

# VASEY RSL CARE NEWS

The Quarterly Newsletter for the Vasey RSL Care Community

Winter 2023

## Veteran Wellbeing Grant Received for V Centre

**On Thursday 18 May, the Federal Member for Jagajaga joined us outside the future home of The V Centre to announce that Vasey RSL Care is receiving \$150,000 from the Veteran Wellbeing Funding Grants provided by the Australian Department of Veterans' Affairs.**

Together with Board Chair Mike O'Meara OAM, CEO Janna Voloshin and General Manager Veteran Services Chris Gray, Federal Member for Jagajaga, Ms Kate Thwaites MP announced the successful grant application.

"I'm really glad that our Government has been able to support The V Centre with \$150,000 to help with some of the soft furnishings here," said Ms Thwaites. "This is going to be a really important project - not only for veterans in our community, but I know, veterans around the state.

"It is very important that we invest in these specialised services for veteran homelessness.

"It's also one of the reasons why I'm so keen to see our Parliament pass the Housing Australia Future

Fund [HAFF], because there is \$30 million in that fund that could help support veteran housing and homelessness."

Board Chair Mike O'Meara thanked Ms Thwaites and the Australian government for this support and spoke about the importance of agreement on the HAFF noting the cost involved in the delay for those veterans at risk.

"We are committed to making sure that we provide not only a safe haven for them and accommodation, but the wraparound support that will help them get back on their feet," he said.

Mike noted Kate's unwavering support for The V Centre and expressed his optimism that funding from the HAFF will be made available for The V Centre.



*Announcing the funding grant, Federal Member for Jagajaga Ms Kate Thwaites MP (2<sup>nd</sup> from left) is pictured with Board Chair Mike O'Meara OAM (far left), CEO Janna Voloshin and General Manager Veteran Services, Chris Gray.*

# From Our CEO

## Disappointed but Determined

Despite our endeavours to encourage the Federal Government to fund the first three years' operation costs for *The V Centre Veteran Empowerment Program*, we were not successful in our pre-budget submission.

While this is disappointing, we are pleased to have received a Veteran Wellbeing grant of \$150,000 to assist with the fit-out of The V Centre (as you may have read on the front page). The renovation is now under way and we expect it to be complete by mid-spring.

We were also delighted to be contacted by Mildura RSL Sub-Branch who wanted to lend their support to The V Centre. We sincerely thank their committee for their decision to make a very generous donation of \$100,000 to furnish one entire wing of The V Centre which will be named in their honour.

This support is testament to the ex-service community belief in The V Centre.

We are determined to find the funding to make it a reality and to give a home and hope to desperate and homeless veterans.

## Centenarian Chronicles

A celebration is planned for next month at our Frankston South aged care home, where we have a remarkable group of ten residents who have surpassed the century mark.

Our oldest resident has proudly reached 104 years of age – born in 1919, just a year after the end of World War I. What an incredible life span.

We have a further eight residents in their 100<sup>th</sup> year and well on their way to joining this prestigious group.

## Saluting Excellence Awards 2023

The annual Saluting Excellence Awards will be opening for nominations on 1 July. I draw your attention to this, because a nomination from a resident, their family, from home care clients or ex-service accommodation residents means a great deal to our staff.

Please look out for details in the next few weeks.

## Digital Transformation

Effective systems are essential to an efficient, compliant and well-run organisation and since January,



we have been rolling out a digital transformation program to update and upgrade systems where needed, remove any remaining paper-based systems, eliminating the possibility of transcribing errors and reducing duplication of data. This is a significant project and our IT team is being kept very busy.

Staff will be required to get used to the new systems and while some will find it easy, others may find it challenging.

Ultimately, the benefits will greatly outweigh any challenges, setting us up with robust systems to support and enable our long-term strategic goals.

While the changeover is taking place, we ask for your patience if you are experiencing delays and to contact our staff if you are experiencing issues.

## Extending Our Ex-Service Accommodation

The new development on Bell Street Ivanhoe – Samma Place – is approaching completion.

We are in regular contact with Ivanhoe ex-service accom-

modation residents who will be moving into their brand new apartments around July/August. We will have ten additional homes which will be offered to those on our waiting list who are in greatest need.

We are also excited to report that our plans for a 20 ex-service-unit new build, adjacent to our aged care home in Bundoora, are progressing well and we hope to bring more news on that next quarter.



*Janna Voloshin,  
Chief Executive Officer*





# Royal Commission Submissions Close 13 Oct

**Submissions for the Royal Commission into Defence and Veteran Suicide are closing on 13 October 2023.**

**It is important that the Commission hears from as many people as possible who have been affected by defence and veteran suicide, and we encourage those who are able, to make a submission to this vital public enquiry.**

In total, 11 hearing blocks will be undertaken, with number 9, in Perth currently under way, 10 in Adelaide from 17 July and the last one, in Melbourne from 28 August.

To attend these hearings, you can register via the Commission's website: <https://defenceveteransuicide.royalcommission.gov.au/hearings>

You can also subscribe to their email list so you are notified about the public hearings.

There are a few ways to make a submission: you can

fill in the online form, or download a paper form which you can send by post. You can even make an audio or video submission. Visit <https://defenceveteransuicide.royalcommission.gov.au/> for details.

The Commission has also provided legal support so that you can speak to the DAVLS - Defence and Veterans Legal Service (a free national service which is independent of the Commission, Department of Defence and the Department of Veterans' Affairs): they can help you with your submission. Contact them (M-F) on 1800 33 1800. They can also refer you to counselling or other social support if you find the process of putting in a submission triggers mental health issues.

Note that submissions may be made anonymously and anyone making a submission can state whether or not it can be made public. Their website indicates that they have received 3,567 submissions to date and 428 of these have been published.

# World Elder Abuse Awareness Day - 15 June

**Abuse of older people is a complex issue which is often carried out by someone who is trusted by the older person, such as a family member, friend, professional, or paid caregiver. Sometimes, neither the victim nor the perpetrator recognise that what is occurring is abuse. Abuse affects both older men and women and can occur at home or in care.**

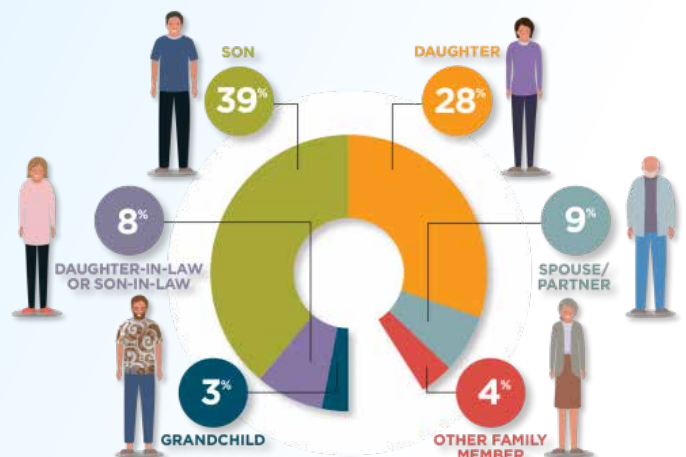
It is shocking to hear that estimates indicate that as many as 39.2% of older people in residential aged care experience elder abuse in the form of neglect, emotional and/or physical abuse (ACQSC, 2020).

Health, aged care and allied health professionals play an important role in addressing and recognising abuse of older people.

Vasey RSL Care has partnered with Elder Rights Advocacy to present: 'How to recognise and respond to Elder Abuse', an information session for all staff.

It will be held on 15 June to coincide with World Elder Abuse Awareness Day, a day on which voices around the world express opposition to the abuse and suffering inflicted on older people.

Please take the time to make sure you are informed on this topic: <https://elderabuseawarenessday.org.au/>



**In 91% of Senior Rights Victoria cases, the abuser was a family member of the older person.**

Image credit: <https://elderabuseawarenessday.org.au/>

# Keep Your Lungs Safe & Stay Well this Winter

We celebrated May as Lung Health Awareness Month to encourage everyone to keep your lungs safe and to recognise symptoms of lung health problems and act urgently.

There are three things you can do to protect your lungs:

1. Check your lung health
2. Prevent respiratory infections
3. Get vaccinated

## Check Your Lung Health

You regularly check your car for safety, so why not do the same for your lungs?

According to the Lung Foundation of Australia, 45 Australians die from lung disease and lung cancer *every day*.

Anyone, no matter what age or background, can be affected by lung disease. Breathlessness, persistent cough or mucous and fatigue should not be ignored or put down to ageing or lack of fitness.

So, take a few minutes to check your lung health today by completing the interactive lung health quiz checklist: <https://lunghealth.lungfoundation.com.au/>

## Prevent Respiratory Infections

With COVID-19 case numbers on the rise again and the influenza season knocking at our doors, prevention of infection is still a lot better than cure.

Do these to prevent respiratory infections:

- Wash your hands for at least 20 seconds
- Avoid touching your eyes, nose, or mouth
- Cover your sneeze or cough
- Practise physical distancing by staying 1.5 meters from others

## Please Get Vaccinated

**If it has been more than six months since your last COVID-19 booster, you are strongly encouraged to have another one.**

This year's **influenza (flu) vaccinations** are available and we strongly urge you to get yours ASAP. By getting them soon we can, to minimise the numbers and the risk to our community.

Health authorities have confirmed you can safely have both vaccinations at the same time.



- Wear a mask when in crowded places
- Clean and disinfect frequently-touched objects and surfaces
- Stay at home if you are unwell.

Common COVID-19 symptoms include fever, sore throat, cough, and shortness of breath. Others include runny nose, headache and muscle or joint pain. If you are experiencing any of these symptoms, wear a fitted face mask when you get tested.

## Get Vaccinated and Stay Well this Winter

Immunisation against flu (influenza) is recommended for everyone aged 6 months and over, while COVID-19 vaccinations are available for eligible individuals through your local pharmacy or GP. It is safe and effective to have both at the same time.

Vaccines use your body's immune system to increase your protection to an infection before you come in contact with it.

Simply put, it is like being infected with the disease without suffering the actual symptoms. And if you come into contact with an infection after getting vaccinated, your body will work to stop you from getting the disease, or you may just get a mild case.

Vaccinations have been rigorously tested, so they are safe and effective in protecting against infectious disease.

[See [www.vaseyrslcare.org.au](http://www.vaseyrslcare.org.au) for source details for this article.]



# New Graduate Nurse Program

**Vasey RSL Care has introduced a new one-year Graduate Nurse Program: this is for Registered Nurses (RNs) who have qualified within the last two years and wish to transition to their new nursing career with training and support to develop their clinical and leadership skills.**

At Vasey RSL Care, we often find that Personal Care Workers (PCWs) and Enrolled Nurses (ENs) progress their careers by studying to become Registered Nurses.

“Previously we did not have entry level RN positions available”, says General Manager Human Resources, Tamara Paton. “All our RN positions were supervisory or leadership roles and this meant we lost great staff to other organisations to get the experience they need.

“Our new Graduate Nurse Program means we can retain these staff through positions specifically for recent graduates where they work alongside experienced RNs to learn and grow.”

The program also offers leadership training and opportunities for career development in the future.

“We are lucky to keep staff who already know our residents, who work well with their Vasey RSL Care colleagues, and who know the Vasey RSL Care way of working,” adds Tamara.

Program participants receive tailored weekly education designed for new RNs and completed alongside other new RNs around Australia via the ‘Transition to Practice’ program provided by the Aged & Community Care Providers Association (ACCPA), the peak body in Australia for aged care.

## How does the Program Work?

Participants have regularly scheduled shifts where they work alongside an experienced RN, receiving direction and guidance from them. This ensures that participants experience all the typical aspects of the role, with support from their co-worker.

**External Support:** participants are enrolled with ACCPA’s Nursing Transition to Practice program which includes weekly 90-minute online sessions held by industry and clinical experts. This provides self-assessment activities, access to learning materials and pastoral

support.

**Clinical Skills:** participants are assigned a clinical learning module each month around the key clinical skills for aged care.

**Leadership Skills:** participants are enrolled in Vasey RSL Care’s ‘Leadership Essentials’ workshops to develop their leadership skills.

**Workplace Mentor:** each participant has a workplace mentor who is an RN, to provide advice and support, and to check in on their progress with the Australian Nursing Standards Assessment Tool (ANSAT).

Additional support is provided by the HR Team and the relevant Residential Manager.

“This is the first year of our Graduate Nurse Program,” says Tamara. “So we will be seeking feedback over the year from our first participants, and we look forward to hearing their views and finding out how else we can support them.”

“This new program is beneficial to the nurses themselves, the organisation, and most importantly, to our residents,” says CEO, Janna Voloshin.

“Continuity of staffing is a significant factor in our residents’ quality of life – when they have grown to know staff members, it’s hard for them when they leave. This program means those PCWs and ENs who become RNs can stay with us as they carry out their graduate year and into the future.”



# Learning from Others: UK Research Tour

**Part 3: In this last part of the series, CEO Janna Voloshin recounts her meetings with two veteran-specific support services in the UK, bringing her research tour to a close.**

Our new *V Centre Veteran Empowerment Program* – to support veterans who are homeless or at risk of becoming homeless – is informed by a number of programs around Australia and overseas. Two of these programs are in the United Kingdom and I was very keen to find out more about them.

**New Belvedere House**, based in London, and **Erskine**, in Scotland both specifically assist veterans and both have a long history.

I met with Wing Commander (Retd) Dr Hugh Milroy OBE, CEO of Veterans Aid, the UK's leading frontline charity for veterans who are homeless, in crisis or socially excluded.

Dr Milroy served 17 years in the Royal Air Force, the final part of this being as the senior welfare and community specialist. He has been involved with veterans experiencing homelessness for nearly 30 years and his doctorate focused on the impact of military service on the lives of veterans and their families. His OBE, awarded in June 2011, was for his contribution to the wellbeing of veterans.

Veteran's Aid was originally set up in 1932 by British Army Major's wife, Gwendolen Huggins, to support ex-service men and women in crisis, after she saw them sleeping rough by the River Thames.

One aspect of their work is New Belvedere House which opened in 1973 and has helped turn around the

*Photos (from left);  
Dr Hugh Milroy OBE  
New Belvedere House - exterior; interior*



lives of over a thousand homeless, socially isolated and vulnerable veterans.

A major redevelopment began in 2015, costing £8.2 million (\$15 million) and the centre was officially reopened in September 2018.

It offers single-room accommodation for 66 veterans and the program is based on a 'Welfare to Wellbeing'© model that guides veterans from dependence and social isolation towards empowerment and independence. Residents are supported to resolve health and financial problems, re-establish supportive links, deal with dependencies, learn new skills, continue their education, prepare for employment and become independent. Residents stay for an average of 9.5 months.

Our veterans in Australia face many of the same challenges as those in the UK and it was helpful to learn more about the practical support Veterans Aid provides. I particularly noted their focus on working towards full independence and the expectation of a commitment from the veteran when they begin the program.

Dr Milroy has been very generous with his advice to us in developing the model for The V Centre and I look forward to a lasting relationship between our organisations.

My next – and last – stop on the research tour was to visit Scottish veteran charity, Erskine, situated about 20km northwest of Glasgow in the west of Scotland.

Set up in 1916 to support Scottish veterans, Erskine has three care homes in Bishopton, Erskine and



Edinburgh, and also at Bishopton is their Veterans Village which includes 44 cottages, an activity centre, five assisted living apartments and 24 transitional supported apartments.

I was particularly interested in their new transitional supported apartments known as David Boyle Court (shown below): these are for veterans either leaving the services or whose lives or transition plans have been disrupted. They provide accommodation and wraparound support services, and have access to other facilities at the Veterans Village, such as

recreation, training and workshop facilities.

The fully-furnished accommodation offers a kitchen/living/dining room, and a bedroom and ensuite, and four of the apartments are fully accessible.

Communal areas include a cinema room and a room for group activities. The maximum term of stay is 2 years.

'Ermac' is the activity centre and day centre set up in the former estate's stable block (pictured below left).

It has played a very important part in the lives of many of the Veterans who need help to begin the next chapter of their lives, and offers social, recreational and training facilities as well as employment opportunities: these are provided through

a partnership with 'Scotland's Bravest Manufacturing Co' (SBMC), a social enterprise onsite with a factory that competes for business in both the private and public sectors.

Some veterans travel there from far away just to spend the day, meet their friends, do some activity or attend the wellness program.

Both Veterans Aid and Erskine are charities that rely on donations and fundraising to support their work. At Erskine, as well as income from sponsorship, fundraising and bequests (which contribute a significant portion of their funding), they also have the support of a large number of regular volunteers, some of whom are younger Veterans.

During our visit, one of these volunteers dropped in with a coffee table that he had made, to use in fundraising activities.



*Photos (below from left): Ermac is in the estate's original stable block and houses a range of training, recreational and support facilities including computer training rooms, workshops, a gym and a community centre.*



# Doug's Top Secret Role in World War II

**Vasey RSL Care Frankston South resident, Doug Smith, is turning 99 this July. Many years ago, when he turned 18, the year was 1942 and he volunteered for the Royal Australian Air Force.**

Leaving his parents and younger brother and sister behind, he was sent off for training in wireless communications.



Six months later and proficient in Morse Code, his commanding officer offered him the opportunity to work on a special mission, but he wouldn't tell him anything more until he accepted. With youthful enthusiasm, he said yes.

Doug joined a team that was kept completely secret for many decades, and he along with the others involved,

had to sign to that effect. In fact, the document they signed was covered by both the Crimes Act and the Official Secrets Act which has no time limit on it. However, today, the information is public and Doug can talk about his wartime experience.

At the end of 1942, Doug was transported to Townsville where he found out that his new job would be to help fight the war in the southwest Pacific area by intercepting Japanese forces' messages: he was put to work to learn Japanese code. Compared with the 26 letters and 10 numbers of the English Morse code, learning 71 Japanese symbols was a significantly tougher task reserved for those with an aptitude for the work.

Doug joined the Australian No. 1 Wireless Unit (WU) under General Kenney whose team of operators listened in to the Japanese forces' communications and was part of the expanding program that listened

24x7 from stations across the region. "We had eight-hour shifts and most of the messages were during the day," Doug says. "We listened around the clock but there wasn't so much at night." Doug was sent to New Guinea in the Forward Detachment No. 1 WU. Some time later he was taken back to Townsville to provide the new No. 2 WU with experienced operators in transit to Darwin.

Ultimately there were seven listening stations across the region and Doug spent the remainder of the war stationed at two of these: Darwin and New Guinea. Each team had around 14 operators, listening and writing down the very fast messages sent in Japanese kana code. These were handed over to a 'decoding team' to try and make sense of them. Accuracy was paramount.

Intelligence coming from Doug and his colleagues' work was forwarded to the allies in the region, predominantly the US forces under General MacArthur. The work of this team had a major positive impact on the ultimate allied success in the Pacific.

In April 1943, their work provided full information of the Japanese intentions, resulting in the allied success at the battle of the Bismarck Sea. In August 1943 allied forces were able to destroy the majority of the Japanese air capability and even knew that the Japanese had run out of aviation fuel.

In early 1944, following the retreating Japanese in New Guinea, the allied forces discovered several steel boxes in a pit. These contained a copy of the Japanese army high-grade code books and with the Japanese unaware of this loss, cracking coded messages became simple for the remainder of the war, with devastating consequences for the Japanese.

At this time, Doug learned the operation of Directional Finding Equipment and was posted to Broome where



Source: State Library of Queensland (public domain)





he used these skills to pinpoint the origin of Japanese signals. He returned to No. 1 WU on 14 March.

Members of the wireless units were working as usual on the morning of 6 August 1945 when there was a sudden stop to all messages on all frequencies. When they found out later that the first atomic bomb had been dropped on Hiroshima, they knew they had been listening in to a significant moment in history. The messages began again and showed that the Japanese thought the bomb heralded the imminent invasion of Japan. Listening again after the second atomic bomb on Nagasaki three days later, operators heard directives to place all prisoners of war on at least normal Japanese soldiers' rations and release all Red Cross parcels to them.

Now a Corporal and in charge of a team of operators, Doug and No. 1 WU were on route via ship transport to the Philippines when peace was declared on 2 September 1945. All on board the ship were offloaded at Morotai where they spent several months before returning to Australia. Doug was discharged in January 1946.

The contribution of people such as Doug is very little known due to the secrecy demanded by the Australian government and the length of time they were required to keep it secret.

However, in 1972, a former employee of the US National Security Agency wrote an article in the American journal Ramparts, exposing the role of the Australian Defence Signals Division, and in 1985, Jack Bleakley, who had served with No. 1 WU in Townsville, Port Moresby, Nadzab, Biak and the Philippines began writing his book, 'Eavesdroppers', which was published in 1991. By this stage, all involved in this mission were already in their 60's and 70's.

*With grateful thanks to Doug Smith for the opportunity to talk to him about his wartime role and for permission to publish his photos. (From left): While he didn't fly the aircraft, Doug was flown around a fair bit during his service, remembering in particular the lumbering Avro Anson: "I could see the cars below us going faster than we were," he says. Doug's wife Dorothy. Doug's growing family. Doug & Dorothy. Doug with his youngest great grandchild. Doug with his great grandchildren at the recent ANZAC Day Service. Doug wearing his hat and medals at the ANZAC Day Service this year.*

In July 2009, UK Prime Minister, the Rt Hon Gordon Brown MP, sent a medallion bearing the British Code and Cypher Emblem and a certificate from the UK's Government Code and Cypher School to Doug and other members of this elite group (see below), stating, *'The Government wishes to express to you its deepest gratitude for the vital service you performed during World War II'*. It is interesting to note that this statement still gives no indication of what this service actually was.

Despite all that he and his comrades achieved, the best memory Doug has of this time in his life, he says, is "Coming home".

Then aged 21, he returned to his family and began work at the taxation office, which he did until his retirement in 1982. In 1949, Doug married his long-time sweetheart, Dorothy Tate. They went on to have a son and a daughter, many grandchildren and more great grandchildren. Doug was very happily married for 68 years, sadly losing his wife just six years ago, aged 89.

Doug's room at Vasey RSL Care Frankston South has many happy photos of him and his wife and family celebrating special events and he has clearly had a rich and happy life.

But his part in World War II stays with him. After the war ended, the operators got together for an annual reunion in Melbourne which continued each year until about ten years ago.

Thanks to Jack Bleakley and his book, the secret work of these operators and their role in the allied Victory in the Pacific can now be fully appreciated.



# Surviving The Melbourne Winter

**After a third 'la niña' summer with its lower temperatures and higher rainfall, followed by a cold autumn, winter is now with us: how do we keep ourselves warm and healthy, both mentally and physically during the colder darker months?**

## Keep Warm

There are a number of physiological changes that occur as we age which, often combined with medications, can reduce our ability to keep warm: many older people experience a decrease in fat and thinning skin which make it difficult to conserve heat; there is a natural decrease in metabolic rate which can affect our ability to generate enough heat to feel warm; and our circulation slows, making it difficult to retain heat throughout the body.

The government's Better Health website says, "If you are aged 65 years or over, or if you have low mobility or a health condition, heat your home to at least 18°C."

## Let Sun In/Keep Cold Out

On sunny days, let the sunlight into your home to take advantage of the radiant heat: open your blinds or curtains to maximise this effect.

As soon as the sun goes down, keep the warmth in by closing your blinds and/or curtains.

## Draft Excluders/Door Snakes

Reducing drafts is an effective way to maintain room temperature and reduce your fuel bill. They don't have to be fancy to be effective and don't cost much.

To ensure they are not a trip hazard, it is advisable to attach them to the door so they move with it.

## Layer Clothing, Wear Warm Footwear

More layers of clothing create better 'insulation' around you and keep you warmer than fewer thicker layers. Singlets, skivvies and long johns are very effective, especially for those who are less mobile. Warm long socks and well-fitting slippers are a must, as hot air rises and cold air drops, so the coolest part of your room is where your feet are. Putting your feet up on a foot rest will take them out of the coldest area.

## Be Active

Sitting without moving for a long time can result in a drop in body temperature. If you find yourself becoming cold, stand up, get yourself a hot drink, walk around for a while and get your circulation

moving. A brisk walk outdoors is a good way to raise your metabolism and warm you up.

## Avoid Mould Growth

Black mould can lead to asthma attacks and allergies and is a source of stress. Prevention is easier than removal so it is important to 'nip it in the bud'.

Black mould grows in damp conditions with inadequate air circulation, that is, when the weather is wet or damp and there is no ventilation.

So if you choose to heat only part of your home, make sure those areas not heated are kept well ventilated.

If you see signs of black mould, act straight away to deal with it to avoid it spreading further.

## Government Rebates & Bonuses

From 24 March 2023, a new round of the 'Power Saving Bonus' was made available to all Victorian households. There is also a one-off \$250 direct power saving bonus which will be credited directly to power account after 1 July. Both of these are to offset power costs and to alleviate the worries about keeping your heating on.

## Seasonal Affective Disorder

Seasonal affective disorder (SAD) can affect any of us during the darker winter months as the amount of sunlight decreases.

If you find yourself feeling down, constantly tired or lacking energy and not enjoying the activities you usually enjoy, you could be experiencing SAD.

There are some simple precautions you can take to try to prevent SAD, including getting outdoors when the sun is shining, and getting sun into your home - if your windows face the right way.

Treatments include light therapy, psychotherapy, anti-depressant medication and Vitamin D supplements.

If you think you may be affected by SAD, see your GP to get a diagnosis and appropriate treatment.

Look after yourself and each other this winter.



# Continuous Improvement: Quality Indicators

**As a Commonwealth-subsidised residential aged care service, Vasey RSL Care must follow the requirements of The National Aged Care Mandatory Quality Indicator Program (QI Program). Run by the Aged Care Quality and Safety Commission (ACQSC), this helps improve quality in aged care through the measurement and monitoring of 'Quality Indicators'.**

The QI Program measures aspects of quality of care which may affect residential consumers' health and wellbeing. Recent changes to the QI Program have added a further six quality indicators, bringing the total to 11:

1. Pressure injuries
2. Physical restraint
3. Unplanned weight loss
4. Falls and major injury
5. Medication management including polypharmacy and anti-psychotics
6. Activities of daily living
7. Incontinence care
8. Hospitalisation

9. Workforce
10. Consumer experience
11. Quality of life

Aged care organisations are required to measure, monitor and report on all of these every three months. This data is used to identify trends in performance over time and provide comparison with national averages.

The ACQSC states that "this will lead to better quality of care and quality of life for consumers providing nationally comparable quality indicator data across residential care services in Australia, including as part of Aged Care Star Ratings".

Five original Quality Indicators →

Six new Quality Indicators ↓

Pressure injuries	Physical restraint	Unplanned weight loss	Falls and major injury	Medication management
Activities of daily living	Incontinence care	Hospitalisation	Workforce	Consumer experience
Quality of life				

# Free Portraits of HM King Charles III

In honour of the recent coronation of His Majesty King Charles III, every citizen or public group may request a free portrait of the new Monarch.

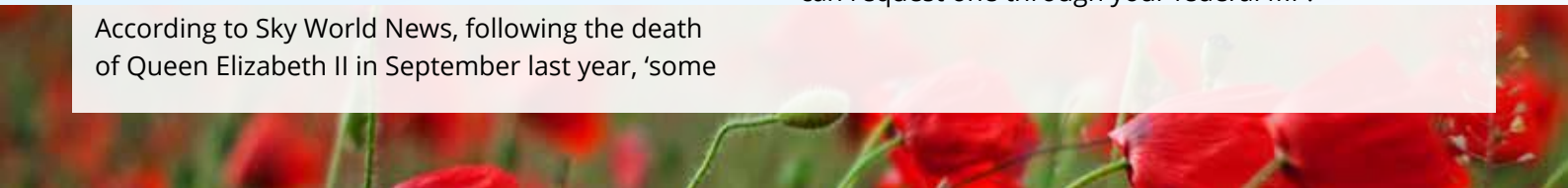
The free portrait is part of a constitutional obligation that entitles citizens to request certain patriotic objects like national flags, national anthem recordings and official portraits of the Monarch.

According to Sky World News, following the death of Queen Elizabeth II in September last year, 'some

Aussies rushed to contact their local MP and request remaining portraits of the late Monarch'.

Groups and individuals seeking a free portrait of King Charles are able to apply for the new image now that the portrait has been unveiled.

If you are seeking a free portrait of King Charles III you can request one through your federal MP.



# Solar Systems at Bundoora & Frankston South

Thanks to two grants of \$50,000 each for Vasey RSL Care Bundoora and Vasey RSL Care Frankston South, we now have solar systems installed at both aged care homes.

The funds were from the Veterans Capital Works grant program under the Victorian Department of Families,

Fairness and Housing. The Bundoora installation is a 162.4kW system and will save around \$27K per annum in electricity costs. At Frankston South we have a 39.5kW system which will save over \$10K per annum in electricity costs.

*Photos: Bundoora (left) and Frankston South.*



## Will You Support Our Heroes?

**'Hero's Wish' honours veterans and war widows by fulfilling their dreams and adding to their treasured memories.**

To make a donation to Hero's Wish, please complete the form below and send it to:  
Ms Janna Voloshin, CEO, Vasey RSL Care, PO Box 203, Hawthorn VIC 3122



**I would like to donate \$ \_\_\_\_\_ to support Hero's Wish.**

- My cheque, payable to Vasey RSL Care, is enclosed
- Please debit my credit card: number\* | | | | | ■ | | | | ■ | | | | ■ | | | |
- Mastercard     VISA    Name on card:\* \_\_\_\_\_

Signature:\* \_\_\_\_\_ Expiry:\* \_\_\_/\_\_\_ CVV\* \_\_\_\_\_ (3 digits)

Address: \*\* \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \*\* \_\_\_\_\_

Alternatively, donate online: [www.vaseyrslcare.org.au/heros-wish/grant-a-heros-wish/](http://www.vaseyrslcare.org.au/heros-wish/grant-a-heros-wish/)

\* Please provide these details so we can process your donation. \*\* Provide address &/or email if you would like a receipt sent.

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