started work on two major infrastructure developments in Preston and Hawthorn at sites that have been closed for many years. I was pleased to help launch our new Manningtree retirement living development at Hawthorn in November, which is already proving very popular. Manningtree, which offers 49 independent living apartments, will be co-located with a new 120-bed aged care residence. A 104-bed residential facility will be built on the old Lumeah site in West Preston. Both are slated for completion in late-2019.

**These developments will set a new benchmark in seniors living and residential aged care, with state-of-the-art infrastructure combined with the best in care and support for seniors.**

I'd like to thank everyone for their ongoing support of Uniting AgeWell, particularly the volunteers, congregations and community groups who so generously contribute their time and resources to helping seniors live well with choice and peace of mind.

Wishing you and your families a joyous and peaceful Christmas and New Year.

**Andrew Kinnersly**  
CEO



## > HUR Gym launches receive rave reviews

**Uniting AgeWell was commended for its different approach to ageing at the launches of its two new state-of-the-art gyms in November.**

A local MP, councillors and referrers praised the organisation for establishing the Helsinki University Research (HUR) Gyms at Uniting AgeWell's Allied Health and Therapy Centre, Noble Park and the Oakleigh Community Hub.

Guests at the launches on November 8 were shown how the HUR Gyms' smart card system automatically sets the correct resistance and supports users through their workouts.

They also had the opportunity to try the air-resistant equipment, which reduces stress on joints and connective tissues, ensuring better outcomes and reduced risk of injury for seniors.

Member for South-Eastern Metropolitan Region, Nina Springle, said at the Noble Park launch the fully supervised and supported gym would remove barriers to exercise for a lot of people.

"It looks incredible and it is so user-friendly," she said.

City of Greater Dandenong Councillor Tim Dark, commended Uniting AgeWell for spearheading the HUR Gym establishment.

"It's really exciting the gym is open, not just for the residents, but for the community," he said.

"There is a need for something like this. It's not a cheap thing to initiate, so I applaud Uniting AgeWell for establishing the HUR Gym to service the whole community."

The HUR Gym was first introduced at Uniting AgeWell's Forest Hill Allied Health and Therapy Centre in 2015 and more than 350 people now use

the gym each week. The HUR Gyms at Noble Park and Oakleigh are expected to attract similar results.

Uniting AgeWell CEO Andrew Kinnersly said Uniting AgeWell aimed to take a different approach to ageing and break down the stereotypes often attached to older people.

**"It's about ensuring everyone, no matter their age, can live and age well in the way that they want."**

Along with the HUR Gym, the Oakleigh Community Hub provides information on a variety of aged care services, including allied health and therapy services, social support, respite and carer support, help at home and residential aged care.

Regional Assessment Coordinator at Bayside City Council, Katherine Johnson, attended the launch because she was curious about the unique service model.

"When assessing clients, it's good to know what's available, so we can refer people that are appropriate for the service," she said.

Katherine said the Oakleigh Community Hub was what people were looking for – all the services together. 🐦



*For more information about the HUR Gym call Uniting AgeWell's Oakleigh Community Hub on T: 9568 0466, Noble Park Allied Health and Therapy Centre on T: 9554 0700 or Forest Hill Allied Health and Therapy Centre on T: 9845 3114.*

# › Leaving Uniting AgeWell in good hands

**Uniting AgeWell is a strong and respected aged care provider that has much to be proud of.**

After nine years on the Board, including the last three as Chair, I finish up at Uniting AgeWell at the end of January 2018.

My time at Uniting AgeWell has been personally enriching. The organisations' commitment to enabling all people to age well is commendable, and I have personally taken that on board.

Of all the roles I have held within the Uniting Church in Australia, my time on the Uniting AgeWell Board has been the most fulfilling and enjoyable.

I am proud of Uniting AgeWell's many achievements during these last nine years, including the adoption of the AgeWell service model, and changing the organisation's name from Uniting Aged Care to Uniting AgeWell to reflect that philosophy.

I am pleased to be leaving at a time when Uniting AgeWell is well-positioned for the future. We have strong leadership on many levels, while the links between the organisation and Uniting Church congregations are stronger than ever.

I am pleased to announce the new Uniting AgeWell Board chair will be Raelene Thompson. Raelene was elected to the Board in October and will take over as Chair in February.



Raelene brings a wealth of experience in aged care, having previously managed a state-based accreditation agency and was a state manager for the Commonwealth Department of Health and Ageing.

Most recently, Raelene was acting CEO of Wesley Mission during its transition to the Uniting brand. Raelene is also passionate about making sure vulnerable older people get the best care and are enabled to live the life they want to live.

I am pleased to know the Board, and Uniting AgeWell, remain in experienced and capable hands.

Thanks to all our clients, families, staff and volunteers for your support over the years. I hope you all continue to "age well".

**Allan Thompson**  
**Board Chair**

## › Defining identity

**Uniting AgeWell has developed an Identity Statement to publicly recognise and acknowledge the connection with the Uniting Church and the role aged care plays in the mission of the Church.**

The Identity Statement was developed by the Uniting AgeWell Mission Committee and launched at the Uniting Church Synod 2017 meeting in September.

"At the heart of our work in Uniting AgeWell is our desire to honour the unique spirit of love, life and aliveness in every person," the statement says.

"We are part of the Uniting Church and our work is infused with the Christian faith tradition. Everyone is equal, united by our common humanity and capacity for love and care.

"This way of seeing the world drives the way we plan, resource and provide the services we offer."

Uniting AgeWell Director of Mission Rev John Broughton said the statement reflected Uniting AgeWell's ongoing relationship with the Uniting Church "and how important our work is for people as they age".



## › Manningtree Hawthorn hits first milestone

Uniting AgeWell launched its new independent retirement living complex, Manningtree Hawthorn, with a special event at Leonda on the Yarra in November.

More than 50 people attended the sales launch to learn about the exciting development.

Uniting AgeWell CEO Andrew Kinnersly said Manningtree Hawthorn – due for completion towards the end of 2019 – would address a local need.

“About 15.1 per cent of the Boroondara population is aged 65-plus and there is a growing need for high quality services to support people to live and age well in this area,” he said.

Spanning Manningtree and Wattle Roads, the site was once home to Moorfields independent living and Broadmead residential care communities which were established in the 1960s and 1970s respectively.

Uniting AgeWell Board Chair Allan Thompson said the original facilities had delivered great care and residential services for many years but no longer met the needs and expectations of people in the 21st century.

He said the organisation had designed a new community that would suit the way seniors wanted to live today.

He said the exciting development offered a superb 49-apartment independent retirement living complex and separate 120-bed residential aged care facility on the same site.

“It’s a \$64M investment by Uniting AgeWell and it’s indicative of our firm commitment to seniors in the Boroondara region,” he said.

Sales Manager Anne Kemp said the launch was a great success, with an impressive number of people reserving apartments at the launch.

“Manningtree is in a fabulous location and the facilities are excellent. Aside from three garden areas, including a community garden, there is even a Men’s Shed.

**“Uniting AgeWell’s home care services and onsite aged care community has also been a drawcard for buyers.”**



For more information about Manningtree Hawthorn or to register your interest, call 1800 001 047 or visit [manningtree.com.au](http://manningtree.com.au)



Senator Helen Polley with a Carnsworth resident and children from Davis Street Kindergarten.

## ➤ Carnsworth program gets Federal recognition

**Carnsworth Community's intergenerational kindergarten program gained nationwide attention this month, being named a finalist in the HESTA Aged Care Awards and welcoming a Federal politician.**

The Carnsworth Leisure and Lifestyle team – led by Coordinator Vindhya Mendis – was a finalist for the HESTA Team Innovation Award for its Celebrating Intergenerational Relationships and Creating Learning for Everyone (CIRCLE) program.

Uniting AgeWell representatives, including Vindhya, attended the award ceremony in Adelaide on November 23 but missed out to the Crest NT and Southern Cross Care SA&NT teams for their Aged Care Indigenous Induction Program.

General Manager Victoria, Vicky Jacques, said while they were disappointed not to win, being named a finalist was wonderful recognition of the many benefits of the program.

Earlier in the month, Federal Shadow Parliamentary Secretary for Aged Care and Shadow Assistant Minister for Ageing, Senator Helen Polley, visited Carnsworth to see the program in action.

She spent an hour mingling with the Davis Street Kindergarten children and Carnsworth residents and was very impressed with what she saw.

"When I walked into this room it gave me the most

amazing feeling," she said. "There was a lot of energy and a lot of engagement."

Since its inception in July 2016, Davis Street Kindergarten teacher Ruth Wallbridge has seen developmental growth in the children who attend.

"We find there is an increase in empathy and of thinking of the other," she said.

"We often see this switch between teacher and student as well. You might see children showing the residents how to do something, or holding their hands steady to thread beads."

Senator Polley was particularly interested in the benefits of the intergenerational connection between children and older people whose own families lived far away.

**"A lot of families are disconnected by geography and they may not always have children come to visit them, so these days are lovely for the residents."**

The Senator was so touched by her visit she referenced it in a speech to Federal Parliament.

"As far as I'm concerned, whether they win or not is irrelevant, because they are already winners," she told the Senate.

"This is a win-win situation for the kindergarten, for the students, for the residential home and, particularly, for those older Australians, so congratulations to all of those involved." 🐦

# ➤ Golf Day proceeds to grant more wishes



Uniting AgeWell's Wishing Well program received a massive \$54,000 boost, following its fifth successful Annual Charity Golf Day.

One hundred competitors from 23 teams teed off at the spectacular Commonwealth Golf Club in Oakleigh, for the November event.

The hugely popular day and major fundraising event for Uniting AgeWell will help the organisation make the dreams of its clients come true.

Congratulations to the winning team, HESTA/Transform Physio, comprising Helena Higginbottom, John Barry, Johnathan Cramb and Shehan Fernando. The players received Perpetual Trophy honours and each took home a winner's trophy and a \$150 Rebel Sports voucher.

Uniting AgeWell CEO Andrew Kinnersly thanked the generous sponsors and players, whose involvement in the Golf Day had a direct impact on the lives of valued clients.

**"Seventy wishes have been granted since the program began three years ago. With 7,000 clients, there are always more wishes to be granted."**

The many people who have realised their dreams includes Keith, who flew in a Tiger Moth; Marty, who cruised down the Yarra River; Gordon and Dorothy, who rode on the Melbourne Observation Wheel and Enid, who took a ride in a motorbike sidecar.

In addressing the crowd at the Golf Day, Uniting AgeWell Board Chair Rev Allan Thompson emphasised the importance of delivering programs that were aligned with the Uniting Church's core values. He said granting the wishes brought hope, joy and happiness to people's lives.

Uniting AgeWell would like to thank everyone involved in the Charity Golf Day for their generous support. Particular thanks go to Platinum Sponsor Paywise Salary Packaging and Gold Sponsors Ascot Group, Cura Pharmacy and SJ Higgins. 🙏

## A special thanks to our sponsors:

**Platinum:**



**Gold:**

Ascot Group  
Cura Pharmacy  
SJ Higgins

**Silver:** Michael Reading Registered Electrical Contractors, Russell Kennedy Lawyers, Laundry Solutions Australia, Tena, Blue Apache, PFD Food Services, CH2, Jeff Williams Building Services, Thomson Adsett, Grant Thornton, Dominant (Australia), Reward Hospitality, Solutions Three.

**Bronze:** Flexiplumb

**Hole-in-one:** Maxi Care Promotions

**Drinks cart:** Lion Food Services

**Hospitality:** Gemini Catering, VRC Landscapes

**Raffle:** SP&R Air-Conditioning



## ➤ One place for all of your services

**Uniting AgeWell can manage all your aged care needs, from in-home domestic support to allied health and respite, through to residential care.**

Using one organisation that understands your needs ensures continuity of care; good communication between doctors, physiotherapists and care staff; and reduces paperwork.

Uniting AgeWell provides:

- Community Home Support Programme (CHSP) services, including allied health and therapy services, carer respite, social support and some domestic and personal assistance.
- Home Care Packages (HCP), providing care and support to people living at home.
- Home Care Packages delivered to people in retirement living.
- Residential aged care providing 24/7 nursing care and support.

If you are receiving some, or all, of your aged care services from another provider, now is a great time

to consider rolling all your services into Uniting AgeWell.

To find out how we can manage all your services, speak to one of our Community Referral Coordinators. They will discuss all your options and point out any obligations you may have to your current provider. 🌿



**For more information call us on 1300 783 435 and speak to one of our Community Referral Coordinators.**

## Refer a friend

**Until 30 June 2018, all existing Uniting AgeWell Community clients who refer a friend for Home Care, Commonwealth Home Support Programme or fee-paying community services with Uniting AgeWell will receive a \$50 Coles Myer gift card.\***

**To take advantage of this great offer, contact your Client Advisor, or visit the Uniting AgeWell website for more details.**

*\*Terms and conditions apply. Visit [unitingagewell.org](http://unitingagewell.org)*



## › Masterclass meals wow judges

**Uniting AgeWell chefs from across Victoria and Tasmania put their best meals forward at the inaugural Uniting AgeWell Masterclass competition.**

Seventeen chefs donned their whites at the William Angliss Institute in July for the competition, designed to inspire creativity in catering for aged care clients.

Each chef chose a “mystery box” of meat and had access to a full pantry of ingredients with which to create a main and dessert dish in just 90 minutes.

They were judged on presentation, creativity, cleanliness of the work station, meeting the aged care dietary guidelines and taste.

Four guest judges had the enviable task of sampling the dishes in blind tastings: Uniting AgeWell CEO Andrew Kinnersly, General Manager Tasmania Jane Johnston, General Manager Victoria Vicky Jacques, and Uniting AgeWell Independent Living Unit resident Loretta Simmons.

Manor Lakes Community chef Made Widiana (pictured) was crowned the overall winner of the Masterclass 2017. Guest judge Loretta Simmons said his immaculately presented chicken roulade and

berry mille feuille would rival that of a top professional chef in an elite restaurant.

“If it were placed before me at a nice restaurant, I would be delighted,” she said.

Made said the standard of the competition proved that aged care community chefs were skilled and passionate about what they did.

**“I love what I do and I always try to go the extra mile for the people at Manor Lakes.”**

“I work with my heart and all the other kitchen staff at Manor Lakes do the same. I am very lucky to work in such a good environment and to do what I love. Winning is just a bonus for me.”

The humble winner said chefs “don’t have magic hands”. He said they relied heavily on good-quality ingredients, which Uniting AgeWell management enabled him to source.

Loretta praised Uniting AgeWell for its approach to living well and providing high-quality care.

“Uniting AgeWell leads the way with a different approach to aged care, particularly in one of the most important areas of life – food,” she said.

“The very thought of going into care is rather daunting, but the Masterclass 2017 highlighted that Uniting AgeWell had opened up a beautiful new horizon through cuisine.” 🐦



Victorian Commissioner for Gender and Sexuality Ro Allen (pictured with Uniting AgeWell CEO Andrew Kinnersly) officially opened LGBTI Week.

## › In Brief

### Home support increased in Tasmania

The Commonwealth Home Support Programme (CHSP) has expanded across northern Tasmania. The program now also includes both domestic assistance and flexible respite in the north, and flexible respite in the northwest. For more information about domestic and flexible respite in Tasmania, please contact a Uniting AgeWell office near you or call 1300 783 435.

### TV commercial receives award

One of Uniting AgeWell's television commercials featuring our home care services has won a Silver Award at this year's Australian Institute of Professional Photography Awards. The highly competitive selection process is based on excellence in impact, audio, camera techniques and post production. Watch the commercial on our YouTube channel.

### Tasmanian Community Achievement Awards

Uniting AgeWell was named a finalist for a Prime Super Employer Excellence in Aged Care Award. The 2017 Tasmanian Community Achievement Awards recognised organisations with a strong focus on staff engagement, safety, wellbeing, training, and providing staff with higher education learning opportunities. The winner was announced on December 1. Congratulations to Masonic Care Tasmania, which took out the award.

### Our climate change pledge

Uniting AgeWell has promised to take action on climate change by signing the TAKE2 pledge. The Victorian Government's collective climate change initiative calls for organisations to take meaningful action to reduce climate change. Together, Government, industry and individuals who take the TAKE2 pledge will aim to reach a target of net zero emissions by 2050.

### WorkSafe recognition for Uniting AgeWell

Uniting AgeWell has been recognised for its industry-leading approach to workplace injuries. Senior Workers' Compensation Coordinator Nathier Kamalie was named runner-up in the Return to Work Coordinator Excellence category at the WorkSafe 2017 Awards in October. Nathier has been proactive in helping staff return to work, finding alternative roles and assisting with retraining when some have been unable to return to normal duties.

## › Going rainbow for LGBTI week

**Uniting AgeWell sites across Victoria and Tasmania embraced the colours of the rainbow for the inaugural Celebrating LGBTI Week in August.**

Buildings were decorated with rainbow doves, colourful ribbons and banners; while staff and clients ate rainbow cakes and food, and enjoyed a range of activities.

Celebrating LGBTI Week was officially opened at Uniting AgeWell's central office in Melbourne, with special guest Victorian Commissioner for Gender and Sexuality Ro Allen.

Ro appreciated the significant steps Uniting AgeWell was taking in providing inclusive care and support for older people from the LGBTI community.

Uniting AgeWell CEO Andrew Kinnersly said the celebration was part of the organisation's journey to be LGBTI-inclusive.

He said Uniting AgeWell recognised LGBTI ageing was a unique and important experience warranting a considered, consultative and systemic approach.

**“Our LGBTI strategy enhances our long history of providing services for older people, irrespective of their faith, cultural background, gender or sexual identity.”**

Uniting AgeWell has worked with the LGBTI community to develop inclusive practices into residential and community services in Victoria and Tasmania. 



## ➤ Virtual tour brings greater understanding of dementia

**It has long been said that to understand someone you must first walk a mile in their shoes. And Uniting AgeWell Strathdon Community staff have been doing just that thanks to the Virtual Dementia Tour.**

The Tour is an immersive training experience that uses evidence-based and scientifically proven methods of building a greater understanding of dementia.

Participants undertake everyday tasks and exercises, while wearing patented devices that alter their senses – including shoe inserts and thick gloves – to mimic the experience of people with dementia.

Virtual Dementia Tour Certified Trainer Dr Leonie Mosel Williams said the Tour helped staff understand the physical and mental challenges those with dementia faced. She said they were able to actually feel what it was like to have dementia.

“You can do courses and theory but until you feel what an individual who has dementia is feeling, you don’t truly understand what their world is like,” she said.

Every participant is asked to complete a survey in which they rate their understanding of dementia before the exercise, and again afterwards.

The feedback data suggests the experience enables participants to improve communication with people who have dementia and provide better person-centred care.

**“The residents benefit because the staff don’t have unrealistic expectations of them,” Dr Williams said.**

“They realise there are vision impairments, they realise communication has to change, they realise our residents can’t change because their brain is failing, but we can change to adapt to where they are in their journey.”

The Tour also has also visited a number of Uniting AgeWell sites in Tasmania. 🐦



## Seniors and students surprise shoppers at Bunnings

West Footscray Bunnings shoppers received an unusual surprise in October when the dulcet tones of a special flash choir echoed through the warehouse over lunch time.

Residents from Uniting AgeWell Kingsville Community teamed up with Victoria University (VU) to deliver the entertainment as part of V4U Day, in which students volunteer at community service projects.

Ten people from Uniting AgeWell Kingsville's choir rehearsed some old favourites over the course of several weeks, preparing for the "spontaneous" flash choir.

Leisure and Lifestyle Coordinator Pamela Bruder said the residents worked hard on some complex pieces. They performed *The Rose*, *Take Me Home*, *Country Roads* and *Folsom Prison Blues*, but the most special number was written by the residents.

"We wrote the song in Memory Support Group," Pamela said.

**"It's about how good you feel when you sing. It's a really strong message about giving singing a go and you never know what you can do until you try."**

Ten students and VU staff warmed up their vocal chords for the event. VU Project Officer Pragya Kapil said it brought tears to her eyes to see the choir perform after three months of preparation.

Pamela is now investigating new venues in which the Uniting AgeWell Kingsville choir can perform. 



**How can we support you to live life your way? Find out today, by calling our friendly team on 1300 783 435 or visit [unitingagewell.org](http://unitingagewell.org)**

We appreciate your feedback and welcome any story ideas.

Contact: Communications and Social Media Advisor Caitlin Pearson at [cpearson@unitingagewell.org](mailto:cpearson@unitingagewell.org) or call T: 9276 5718.

Front Cover:

Carnsworth Leisure and Lifestyle Coordinator Vindhya Mendis with Thelma Barnes, who is an active participant in the Celebrating Intergenerational Relationships and Creating Learning for Everyone (CIRCLE) program.