



DOMAIN PRINCIPAL Gazette



From our MD Gary Barnier

Dear Team

I was recently asked to take on the role of Acting Managing Director of the Domain Principal Group. I am conscious that my predecessor, Greg Roder, built a strong Executive team and concentrated on getting the mission and culture of the business right. I feel it is really important to remain true to Greg's work in this area and build on the positive culture that he fostered.

When I took on this new role I met with each of the State Operations Managers and a number of Facility Managers. Time and again I heard that simplifying the business and concentrating on doing a few things well is critical to success. I think making things simple is an important message for me and something I want to work on to achieve.

Over the last couple of weeks I have travelled to a number of our residences across Australia.

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New Website Now Live!

Last month we told you our new website was imminent – well the good news is that **the new DPG website is now live!** We urge you to take a look www.domainprincipal.com.au. Here are just a few benefits of visiting the new site.

- As a staff member you can access information on your residence as well as all the others within the Domain Principal Group.
- As a family member you can read back copies of the monthly DPG Gazette or access information about your specific residence.

Whatever you are looking for we are sure you will find it.

And for those looking for aged care for the first time, there is a wealth of information, not only on Domain Principal Group and all its residences, but help in guiding new comers through what is often a confusing process.

Documents for Downloading

Currently you can download the following documents from the website.

- Application form for residential aged care
- All you need to know about Aged Care – 5 Easy Steps
- Newsletters
- Location specific marketing material
- Careers information and current job listings

This is very much a work in progress so if there is something you would like to see on the website please let Marketing know.

Searching for specific resident locations

There are two ways to search for specific locations – either by using the map on the top right of the site or click through to the advanced search where you can be more specific in your search down to residence name or suburb and even type of care required in a particular state.

If you have feedback on the website you'd like to share, we want to hear it. Either use the feedback form on the site or send an email to communications@domainprincipal.com.au

Domain Coffs Harbour, NSW – 24th March

Domain Coffs Harbour looked overseas for its Allied Health event theme held on 24th March. Featuring wines from Italy, France and of course Australia – Wines of the World was a great way to attract the local allied health sector and it provided a perfect opportunity for mingling and networking.

Each table displayed the wines and flag pertaining to that country as well as a selection of cheeses, dips and fruit. “It gave everyone the opportunity to move from table to table and to sample and mingle – which was just what we were hoping for,” said Facility Manager, Marie Newcombe.

But it wasn't all about the wine. Financial Planner, Eric Hiam, who specialises in aged care, gave a Mythbusters presentation and talked about common financial misconceptions in aged care. This was entertaining, informative and light hearted – covering four main misconceptions:

- 1 That you must sell your home within 2 years of entering residential aged care;
- 2 If you pay an accommodation bond you will lose it or a large part of it;
- 3 If you sell your home you will lose your pension;
- 4 Extra service facilities are more expensive than standard nursing homes.

The talk was well received and it is planned to replicate Eric's presentation at other Domain



Principal events around the country.

In addition to the Allied Health event, Eric recently conducted a training session on accommodation bonds for relevant staff at Domain Coffs Harbour. He covered bonds and a key point that emerged was that residents don't always need an asset assessment and that sometimes they can be better off if they pay an Extra Service fee. The session also covered income tested fees and other financial issues and he also addressed questions from staff.

Flat screen TVs are now a feature in Extra Service at Domain Coffs Harbour and two rooms were redecorated with themed, soft furnishings and accessories – one red room and one mauve room. The aim is to keep these decorator items for an ongoing display room.



Domain By the Bay, VIC 19th March

The community turned out in droves to visit Domain By The Bay for its community day on Saturday 19th March.

Visitors and residents enjoyed dancing to some wonderful jazz music, courtesy of locally renowned jazz band Shamdoogie, as well as enjoying a complimentary BBQ lunch. Kids made friends with Noodles the Clown and also had their faces painted courtesy of Fancy Faces.

Gael Wright, Regional Admissions Manager said, “The community day was a great success with a bigger than anticipated crowd coming to tour our beautiful facility and enjoy a great day for the whole family.”



Other Successful Community Days



Domain Varsity Rise, QLD – 19th March

The rain didn't dampen anyone's spirits as Domain Varsity Rise held its community day on Saturday 19th March. Like Raffin Place, visitors to the event had the opportunity to have their antiques valued by The Gold Coast Antique Centre and listen to new and classic hits from Gingers Jazz.

Kids enjoyed the face painting and all enjoyed the free barbeque.

Maree Hutton, Facility Manager at Domain Varsity Rise said, "Staff and residents enjoyed showing visitors just how wonderful living here can be. We are proud of our home and all that it offers...and everyone loves a free BBQ!"



**Domain Raffin Place, QLD
26th March**

Domain Raffin Place had an aged care information theme incorporating antique appraisal for their community day on March 26th. People came to learn about aged care and were encouraged to bring along their prized possessions for a free valuation by a local antique valuer. As well as the antiques, parents, guests and residents relaxed and listened to renowned local jazz band Gingers Jazz, as they played new hits and classics from yesteryear.

Throughout the day, families and residents enjoyed interacting with the baby animals at the petting zoo corner, while the kids enjoyed having their faces painted. A complimentary BBQ and refreshments were also provided.

Gayle Waine, Facility Manager of Domain Raffin Place said, "community days are a great success because it showcases our home to the wider community but just as importantly it gives the residents an enjoyable day also."



Domain Burpengary Gardens, QLD

Families and residents enjoyed a fun filled community day hosted by Domain Burpengary Gardens on Saturday 5th March. Following a mini market theme, the layout comprised of various local supplier stalls for guests to browse and shop.

Guests relaxed and listened to renowned local jazz band Jenny Cocking Trio, as they played new

hits and classics from yesteryear.

There were a variety of activities for the whole family to enjoy, including a jumping castle, ten-pin bowling, farm animals, balloon artist and face painting for everyone, as well as a complimentary barbeque and refreshments. There was also a fire engine from Queensland Fire and Rescue Service

NSW Seniors Week

It was Seniors Week in NSW during the last week in March and not only did Domain Principal Group run a series of ads promoting each residence, but most supported the week by putting on special activities for residents. Here is a snapshot from around the State.

Principal Shoalhaven

"We held a special morning tea and history quiz for our residents and families. It was well attended and the quiz included questions relating to the local area over the last 100 years which generated a lot of discussion."

**Cate Good, Manager,
Principal Shoalhaven**

Principal Fernleigh

"At Principal Fernleigh we used our new outside pergola and had a BBQ with over 60% of residents attending the sausage sizzle."

**Deborah Karam, Manager,
Principal Fernleigh**

Principal Narrandera

"Our residents enjoyed a concert given by a local primary school followed by an afternoon tea. Pat Mattingly, who has been a resident for 28 years, cut a

celebratory cake – she has just turned 80!"

**Jennifer Hutchinson, Manager,
Principal Narrandera**

Domain Coffs Harbour

"We celebrated all week, each day with something fun, different and entertaining. Our Alzheimer's unit, Arrawarra Pod, kicked off their celebration with a BBQ on Monday. Each day they had special events/socials in the unit ranging from an art show with decorative bears, to sculpted fancy sandwich making, which was great fun."

"Other residents had a choice of events which included: RSL Community ex Services Club sponsored events from singers, dancers and cooking shows. Our residents signed up for each outing event, and the ones who didn't go out enjoyed some special events in the building, such as a Choc Top Party, Music Extravaganza with two entertainers, "Jamica-Me-Crazy" Social, dressing in tropical flair, drinking delicious blended drinks and a beautiful travel tour of the tropical islands as well as a fun Real or Rubbish Quiz. The winning team table won a pizza party lunch."

"Well, that's what we did... our residents truly had an amazing week, and that's the way it should be! I am already putting together ideas for next year... can't wait!"

**Susan Darlington,
Leisure & Lifestyles Coordinator,
Domain Coffs Harbour**

Choosing a Domain
Principal residence
gives you peace
of mind.



We are
celebrating
Seniors Week.
Call 1300 362 481
to arrange a tour
of our facilities

Domain Principal Group operates three lovely aged care residences in the Inner West.

Principal Annandale, Crest and Stanmore provide warm and friendly care in a home-style environment. All homes feature 24/7 care and freshly prepared food onsite as well as spacious rooms with pleasant décor. With 60 residences nationwide Domain Principal Group is committed to providing superior residential aged care services to all residents and peace of mind for their families.

Principal Annandale 76 Johnston Street, Annandale, NSW 2038
Principal Crest 11 Johnston Street, Annandale, NSW 2038
Principal Stanmore 66 Cambridge Street, Stanmore, NSW 2048
www.domainprincipal.com.au

Principal Maitland

"On Thursday 24th March family and friends were invited to join the residents for a special luncheon which was enjoyed by all."

**Julie Hughes, Manager,
Principal Maitland**

Principal Jessie Hunt

"Cafe Principal, was set up as a real "cafe" with checked tablecloths and flowers and was open for all to enjoy! In addition we held a games morning with our men battling off against the women in trivia, word building & crosswords.

Outings included a movie and bus outing to the RSL where residents enjoyed "Singing in the Rain" with other senior members of the community."

**Cheryl Gleeson, Manager,
Principal Jessie Hunt**

Principal Dubbo

"At Principal Dubbo we did a range of fun things including a special afternoon tea for some residents at the Western Plains Zoo, a bus trip out to the countryside including soft serve ice cream enroute, a sing-a-long afternoon with some golden oldies and finally a trip to the Dubbo R.S.L. Theatre for a two hour "Doris Day" Concert with many singing along."

**Tracy Thurston,
Administration Officer,
Principal Dubbo**

Seniors Events around Australia in 2011

Other seniors week events around Australia will take place during the following dates:

QLD: Saturday 20th to Sunday 28th August

VIC: Sunday 2nd to Sunday 9th October

NT: throughout August

WA: 6th to 13th November

SA: Monday 10th to Saturday 15th October

Paws for thought at Principal Geraldton WA

Residents at Principal Geraldton look forward to every third Wednesday when the Rotary Club's Dogs program visits. Local volunteer Clarissa and her helpers bring three dogs in every week and residents are able to pat and play with them. For many residents who have owned dogs all their lives this is a wonderful chance to have a bit of affection from 'man's best friend.'

Research over more than twenty years in Australia has shown that pet assisted therapy has beneficial effects on the physical and psychological well-being of aged care residents.

Lower blood pressure and relaxed respiratory patterns are just some of the quantifiable improvements reported in residents of aged care facilities when they come into contact with a dog.



The long term therapy of regular interaction with pets has been shown to improve confidence and social activity. The presence of a dog can spark memories of a previous time, and rekindle a positive aspect about life.

Humans have had a relationship with companion animals for 130,000 years. Australians, in



particular, have embraced the concept of pets as more than 12 million Australians have a pet. Residents of nursing homes should benefit from this lifestyle advantage, too.

At Principal Geraldton the benefits seem obvious with no shortage of kisses, cuddles and treats and always many happy faces!

Principal Hillside Residents Find an Aromatic Way to Relax!

The lucky residents at Principal Hillside NSW benefit from their very own qualified aromatherapist, Jan Vujat. As well as being an assistant nurse at Principal Hillside, Jan has Diploma qualifications in Aromatherapy Remedial Massage and Reflexology and spends three days a week giving residents aromatherapy massage.

Aromatherapy is the use of essential oils to seek, influence, change or modify mind, body and spirit, physiology or mood and has been used at Principal Hillside for the past 17 years. One of the key benefits from aromatherapy massage is providing personal contact which is particularly important for the elderly



especially in alleviating feelings of isolation resulting from loneliness or bereavement.

Other specific benefits include:

- A feeling of calm which can be achieved with even just a gentle massage to the hands, feet and face;
- Pain relief from arthritis;
- Assisting circulation;

- Reducing insomnia;
- Fighting infection.

Aromatherapy works wonders with residents who have dementia. By placing them in a pleasant relaxed environment and utilising the aroma of essential oils, relaxation music and massage, there are often improvements to speech and communication, which can encourage increased confidence and personal dignity.

Jan works as an Aromatherapist at Principal Hillside every Monday, Tuesday & Wednesday and works Saturday nightshift as Assistant in Nursing – where her talents are put to good use to assist any resident having trouble sleeping.

South Western Times

THURSDAY MARCH 17TH 2011

Hats off to top nursing home

My family live in Bunbury and Australind and nearly three years ago we had to put my mother in to a nursing home.

We chose the Bunbury Gardens Nursing Home in Hayes Street. It is a fairly old building, but the atmosphere is bright, cheery and loving, the residents are well looked after and most important of all is they feel loved.

I take my hat off to the staff from the gardener through to the Director of Nursing.

Mum felt so comfortable there, she called it home, she felt loved and we had no hesitation on leaving after our many visits because we knew we were leaving her in the very best of hands.

My family and I would like to pass on our love, thanks and best wishes to everyone working at Bunbury Gardens and wish them all the very best of luck for the future.

Mum passed away on March 3, but the family will be making frequent visits to the staff as we made many friends there. Mum told us many times how good they were to her and she loved them.

Sandra King, June Fleay, David and Lorraine King and Owen King, Bayswater

Domain Coffs Harbour staff praised for their dedication

Dear Nurses and Carers at Domain Coffs Harbour,

Simple words cannot begin to express to you all how thankful I am for the wonderful care afforded to my mother. It went beyond medical care. It was genuine caring and compassion and a true dedication and belief in your profession. Each and every one of you is an absolute credit to the Aged Care profession.

I feel very fortunate indeed to have had my mother in the Domain Aged Care Facility and feel truly blessed that such wonderful caring people such as yourself crossed our path in life and allowed us to share an all too brief journey together.

NOT ALL THE ANGELS ARE IN HEAVEN

Fondest of regards

Marilyn Corbett and the family of Thelma Ellicombe

From our MD Gary Barnier

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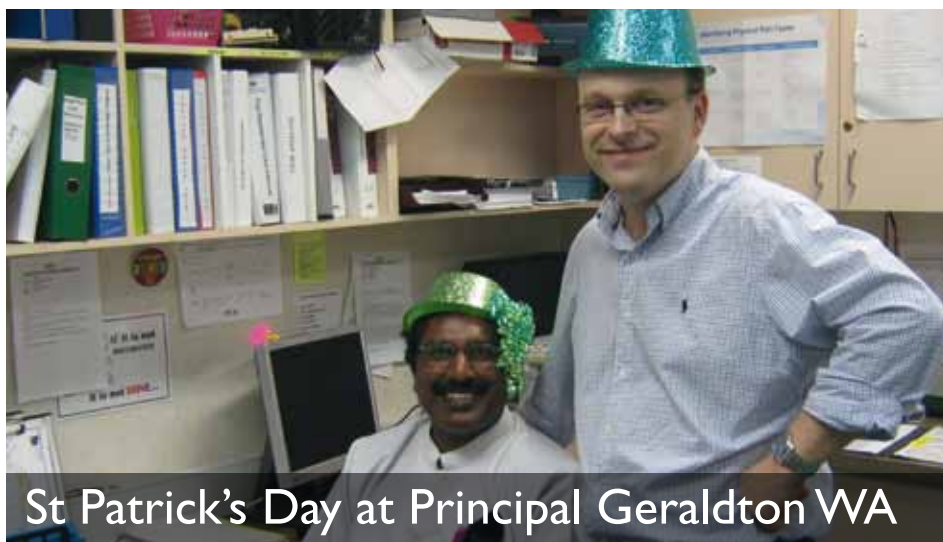
I was struck by the commitment of our staff and the wonderful care you provide. I also saw areas where we can improve and I am committed to ensuring we strive for excellence.

Finally, I want to thank all of the managers and staff who I have had a chance to meet so far for your kindness and words of advice for me. I feel that I have learned a lot already. I look forward to meeting everyone before too long and learning much more about what you do. As part of that I hope to come and work at a site as a way of me seeing the opportunities and challenges you face first hand. I will report back to you on what I learn.

I look forward to keeping you up to date.

Regards,

Gary Barnier
Acting Managing Director
Domain Principal Group



St Patrick's Day at Principal Geraldton WA

St Patricks Day was celebrated in fine style with the obligatory wearing, or should that be airing, of the Green. Staff and residents joined in the spirit by donning their green shirts, hats and ribbons. One visitor claimed green underwear – but we weren't

going to check! Residents had a fabulous meal of Guinness Pie washed down with a Portograph and PLENTY of Irish music. AIN Mary busted out the spoons again for a song or two and even the Doctors joined in the frivolity.



It's not all work...

For ten pin bowling enthusiast Ashley Strahle, from Domain Principal Group's IT division, his nirvana came in the form of a perfect 300 game recently! Accordingly to Ashley a perfect 300 game is the highest you can score in one game – 12 strikes in a row with his final strike bringing the house down at AMF Bowling

Robina. It was only the second 300 bowled at the centre since it opened last year. Ashley says he has been on a high since!

“To top it off, it was my wife's birthday as well – so to me her birthday has become the anniversary of my first 300 and I will be able to celebrate it now every year! says Ashley.

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