



A Message from our CEO

Another very successful and moving Anzac Service was held recently at BlueWave Living. It is a true reflection of the wonderful work our team does, in organising such special events and collectively bringing it

together. We were also fortunate to have our two local federal member candidates, Lucy Wicks and Ann Charlton, and a local State member, Liesl Tesch and Councillor Chris Holstein also attended. To have that support for a stand alone community group such as ourselves for such an occasion is wonderful to see and a great reflection on the organisation and the people who make such a day happen. Thank you to all who attended and participated in some way on the day! And thank you to all the staff who helped in organising the event as well!



As we are heading into the cooler months, it is timely to remind all of the importance of obtaining a flu vaccination. Not only for our residents, colunteers and staff, but we also like to suggest families and friends obtain one, especially if you are someone who is visiting us. Also a reminder, if you are unwell, please refrain from visiting BlueWave until you are better. We care for around 140 elders, who are more susceptible to illnesses than those in the general community are, so please be mindful of this and respect their health.

Now we are past the School Holidays/Easter, our refurbishment program will continue in more earnest.

We have already been getting some positive feedback on works completed to date which is great. The new kitchenettes installed in both Anzac and The Shores look fantastic, and include ZIP taps, which makes it easy for residents and visitors to access either filtered cold water or boiling water for tea/coffee.

We will continue to work through individual bedrooms within The Shores over the coming month. Also in the first week of May, some of the new furniture will begin to arrive for both The Shores, as well as some additional pieces for Palm Sails for our residents bedrooms.

New flooring in common areas and corridors will also be progressively installed. Please be mindful of this, and respect signage and barricades for your safety. We are looking forward to the completion of these works, however it will be on-going for a few months as we steadily work through the spaces.

I would also like to let all know, we now have in place a very high speed option for WiFi connectivity. This is linked externally via our commercial grade fibre link, which allows us to connect a lot more users than what could be achieved on our NBN connection. This is useful for residents who may wish to video stream (accessing Netflix, Stan, Fox Play etc). There is a nominal additional fee for this access, which is \$4 per week. All residents have access to our normal WiFi for free, however this is not suited for high data volumes required for video streaming. Our standard WiFi connection is fine for browsing the internet and emails and the like. Anyone interested in accessing this high speed/volume internet link, simply see reception for more details.

Till next time, take care.

Matt Downie

A big welcome to our new residents

Pamela Kean

Farewells

We would like to acknowledge the following residents who are no longer at BlueWave Living: *Coral Garrard and Patsy Saye*



We had a visit from Strudell the 5 month old Alpaca this week.



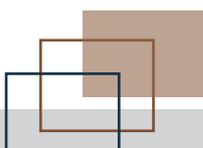
And a visit from the kids at Aussie Kindies also!

What's on this Month



1st		Mexican Theme Day
	9.30am	Morning Tea Bus Nursing Home
	10.30am	Julz
2nd	9.30am	Assisted Shopping Bus Facility
	1.30am	Assisted Shopping Bus Facility
3rd	1pm	Afternoon Bus The Shores
6th	9.30am	Morning Tea Bus The Cove
	1.30pm	Residents Meeting Hostel
7th	10am	Morning Tea Bus The Haven
8th	9.30am	St Lukes
	9.30am	Morning Tea Bus Nursing Home
	10am	Legacy Mothers Day Morning Tea
	1.30pm	Residents Meeting The Shores
9th	9.30am	Morning Tea Bus Palm Sails
	1.30pm	Shopping Bus
10th	9.30am	Catholic Mass
	10.30am	Lavender Blue
	1pm	Afternoon Tea Bus The Shores
	1.30pm	Mothers Day Afternoon Tea - ELVIS
13th	9.30am	Morning Tea Bus The Cove

16th	10.30am	Resident Meeting Nursing Home
14th	10am	Morning Tea Bus The Haven
15th	9.30am	Morning Tea Bus Nursing Home
16th	9.30am	Morning Tea Bus Palm Sails
	1.30pm	ICU Entertainers
17th	1pm	Afternoon Tea Bus The Shores
20th	9.30am	Morning Tea Bus The Cove
21st	10am	Morning Tea Bus The Haven
	1.30pm	Singalong with Lonny
22nd	9.30am	Morning Tea Bus Nursing Home
	9.30am	St Lukes
23rd	9.30am	Morning Tea Bus Palm Sails
	1.30pm	Shopping Bus Facility
24th	1pm	Afternoon Tea Bus The Shores
27th	11am	Lunch Bus The Cove
28th	11am	Lunch Bus The Haven
29th	11am	Lunch Bus Nursing Home
30th	11am	Lunch Bus Palm Sails
31st	11am	Lunch Bus The Shores





Flu Vaccination

Annual vaccination is recommended before the onset of each influenza season. The period of peak influenza circulation is typically June to September for most parts of Australia. While protection is generally expected to last for the whole season, optimal protection against influenza occurs within the first 3 to 4 months following vaccination. It is never too late to vaccinate since influenza can circulate all year round.

Staff and volunteers of BlueWave Living will be having their Flu Vaccines here on site on May 7th Residents will be receiving their vaccinations shortly from their respective Local Medical Officer

Families & friends are strongly recommended to have the Flu Vaccination to protect yourselves, your families and your loved one here at BlueWave Living.

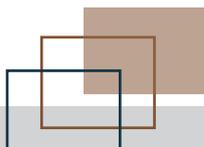
Auxiliary News

Easter raffle was won by V Livermore

Mother's Day Raffle is now on sale.

Tickets are 50 cents each.

Winners drawn 10th May.





Menu Alternatives

BlueWave Living prides itself on offering a comprehensive and varied menu and is a four weekly rotational roster system. The menu is changed bi-annually for Summer and Winter.

Residents are offered an alternative menu choice for each meal as well as sandwiches and salads. These choices are published on the weekly menus.

The kitchen always cooks extra serves of the main choices to cater for residents' changing their minds. When a resident changes their mind on what they would like this is readily accommodated.



Feedback – Complaints, Compliments, Suggestions

The Comments, Complaints, Compliments and Suggestions form (green form) are located throughout the facility with envelopes stamped with 'confidential' available. Residents, relatives, visitors and staff are able to discreetly access the forms and the envelopes. The actions and outcomes are all documented.

Complaints are always followed up with feedback and information being provided. Major issues are discussed by the Management Team and are referred to the relevant committee or Manager. Management monitor the progress of an issue being actioned including documentation of the outcome and that feedback has been provided in a timely manner.



All complaints are included in monthly management and KPI reports and are also tabled at monthly Board meetings.

Information is provided to staff in a variety of ways depending on the issue, including in person, via email or memo. Staff education is also provided when required and changes are made to improve practices. Feedback is also provided to the person making the complaint either in person or in writing depending on the nature of the complaint.

Meetings are held with residents and families regarding complaints with confidentiality maintained. Following an investigation appropriate action is taken and feedback is provided to the person making the complaint either in person or in writing. If the organisation receives anonymous complaints direct feedback is not possible however if the complaint is a general one we provide general information in our monthly newsletters as well as at resident and staff meetings.

These green forms can be handed to reception or a Manager. We will be implementing a secure Feedback box within the next few weeks and will advise where this has been installed in the next newsletter.