



Thursday, 20 September 2018

Message from CEO Craig Barke

Hi everyone,

Like I'm sure all of you were, I was saddened to see the distressing examples in this week's Four Corners program where the care provided to frail and vulnerable Australians had fallen below the standards the community rightly expects from the aged care industry.

Having personally visited many of our residential aged care homes since becoming CEO, I know first-hand that the case studies and stories in the Four Corners program are not representative of the high standards we set for ourselves, nor the compassionate care provided on daily basis by our 8,800 aged care employees and 1,800 volunteers.

We do, however, provide human services – and we must acknowledge that mistakes are sometimes made. The most critical thing for all of us to do is to learn from mistakes and take every reasonable and practicable measure to ensure they do not happen again. This philosophy of continuous improvement and accountability is central to one of our core values; “Leading through Learning.”

Expanding on this point, the delivery of high quality compassionate care is not only implied but explicit in the context of our other four values as well; Compassion, Respect, Justice and Working Together.

We welcome the Prime Minister's announcement of a Royal Commission into the entire Aged Care sector. As an organisation we are actively contributing to the development of the Commission's terms of reference; which will define the scope and depth of what the Commission will be tasked to provide the Government of the day with recommendations on.

We will work collaboratively with the Federal Government and all groups that share a common purpose to ensure older Australians are well supported now and long in the future by high quality, compassionate and sustainable care.

I will continue to share more with you on this topic over the coming year.

Kind regards,

Craig

Seal of approval

Arthur Haidley has given the latest resident of our Yurana service the seal of approval. The new resident is PARO, a therapeutic robotic seal.

The benefit PARO can bring people who are living with dementia and experiencing chronic pain, is being explored in a study at our Blue Care Yurana Aged Care Facility, Springwood.

Residents, families and the Yurana team are working with researchers, to understand how interaction with intelligent robots can support pain management and prevent the use of drugs in managing pain for people living with dementia, especially in later stages when people have difficulty walking and moving.

PARO is now a permanent resident at the service and Yurana's team is working with PhD student Lihui Pu, known as Sara, to learn how to encourage residents to engage with PARO, whose robotic intelligence responds to touch and voice by moving, opening its eyes and making endearing noises.

“This research is part of a wider research study, led by Australian Professors Cindy Jones and Wendy Moyle, and in partnership, we are making a difference to future options for people living with dementia. Thanks to everyone at Yurana for embracing PARO and making this happen,” said Denise Edwards from our Service Engagement and Innovation Team.

Previous research has shown PARO can reduce stress for people and their carers, stimulate interaction, and improve relaxation and socialisation.

Dementia is the second leading cause of death of Australians.

PARO was funded through our Fundraising team's successful grant application to the Cory Charitable Foundation.

Arthur and Sara, with Paro.



An Australia free of suicide

Lifeline's *Out of the Shadows*, national suicide prevention walks, were held early September to raise awareness, remember those lost to suicide, and unite in a commitment to prevent further deaths by suicide.

Thanks to all employees and volunteers who walked or supported community events, including those in Broadbeach, Bundaberg, Cairns, Ipswich, Rockhampton, Toowoomba and Townsville.

In Queensland, our Lifeline Crisis Line 13 11 14 took 158,000 calls last financial year. More than 2500 people die by suicide each year in Australia; 2,862 in 2016. Research shows approximately 65,000 people attempt suicide each year. The tragic ripple effect means many more people are affected - bereaved by suicide, been close to someone who has tried to take their own life, or who are struggling to manage suicidal thoughts themselves.

Out of the Shadows is an opportunity to show care and comfort is available even in the darkest of times.



Playing our part to keep children safe from harm and able to thrive

Teams from North Coast, Fraser Coast and Toowoomba were celebrated at Child and Family's inaugural Child Protection Awards as part of Child Protection Week.

Nominations from across the state showcased the incredible work of Child and Family Services' programs, teams and individual employees, who make a difference in the lives of children and families receiving support through our services.

The award selection panel admitted that choosing winners from the quality pool was difficult.

Our winners for 2018 are:

Program Category: North Coast Foster & Kinship Care Program

They go above and beyond in their approach to providing support to carers, to ensure safe, stable placements for children and young people. Through establishing local carer support networks and an inclusive approach to practice, they continuously demonstrate a child-focused approach to supporting carers.

Special mention goes to the Family Intervention Service Community of Practice, for collaborative leadership and establishment of an essential forum, where workers could learn and share practice wisdom statewide.

Team Category: Parenting Orders Program (Family Relationship Centre) Fraser Coast

For their innovative approach to reaching out to the community, and helping others - such as educators and legal professionals - to understand their holistic approach to supporting children and parents, and their dedication to ensuring that children's voices are central in their work.

Individual Category: Owen Frost, Youth Worker, Amaroo Residential - Toowoomba

For going above and beyond in supporting young people in our care to meet their aspirations and for leading innovative initiatives, such as establishing a hands-on woodworking activity centre.

Amber Rayne and Matthew Vels were also recognised for their dedication and commitment to best practice.

Congratulations to all winners and nominees, and thanks to the working group and panel for bringing the event together and enabling us to celebrate those making a difference in the lives of children, young people and their families.



Doing a 'cracking' job of supporting ethical and sustainable produce

Earlier this year Chief Financial Officer Peter Gunn received an "Ask ELT" question about UnitingCare using free-range eggs. This inspired the Business and Financial Services Procurement team to work with our supplier, Sunny Queen Eggs, to look at a plan for moving from cage to free-range eggs.

We are pleased to say, that our Group Executives across Health, Integrated Services SEQ and Regional and Remote agreed with the move so UnitingCare will be using free-range eggs, with an **egg-cellent** roll-out to our SEQ Blue Care facilities soon, followed by our hospitals and regional facilities by mid-2019.

This change further supports our efforts to purchase sustainably sourced foods and place very high standards on our suppliers.

For more information, contact procurement@ucareqld.com.au

Treating the previously untreatable - world's smallest heart pump at St Andrew's

St Andrew's War Memorial Hospital is the first and only private hospital in Australia to commence cardiac procedures for high-risk patients using the world's smallest heart pump – the Impella CP.

Dr Alexander Incani, cardiologist at St Andrew's and CardioVascular Clinics, has successfully undertaken two cases using the Impella CP on patients that would have previously been untreatable.

The pump can dramatically lower the risk in patients undergoing percutaneous coronary intervention (PCI) with poor heart function and severe ischemia. Previously, these patients would have been considered too risky to treat.

The Impella CP is intended for temporary use to maintain stable heart function. Once in place, the pump is turned on providing support to the heart while monitoring pumping activity, meaning even when the heart stops, the patient can still talk to the doctor while the procedure is underway.

Dr Incani said the Impella CP could lead to fewer days in the hospital, fewer repeat procedures and an improved quality of life for patients who may previously have been inoperable.



Dr Alexander Incani

Brisbane South win The Hub Games

Great weather, food and entertainment set the scene for healthy competition between Blue Care Metro South Cluster's five hubs at their recent Celebration Day.

Bayside, Brisbane South, Cluster Support, Disability Services and Logan River Valley participated in The Hub Games, flying through activities such as sack races, giant egg and spoon races and tunnel ball.

Each Hub had a team theme, colours, cheer squad and war cry.

The victors were *Team Red* – Brisbane South Hub.

Congratulations to participants; a close competition and a fantastic day!

The event celebrated employees and volunteers, thanking them for all the great work they do caring for the people we serve.



We want your input!



UNITED has a new look. What do you think?



I love it!

☐

Not feeling it.

Vote

How we celebrated UnitingCare's new branding launch last week



If you haven't yet checked out the brand launch materials, [click here](#).