



DOMAIN PRINCIPAL Gazette

Members of the local community at the Expo

Domain Auckland Place Hosts Inaugural Health Expo in Queensland

Health services available to seniors in the Gladstone area were thoroughly showcased thanks to the collaboration of the Queensland health sector and Domain Auckland Place (QLD).

At the inaugural Gladstone Regional Health and Seniors Expo, held on Thursday 16th June, allied health professionals came together from all over Queensland to hear guest speakers cover a range of health and ageing topics – from preventing accidental falls and wound management to seniors' taxi entitlements.

One of the outcomes of the morning was the presentation of the draft Service Provider's Directory being developed by Gladstone Regional Council, to provide workers from all sectors with a comprehensive resource on the full scope of services and suppliers available to assist their clients.

The Expo was opened up in the afternoon to the general public and

those looking for more information about aged care services.

With speakers from a range of charities and organisations such as Alzheimers Australia, Prostate Cancer, Diabetes Australia and the Red Cross as well as the Public Trustee and Aged Care Assessment Teams, guests were able to ask a range of questions that were relevant to their own and their family's situation.

An exciting raffle prize was also up for grabs, with two return tickets flying Strategic Airlines deservedly won by Red Cross speaker Barbara Kennedy.

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Allied Health participants at Health Expo



From our MD
Gary Barnier

Every week I witness acts of kindness and commitment to care that make me very proud to lead an organisation such as The Domain Principal Group.

The two 'lovely letters' in this month's Gazette are testament to the inspired and dedicated care that our residents receive and I would like to credit and award those that have provided such outstanding service throughout their career. To this end, we have created a "Wall of Fame" where we will honour long serving staff.

Our first two recipients for a place on the wall are Bev Cockle from Principal Seaside and Diana Brand from Principal Stanmore. Thank you for your exceptional service throughout your careers.

Also, thank you to everyone who works so tirelessly – we look forward to seeing your faces and names on the wall one day!

Gary Barnier

Managing Director

Principal Bathurst (NSW)

For Bathurst fond farewells!

We wish Janet Mertens (Clinical Manager) and Del Glazebrook (Catering) fond farewells for their respective retirements. Janet has been at Bathurst for 31 years and has been the resident 'mother' to all staff and

residents. Del has worked tirelessly in the kitchens for 30 years ensuring residents have eaten well. Both have been dedicated and invaluable members of the Principal Bathurst family and will be missed by residents and staff.



Janet Mertens



Ladies Busy Knitting

Principal Bathurst (NSW) Knitting Group

Our resident knitters had a delightful afternoon with our friends from Bathurst Intervention and Neighbourhood Centre (BINC) last month. The group meet every second month and knit squares for 'Wrap with Love' – an organisation which collects knitted squares to be made into blankets for sending to third world countries. BINC is a collection point for the squares.

Sensory activities keep residents connected

At Principal Bathurst (NSW), residents enjoy sensory activities such as sitting out in the warm sun and stripping lavender to make lavender bags.

In addition, students from Denison College visit the nursing home every second Friday to play 'Housie' with the residents. The nursing home is one of the hosts in the Student Volunteering Program.



Esmee helps strip the Lavender

Domain Auckland Place hosts Inaugural Health Expo (cont. from cover)

Ann Jelf, Regional Admissions Manager at Domain Auckland Place, Gladstone, was delighted with the day. "Everyone who came said they learnt so much and I would like to thank our expert speakers for giving up the time to share their knowledge with the community and Gladstone's Health professionals. It can be a complex and often difficult time when looking for aged care for family and we aim to make it as straightforward as possible."

Noela revs into gear on her 83rd Birthday



Noela on her birthday bike ride

Noela Smith, resident at Domain Auckland Place (Qld), celebrated her 83rd birthday recently in Norton style. Noela, who owned her own motor bike in her younger years, was thrilled when her family surprised her with a visit on their motor bikes. Noela is always willing to join in the fun and didn't hesitate when she was offered a ride on the Norton Motorbike!

Sing, sing a song...



Choir mistress Doris

Domain South Valley (VIC) has a reason to sing! Their wonderful choir performed to residents and families on June 14th and although small in numbers, their sound and quality was as always fantastic. The choir was founded shortly after Doris, the choir mistress, joined South Valley in 2004. Formerly a Church organist, Doris suggested that a choir was formed at the residence! Every Tuesday between 8 and 18 residents at Domain South Valley get together to practice for their regular concerts and performances.

Ainsley and Greta – two little rays of sunshine at Domain Auckland Place

Students from St Stephens Lutheran College visited residents at Domain Auckland Place (Qld) recently. Ainsley Childs & Greta Otley spent hours pampering and chatting with the residents as part of their Christian Studies. Ainsley & Greta had such a lovely morning that they visited again, the second time singing the Platypus Song at Music in the Courtyard.

This is just the start of an ongoing relationship between Domain Auckland Place and St Stephens Lutheran College, with plans to formalise the community partnership.



Ainsley & Greta with one of the Domain Auckland Place residents

Over the coming months classes of primary students will visit on a fortnightly basis and the residents will be visiting the students at their school to join them in celebrating their achievements.



Taking a trip down memory lane

Domain South Valley (VIC) was recently lent a wonderful resource from the Museum Victoria, 'Transport through the Ages 1930-1950'.

The kit comprised a series of A4 photos of typical life scenes of the 30s and 40s which prompted lively discussions amongst residents as they enjoyed chatting about their own experiences of those times.

Many shared stories about long three or four mile walks to school and even riding by horse! The discussion compared how different it is for grandchildren and great grandchildren today.

Talk also turned to memories of the trams in Geelong and Ballarat and what happened when the trams ceased.

It was a very worthwhile session that was enjoyed by all.

A new chapter for Domain Gracedale (VIC)

It's all change at aged care residence, Domain Gracedale. A new management team, led by Angela Wilson, and building and site redevelopment will give Domain Gracedale a fresh new look and approach.

Domain Gracedale has been held in high regard for many years in Ringwood North, priding itself on excellence in service and care.

"We have exciting plans for Domain Gracedale, having purchased the land and building at the rear of the facility, we plan on redeveloping and extending Domain Gracedale and rebuilding our relationship with the community", says Facility Manager, Angela Wilson.

An extensive refurbishment will see nine of the companion rooms converted into large single rooms with fresh new décor and furnishings and will be ready for residents by July. Plans are also in place for the redevelopment of the building behind Domain Gracedale to provide state-of-the-art accommodation. The opening date for the new accommodation will be sometime in early 2012 but an exact date is yet to be announced.

The new management team is lucky to be under the leadership of highly trained Angela Wilson, who has been in aged care for the past eight years following her training as a nurse in New Zealand.

Angela joined Domain Principal Group in March 2010 as the Clinical Care Coordinator at Gracedale to support residents and management. She was later promoted to facility manager in August 2010 and through her experience is very aware of the needs and requirements of the frail elderly.



Angela Wilson with two of her residents

"My team and I have many new and innovative ideas to bring strength and energy to Domain Gracedale. We are here to add value through our four care pillars:

1. Heart for our residents
2. Passion for our people
3. Reassurance to relatives
4. Pride in our community.

"Our residents are our core focus. They are what we are here for," says Angela.

"We are all passionate about offering a service to residents with respect, involvement, integration and support. Most importantly, we value each other at Domain Gracedale and we respect that our diversity is what makes us unique."

Angela said: "It is my pride, passion and a privilege to be part of the lives of residents, relatives and staff of Domain Gracedale. We are family."

The importance of bonds to our residences

Principal Applecross (WA) are celebrating their first ever bonded entry. Well done to Jenny Nunn and the team there for providing excellent customer care and making the family involved feel so comfortable about their decision to enter Principal Applecross.

Bonds are really important to our residences. Here is a reminder why:

- Bonds are an important capital funding source for the aged care industry
- Without bonds, the viability of developing and refurbishing residences cannot be sustained

- Bonds received from incoming residents at new or refurbished sites offset a proportion of the development cost and ensure the site is viable
- The average bond across our portfolio is approximately \$230,000, although the amount varies by site and resident depending on their personal circumstance and the quality and position of their preferred room

If you would like more information or bonds explained you can contact Sean Bilton on 02 8241 1609 or Sean.Bilton@domainprincipal.com.au

This month's accreditations ...



L-R back row Sam Robertson, Heather Richards, Sue Elton, Doug Blackwood, Jo Abel, Pat Henry. L-R seated Tracey Keown, Rochelle McMillan, Allison Henton, Lou King (Manager)

Congratulations to the following residences who have achieved the Department of Health & Ageing Accreditation by gaining compliance across all 44 Standards, which ensure health, well-being and quality of life for the residents.

Domain Coffs Harbour (NSW)
Principal Fernleigh (NSW)
Domain Greenfern Place (QLD)
Domain Macquarie Place (NSW)
Domain Paynesville (VIC)
Domain Raynbird Place (QLD)
Domain Windward Manor (NSW)

In achieving compliance in 44 Standards we have demonstrated to the Department that we have the systems and processes in place to provide opportunities

for continual improvement and excellence in care.

Domain Paynesville (VIC)

“Only the most dedicated group of staff & residents and a true and committed team effort could achieve such a high standard; all staff and residents involved in the preparation for accreditation are to be congratulated,” said Louise King, Manager Domain Paynesville.”

Domain Coffs Harbour (NSW)

whose Facility Manager Marie Newcombe would like to thank all staff, residents and families who work so hard to make Domain Coffs Harbour a residence of first choice.

DOMAIN PAYNESVILLE'S STEWART A ROSE AMONGST THE THORNS!



Staff and residents at Domain Paynesville (Vic) consider themselves very lucky. They are fortunate enough to have Stewart

who as well as being the resident gardener and doing an amazing job amongst the rose bushes, also drives the bus in his own time for the residents' outings.

Not only could they not do without Stewart but he has always got a smile and a cheery word. In the photo he is decked out for St Patrick's Day as he gets into the spirit of things!



Chicks with Sticks

Entering Domain By the Bay (VIC) you might be curious about the fairly constant click clack you can hear. Knitting madly for a charity called 'Born to Knit', the residents and staff at Domain By the Bay are calling themselves, 'Chicks with Sticks' and are knitting acres of squares for blankets to be sent overseas to babies in need.

“Chicks with Sticks is a team effort and we are all helping each other, some staff casting on and off for others, some just knitting and some providing teaching and guidance! It has been a very rewarding experience and we are all proud that we are doing our 'bit' to help the babies overseas,” said Education Officer, Mandy Thomson.

A great ride for Greta Drewe!



Greta Drewe on her 100th Birthday

Greta Drewe, a resident of Shoalhaven Nursing Home in Bomaderry NSW, had an extra-special birthday to celebrate this month. In the company of friends and family she celebrated her 100th birthday and even managed to blow out her own candles!

Ms Drewe was born in Bowral and lived there for most of her life. She ran a horse riding school called Greta Drewe's Riding School and was well known as a horsewoman.

Traffic light system sees a fall in falls

Domain Auckland Place (QLD) won the spot for this month's innovation column for their new traffic light system for resident mobility and fall risk.

Developed by Norma Medina (Clinical Manager), the traffic light system helps staff to identify those at risk of falls quickly and easily.

On admission, all residents are assessed for falls and classified as low, medium or high. Domain Auckland Place have taken this step further by adding visual cues to every resident's walking aids to assist in identifying and hopefully preventing some potential falls. For instance, if a resident is assessed as a low falls risk they will have green stickers on their walking aid. If assessed as a medium risk they will have a yellow sticker and if assessed as a high risk a red sticker.

Staff and visitors have all been made aware of the sticker system and if they see any resident walking alone with a red sticker either to let one of the nursing staff know, encourage the resident to sit in a chair until a nurse is available or walk with the resident towards the nurse. All staff are undergoing training based on recommendations to assist in the prevention of falls which apply to each category.



Domain Auckland's New Traffic Light System

In the News

Health and Aged Care lead jobs growth

Business Day (online)
Peter Martin, June 17, 2011

Health and aged-care employers are dominating job creation, relegating the mining industry to fifth place.

Detailed employment figures released by the Bureau of Statistics show the health and social assistance sector took on an extra 57,200 workers in the year to May, followed by education and training with 44,400 and retail with 44,000.

In fourth place was a resurgent finance sector, which more than took back all the workers it lost during the financial crisis, boosting employment by 38,100 to push the industry to a record high.

The mining industry took on an extra 35,200 workers. Although dwarfed by the performance of the service industries, as a

proportion of the workers already employed, the growth amounted to an extraordinary 19 per cent.

Health and social assistance is now clearly Australia's biggest employment sector, having overtaken retail in February last year. Construction has replaced manufacturing in third place, taking on an extra 25,800 workers over the past year. Manufacturing lost 5000 jobs in the past year and 102,000 over the three years that encompassed the global financial crisis.

Top Five Industries for Job Creation in Australia

1. Health and Social Assistance
2. Retail
3. Construction
4. Finance
5. Mining

June 2011

To the Directors, Domain Principal Group

We, as the family of the late Johanna MacKenzie who was a resident of Principal Seaside in Warriewood (NSW) for eight years, would like to thank and highly commend the Director of Nursing Bev Cockle and all the staff for their wonderful care of my mother and our grandmother.

Johanna was treated with the utmost respect, love and dignity and was very happy there. Nothing was ever too much trouble for any of the staff.

We will be forever grateful.

From Barbara Jones and family

June 2011

Dear Staff of Domain Macquarie Place (NSW) and in particular, the Boyd Wing,

I am writing to thank you very much for the wonderful care you all provided, in ways large and small, for my mother, while she was living at Domain Macquarie Place.

My sister Sarah was thrilled when she rang me late last year to tell me that she had found Mum a place at a fabulous new hostel nearer to where she lived. Privately I thought she was exaggerating when she described the rooms, facilities and the welcoming staff. As you can imagine we had been concerned about Mum for quite a long time, and as I live five hours away from the Central Coast, I felt really helpless not being able to help Mum on a day to day basis. It was a very worrying time.

I helped Sarah move Mum and her possessions into Boyd Wing last November and I was very pleasantly surprised with Mum's room, the welcome of the staff, the amenities for the residents' enjoyment and the attention to detail that was evident straight away. When I visited Mum at different times I was impressed by how other residents had been encouraged to have an active part in the running of their home – the courtyard garden, folding towels, tidying – all activities which make you feel of value in daily life. I think being made to feel useful and therefore relevant is very important, especially when you get older. It's sad that Mum didn't have a longer time before she had her stroke but I was thankful that she was living at Domain Macquarie Place because I knew that she would be well looked after.

I would especially like to compliment the staff on the way they unfailingly treated Mum with dignity, kindness and friendship as well as with a high standard of professionalism. I know Sarah also felt very supported by you all as she went through the difficult months as Mum declined and became more and more unwell. You all gave her peace of mind; she felt she could leave Mum knowing that she would be beautifully cared for in all ways.

I would imagine there are many challenges in being involved in aged care as well as many satisfactions. You all certainly have our family's heartfelt thanks and gratitude.

*Sincerely,
Jill Gardiner*

Learning and Organisational Development Update

In Queensland, 14 facilities participated for one year in an Australian Government and Domain Principal Group joint funded project. Workplace English Language and Literacy (WELL) involved 751 staff increasing their skills and resulting in the following outcomes:

- Improved accuracy in completing documentation
- Higher level of output
- Improved productivity
- Increased efficiency
- More effective quality control
- More effective consultation with workers
- More effective communication
- Increased participation in training
- OH&S measures are more effective.

“ This training has made me realise I need to stop and listen more, and understand other people’s feelings.

“ I will no longer use blame but rather focus on how I can fix the problem.

“ I realise I have to take responsibility for my actions.

“ I feel I understand myself a lot better.

“ Help with my pronunciation has meant others can understand me more clearly at work.

“ This is just what I needed to know – how to put my words into writing.

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