

# Newsletter



In this issue:

Residents meet the  
St George Dragons

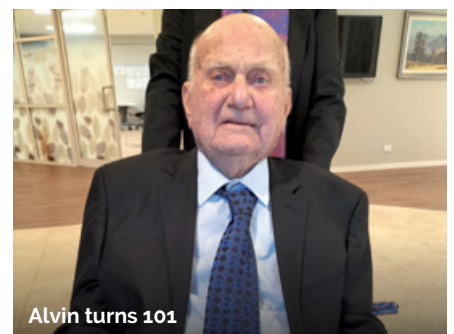
Upcoming  
activities

The latest from the  
Lifestyle Team

A poem by  
Wendy James

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# A message from our COO – Joe Gaudiosi



**It's been a busy few months here at Blue Haven. I know that staff are working incredibly hard and continue to provide outstanding care for our residents. That is no mean feat, especially given the challenges that are faced every day, and I and the rest of the team sincerely appreciate your dedication.**

Some of you may have attended the group update meetings with Council CEO Jane Stroud and myself. The strategic review regarding the ongoing operation of Blue Haven is continuing and while we understand everyone requires a prompt resolution, we are moving forward with the appropriate formal review process. We are currently developing criteria for the engagement of professional consultants to assist with this process, including a community consultation component.

In the meantime, while the Blue Haven review process takes place, our focus is business as usual. Currently however, business as usual includes dealing with recent weather events, the impact of

COVID-19 including staff absences and the general challenges confronting the aged care industry.

The issue of resident entry payment or accommodation deposit refund in the event of a possible sale has been discussed in these group meetings. Please contact me if you have any concerns regarding this or the whole matter generally.

Please email us at [enquiries@bluehavencare.com.au](mailto:enquiries@bluehavencare.com.au) or phone **(02) 4203 4055** if you have any queries.

Additionally for staff, please feel free to access the Employee Assistance Program on 1300 361 008 or online: [kacey.kiama.nsw.gov.au/For-employees/Your-wellbeing/Employee-Assistance-Program](https://kacey.kiama.nsw.gov.au/For-employees/Your-wellbeing/Employee-Assistance-Program)

For residents, clients and families you also have access to Seniors Rights Service on **1 800 424 079**, an independent external information and advocacy body for seniors. Seniors Rights Service are the NSW office of the national Older Persons Advocacy Network (OPAN).

We are also looking forward to celebrating our local centenarians in the Kiama area at Barroul House Café on 30 September to mark the International Day of Older Persons. We noticed that our wonderful municipality seems to have a plethora of folks in their 100th decade – longevity, it seems, is just one of the many benefits one may enjoy from living here.

Afternoon tea and light entertainment will be provided, courtesy of Blue Haven and Kiama Council.

Regards,

Joe Gaudiosi

Blue Haven invites all local centenarians (anyone aged 90 or over) in the Kiama Municipality, plus a friend or family member, to Barroul House Café for an afternoon of celebrations to mark the **International Day of Older Persons 2022**.

Where: **Barroul House Café, Blue Haven  
14a Bonaira Street, Kiama**

When: **1pm – 3pm, Friday 30 September**

Go to [kiama.nsw.gov.au/100-Club](https://kiama.nsw.gov.au/100-Club) to register your interest.



# Announcements

## Hairdresser

We have a hairdresser who attends Blue Haven every Thursday and Friday. If you would like an appointment, please ask at reception to write your name down in the hairdresser's book.

## Library service

We have a mobile library service that delivers and picks up books to resident's rooms. Please talk to a Lifestyle Team member for more information.

### Upcoming activities – Bonaira

#### Knit and Natter

Wednesdays 2:00pm

#### Men's Group Cuppa and Chat with the Boys

Fridays 10:00am – Barroul House Cafe

#### Happy Hour

Fridays 2:00pm

#### Catholic Service

Every second Wednesday 1:30pm

#### Hairdresser

Thursdays and Fridays

#### Bingo!

Mondays 10:30am

This newsletter is produced by Blue Haven Media, Marketing and Communications team. If you have something to contribute to a future issue, write to [media@bluehavencare.com.au](mailto:media@bluehavencare.com.au)

## New Aged Care Prudential Standards

Council has updated its Aged Care Prudential Standards Policy governing the deposits, bonds and entry payments by our Blue Haven residents. The new policy requires Blue Haven to hold enough cash reserves to refund the balance of any deposit, bond and entry payments falling due in the following 12 months. As well as ensuring we have enough available cash or liquidity to cover our refundable deposits, the updated policy also covers strong requirements for record-keeping, governance and disclosure. View the policy online: [kiama.nsw.gov.au/Council/Council-Policies/Blue-Haven-Aged-Care-Prudential-Standards-Policy](https://kiama.nsw.gov.au/Council/Council-Policies/Blue-Haven-Aged-Care-Prudential-Standards-Policy)



### Blue Haven COVID Update

Due to current COVID-19 exposures, Blue Haven has extra precautions in place, in line with the advice from the NSW Department of Health.

Family and friends are required to book their visit with reception, ensure they are fully vaccinated against influenza and COVID-19 and take a temperature, symptom and RAT test on arrival. Visitors are strongly encouraged to get a booster vaccine if they are eligible for one. Residents can have two visitors per day aged 12 years and over, plus two children aged under 12 years per day between 9.00am-3.00pm, seven days a week. All visitors and staff are required to wear P2 masks within the building.

Visitors can call reception at **(02) 4203 4055** prior to book their visit.

# Announcements continued

## Get to know our staff



**Chief Operating Officer (Interim)**

**JOE GAUDIOSI**

[joegaudiosi@bluehavencare.com.au](mailto:joegaudiosi@bluehavencare.com.au)



**Ground Floor Manager**

**JOSEFINA SUELILA**

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**Director of Care and Operations**

**KAREN PARKINSON**

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**M: 0448 528 512**



**First Floor Manager**

**TATIANA FLEUREN**

[tatianaf@bluehavencare.com.au](mailto:tatianaf@bluehavencare.com.au)



**Maintenance Supervisor**

**MICHAEL SCHEMBRI**

[michaels@bluehavencare.com.au](mailto:michaels@bluehavencare.com.au)

## Reception details

8:30 to 4:30pm – 7 days per week

[enquiries@bluehavencare.com.au](mailto:enquiries@bluehavencare.com.au)

**(02) 4203 4055**

**Visitor hours** – 9:00am to 3:00pm.

COVID-19 rapid antigen tests are provided on-site and are required for all visitors upon entry.

## Bonaira short term parking

A reminder to leave the 30-minute parking spaces at the back of Barroul House cafe and within the Bonaira Hub for short-term parking only. Longer term car parks are located at the rear of the Bonaira RACF. It's important the 30-minute car parking spaces are available for short term visits and/or drop offs.

## Blue Haven Bonaira internet connectivity improvements

**Council recently engaged industry specialists to conduct a Network Audit to improve internet connectivity for the Bonaira facility.**

This audit was comprehensive and included interviews with onsite staff and an investigation into reported issues and ongoing IT outages. An onsite physical audit and survey to confirm wireless coverage were also conducted. The audit results have been delivered to Council and a review of the recommendations is currently underway to determine our next steps. We will keep residents up to date with developments.



# The Lifestyle Team

Susi Delamont, Karen Drain, Kristen Delahunty, Leanne Dryburgh, Karina Winley

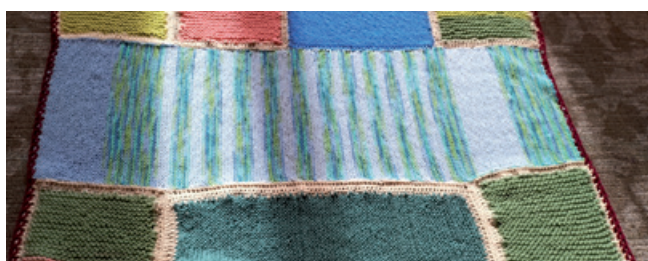


## Knit and Natter

Our Blue Haven Bonaira residents catch up for a chat in the Family Room on Wednesday afternoons for Knit and Natter. The group has been busy knitting squares to donate to 'Wrap with Love'. Just one square provides 1/28 of warmth, and collectively, 28 assembled squares create one whole warm and sheltering wrap.

Wrap with Love has been wrapping people in need since 1992. They have wrapped more than 314,000 people with love and warmth, in Australia and around the world. They deliver aid to needy countries, some experiencing extreme poverty or other natural disasters, some involved in war, through our network of non-government aid organisations.

To donate to Wrap with Love, visit: [wrapwithlove.org](http://wrapwithlove.org)



The Lifestyle Team were ready for action for **State of Origin**.



Lots of fun and laughs were had during our **parachute game**. Several different games were played assisting residents by stimulating their mind, promoting good hand and eye coordination as well as sensory therapy.





# The Lifestyle Team continued

Our residents enjoyed decorating their own chocolate biscuits for **World Chocolate Day**. Perfectly paired with a cup of tea, it was a delicious day worth celebrating!



## Featured artist

Banksia resident **Johnny (Jack) Tate** displaying his artwork. Johnny spends hours creating his pictures while enjoying his audio books in the background.

Bright colours, shapes and line work are included in these beautiful works of art.



## Gardening on Wattle Balcony

Residents from Wattle enjoyed gardening with plants and potting mix donated from Bunnings Shellharbour. It was a lovely day to enjoy the outdoors.





# The Lifestyle Team continued

Our Blue Haven residents enjoy having **pet visits once a week**. Our dogs are affectionate and gentle and have been bred for their beautiful kind nature. The dogs visit our Blue Haven residents around the home and individually in their rooms.

Regular animal interaction enhances emotional well-being, including self-esteem and social skills, and offers physical benefits such as improved motor skills and joint mobility.



In July we held a **NAIDOC** activity for the residents of Bonaira. Keith Brandy, Kiama Council's Aboriginal Community Liaison Officer, spoke about the importance of NAIDOC week and his role at council. The residents enjoyed the hand knitted beanies donated by Aboriginal elders.





# The Lifestyle Team continued

Did you know Blue Haven Bonaira has a **children's playground** at our facility? Our playground is conveniently located right outside Barroul House Café so you can enjoy a cuppa while the grandkids keep busy!



Live music and country tunes could be heard echoing through the hallways of Blue Haven when we were treated to a performance by **Denim and Lace**. The local Kanahooka duo performed some beautiful music for our residents. Music is a great way to bring everyone together – moving to the beat, singing along or even getting up for a little dance is what it's all about!



Our Blue Haven residents stayed nice and cosy all day long by celebrating **Pyjama Day**. Staff came to work dressed in their pyjamas too, perfect for a cold winter's day. Thank you to everyone who helped make the day extra fun and comfortable!



Howdy! Our residents enjoyed **Cowboy & Cowgirl Day**, complete with a western themed Happy Hour and a Karaoke sing-along! Yee-ha!



# The Lifestyle Team continued

Blue Haven residents took advantage of the blue skies and enjoyed a morning tea at **Minnamurra River**. You just can't beat that view!



**The Men's Group** gathers for a chat at Barroul House every Friday.



Our Blue Haven residents were very excited to receive an invitation to meet the **St George Illawarra Dragons** at WIN Stadium this September! They enjoyed high tea, live entertainment and were even greeted by the St George players. St George also gave us a signed jersey to take back to Blue Haven. A great morning for our NRL supporters!





# Celebrating our local centenarians



## Eunice turns 100

**Blue Haven's Home Care Package client Eunice West celebrated her 100th birthday this July, complete with a surprise visit from RSL members.**

Eunice was presented with a bunch of flowers, having been made the RSL Sub-Branch's first honorary member in 2012 in recognition of her years of fundraising efforts.

Eunice and her 'toy-boy' husband Harold, who will be joining Eunice in hitting 100 later this year, together have three daughters, seven grandchildren and three great grandchildren.

Eunice and Harold married in 1949 – one of Eunice's proudest and best moments in her life. They lived in Mascot, Sydney, from where they often travelled down to their holiday house in Jervis Bay with their daughters.

After retiring from being a seamstress, Eunice and Harold purchased a caravan to travel around Australia and New Zealand. "We found places we have never heard of and we would just stop on the side of the road and spend the night," Eunice said. "We met a lot of nice people while travelling and we miss that life."

On returning from their travels, they decided Kiama was the place to settle down with their daughter, Bronwyn Goldsmith, living just around the corner. She now takes care of the two. "We didn't want to go to a home, we would rather be together, we're very lucky we get along very well," Eunice said.

Eunice has been busy with crocheting, sewing and gardening since moving to Kiama 22 years ago, but now she and Harold mostly sit and relax. "We have done a lot in our lives and it is time we settle down," Eunice said.

But despite hitting triple digits, Eunice does miss travelling locally. "We can't just get up and say let's go here or there. 100 is a bit maddening because we don't have a car."

Eunice's advice to people is to spend time in the garden, while her secret to a long life is to eat well. "We have a good breakfast every morning, starting with fresh juice from our orange trees," Eunice said.

"We never thought about living to 100 – we just kept going on and doing what we enjoyed."

(Reference: The Bugle, Kiama, 25 July 2022)

## Blue Haven Bonaira resident turns 101 years old

Our very own Blue Haven resident Alvin Manning recently celebrated a monumental 101st Birthday in July. Alvin was a life member of the Surf Club and enjoyed regular morning swims right up until the age of 92. He was a dedicated member of the Rural Fire Brigade and volunteered his time for more than 15 years of service. He also enjoyed a life full of caravanning around Australia until well into his 90s.

His advice to those of us that wish to see 101 years old: "Stay warm and stay vertical!" He certainly maintains his sense of humour!



# Our Community Team

Blue Haven would like to give a warm welcome to our new Support Workers: Janelle Walker, Jamie Robins, and Chad Wheatley! Our Support Workers can help you at home with chores such as laundry, cleaning, meal preparations, odd house jobs and more.

Blue Haven Home Care Packages – keeping you at home longer!

For more information please visit:

[bluehavenillawarra.com.au/community-services/](http://bluehavenillawarra.com.au/community-services/)



## Our volunteers

To ensure the safety of our clients, residents and volunteers, Blue Haven's COVID-19 Safety Plan means all our volunteers complete the COVID-19 infection control training, are fully vaccinated, follow physical distancing and good hygiene practices and wear personal protective equipment when required.

### Community volunteers

Our community volunteers assist with driving or helping with the community transport buses and/or cars. They provide individual social support, shopping for clients or with clients, taking clients out for coffee/lunch, supporting social groups and social outings or special one-off events. Volunteers assist our clients to maintain community links, supporting community engagement and social connectivity which is integral to health and well-being. Volunteers also support carers by giving them a break and providing companionship for the person they are caring for, either one on one or as part of a group.

### Facility volunteers

Volunteers working within the Blue Haven Facility support those most vulnerable, often becoming the only link from the outside world. The volunteers deliver person-centred care, directed by the recreational activity officers, activities that are

specifically and holistically designed to enhance a "living environment" within the facility. Care is taken to incorporate resident's preferences, ensuring the bio-social, emotional and spiritual needs of all residents that is purposely driven to guarantee a better living environment within the Blue Haven Facility.

### Blue Haven volunteers

Blue Haven currently has 67 active volunteers. The COVID-19 pandemic has resulted in a substantial decline in volunteers.

Hours volunteered for Blue Haven community for individual social support, social groups: **985**

Hours volunteered for Blue Haven facility: **744**

### We are recruiting!

Sign up to volunteer now with Blue Haven's Service Facilitator:

- 1** Fill in our volunteer application form: [bluehavenillawarra.com.au/about-us/volunteering](http://bluehavenillawarra.com.au/about-us/volunteering)
- 2** Email the completed form to [enquiries@bluehavencare.com.au](mailto:enquiries@bluehavencare.com.au) or call us **(02) 4203 4055**
- 3** Our Service Facilitator will be in touch with you.



# Our Community Team continued

Blue Haven **volunteer Mahin**, made colourful bags from fabric scraps and presented them as a gift to our clients of Seaside Group.



Our Community Transport Bus

**Volunteer Jan D** was nominated for the Robert East and Meagan Dalley Memorial Award.



**Blue Haven Social Bus Trip** clients enjoyed a lovely lunch at Wollongong Golf Club in July, thank you to **volunteers Chris and Jan**.



Great fun activity at Seaside Group, **carpet bowling**.



Our volunteers kindly donated small-knitted owl gifts for our Seaside Group men for **Father's Day**.



# Our Community Team continued

## Blue Haven helps Doug return to his surfing passion

Blue Haven regularly refers clients to Bai Med Physiotherapy for rehabilitation needs.

Douglas Heslop, a Kiama local, has been our Home Care Support client for many years. Blue Haven made a referral for Doug to attend physiotherapy sessions at Bai Med in Kiama.

Doug used to be an avid surfer, but unfortunately had to give up his passion when he was diagnosed with Parkinson's Disease.

Bai Med Physiotherapists worked with Doug to improve his strength and balance, with a goal to get him back into the water.

After much perseverance (and with assistance from his Physiotherapists Ryan and Sam), Doug was finally able to return to the surf at South Bombo Beach this past May.

Way to go Doug, your perseverance is an inspiration to us all!

### Letter from Doug:

"Blue Haven has been providing services for me over some years. I have had Parkinson's for 24 years. I have been working on strength and balance with Ryan, Physio from Bai Med. At last Ryan suggested we go surfing on the 31st May. We did!! As the photos show us with Ryan and Sam. Ryan plans to take me out again. I am so grateful to Ryan who is a great inspiring physio who helped me achieve my goal. Blue Haven's girls take me out walking and visiting many great places around Kiama and surrounds I am so happy with these two services".



## Supporting and protecting the rights of older Australians

It takes a community to look after our older Australians. We are proud to be a member of the Prevention of Older Person Abuse (POPA), supporting and protecting the rights of older people



in Australia. This community group was established to help educate communities and the aged care sector on the prevention and protection of both older people and adults with disability from abuse, neglect and exploitation.

POPA was established in February 2019 and is based in Wollongong. The group meets monthly and includes representatives from local police command centres, aged care providers, community organisations/businesses, government organisations and interested community representatives who are connected to older people.

POPA works collaboratively with the NSW Ageing and Disability Commission to plan, implement and evaluate processes to assist in prevention of older person's abuse in the community.

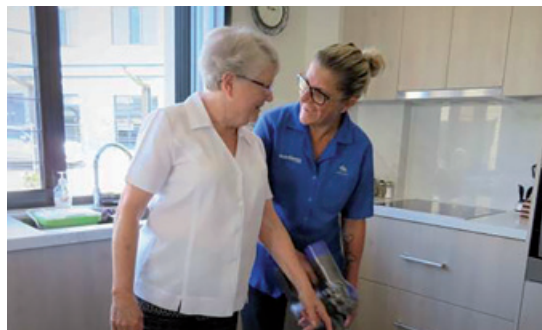


# Our Community Team continued

**A Poem by Wendy James** who has a Level 1 Homecare Package with Blue Haven. Support Workers regularly visit Wendy's home to help with duties such as laundry, cleaning and yard work.

## Whoops! The curtain's coming down

I was looking for the cleaner – she must be running late –  
But this really wasn't like her, so I thought I'd check the date;  
It was right, and so I waited, and finally she came,  
With her duster all a-fluster, her demeanour not the same.  
It didn't matter, I assured her so she got on with the chores,  
The bathroom and the carpets, the mopping of the floors.  
She'd just started in the bathroom when I heard a sudden yell –  
'Oh my goodness, I'm so sorry, I must have pulled it and it fell!'  
With the shower curtain in her arms she looked a sorry sight  
But I quickly reassured her everything would be alright.  
I could easily fix it later. It had happened twice before.  
I bundled up the rod and curtain and took them out the door.  
Later on when Den came in from mowing the back grass  
He was dying for a shower but I said he'd have to pass,  
Until we could re-hang it – should be a simple thing,  
But therein lay a problem. We couldn't find the spring.  
We searched the floors, the sink, the bath, around and all about;  
Impossible! It wasn't there! Perhaps she's thrown it out!  
All afternoon while I went out, Den tried to find solutions;  
There was no way he would go without his much desired ablutions.  
When I came back at four o'clock it still had not been mended;  
It looked as though he'd run amok with efforts to append it.  
Timber, saws, screws and nails all strewn round in a ring.  
Just then he pulled the window down and found the missing spring.  
The only thing it needed was some tape for reinforcement  
I showed him how to hang it and accepted his endorsement.  
At last! At last! The rod was firm. It all fell into place.  
I said 'I told you it was easy,' with a smirk across my face.  
He simply grinned. Nothing that I could have said would turn his triumph sour  
'The curtain has gone up!' he said, 'On with – not the show – the shower!'  
© Wendy James



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## Need help at home or considering aged care homes?

Blue Haven invites you to seek out independent assistance and funding advice on your aged care journey by visiting the government's My Aged Care website. It's the ideal starting point...

[bluehavenillawarra.com.au/community-services/need-help-at-home/](https://bluehavenillawarra.com.au/community-services/need-help-at-home/)

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# Considering Care: Sandra's perspective

**Our very own Blue Haven resident Sandra Golding has been nominated in the ISLHD (Illawarra Shoalhaven Local Health District) Quality and Innovation Awards for her video about transitioning into Aged Care. The Awards Ceremony was held at the Shellharbour Civic Centre in June and Sandra was a finalist of four contestants.**

In the video, Sandra speaks about her experience transitioning into aged care. Like others in her situation, she was initially anxious about going into a nursing home. The day the doctor said her health has deteriorated and it was no longer safe for her to live by herself, "It was a difficult day" she says.

Sandra shares her relatable message about the transition, in the hope that she can help diffuse others' anxiety about the process.

When she first arrived at Blue Haven, Sandra had reservations much like anyone else would have. She had questions such as whether she would be alone or make any friends.

Sandra says the transition into aged care has been easier than she expected, due to all the support she received when moving into Blue Haven. She said she appreciated the "5-star facilities" and the fact there were so many people around to help her settle in.

"A lot of people are frightened within themselves, and they don't like the sound of leaving their home and coming into [the facility]."

"If you sit and brood about everything all the time, you're making your life unbearable", says Sandra.

She said she has gained a whole new life at Blue

Haven that exceeded her hopes.

"From the day I moved in here, I told myself that it was up to me to make my life something rather than just sit in the corner," she says.

Prior to moving into Blue Haven, Sandra says she was often by herself all day in her flat, only seeing people when she went out to the shops. "But here you see people all the time. There are a lot of activities, and the people are so friendly".

Since becoming a Blue Haven resident, Sandra still loves to write letters. She continues to make her own bed by choice each morning. She still launders her own clothes and relishes going for walks outdoors. And she still loves making herself a cup of tea.

Sandra says her quality of life has also improved because she has less to worry about – "I was worrying myself sick in my unit [before I moved to Blue Haven]."

"That part has eased completely," she says, "I don't have the worries that I did before, because there are so many people around to help me."

Sandra offers some advice for others in her situation, "Don't be lonely. Don't sit in the corner because there's no one around to talk to you. There are plenty of people, lovely people, in nursing homes."

She encourages others considering the move to Aged Care to make the leap: you will end up with more friends than you can count.

"Considering care: Sandra's perspective" can be viewed on YouTube: [youtube.com/watch?v=foUV5OPTmEM](https://www.youtube.com/watch?v=foUV5OPTmEM)





# Independent Living Units

Scan the QR code to subscribe to our mailing list.



**With 257 Independent Living Units (ILUs) across Terralong and Bonaira Villages, residents enjoy a wide selection of both location and unit designs.**

**Did you know:** We responded to 1825 service requests over the 2021-22 financial year. Five average requests per day across both Terralong and Bonaira Village.

## Terralong Village

**200** Independent Living Units • **245** Residents

### Independent living in the heart of Kiama

Blue Haven Terralong is located within landscaped grounds between Kiama's Leisure Centre and the town's shopping hub and consists of five separate buildings. Residents have easy access to Kiama's wide variety of events, clubs and groups.

### Community

Blue Haven Terralong has been in operation for more than 40 years and boasts a wide range of activities organised by residents, conducted in the many common areas within the village, which includes the Stage 5 Sky-lounge, observation deck and conservatory. In the Village Centre, residents can enjoy cards, board games, billiards or a lively game of table tennis in addition to being able to borrow a book or DVD from the well-stocked libraries.

## Bonaira Village

**57** Independent Living Units • **86** Residents

### State of the art retirement living

Bonaira Village is co-located with the Residential Care Home and Community Service hub and contains 57 Independent Living Units. Completed in 2019, the mostly two-bedroom independent living units have been constructed under the new Senior's Living Standard.

A village within a village located within the landscaped grounds of Bonaira Village, residents of the four, multi-storey Independent Living buildings enjoy access to a community hall, wellness centre, observation deck, and café.

Bonaira is just a short walk to Kiama's beautiful beaches, shops, and convenient services.



### Designed for modern living

The independent living units at Bonaira incorporate the latest seniors' living design innovations and include underground vehicle parking with lift access and an emergency call system responded to by onsite caretakers. Each unit has its own air-conditioning and all windows and doors are double-glazed. All of the two-bedroom units contain two full bathrooms.

### Safe and secure

Residents can feel secure knowing that assistance is immediately available 24/7, with on-site caretakers, video intercom visitor screening, electronic door locking and an adjacent Care Home staffed round the clock.

## What's been happening

**Terralong:** 10/8/22 Resident Forum

**Bonaira:** 11/7/22 Resident Forum

### Manager update

**Terralong:** Preparations for replacement of all 200 Emergency Call Pendants with new state of the art technology and the replacement of the centralised hot water boilers in Stage 5 are underway.

**Bonaira:** Village Management have been working closely with the Residents' Committee, who have undertaken a survey of residents to verify the current status of defects. Our Chief Executive Officer and Villages Manager have arranged regular meetings with Richard Crookes Constructions to expedite the finalisation of these defects. The initial focus will be on remediating all remaining damage within units arising from the recent extreme weather conditions.

**Calling all ILU residents!** Subscribe to our Blue Haven mailing list, to stay up to date on all things Blue Haven. Visit: [eepurl.com/gLyOY1](https://eepurl.com/gLyOY1) to sign up, or use the QR code at the top of the page.

## Blue Haven offers respite care for families

## Sea Change Physiotherapy

**Being a full-time carer can be a challenging job. Blue Haven not only provides home care support to clients who need assistance around the home, but we also offer respite for carers to enjoy a well earned break.**

We recently sat down with two families whose husbands both have Parkinson's Disease and arranged a lunch for both couples at Barroul House café, which they thoroughly enjoyed. Damian and Dean both have Parkinson's Disease and are on level 4 HCP funding. They are cared for by their partners – Janet and Nanette. At times they both experience carer stress.

Blue Haven put the families in touch with each other and offered support for Damian and Dean in their own homes by providing respite for their carers to take a break.

Whether it be emergency respite care, if for example their carers get sick and need to go to hospital, or just to simply take a break and relax – Blue Haven offers support to make respite care for carers possible.

To learn more about respite care and how Blue Haven can help, visit: [bluehavenillawarra.com.au/community-services/in-home-care-services/](http://bluehavenillawarra.com.au/community-services/in-home-care-services/)



Sea Change Health Professionals created a putt putt game for our residents out of recycled and donated materials. Over several weeks residents attended our Wellness Centre to play putt putt and socialise with each other. Our physiotherapists assist residents with verbal, visual or physical support, as required.

It's very rewarding to see residents encouraging each other and laughing together while playing.

**Continuous improvement:** Residents, families, and friends are reminded that there are several avenues available to express views, suggestions, or complaints.

There are feedback forms available outside each home and at Reception. We are happy to receive feedback at any time and strongly encourage everyone to contribute so that we can ensure that we continue to do the best we can.

Alternatively, you can email us at [enquiries@bluehavencare.com.au](mailto:enquiries@bluehavencare.com.au) or phone **(02) 4203 4055** to submit your feedback.



# Aged Care Employee Day



On 7 August we marked Aged Care Employee Day – a day to celebrate the incredible work and importance of aged care employees across Blue Haven and Australia.

Jo Brisbane is one of these exceptional people who deserves to be recognised. You might not know Jo but she plays an important role behind the scenes at Blue Haven in hospitality as our Laundry and Cleaning Supervisor. Jo has worked for Blue Haven for over 22 years and is someone that constantly makes a difference in client's lives.

Jo says she finds working in aged care fulfilling and loves making people happy. She enjoys forming relationships with resident's family members and is always available for them to call her.

She says one of the highlights of her current role at Blue Haven is her amazing team. She works with genuine, caring and kind people, and that shows through their work.

On behalf of everyone at Blue Haven, we would like to express our gratitude to Jo – who keeps our facility going day after day. From the bottom of our hearts – **Thank you Jo!**



## Staff Presentation Service Awards

Congratulations to Katherine Leighton, Josefina Carter, Louise Dalmazzo, and Sharon Pruen for 10 years of service with Blue Haven.



Katherine Leighton



Josefina Carter



Louise Dalmazzo



Sharon Pruen

Hafida Castle also recently celebrated 5 years of service as a valued Support Worker. Thank you for the important role you do in keeping our Blue Haven clients in their homes.



Hafida Castle





RESPECT



INNOVATION



INTEGRITY



TEAMWORK



EXCELLENCE