



Sharon Donovan

Message from our Executive Director

There is a brief space when you undertake a large new job when you can look around before you take major decisions. It's an important time, when you look with fresh eyes. It's always worth reflecting on those first impressions as you get swallowed up in the intensity of a job.

Gary Henry (Acting Executive Director) assured me in his handover that UAC was likely to be the best job I would ever have. You can't get a more positive introduction than that! Gary has kept a steady hand on the tiller in the interim period and I thank him very much. He has clearly made good friends here at UAC.

I am excited to be here and joining you at an important time in the history of UAC. This year, we will open two major new facilities, at Noble Park and Kingsville that bring together residential and community services. At Kingsville, we have the innovative Amarco, Apartments for Life. Again, this is within our plan to make our delivery of services person-centred.

We are moving towards the AgeWell model of care. We are in the process of working with both State and Federal Government to allow us to direct our funding to make this possible.

The Board has approved this direction and we will set a timetable of feasible implementation – establishing where we pilot the model and how we roll it out across the organisation.

We will keep you well informed about this process knowing that communication is key in effective change.

We have developed a thorough Induction program for new staff to support the person-centred approach.

I have now visited the UAC five regions so have had the chance to meet some clients, families and staff. I will continue to deepen my understanding of our people, sites and programs, and the philosophic and spiritual values that guide our approach to ageing at UAC.

Sharon Donovan
Executive Director



Noble Park staff cheer on work at the site.

Contribution to Community – Noble Park and Kingsville

Over the next four months our two major developments at Noble Park and Kingsville will open. It's an exciting and busy time getting ready to go. Construction supervised to completion, then staff trained and in place. Staff are trained to work in a person-centred way in a new environment that integrates community and residential services. Staff will be ready to work across services.

At Noble Park, we will also move residents, with as little disruption to their lives as possible, around the corner into their new home.

We have increased staff numbers at Noble Park and our existing staff will take part in the training of new staff after training to be 'buddies'.

Kingsville will feature the Amarco, Apartments for Life. This retirement accommodation represents the best of modern living for older couples and singles, offering plenty of choice. Retirees will be able to remain in their apartments for life whatever their changing health needs.

At Kingsville, there is a residential facility, the Amarco apartments and vibrant communal spaces to hand. These include lounge and dining spaces, a sports bar, a wellness centre and hairdresser.

In designing the two facilities we have undertaken wide consultation in order to serve our local UAC communities well.

A feature of both sites is a chapel. The chapels have been designed as spaces that are both spiritual and practical, to serve the many faiths who may use them and many groups that may gather together.

Trethewey the name of the old Noble Park facility has been perpetuated in the naming of the chapel as a way to commemorate the many people who lived there and those who contributed service over many years.

A social meeting place on both sites is their cafes, designed as attractive spaces that will draw people together for easy, day-by-day interaction.

Both the chapels and the cafes are outward-looking spaces. They are designed to draw their local communities in. We want these new sites to be villages for their local communities not gated communities for older people.

Noble Park will open in July and Kingsville in October.

Also in July, 20 units built under the Federal Government's Economic Stimulus Package, will be ready for renting out at Aldersgate Village to people over 65 years on low incomes. A further 10 units are under construction at the Strathdevon site.

Double Dedication

Twins, Alex and Harold Hanton, were interviewed recently at Carnsworth by both the Carlton Football Club and *The Age*.

The twins are 90 years old and have lifelong links to the Carlton Football Club. Harold lives at Carnsworth now; his brother and other family members visited there along with Carlton representatives to pay tribute to the brothers' longevity and their great Club loyalty.

They played a few games with the Seniors during Carlton's glory days in the 1940s. The war and injuries shortened their playing careers but their devotion to Carlton remains unswerving.

The occasion was written up for the Carlton Football Club website, their newsletter and *The Age*.

As Soldiers - Now at Carnsworth - Thanks to Carlton Football Club for permission to use Photo.



DoveTale Welcomes Puppy Tail

Lillian Martin Nursing Home would like to introduce their newest and the cutest staff member, Lilly

She's a 3 months old silky terrier and although short in stature her personality already demands attention and admiration from all. Residents and staff have fallen for her charms.

Lilly is a typical outgoing puppy who chews and gets boisterous at playtime. Obedience classes will begin soon and toilet training is progressing well ... ish.

Lilly works full-time from 9 to 5 each day (apart from an occasional nap) as a member of our Lifestyle team. She goes home with 'the boss', Andrea Bowman and insisted on weekends off. A warm welcome to Lilly and if you visit us here at Lillian Martin, don't forget the schmacks!

Wellbeing Clinics for Older People

Sometimes, coffee and conversation works a little magic. Mark Silver, Social Worker from Elgin Street and Dr Sunil Bhar, Senior Lecturer, Swinburne University Psychology Department shared a coffee last year and came up with the idea for the Wellbeing Clinic that is now running at Carnsworth and Elgin Street with plans also to run at Girrawheen.

The Wellbeing Clinic is staffed by graduate trainee psychologists and social workers to offer support to older people and their families.

Mark Silver was looking for support to foster emotional wellbeing in older people making a journey of adjustment to changed

circumstances. Dr Bhar could see that graduate trainees needed experience with older people to recognise how rewarding work with them can be. This made a match whereby a low-cost and accessible service could be offered at our UAC residential and community sites.

With support from UAC and Swinburne University, this pilot program will be evaluated. The program is designed to meet the increasing age care support needs in our community, especially in residential care.

For enquiries or referrals contact Mark Silver on 9815 0155 or email elgincentre@uacvt.org.au

Home Sweet Home



Strathaven residents Claire Coetzee and Marie Brimfield display their art together with staff member Annette O'Brien (in the middle)

A group of residents from Strathaven took a most enjoyable trip down memory lane when they created a set of fabric pictures depicting 'Home' that are now on display.

Much laughter could be heard coming from the Activity Room each week and the group had many visits from staff, family members and visitors dropping in to see how the art work was coming along.

Sorting through bags of fabrics took time until just the right colours and textures were found. Each picture holds special memories for the residents and reflect a different way of life to today - 'We searched for ages for a good prop to hold up that washing line' 'We had to watch out for snakes round the tank stand' 'Dad rigged up an old tyre from a tree so we had a swing.'

UAC Training to ever higher standards

The Uniting Learning and Development Centre has developed an innovative and flexible Induction Training Program for our new sites opening at Noble Park and Kingsville. Once implemented, the program will be available for new staff across UAC.

The program is thorough and will raise the uniformity of professional standards across the organisation. Generally, it will take about three months to complete using a mixture of on-the-job training and self-paced modules.

At Noble Park, the existing staff will be 'buddied' with new staff to assist with the on-the-job part of the program. At Kingsville, where all staff are new, there will be a greater use of trainers and self-paced modules.

All modules will be assessed by trainers from the Uniting Learning and Development Centre.

Implementing this program means that we will know that new staff are fully trained in the UAC way of delivering aged care and particularly in an integrated, person-centred approach. That means, putting the choices and needs of the older person first.

There are a total of 110 modules in the program. Video material available from the Aged Care Channel has been validated as an effective way to teach clinical skills such as the interviewing for clinical assessment or specific physical examinations.

Staff will take modules according to their position in the organisation. For example, all staff will be trained in the person-centred approach, only registered nurses are trained in clinical assessments.

Our New Executive Director



Sharon Donovan

Sharon Donovan took up her position as Executive Director at the beginning of May. Much of her time in the first six weeks has been spent visiting sites and programs across the UAC's five regions in Victoria and Tasmania.

Sharon said, 'I really want to get to know the organisation and the people I will be working with. I have already seen that the person-centred approach is put into practice in the way residents, clients and staff interact.'

Sharon comes to UAC from the Alfred where she was Executive Director, Nursing and Ambulatory Services, Chief Nursing Officer and Adjunct Associate Professor, Latrobe University.

We welcome Sharon and wish her well.

The Uniting AgeWell System and Government Policy

UnitingCare Aged Care Network members, including UAC, submitted a combined national response to the Productivity Commission's draft report *Caring for Older Australians*. As a result we were asked to advise the Commission on specific areas and to work with them to refine their recommendations.

This acknowledges the advocacy role that agencies of the Uniting Church play as well as the breadth and scope of our services.

The Productivity Commission has stated that significant structural reform is required to prepare the system to meet the needs of Australia's growing ageing population. With the final report to be released in June 2011, UAC is confident that we will be ready to respond to the final policies.

The Productivity Commission's recommendations will move aged care services towards a more market-based, consumer-directed system.

Since 2000, Government has progressively reformed the aged care system.

The development of our *Uniting AgeWell* system fits in well with government policy directions.

The *Uniting AgeWell* system applies Government policy directions and the recommendations of the Productivity Commission as illustrated below:

Biological ageing journey

AgeWell Connect	AgeWell Being	AgeWell Assist	AgeWell Restore	AgeWell Care	AgeWell Palliate
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Preventative / delaying strategies

Home	Retirement Living	Short stay	AgeWell Apartments	AgeWell Residential	AgeWell Hospice
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UAC is well positioned to provide quality aged services for older Australians including those who are economically disadvantaged within this reformed framework.



Research Grant Success

Two research projects will provide a timely opportunity to test some of the assumptions that underlie *Uniting AgeWell* and the effectiveness of UAC's new way of approaching its vision, including service development and community engagement activities.

Dr Yvonne Wells, Professor of Aged Care Research and Policy Development was successful in two significant grant applications to the Australian Research Council. Dr Wells' professorship is jointly funded by Uniting Aged Care and Latrobe University. This link gives UAC a unique opportunity to evaluate the effectiveness of our policies and services.

One study, *My place for life*, will compare the experience of living at the new Kingsville site with other options including being at home.

The other study, *Re-visioning ageing*, is about the expectations of the baby boomers and the previous generation, who will be seeking support from community and aged care services in coming decades, and evaluates the community consultation process that UAC has undertaken in places such as Balnarring, Bendigo and Preston.

The *Uniting AgeWell* system is designed to build community connection and to support ageing in place.

Around UAC

Young and old together

Six local schools are now volunteering at Kalkee Day Respite. A very popular activity is the footy tipping competition. Most Geelong residents, young or old always tip the mighty Cats! That's not a problem, this year. But there is a problem that many will never tip Collingwood to win.

These footy passions run deep.

Regional Manager North Tasmania

Jenny Cotterell has been seconded to be Regional Manager North Tasmania for a 12 month period. Jenny was ACFI manager for UAC so she is already well-known to staff in the region.

Girrawheen Centre – Well for Life

Older people from the Cities of Bayside, Glen Eira and Kingston can join a new Well for Life program at the Girrawheen Centre to learn about nutrition and enjoy gentle exercise. Contact the Coordinator 9596 0347.



Mavis Bermingham

Strathdon Art Show

Mavis Bermingham, long-term resident of Strathdon units is renowned for the delicious biscuits and cakes she bakes to feed the hungry volunteers who work so hard to make the annual Strathdon Art Show a great success. At this, the 8th annual event, a new Miniature Prize was introduced that proved to be very popular.

Broadband for Seniors

Our UAC Seniors are becoming technologically savvy. Broadband for Seniors has been installed at the following sites – Strathdon Residential, Oakleigh Rehabilitation Centre, Strathglen, Aldersgate Kings Meadows, Strathdevon, Manor Lakes, Ningana, Kangerong Centre. Many Seniors are enjoying getting out there in the world, via technology.



Kate and Will's Big Day

There were great festivities at Queenborough Rise on the Royal Wedding day – everyone dressed in style.

With 57 years of marriage behind them, Reg and Maureen Tulk could give Kate and Will a few tips.

Top: Reg and Maureen Tulk.
Bottom: Staff



Betty Burnett and Hazel Breguet with Kalkee volunteer Bruce McCoughtry

DoveTale is edited at UAC, 130 Little Collins Street, Melbourne 3000. We welcome suggestions for improvements and ideas for stories. Please email DoveTale@uacvt.org.au or telephone 9251 5979.

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