

Newsletter



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We welcome
Hall & Prior

News from the
Lifestyle Team

National Volunteer
Week

Blue Haven
in the News

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A message from our COO Joe Gaudiosi



Kiama Men's Probus Choir brings joy to Matterson Hall



Dear Blue Haven Community

I am thrilled to welcome you to this special edition of our newsletter as we begin an exciting new journey with Hall & Prior acquiring Blue Haven Bonaira. As the Chief Operating Officer of Kiama Council, it is my privilege to be part of this incredible community of residents, families, and staff.

Hall & Prior brings a wealth of experience and a shared commitment to delivering exceptional aged care services. Together, we are dedicated to upholding the high standards of care and compassion that Blue Haven is renowned for. Our goal is to make this transition as seamless as possible, ensuring continuity of care and support for all our residents, as well as our staff.

We recognise that change can bring a mix of emotions, and I want to assure you that our focus is on maintaining the strong sense of community and trust that we have built together. We are here to listen to your concerns, answer your questions, and work collaboratively to enhance the services we provide.

In the upcoming weeks, we will be hosting a series of meetings and events to introduce the

Hall & Prior team, share our vision for the future, and engage in open dialogue with all of you. Your feedback and involvement are vital as we move forward together.

Lastly, I would like to extend a warm welcome to Hall & Prior Aged Care. We are confident that under their management, Blue Haven Bonaira will continue to thrive and provide excellent care to our residents. We look forward to a smooth transition and to seeing the positive impact that Hall & Prior will bring to our community.

Thank you for your support and dedication to Blue Haven. I am confident that, with Hall & Prior, we will continue to thrive and create a warm, welcoming environment for everyone.

Regards,

Joe Gaudiosi
Chief Operating Officer
Kiama Municipal Council

Tender update and Welcome to Hall & Prior



I am pleased to share some significant news with you all. This July, Kiama Municipal Council and Hall & Prior Aged Care have executed the contract for the sale of Blue Haven Bonaira, with settlement set to occur mid February this year.

This strategic agreement, endorsed at Kiama Council's July Ordinary Meeting, marks a major milestone in our efforts to improve the Council's financial position and ensure the sustainability of our services for the community. This decision also guarantees a positive outcome for both our dedicated staff and our cherished Blue Haven residents.

The decision to sell Blue Haven Bonaira follows a comprehensive tender process. This process led us to enter direct negotiations with Hall & Prior Aged Care, a leading provider of aged care services across NSW and Western Australia.

The agreed sale price is \$95 million, which will be adjusted for certain liabilities that Hall & Prior will assume at settlement. These include employee entitlements, refundable accommodation deposits, and Independent Living Unit (ILU) entry contributions. After these adjustments, the estimated sale proceeds stand at \$26 million.

The sale terms include a \$1.2 million deposit, with the

remaining amount to be settled via two payments: the first due at settlement, which is planned for 1 November of this year, and the remainder due two years after settlement. Importantly, this outcome ensures that Kiama Council can repay the final \$15 million of its TCorp loan.

The decision to sell has not been taken lightly by myself or the Councillors. However, I want to emphasise that I believe the change of ownership is a positive outcome for our community and our Council. It ensures that Blue Haven Bonaira continues to provide excellent care under the management of Hall & Prior Aged Care, while also allowing Council to focus on our financial sustainability and service delivery. We have been working towards this for several years and have kept the community and relevant NSW Government Ministers informed every step of the way.

Hall & Prior CEO Graeme Prior says that, as a long-term operator of residential, retirement, and home care in WA and NSW, his team are looking forward to bringing their high-quality care programs to our community. They were attracted to the region as it aligns with their existing care programs in NSW and are keen to work with the Blue Haven team and our community at large to ensure a smooth transition.

Staff are a critical consideration in this proposed sale. Kiama Council has approval to lodge an application in the Industrial Relations Commission (IRC) to seek the transfer of staff to Hall & Prior Aged Care on terms that ensure they are no worse off and can transfer across seamlessly. This application is being prepared and will be lodged shortly. We will work closely with Hall & Prior Aged Care to protect staff entitlements and conditions.

It's important to note that the sale price was negatively affected by several key factors, including building defects such as bathroom design concerns, drainage, and cladding. These are not new concerns, and we have been upfront about these matters. Our staff have worked diligently to document and address defects as they arose and to inform the public and residents of Blue Haven Bonaira.

Looking ahead, Council is committed to supporting the staff of Blue Haven to transition safely and seamlessly to Hall & Prior, who are experts in the field of aged care. Council staff and Councillors (who will be re-elected this September) will be



focused on supporting the organisation post-divestment to refocus on core Council business and meet the NSW Government-imposed Performance Improvement Order.

Kiama Council has had a rich tradition in aged care, but there is a bold future for the organisation in a new direction. I am relieved to see the service taken on by specialists in the industry.

While we will pursue legal action concerning the building defects, and this will incur costs, the material impact of the defects on the asset's value cannot be ignored. Hall & Prior Aged Care is aware of the defects, having received all relevant information as part of the tender process, and they are committed to addressing these issues and ensuring the continued delivery of high-quality care.

Thank you for your continued support.

Warm regards

Neil Reilly

Mayor of Kiama Municipal Council (2021-2024)



Announcements

Blue Haven Havilah update

Tech savvy seniors

Need help with cyber safety, social media, email, online shopping, or getting the most out of your smartphone? Check out our program of FREE weekly tech session for seniors at Gerringong and Kiama libraries, starting in September. Visit Kiama Library website for more info and session times.

Bookings for the cyber safety workshop are open now - 5 Sept, 12.30-2.30pm, Gerringong Library. Book online library.kiama.nsw.gov.au/Tech-Savvy or call 02 4233 1133. Places are limited so get in quick!



GET STARTED WITH:

- cyber safety
- using smartphones
- social media
- video calling
- email
- transport apps
- sharing photos
- online shopping

Tech Savvy FOR SENIORS

A NSW Government initiative in partnership with Testra

A FREE program for seniors

Weekly sessions at Gerringong Library during September and October, Kiama Library in November, and more to come in 2025. Visit Kiama Library website for program details. Bookings essential.

CALL 02 4233 1133 OR BOOK ONLINE
www.library.kiama.nsw.gov.au/tech-savvy



HEALTH MOVES

Kiama

Health Moves is an easy exercise program for people with chronic health conditions.

Mondays and Thursdays

Kiama Leisure Centre

Next program starts
Monday 9 September 2024.
Bookings essential.

Ensuring safety and preserving community spaces

Kiama Municipal Council would like to inform the community about some important upcoming activities in our area.

In the next few weeks, Council will be installing security fencing around the former aged care residential facility at 2 Havilah Place, Kiama. This measure is essential as the premises have been deemed unsafe and unhealthy for entry or occupancy. To protect everyone, the site will be secured and inaccessible to the public and Council staff, except for official purposes.

Additionally, Council's contracted surveyors will be on-site in the coming weeks to conduct a survey of the former aged care residential facility and the

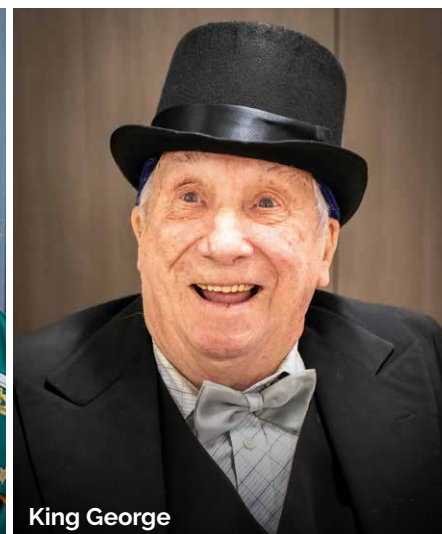
nearby community gardens. This survey is a vital part of Council's commitment to ensuring that the Kiama Community Garden is subdivided from the Blue Haven Terralong site and preserved as community land.

For more information on Council's subdivision commitment, please refer to the newly adopted 'Strategic Finance & Governance Improvement Plan,' available at: Strategic Finance & Governance Improvement Plan.

We appreciate the community's understanding and cooperation as we take these necessary steps to ensure the safety and well-being of all.



Olympic celebrations



King George



Mother's Day treats

Status of former Residential Aged Care Facility and Havilah Place

The former Residential Aged Care facility at Havilah Place is in an advanced state of dilapidation. Council has deemed the premises unsafe and unhealthy to enter or occupy. Therefore, Council will be installing security fencing around the premises to make the area secure and unable to be accessed by the public or Council staff (except for official purposes).

Council's contracted surveyors are currently surveying the former Residential Aged Care facility

and nearby Kiama Community Gardens.

As required by the NSW Government's varied Performance Improvement Order, Council is currently preparing subdivision plans to:

- Ensure that the Kiama Community Garden is situated on community land rather than Blue Haven Terralong operational land, and
- Examine options to subdivide and divest of the former Residential Aged Care facility at Havilah Place.

Next steps Divestment

As we embark on this significant journey of transitioning Blue Haven to new ownership under Hall & Prior, we want to keep you informed and involved every step of the way. This newsletter outlines the next steps in the divestment process, ensuring a smooth and transparent transition for everyone in our community.

Key stages in the transition process:

- 1. Official handover date:** The official handover of ownership to Hall & Prior is scheduled for February. This marks the beginning of an exciting new chapter for Blue Haven.
- 2. Introduction meetings and events:** In the coming weeks, we will be organising a series of meetings and events where you will have the opportunity to meet the Hall & Prior management team. These sessions will provide a platform for you to learn about their vision, ask questions, and share your thoughts. The schedule for these events will be shared soon.
- 3. Resident and Family information sessions:** We understand the importance of keeping our residents and their families well-informed. Dedicated information sessions will be held to address any concerns, provide updates, and ensure that everyone feels comfortable and supported during this transition.
- 4. Staff integration and support:** The well-being of our staff is paramount. We are committed to providing comprehensive support during this transition. Hall & Prior will conduct detailed briefings with all staff members, ensuring clear communication about changes, expectations, and opportunities within the new organisation.
- 5. Maintaining quality care:** Continuity of care is our top priority. Hall & Prior is committed to maintaining the high standards of care that Blue Haven is known for. There will be a focus on ensuring that all residents continue to receive the exceptional service and support they deserve.

6. Feedback and communication channels:

Open communication is essential during this period. We will establish dedicated feedback channels where residents, families, and staff can ask questions, provide suggestions, and receive timely responses. This will include email, phone lines, and in-person consultations.

Staying informed:

Blue Haven and Kiama Council will provide regular updates through our newsletter, email, and our website to keep you informed about the transition process. Your understanding and cooperation are greatly appreciated as we navigate this change together.

Thank you:

We want to extend our heartfelt thanks to all residents, families, loved ones and staff for your continued support and patience during this transition. We are confident that, with Hall & Prior, Blue Haven will continue to thrive and provide exceptional care and service.

Joe Gaudiosi

Chief Operating Officer
Kiama Municipal Council



Open competitive tender process



EOFY audits & accreditations

Community

The Aged Care Quality and Safety Commission reviews home care providers through the Quality Review process to ensure compliance against the Aged Care Quality Standards. As part of our preparation, we undertook an independent Pre-Accreditation Audit by an external aged care consultant in March 2024 to assess how we were performing against the Aged Care Quality Standards. From this audit we have developed a Continuous Quality Improvement Plan (CQIP) and staff are currently working with management to address any gaps and potential risks to ensure compliance.

Residential Aged Care

Blue Haven's Residential Aged Care home has continued to prioritise the quality of care and overall experience for our residents throughout 2023-2024. Our commitment to ensuring compliance with aged care standards has been unwavering. In January 2024, we successfully overturned the final seven standards, making the home fully compliant with the aged care standards. Our next accreditation is scheduled for April 2025.

New Aged Care Act

The ongoing Federal Government reform agenda continues with a new Aged Care Act coming into effect in July 2025. The Act follows new quality standards, mandatory care minutes and higher wages, which were introduced in 2024.

The Lifestyle Team

A day of fun and laughter at Seaside Group: Fishing Adventures

On Thursday, 13th June, our Seaside Group clients enjoyed a delightful and engaging fishing game. This activity was not only a test of tactics and skill but also a wonderful exercise in effective communication. Each participant, guided by their partner across the table, attempted to 'catch' a metal spoon over a partition using verbal instructions. The result? A series of hilarious directions, giggles, and loads of fun.

Check out our series of photos capturing the joy and camaraderie of this memorable day!



Celebrating George's colourful spirit

In our latest newsletter, we're delighted to feature Seaside Group member George in his vibrant 'Fruit Salad' shirt, an early birthday present that perfectly matches his cheerful personality. Known for his bright and colourful shirts, George says, "I like to do it because it makes people feel happy and it's a bit of fun."

In the photo, George is joined by Blue Haven volunteer Adrienne, who brings the joy of music to our group each Monday morning. Together, they embody the lively and positive spirit of Seaside Group.



Kiama Men's Probus Choir brings joy to Matterson Hall

Please see the attached photos of the Kiama Men's Probus Choir performance at Matterson Hall on Thursday, 11th April. The Seaside Social Group joined with the RACF residents for a rousing performance by the gents, who were dressed in suits and bow-ties for the occasion.

This talented group visits Blue Haven several times a year, and many of our clients and residents have been, and some continue to be, proud members of the choir. Their music always brings joy and a sense of community to our gatherings.



Blue Haven residents get into the Olympic spirit

Blue Haven Bonaira has hosted a special Olympics celebration, led by former torchbearer and ILU resident Denis.

Denis proudly carried the Olympic torch for the relay leading up to the Sydney Olympics in 2000.

Denis fondly remembers sharing the Olympic torch experience with a local nursing home back then and has been inspired to repeat his run at Blue Haven for the Paris Olympics.

Bagpipers led the torch bearer and flag bearer from the entrance of Blue Haven Bonaira to our RACF.

The torch was then handed over to local sporting champion Val Brunker OAM who carried it into Matterson Hall, where residents were entertained by the Bonaira Ukelele Group before watching a special replay of the opening ceremony of the Paris Olympics.



The Lifestyle Team continued

A royal visit at Seaside Group

On Monday, 3rd June 2024, Seaside Group members were treated to a delightful visit from 'King' George ahead of the King's Birthday long weekend. Group member George meticulously planned his regal outfit, complete with top and tails, and even brought an outfit for his friend Jim to wear for the occasion. It was a day filled with fun and laughter as George and Jim brought a touch of royal charm to our group.



Fun at Seaside Group's 'Active Games'!

We call our after-lunch session 'active games' at Seaside Group, but often, it would be better termed 'creative games.' Thanks to the inventive mind of our support worker, Scott, the upcycling of household items culminates in some very interesting contests. These sessions are filled with lots of laughs, competitive glances, and exciting prizes.



RACF Anzac Service



Father's Day at Blue Haven Bonaira

We came together to celebrate Father's Day with a special morning tea for our wonderful dads and father figures at Blue Haven Bonaira!

The event was a heartwarming gathering, filled with laughter, lively music, and delicious treats from Queen Street Bakery. Fresh coffee and delightful cakes were enjoyed by all, and our resident fathers were gifted with thoughtful surprises that added an extra touch of joy to the day.

A huge thank you to everyone who joined us and helped make this celebration memorable. It was truly a pleasure to honour the amazing dads in our community.



The Lifestyle Team continued

Harmony Day

Our recent Harmony Day afternoon tea was a delightful gathering for both staff and residents. We celebrated the diverse backgrounds and heritage of our community, sharing stories and enjoying some freshly cooked Brazilian treats prepared by our head chef, along with a lovely afternoon tea.



A special celebration for Mother's Day

We recently held a delightful Mother's Day High Tea to honour all the wonderful mums in our Blue Haven community. The event was filled with joy and laughter as each beautiful mum received a special gift and enjoyed a lovely morning together. It was a heartwarming occasion, celebrating the love and appreciation we have for our incredible mothers.



Thanks to our amazing aged care workers

We know our staff are amazing, but it's always good to remind ourselves (and everyone else) about the great work done by aged care workers at Blue Haven and everywhere else.

Thankfully, we don't need to remind our residents such as Yvonne.

We were absolutely humbled and very moved by Yvonne's very kind words at our celebration of Aged Care Employee Day this week.

Among the tributes paid by Yvonne was citing the helpfulness and professionalism of the Blue Haven team members.

"They are excellent if you need help, if you're not feeling well. They get right on it."

"They provide so many opportunities to enjoy yourself, from information sessions, physical activity and social occasions such as our sing-a-longs."

"They really go beyond their work roles to make sure this place your home, they very quickly become like friends to you."

This is all music to the ears of our hard-working staff, who leave no stone unturned to make our residents happy and healthy.

We also want to take this opportunity to heartily agree with Yvonne.

A hallmark of Blue Haven over its 40 years has been the great care and attention our staff bring to their work every day.

Our thanks to the nurses, cooks, dietitians, caterers, cleaners, administration staff, maintenance and other workers who are not only professional, but also passionate about their work.

This includes our fabulous army of volunteers who help out in our day-to-day operations.

We have more than 100 people who donate their time as a Blue Haven volunteer, helping with reading, massage, pet therapy, craft, painting and regular barbecues.

They also driving our residents to appointments, taking them shopping or manage group outings.

We are proud to celebrate all our amazing aged care workers.

Photo: Yvonne (seated centre) celebrating Aged Care Workers Day with our staff – topped off by cupcakes of course!

The Lifestyle Team continued

Celebrating spring with joy and dance: a recap of our Spring Ball

This September, we welcomed the season of renewal and growth with a spectacular Spring Ball held in Matterson Hall for our Residential Aged Care Facility residents and their families. It was a delightful morning filled with laughter, music, and dancing, bringing everyone together in celebration and community spirit.

The Spring Ball, held during the second week of September, featured live entertainment by the wonderful Liz and George from Ascendo Entertainment. Their soulful tunes and upbeat melodies filled the room, encouraging everyone to tap their feet and hum along. The musical journey they provided, ranging from classic hits to more contemporary favourites, brought smiles to all faces and created an atmosphere of pure joy.

Adding a unique and interactive twist to the evening were Charles and Candy, our incredible dance specialists. With their expertise in using dance as a form of natural therapy for the aged care community, they got everyone up on their feet,

moving to the rhythm. Residents, families, and staff alike joined in, enjoying the physical, emotional, and social benefits of dance. Charles and Candy's energy was contagious, and their thoughtful approach to movement brought a sense of connection and engagement that was truly special.

It was heartwarming to see residents and their loved ones swaying, twirling, and laughing together, making memories that will be cherished for a long time. The event was a testament to the importance of community and the power of joy in enhancing the well-being of our residents.

A big thank you to all the staff, families, and volunteers who contributed to making this event a success. Your efforts created a beautiful morning filled with love, light, and laughter, reflecting the very essence of spring.

We look forward to many more joyful gatherings in the future, as we continue to celebrate life and each other within our wonderful community.



Our Community

Newsletter spotlight: supporting our clients with community services

At Blue Haven, we go beyond providing exceptional care by collaborating with community services to support our clients' well-being. Our team works with local healthcare providers, social workers, and other organisations to ensure comprehensive and coordinated care.

We help arrange medical assistance, connect with social networks, and facilitate access to resources, tailoring support to each client's needs. By fostering these partnerships, we enhance our clients' care experience, making them feel supported and valued.



June support worker medication training recap

In June, we focused on the importance of medication management in the home. Here are the key points:

- Role of Case Managers: They identify the need for medication support during home assessments and are responsible for initiating and completing medication management records.
- Documentation: Required for both medication support and assistance services must be followed as outlined in the Client Care Plan.
- Medication Incidents: Follow established protocols and contact the Case Manager if unsure.

Our Support Workers dedication to these practices ensures the highest level of care and safety for our clients. Thank you for your commitment!



Welcome to our new team members at Blue Haven!

We are thrilled to introduce and welcome the newest additions to our Clean Team at Blue Haven! Our dedicated team is growing, and we're excited to have such talented individuals join us. Please extend a warm welcome to:

Photos: Nina Stampetta, Lee Ramsay, Diane Perry, Buddhija Rathnayake, Amanda Boxsell, Scott and Albert.

Additionally, we are delighted to welcome back Sally K and Shirly K. Sally and Shirly began their journey with the Clean Team, then pursued a Certificate III in Individual Support traineeship in partnership with Kiama Community College and Blue Haven Residential Aged Care Facility. They have now returned as fully qualified Support Workers.



Meet Anne B, one of our incredible volunteers at Blue Haven Illawarra. Her volunteering journey was inspired by her deep connection to the facility, driven by her mother's residency years ago. Here's a glimpse into Anne's heartwarming experiences and insights:

Inspiration behind volunteering:

Anne's motivation sprang from witnessing the joy her visits brought to residents, especially those who lacked regular visitors. It's this spirit of companionship and care that fuels her dedication every day.

Memorable moments

Anne cherishes the moments when residents share their life stories. Each anecdote, whether joyful or poignant, weaves a tapestry of human connection and understanding.

Main responsibilities

From sparking friendly Scrabble competitions to offering a listening ear, Anne ensures that every resident feels valued and supported. Her commitment to inclusivity fosters an environment where everyone thrives.

Impact on perspective

Anne's volunteer work has illuminated the importance of community service and empathy. Through her experiences, she envisions a future where everyone has access to companionship and support when needed.

Training and preparation

Anne embarked on her volunteering journey equipped with essential training, embodying the dedication and professionalism that define our volunteer team.

Positive influence

Anne's contributions go beyond the game of

Scrabble; they create moments of joy and connection that brighten the lives of Blue Haven's residents. Their gratitude is a testament to the profound impact of her presence.

Advice to future volunteers

Anne encourages everyone to take the leap into volunteering, assuring them that the smiles and gratitude they receive in return make every moment worthwhile.

Balancing commitments

Anne finds harmony by dedicating a few hours every Tuesday to volunteering. The anticipation of bringing smiles to residents' faces motivates her unwavering commitment.

Message for National Volunteer Week

Anne's message is clear: "volunteering isn't just about giving; it's about embracing the possibility of needing help in the future and creating a community where support flows freely."



Meet Mary Bramley, a shining example of selflessness and compassion at Blue Haven Illawarra.

What inspired Mary to become a volunteer at Blue Haven Illawarra

"More often than not our elderly become overlooked and ignored."

A memorable moment

"Dressing up for singalongs! Once, as a German wench for Oktoberfest, an elderly gentleman joked about nurses not dressing like us in his day!"

Mary's main responsibilities

"Simply listen and respect; every resident has

a voice to be heard. We need more retiring folks to join and experience the rewards of caring."

Impact on community service

"Volunteering is accessible with short courses and police checks, staff are always supportive."

Positive effects on BH clients

"We lighten their load with love, laughs, and companionship on their journey."

Mary's advice for future volunteers

"Think of Blue Haven like a library; each person is a book with fascinating stories. It never gets boring!"

Balancing volunteer work with life

"Genuine bonds motivate me, alongside the satisfaction it brings."

Mary's message for National Volunteer Week

"Love one another, especially our elderly. It's a measure of our decency."

Meet Roe K, one of our incredible volunteers at Blue Haven Illawarra. We're honoured to highlight Roe's dedication and passion for serving our community. Here's a glimpse into Roe's inspiring journey:

What inspired Roe to volunteer at Blue Haven Illawarra

Roe's journey began with a friend's recommendation and a desire to bring joy to the lives of our cherished seniors.

Memorable moments while volunteering

From sharing Winnie the Pooh memes to delivering knitted teddies to the local Ambulance Station, Roe's experiences are filled with heartwarming connections and shared smiles.

Main responsibilities and ensuring clients' needs are met

Roe's focus lies in understanding our clients' moods and being present to support them, whether they need reminiscing, cheering up, or simply companionship.

Impact on perspective and the importance of community service

For Roe, volunteering reaffirms that "it takes a



village" and highlights the beauty of collective contributions towards a greater good.

Training and preparation for the role

Roe underwent essential training, including Anglicare's Pastoral Care course, ensuring readiness to provide quality care and support.

Positive effects on clients' lives

Through Roe's presence, moments of joy are shared, and meaningful connections are forged, enriching the lives of our clients.

Advice for aspiring volunteers

"Don't hesitate. It will be so rewarding," Roe encourages, emphasising the profound impact of giving back to the community.

Balancing volunteer work with other commitments

Volunteering is a cherished part of Roe's week, driven by the heartwarming smiles awaiting Roe's arrival.

Message for National Volunteer Week

Roe beautifully articulates, "Giving back is good for your mental health and makes a difference... Life without volunteering would be a huge hole in the jigsaw of life."



Blue Haven is always looking for new volunteers, to find out more and download our volunteer brochure scan our QR code or visit bluehavenillawarra.com.au/contact/volunteering/

Independent Living Units

BONAIRA

The gym is now officially open!

We are thrilled to announce that our gym is now officially open for the residents of both our aged care home and Bonaira independent living! We celebrated the grand opening last Friday with a fantastic event.

Highlights of the Event:

- **Gifts and Treats:** Guests were welcomed with a gift bag and enjoyed fresh cupcakes upon arrival.
- **Equipment Trials:** Our ILU residents had a great time trying out the new equipment, with our fantastic Physio Team on hand for demonstrations and to answer any questions.
- **Orientation Sessions:** We conducted five orientation sessions with our Physiotherapist, which were embraced very well on the day and provided a positive experience for all attendees.

New Access System: To make entering the home easier, we have introduced yellow wristbands for our ILU residents. These bands help to easily identify our community members, allowing them to enter without needing to sign in.



Gym Details:

- **Opening Hours:** The gym is open daily from 7 am to 7 pm.
- **Fob Access:** We have updated the fobs for all residents who wish to join the gym. Simply use your existing fob to access the gym.
- **Equipment Instructions:** Information on how to use the equipment is available in the gym, with instructions to assist with starting the equipment.

We look forward to seeing our residents during their visits!



TERRALONG

Christmas in July

We had a rockin' good time at the recent Christmas in July celebration. The highlight of the event was an unforgettable Elvis show that had everyone singing, dancing, and tapping their feet to all the classic hits.

The atmosphere was festive, with Christmas decorations, delicious treats, and plenty of holiday cheer to go around. It was wonderful to see so many smiling faces, and we're already looking forward to our next celebration together.

A big thank you to everyone who attended and made this event such a memorable one. Until next time, keep the Elvis spirit alive!



Weekly croquet catch-up!

Every Monday afternoon, the croquet lawns at Stage 5 come alive with friendly competition and camaraderie. This week, while some of our regulars were away, those present had a wonderful time playing under the sun.

Featured in this week's photo are (from left to right): Grahaeme, Gisela, Iris, Kerry, and Glenda. A big thank you to Annette for capturing this moment of joy and teamwork!

Whether you're a seasoned player or looking to try something new, we welcome you to join us for a game next Monday afternoon. See you on the lawn!



Join our knitting group at Blue Haven Terralong

Are you a Blue Haven resident passionate about knitting or looking to learn a new skill in a friendly and welcoming environment? Come along to our weekly Knitting Group at Blue Haven Terralong!

Held every week, our group is the perfect opportunity to connect with fellow knitters, share tips, and create something beautiful together. Whether you're a seasoned pro or a complete beginner, everyone is welcome!

Bring your yarn, needles, and enthusiasm — we can't wait to see you there!

Fire evacuation exercise recap

On August 6th, we conducted a successful fire evacuation exercise under the supervision of Bruce McLeish. The exercise involved coordination from our Chief Wardens, including Kim G and Debbie C (Caretaker), as well as the dedicated efforts of our Fire Wardens: Adam S, Garry W, Cindy M, and Debra E. Stages 1 to 4 participated in this exercise, with Stage 5 having completed their exercise last month. We are grateful for the participation and cooperation of all residents who took part, ensuring we are well-prepared for any emergency.

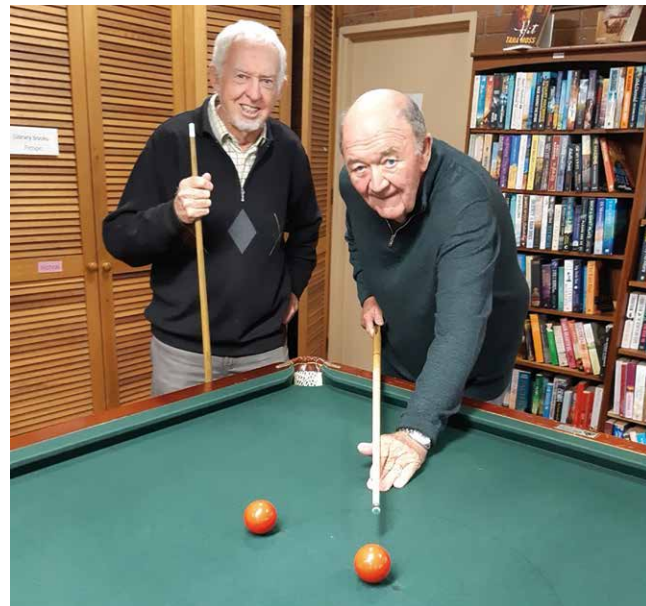
Thank you to everyone involved for your commitment to safety!



Snooker fun at the Village Centre

Our very own John and Jeff took to the snooker table at the Village Centre, showing off their impressive skills and sharing some laughs with fellow residents. It was a great afternoon of friendly competition, socialising, and fun for all involved!

John and Jeff proved that a little bit of healthy rivalry and a lot of good spirit go a long way in bringing our community together. Thanks to everyone who came along to support and enjoy the game!



Spring blooms in our gardens!

Our gardens have recently undergone a major clean-out, and they're looking more beautiful than ever. With spring in full swing, our caretaker Debbie, who also takes great care of our gardens, has been proudly showcasing the vibrant blooms and fresh greenery that have sprung to life.

Take a stroll and enjoy the renewed beauty and tranquillity that our gardens have to offer this season.

A big thank you to Debbie for her hard work in making our outdoor spaces a joy to experience!



A fond farewell to Michelle Harrison and David

We say goodbye to two valued caretakers and members of our Blue Haven Terralong family, Michelle Harrison and David. Both have contributed so much to our community with their hard work, dedication, and warm personalities. They will be greatly missed by residents and staff alike.

We extend our heartfelt thanks to Michelle and David for their time with us and wish them all the best in their future endeavours. Your presence has made a difference, and you will always be a part of the Blue Haven Terralong community.



Celebrating Steve Dawson's 40 years of service!

We recently gathered for a special morning tea to celebrate Steve Dawson's retirement after an incredible 40 years of dedicated service. The residents put on a lovely event to honour Steve, who retired in April 2024.

It was a heartwarming occasion filled with stories and laughter, as we reminisced about Steve's many years of hard work and the positive impact he has made on our community. We wish Steve all the best in this new chapter of his life and thank him for his remarkable commitment over the past four decades.



Meet Andrew Brady: Blue Haven's new Independent Living Manager

Andrew Brady brings a wealth of experience to his role as Blue Haven's new Independent Living Manager, having worked with large retirement village providers across various states. His background in the sector has equipped him with a deep understanding of the importance of systems, policies, and community engagement. In this interview, Andrew shares his vision for enhancing operations at Blue Haven and fostering a strong sense of community among residents.

A strong foundation in retirement village management

Andrew's experience working with large retirement village providers has given him insight into the advantages of structured systems and policies. "The larger operators are very functional, based on policy and guidelines that cater to everyone in the village," Andrew explains. He plans to bring this same structured approach to Blue Haven, focusing on creating efficient operational processes, especially in maintenance and service delivery.

One of the immediate changes Andrew hopes to implement is the formation of a formal social subcommittee, something that is currently missing. "Having a social subcommittee could really enhance resident interaction," he says. Andrew envisions activities like regular coffee mornings, with residents taking turns as trained baristas, to build a sense of community. "It's about fostering connection. Maybe residents contribute half the cost for a nice coffee machine, and we create a space where people can gather, share, and enjoy each other's company."

Focus on administration and maintenance

Andrew is quick to praise the existing team at Blue Haven, highlighting their cooperative nature and willingness to collaborate. "The team, including Kim and Adam, have good minds on them, and they're very eager to get the job done. They have kind hearts, and you can teach anyone to do

anything, but you can't teach kindness," he says. His priority is to ensure that Blue Haven delivers on its promises to residents, especially in the area of maintenance. "We're looking to establish a preventative maintenance program to address issues before they become problems. Residents invest a lot to live here, and they deserve to see that investment reflected in the care and service they receive."

A vision for Blue Haven

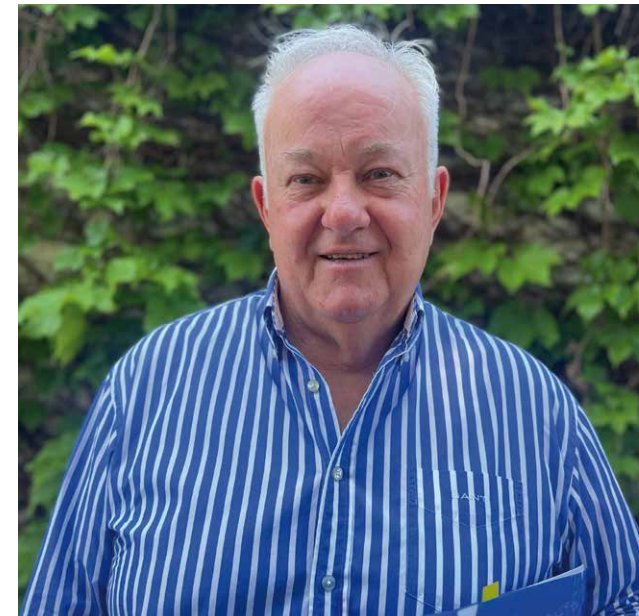
Andrew's vision for Blue Haven centres around service, care, and community. "One of the worst afflictions someone can face is isolation, especially as they age," he explains. To combat this, he plans to encourage more in-house activities and create opportunities for residents to connect with each other. "There are wonderful resources here, and I want to help residents make the most of them. Sometimes, a simple conversation or a shared cup of tea can spark lifelong friendships."

Beautifying the gardens and maintaining functional, well-kept facilities is also high on Andrew's list. "We all like to live in a beautiful environment, and making sure everything is attractive and functional is key to enhancing residents' quality of life."

Looking forward: opportunities and challenges

When asked about the challenges facing the retirement living sector, Andrew highlights the emergence of the Manufactured Housing Estate (MHE) industry. "It's a different model where residents don't pay deferred management fees, but they also don't receive the same level of care and service. Our challenge is to continue providing value and demonstrating the benefits of a full-service retirement village like Blue Haven," he says.

However, Andrew is optimistic about the opportunities ahead. "We're in a fantastic location with strong support from the Council. There's so



much potential to create synergy between Blue Haven and the council's resources. It's just a matter of understanding how we can work together to benefit both residents and staff."

What residents can expect

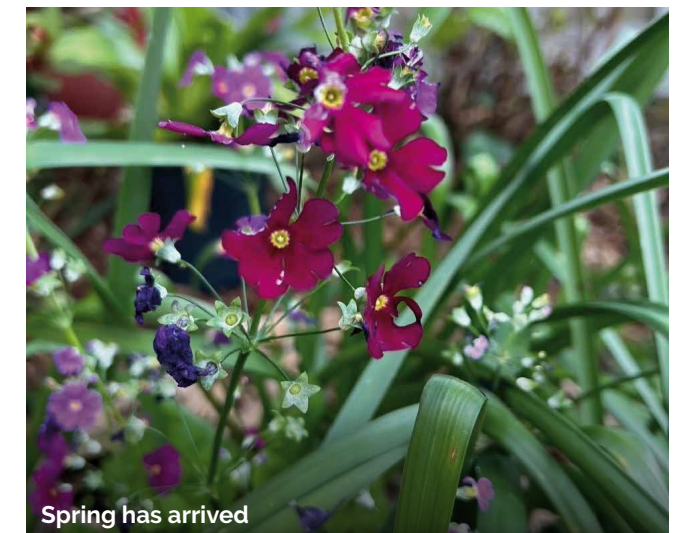
As Andrew settles into his new role, he is focused on improving service delivery and ensuring that residents feel heard and supported. "Residents can expect better maintenance services, an open-door policy, and more opportunities to give feedback. Listening to residents and acting on their concerns is key to creating a community where everyone feels secure and valued," he says.

In the coming months, Andrew hopes to build strong relationships with the residents' committee and enhance the overall living experience at Blue Haven. "It's about making sure everyone feels secure—not just through physical security, but by knowing that their needs are being met and that they are being listened to."

Andrew's passion for creating a connected, well-maintained community is clear. With his experience and commitment to improving service and fostering relationships, the future of Blue Haven's Independent Living Units looks bright under his leadership.



A festive Christmas in July



Spring has arrived



Michelle and Cindy

Independent Living Resident Update

Further to the initial announcement, we are pleased to officially introduce Andrew Brady as the new Manager of Retirement Village Operations. Andrew brings with him a wealth of experience from working with large retirement village providers, and we are confident that his skills and leadership will greatly benefit our community.

What you can expect moving forward:

Andrew is committed to ensuring that Blue Haven remains a vibrant and supportive place to live. Here are some of the key areas where you can expect support and improvements under his management:

- Managing both Terralong and Bonaira ILUs: Until Hall & Prior officially take over in mid-February, Andrew will be overseeing the management of both Terralong and Bonaira. During this transition period, he will ensure that residents in both locations receive the same high level of support and service. We note the building related matters at Bonaira add a specific complexity for Bonaira residents and recent refurbishment and maintenance delays at Terralong have caused some concerns there.
- Enhanced resident support: Andrew is passionate about being accessible to all residents. You can expect an open-door policy where your concerns and suggestions will be heard and addressed promptly. His goal is to foster clear communication between management and residents to ensure everyone feels supported.
- Community building: To build a stronger sense of community, Andrew will be working on introducing more social activities and events. He is exploring the creation of a formal social subcommittee that will give residents the opportunity to engage with each other through initiatives like coffee mornings and other community activities. He will communicate these initiatives via email and noticeboards.

- Improved maintenance and preventative care: As has been discussed in recent months, and with the addition of asset and maintenance staff from Council's Infrastructure Team, Andrew will be focusing on improving our maintenance services. This includes the introduction of a preventative maintenance schedule to ensure that facilities and common areas are well-maintained and functional. His proactive approach will help prevent small issues from becoming bigger problems, ensuring our living spaces remain safe and comfortable. Please contact Andrew direct with any questions or concerns.
- Clear and transparent communication: You can expect regular updates from Andrew on village operations, events, and any upcoming changes. This will be communicated via email and noticeboards. He values transparency and is committed to keeping residents informed and engaged in decision-making processes where applicable.

Andrew's goal is to provide you with a high standard of service and care, ensuring that Blue Haven continues to be a place where you feel secure, connected, and well-supported. We look forward to the positive changes that Andrew, alongside Kim and Adam will bring.

If you have any questions or would like to meet Andrew, please feel free to reach out to him directly ilumanager@bluehavencare.com.au or via mobile on **0419 600 981**.



Joe Gaudiosi
Chief Operating Officer
Kiama Municipal Council

Celebrating National Volunteer Week with Our Blue Haven volunteers

As we celebrate National Volunteer Week, we should take a moment to express our heartfelt gratitude to our incredible Blue Haven Volunteers. This special week is dedicated to acknowledging the selfless dedication and hard work of volunteers across the nation, and we are immensely proud to see our Blue Haven Volunteers receive the recognition they truly deserve.

Their unwavering commitment and tireless efforts have made a significant impact in our community, touching countless lives with their kindness and generosity. To show our appreciation, we recently hosted a beautiful morning tea in their honour. It was a joyous occasion filled with laughter, delicious treats, and heartfelt conversations.



Blue Haven is always looking for new volunteers, to find out more and download our volunteer brochure **scan our QR code** or visit bluehavenillawarra.com.au/contact/volunteering/



Welcome Hall & Prior

Kiama Council announces Blue Haven buyer

Published on 30 May 2024

Kiama Council is pleased to announce that the preferred tenderer for Blue Haven Bonaira is Hall & Prior Aged Care.

In this week's Extraordinary Meeting, the elected Council voted to proceed with Hall & Prior's offer and begin drawing up a sales contract.

Hall & Prior Health and Aged Care Group is an established and leading provider of residential aged care, retirement living and home care services in New South Wales and Western Australia.

Kiama Mayor Neil Reilly welcomed Hall & Prior to Kiama: "I'm glad to see Blue Haven Bonaira be acquired by a high-quality aged care provider who already operates a range of facilities in both NSW and Western Australia. I welcome Hall & Prior to Kiama and the Illawarra region and look forward to a fruitful working relationship with them as we transition the business into their capable hands."

Hall & Prior Chief Executive Officer, Graeme Prior said: "Our dedicated commitment to providing quality aged care and accommodation is our priority, and we are excited to bring our experience to the residents of Blue Haven Bonaira and associated services. We are looking forward to being part of the Illawarra region and having a long-term relationship with Kiama Council and the local community."

Hall & Prior currently operates 13 residential aged care homes across Sydney and regional New South Wales, and 23 aged care homes in Western Australia.

Both Kiama Council and Hall & Prior share a focus on continuity of care and security of



tenure for all residents and care recipients. This commitment includes services in aged care, independent living and home care services.

Once the contract has been finalised, it will go back to Council for endorsement. This is currently expected to happen in July.

Following final agreement and completion of pre-settlement conditions, both parties anticipate settlement in February 2025.

Council and Blue Haven will continue to keep our residents and staff informed about the sale and transition process with regular updates.

About Hall & Prior

Hall & Prior delivers award-winning care services via 36 residential aged care facilities, 1,200 home care clients and 4 retirement villages with a team of more than 3,100 dedicated staff.

Further information about Hall & Prior can be found at hallprior.com.au

Furthering education

Lighthearted defib training for Blue Haven Bonaira residents

Having to use a defibrillator in an emergency is obviously no laughing or lighthearted matter. Regardless, over 50 residents at Blue Haven Bonaira enjoyed being educated on this topic on Friday 24 May, thanks to the relaxed,

relatable manner displayed by presenter and local emergency doctor Mark Newcombe.

Member of Parliament for Kiama, Gareth Ward, who is currently lobbying for broader access to maintain defibrillators in public spaces, also attended. Blue Haven residents and fans of Dr. Mark's Facebook live sessions were thrilled to meet him and gain the essential knowledge about defibrillators (AEDs) throughout the facility. Mike, who has progressively become more agitated by the thought of keeping out of areas of the facility that would require COAED devices due to heart disease, said the course could be a lifesaver. "I'm now confident that if someone collapsed in front of me, I could potentially save their life with CPR and AED use," he said.

Gareth reiterated the facility's goal that each of their residents would have access to these lifesaving devices, and he said that the only way we are going to make a difference is by giving people the confidence to act successfully to decrease sudden death statistics by 10 percent every minute. Although some had experienced problems when learning to use AEDs at another venue, Mr. Newcombe's laid-back approach was a major relief.

Mark thanked Gareth for his attendance, and then transitioned the team into the different devices in the room and how to use them in an emergency, explaining to attendees that using the defibrillator could mean life or death.

Upon conclusion, Ward echoed his consistent position: "Gareth Ward calls on the Federal Government to make External Defibrillators (AED) operational in as many public places as possible, especially rural areas."

Additionally, Mark relayed current statistics, such as 20% out of the 250,000 cardiac arrests recorded annually survive. The percentage showed his rhythm. Approximately 35 percent of individuals experiencing cardiac arrest received

care such as CPR administered, and early CPR and defibrillation is provided. "Getting to people early with the right tools is the key."

Mark suggested the fundamental solution to each, and every challenge could save a life.

Ward ended the session with the right mood, the crowd gave a round of applause, he mentioned Mark was fabulous and helpful, and stressed that each defibrillator is important, and any gathering of people is essential in an emergency, let's make it a conversation that works. He left the team with hope to not be afraid and use this lifesaving tool.

Mark revealed a touching story of applause for a man he met and performed CPR on during a cardiac arrest in the crowd who had collapsed. He said, "You must try. Lives are saved by good efforts; I understand they may have been hesitant to buy, but it is a consideration if they'd had these devices at a better price point. Lives could have been saved if they had a defibrillator installed in more places."

Mark ended his educational presentation with passion, urging that AEDs should be in all shopping centres, public transportation stops, even at the beach. "This has to be an ongoing conversation, and hopefully these life-saving efforts can be made a daily habit," said Ward, "to offer the opportunity to give people a chance."

Dena Trevinia



Outstanding contributions

Minnamurra Lions' shout-out to volunteer Knoxy

Leading up to their 25th anniversary (and National Volunteer Week, 20-26 May), Minnamurra Lions Clubs are acknowledging the outstanding contribution their members have made to the club itself and the broader community. One compassionate volunteer in particular is John Knoxy - fondly known as Knoxy.

He's been a member of the club since 2007, according to the President of Minnamurra Lions Club, Bill Lyon. During that time, Knoxy has held the position of President (2011-12) and Zone Chairman (2012-14), and has coordinated multiple events, activities, and numerous fundraising programs.

Extending the reaching back to Minnamurra's community members goes far beyond his involvement in Lions but throughout other avenues as well. For example, when bushfires ravaged the South Coast several years ago, Knoxy was often absent from Kiama, busily contributing to local communities and assisting farmers through the BlazeAid volunteer-based organisation.

Clearly, an avid believer in giving back to the community, Knoxy also assists many of Kiama's older residents in accessing healthcare, social outlets, and services. Repeatedly throughout Wollongong, as well as volunteering with the Kiama Community Transport. "Driving them to their doctor's appointments or health appointments, it becomes more than just a service," remarked Knoxy.

"Many of our clients become friends. And it's rewarding to think you're making a difference in someone's day and helping them maintain their independence from their home," he says.

Members of Minnamurra Lions Club know that Knoxy is always one of the first people to put up his hand when volunteers are needed - whether

that be cooking at the monthly Kiama Market barbecue, sausages at the entrance gates for Kiama Rugby League Club or coordinating one-off events.

Knoxy has also played a central role in the Minnamurra Lions' Killarlea Parking Project, which kindly coordinated the parking for those attending the larger Minnamurra Markets. "The markets started as a small opportunity to help out our friends at the Kiama Rugby League Club who were already holding the BBQ fundraisers on the first Sunday of each month," he explains. "When COVID-19 hit and for a long time the markets had to remain closed, that was the moment the news saw the markets close, which was a pity as every cent of the roughly \$2,000 collected each month went straight back to the community."

As you can see, Knoxy is always on the lookout for projects that serve the needs of others while becoming involved encouraging members or even pulls from unfamiliar emails out on him. This might sound odd initially, but it's Knoxy's heart-warming reason for his dedication to all these efforts: "I don't mind being the person there pulling sausages," he smiles and adds. "But what I appreciate most is the chance to give back, in any way I can, to a community that's given me so much over the years."

For all involved in Minnamurra Lions Club and applaud Knoxy's consistent efforts for making him very deserving of this month's volunteer recognition.

Diana Timmis - *The Bugle, Kiama*



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INNOVATION



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TEAMWORK



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