



From our MD Gary Barnier

I thoroughly enjoyed my time working on the floor at Meadowglen. A huge thank you to Yvonne Bull and her team for taking me under their wing and showing me the ropes. I performed a whole range of different roles and learned a huge amount. It's an initiative I will be seeking to broaden by getting more of our national support staff to work in our residences.

It really did highlight the amazing work our staff undertake each and every day. Quite frankly our success relies on the commitment of our staff and we need to do more to recognise these efforts.

Stay tuned next month for the launch of a number of exciting initiatives recognising staff dedication, service and achievement.

Gary Barnier

Managing Director

Gary Barnier takes to the floor at Principal Meadowglen (VIC)

DPG Managing Director, Gary Barnier spent two days in August working alongside staff at Principal Meadowglen. Here is the account of his time there from Facility Manager Yvonne Bull.

Gary arrived on a blustery Tuesday ready to be put to work. Gone was the suit, replaced instead with appropriate work clothes and some new non-slip shoes! He was determined to work in all the areas of the facility and the first thing we did was to sort out his work experience timetable.

First up were some routine inspections with Tony, our handyman, of the call bell system. On the rounds Gary even identified two faulty alternating air mattresses that needed repair!

Working in the laundry with Christine, Gary was eager to learn how to fold linen and residents' personal clothing and



understand the processes followed in the laundry.

The cleaning staff welcomed Gary showing him how to clean a resident's room and bathroom and after a few failed competency tests he was deemed an excellent toilet cleaner – although very slow!

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THIS MONTH'S ACCREDITATIONS

Congratulations to the following residences that have completed and gained accreditations:

Principal Hobsons Bay (VIC)

Principal Hobsons Bay has received three years accreditation from 29/09/2011 to 20/09/2014 with 44/44 outcomes compliant. Well done to FM, Khalil Sukkar and his team.

Domain Coffs Harbour (NSW)

Coffs Harbour has received 3 years accreditation from 08/10/2011 to 08/10/2014 with 44/44 outcomes compliant. Well done to FM, Marie Newcombe and her team!

Auckland Place (QLD)

Auckland Place has received 3 years accreditation from 24/09/2011 to 24/09/2014 with 44/44 outcomes compliant. Well done to FM, Dawn Mallia and her team!

Gary Barnier takes to the floor at Principal Meadowglen (VIC)

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Then onto the highlight of everyone's day – the food! Gary was let loose on afternoon tea which he then served to residents whilst having a bit of a chat. Working alongside Menka in the kitchen he learnt about her dreams for an expanded and raised garden in the courtyard which she wants to involve residents in.

Finally there was time for Gary to put his non-slips up as he sat with Bella whilst she was completing an ACFI assessment pack and learning the process we follow to ensure we maximise the ACFI claim.

Spending time on reception with our AO Alicia – Gary commented to me that he could not believe how many telephone calls she had to deal with!

Some of Gary's more challenging experiences included doing 1:1 foot and hand massages in the dementia unit, feeding one of our younger residents and witnessing one of our residents trying to dig his brother out of the mirror in his bathroom by digging holes in the plasterboard with the toilet brush. He also observed some other challenging behaviours and how just a few residents can absorb the resources of multiple staff for long periods of the day.

We all agreed that it was a pleasure to have Gary – he became very much part of our team here at Meadowglen and staff respected the way he rolled up his sleeves and mucked in. We hope the experience he had here was reflective of the work done throughout the Domain Principal Group.



Cars, dolls and antiques a hit for all...

Domain Kirra Beach (QLD) opened its doors to the local community on Saturday 13th August. The weather looked threatening but fortunately the sun pushed through and it turned into a beautiful day. There were approximately 200 visitors during the course of the day with lots of attractions to entertain all, as well as delicious scones and muffins for morning tea and a BBQ at lunchtime.

The vintage car display was a hit with 1939, 1957 and 1958 Fords as well as a 1930's vintage truck, which served to fire the memory of an elderly resident who recalled his lifelong passion for restoring cars. His wife had also kindly brought along photos of some of his restored cars which added to the occasion. Residents and visitors loved the petting zoo with an escaping baby lamb creating much excitement.

Christian, the antique appraiser was kept busy all day with visitors bringing along various wares for inspection and his display of antique crockery and glass bottles

brought back memories for many as did the phonograph playing 1940's jazz. Outside, the local jazz band entertained all with a broad selection of musical hits from the jazz greats such as Ella Fitzgerald, Duke Ellington and Louis Armstrong.

The knitting display with all items created by the residents including blankets for the homeless, leg and knee warmers, bonnets for premature babies and scarves and beanies was inspiring. It only served to confirm that Domain Kirra Beach is full of vital and caring residents wanting to help others in their local community.

A display of collectable dolls recalling the history of British royalty drew a crowd of both young and old. The day was topped off with the drawing of the lucky door prize – a flat screen TV which was won by a local family. However, having recently just purchased one they made the generous decision to donate the TV to the local hospital. We applaud their generosity!

Congratulations to all the staff and residents for making the day such a huge success – it is testimony to the 'family' that is Domain Kirra Beach.

Domain Auckland Place (QLD) readies to welcome new residents from Domain Parklands

The Domain Principal Group recently announced the closure of one of its oldest residences, Domain Parklands at Calliope in North Queensland. Domain Auckland Place (QLD) is getting ready to welcome these new residents next month with the 70 residents from Domain Parklands soon to make their new home at Domain Auckland Place which opened in October last year.

In preparation, staff from Parklands recently visited Auckland Place

and were shown this beautiful residence by Facility Manager Dawn Mallia and her staff. All were suitably impressed with some commenting that Domain Auckland Place was more like an upmarket hotel than a nursing home.

Even though the Parklands residents are moving to a newer residence many are feeling unsettled by the forthcoming change and staff have worked with them to make the transition



Domain Parklands staff inspecting Domain Auckland Place

as smooth as possible. Most are now looking forward to the move which will take place from 29th August through to the first week in September.

New role to make feedback a positive

A new role was created earlier this year at the Sydney national office, as a result of the Board's strong belief that the business needed someone to provide independent scrutiny of our complaints handling; independent, that is, of the team members who are in daily contact with the residents and relatives of our care facilities.

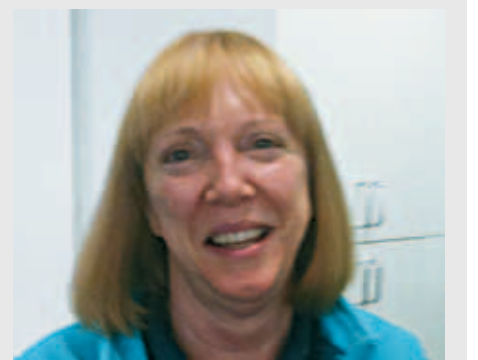
The role is that of Resident Advocate, and it sits within the Risk Compliance and Quality team under Lucy Cordone. On 2 May 2011 we welcomed Lin Turnbull as the first person appointed to the position.

Lin's vision for the job is pretty clear: "If I do this properly," she said, "then I should actually be out of job within a few years – because the people in

our facilities will be so skilled at spotting and handling complaints that they will all be resolved close to the source – and within short periods of time!"

Out of a job indeed! There are several challenging things to do before that can happen. Lin's priority is setting the foundations for a no-blame culture in which complaints are regarded as expected, normal and inevitable. "No point going on the defensive", says Lin cheerfully. "Complaints are a vital source of information about our business and of opportunities for improvement". In the customer-focused culture that she wants, complaints are actively encouraged and even solicited.

"We're so lucky; there's lots of research around now on



Lin Turnbull

best-practice complaints management systems. I aim to integrate this research into the production of our own system that will see us speedily responding to complaints, managing them as close to the source as possible and staying with complainants until they reach a point of closure."

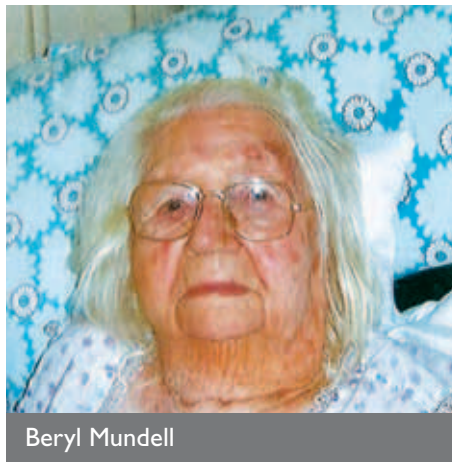
The Managing Director and the Executive team are fully committed to their visible and proactive involvement in complaints resolution processes.

Beryl Mundell celebrated her 106th birthday on Monday 18th July 2011 at Domain Parklands Calliope (QLD)

Beryl was born in Toowoomba Queensland, the eldest daughter of Bill and Grace Adams of Abuigy Station, Geham. Beryl had three sisters and one brother who died at an early age.

She later moved to Brisbane and then to Nambour when her father joined the Police Office. Some years were spent in this area before moving to Roma where most of her schooling took place. This is where she developed her interest in horse riding and spent many years in show events and dressage. Her father was a well-known and recognised horseman in the mounted police and often took Beryl with him on special occasions.

Beryl recalls sitting on the pommel of her father's saddle when he led the Grand Parade to welcome the late King George and Queen Elizabeth visiting Mt Cootha in



Beryl Mundell

Brisbane where she presented the Queen with a bottle of honey for the then baby Princess Elizabeth.

On leaving school Beryl started her nursing career in Toowoomba where she became a highly recognised nurse and later moved to Taroom where she met the love of her life Dudley Mundell.

After their marriage they moved to Biloela, a very isolated property where she spent many nights on her own while the men were camped out mustering. She recalls

walking a mile to pick up the mail, which was delivered to a mail box once a fortnight, running home at dusk feeling very frightened when the Curlews (birds) called out.

When their three children arrived, Gloria, Margaret and Bill, they decided to buy "Lilyvale" a cattle property which had been in the family for a number of years and was only eight miles from Taroom. Closer to shops, doctors and transport, this made life a lot easier for them all. Dudley and Beryl lived there until their retirement to Hervey Bay and later Bundaberg, where her beloved husband passed away in 1988.

Beryl is loved and cared for by her family, friends as well as wonderful nurses and carers. She will shortly make the move to the brand new Auckland Place facility and is looking forward to it!

Domain Auckland Place – strengthening community links



Thank you to Bunnings and our friends from Hibiscus Gardens for our Bonsai workshop

The staff at Domain Auckland Place know the importance of ensuring that everyone has plenty to do and recognise the value of ensuring that residents can get out and about in the local community whenever possible. A workshop recently hosted by the local Bunnings gave residents the opportunity to learn more about Bonsai trees. Here is the group pictured during their workshop.

Caregiver Tip

If a person has one-sided weakness or impairment, a cane should be used on the opposite side!

ThisCaringHome, 2011

This caring home is a website dedicated to tips and advice for caring for those with Alzheimers and other types of dementia.



Upcoming Open Days and Allied Health Events

EVENT		September	October	November
GOLD COAST	Open Day	Saturday 17th Ashmore Spring Carnival		
	Allied	Thursday 15th Ashmore Showcase/High Tea	Kirra Beach/Ashmore Movie Night	
BRISBANE	Open Day		Saturday 1st Abbey Gardens	Saturday 5th Raynbird
	Allied			
MELBOURNE	Open Day			
	Allied	Roxburgh	Thursday 27th Hobsons Bay	Thursday 10th Warrnambool
NSW/ HUNTER CENTRAL COAST	Open Day	Saturday 10th Coffs Harbour Sunday 4th Jessie Hunt Sun	Saturday 29th Killarney ALA Endeavour ALA	
	Allied	Glenmere (date to be confirmed)		Movie Night Central Coast
GIPPSLAND	Open Day		Saturday 22nd Bairnsdale Open Garden Show	Friday 11th Paynesville ArtSHOW Sale
	Allied			
GLADSTONE	Open Day		Morning Melodies	
	Allied			



100 years between them at Domain South Valley (VIC)

Domain South Valley had a real cause for celebration this month with the arrival of the granddaughter of one of their older residents. Eileen (100) is delighted to welcome to the family her great granddaughter Isobel with 100 years between them. Pictured are the four generations together, Eileen Isobel, her son Graeme and granddaughter Wendy and baby Isobel.

Isobel Eileen was named after her great grandmother Eileen Isobel.

Domain Florence Tower (NSW)

Dear Glynis,

I wish to compliment you on your selection of appropriate staff to provide for and care for the residents. I would like also for you to know that I have the highest admiration for all who have contributed with TIC to the care of my dear wife.

The above is not adequate to express my deep appreciation, I need to elaborate, first my thanks to those lovely girls on duty on the night of Joyce's passing, Rosie, Chris, Ashlee and Sandra who offered comfort and support whilst sharing tears with me. Others whom I wish to acknowledge are Kay and John who phoned my home from Maitland in addition they posted a card one side on which Kay had filled with words of compassion and lovely thoughts; also a card from Loma left for me at reception contained hand written comforting thoughts.

My thanks also to the ENs/RNs Evelyn and Jasmine who I was aware of that were caring and patient with Joyce; Evelyn when time permitted would sing to Joyce and through conversation we would inject some humour and happiness in the room. Jackie and Dell were kind and helpful in other matters. Lurlene who was involved in Joyce's admission to Domain has continued with caring dialogue and her also encouraging Joyce to sing on Happy Hour occasions was much appreciated.

It would be remiss of me if I did not mention those lovely people who served the meals to the residents, Fran, Robin, Linda, Kim, Gail (and others I may have missed naming). Thank you all for your smiles and kindness.

My grateful thanks to the following who gave up their time to attend the Church Service on Thursday July 28th – Rosie, Kate, Genny, Ashlee, Dianne, Connie, Lisa, Lurlene and George Bell. A special thank you to Rosie who spoke at the Church Service, expressing her own thoughts and those of the other girls about Joyce and myself. I was deeply moved. It is not generally known but prior to Rosie joining Domain she regularly came to our home to shower Joyce etc. for around three years and on Joyce's 80th Birthday she presented her with a gift; it speaks volumes about her lovely, natural goodness.

In conclusion Glynis I wish to reiterate about the girls caring for Joyce; I am not sure of their official titles but I think of them as God's Angels.

Yours sincerely,

Ken McLean, 8th August, 2011

Principal Bathurst (NSW)

My dear friends,

I want to say a big thank you to all of you in every part of the Nursing Home for the wonderful way in which you loved and cared for Merle over the four years of her stay in your care. I could not have asked for more.

The family and I believe her life was prolonged, in part, by the good care she received from you all. It gave me pleasure and pride to specially acknowledge "the care of the Staff of Bathurst Nursing Home" in the press notice recently published under Returned Thanks.

In similar fashion I want to thank you all for being a big family around me; and often I needed it.

In recent times it was possible to count and name over one hundred patients, staff and family members with whom I often spoke as I moved through the place that I had to own as Merle's second home.

With gratitude I recall the time when I did not arrive as usual to see Merle and a staff member phoned to see that I was alright. Thanks, it meant a lot to me.

Whenever the family visited they always remarked on the friendliness of the Staff, the care given to Merle, and the cleanliness and functionality of the place. That did a lot to put their mind at rest as they knew their Mum was being well looked after.

Soon I plan to drop in a time or two to see you all and to say thanks personally. For now, please accept this as my heartfelt thanks to each of you.

You will not be forgotten.

With best wishes.

John Hoye

Principal Fernleigh

I would like to thank yourself & the staff for the compassion and care shown to my mother during her stay at Fernleigh. In a short time it had really become her home, she enjoyed the many activities (especially the chocolates won at Bingo!) and the outings. She had shown a new enjoyment in life and developed some wonderful friendships with both fellow residents and staff.

Kind Regards & Thank You

Kevin Lacey

(on behalf of Janis, Matt and our white maltese Jemma)

Domain Ashmore

Notice in Gold Coast Bulletin

McCormick Moira, late of the Gold Coast & formerly of Sydney & Auckland, passed away in the presence of her loving daughters, on July 16th, 2011, aged 90 years.

Beloved & treasured wife of John (deceased). Forever in the hearts of her children, Pauline (Pixie), Christine, Wendy & Godfrey. Loved nan of her grandsons Paul & Steven, and her daughter in-law Chiyasu Mathieson.

Our everlasting gratitude for the exceptional loving care given to Moira at the Cottage, Domain Ashmore.

Domain Principal's Rising Stars

The Emerging Leaders Program demonstrates how seriously DPG takes leadership development. Growing our own managers provides more career opportunities and also the recognition of high performing staff.

16 Registered Nurses, Clinical Managers and Facility Managers were selected through a competitive selection process to be part of the 2011 Emerging Leaders Program.

In July we held the Emerging Leaders' Business School which challenged the participants to think outside the box. During the week participants were introduced to current best practice models of leadership and the key drivers of revenue and performance for DPG.

The Business School culminated with the participants presenting their strategy to the Executive. They found this opportunity both extremely rewarding and challenging.

The Emerging Leaders are now working in teams on an Action Research Project so in a few months we will let you know what a positive difference they have made.

For more information please contact Miranda Shtein on 02 8241 1600.



Who gets a mention in the Gazette?

We have been asked why some residences get lots of mentions in the gazette and some get none. The simple answer is that those who get in share with us their news and stories. We did a little snapshot to see the spread of articles amongst all Domain Principal residences and this is who has been in the Gazette to date. The editorial team will consider any story no matter how big or small so send any ideas through for consideration to Lawrence Denham on Lawrence.denham@domainprincipal.com.au

Stories could include:

- Resident and family events
- Staff achievements
- Staff retirements after long service
- Innovation in your residence
- Fundraising and charity activities
- Volunteers – celebrating key volunteers in your facility
- Accreditation
- Staff graduations
- Wonderful feedback from families (please ensure we have permission to use the letter in the newsletter)

	Residence	No of Mentions
1	Domain Abbey Gardens	1
2	Principal Applecross	3
3	Domain Ashmore	3
4	Domain Auckland	2
5	Domain Bairnsdale	1
6	Principal Bathurst	1
7	Principal Bossley Park	1
8	Principal Bunbury Gardens	1
9	Domain Burpengary Gardens	3
10	Domain By the Bay	3
11	Domain Coffs Harbour	4
12	Principal Dubbo	1
13	Principal Edgewood Park	1
14	Principal Endeavour	1
15	Principal Fernleigh	2
16	Domain Florence Tower	2
17	Principal Geraldton	4
18	Domain Gracedale	2
19	Domain Greenfern	2
20	Principal Hillside	1

	Residence	No of Mentions
21	Principal Jessie Hunt	1
22	Domain Kirra Beach	1
23	Domain Lakeview	1
24	Domain Macquarie Place	2
25	Principal Maitland	1
26	Principal Mildura	1
27	Principal Narrandera	1
28	Principal Narrogin	1
29	Domain Paynesville	3
30	Principal Quakers Hill	1
31	Domain Raffin Place	1
32	Principal Raymond Terrace	1
33	Domain Raynbird Place	1
34	Domain Seahaven	2
35	Principal Seaside	2
36	Principal Shoalhaven	2
37	Domain South Valley	3
38	Principal Stanmore	2
39	Principal Tweed Heads	1
40	Domain Varsity Rise	2
41	Windward Manor	3

We want to hear from you!

If you are planning a local event or local activity drop us an email and we'll see what we can do to support it. We would also like to hear from anyone around the Domain Principal Group so please send us any comments, stories or feedback. All feedback and enquiries should be sent to communications@domainprincipal.com.au