



Windward Manor – a glimpse into the latest DPG facility

The launch of Windward Manor in May 2011 will herald a new level of aged care for Domain Principal Group. Located on Canada Bay with views of the water and city, Windward Manor will be a prestigious property for those looking for the very best that aged care has to offer.

With 116 rooms featuring some apartment suites, there will be a range of levels of accommodation to suit a variety of needs and budgets. The jewel in the crown will be five low care first class suites that will suit couples and will feature fantastic views over the district to the city. The remaining rooms will be comprised of 17 high care rooms located on the ground floor; around 60 low care rooms and 30 designated for secure dementia care with a small allocation for respite care.

Gardens will be beautifully landscaped and there will be many communal areas for residents to entertain family and friends.

We will have more about the launch of Windward Manor in the next newsletter but for now here is an artist's impression as a bit of a sneak preview.

In the News

Domain Gracedale holds an inaugural Antiques Roadshow

Recently Domain Gracedale in North Ringwood Victoria held an "Antiques Roadshow". The event was put together by the lifestyle team in discussion with residents. It was initially going to be just for residents but it started to build momentum and it was decided to open up the home to the public. Domain Gracedale saw it as an opportunity to showcase the facility and let people know just what Domain Gracedale is all about. It proved to be a great marketing initiative.



Angela Wilson, Manager at Domain Gracedale, said "the day was a brilliant success. Not only was the weather perfect but thanks to the input of the staff who volunteered on the day it all went off without a hitch. We had good feedback from attendees who not only left with some idea of the value of their antiques but many were surprised at what a lovely place Gracedale is."

Appraisals at the event were conducted by Vanessa Crew and

her colleague Adam Truscott from The Collector Antique Auction House in Murrumbidgee. Each guest was given a token for tea and a token for their appraisal ensuring that everyone was provided for.

Thanks to the perfect weather the staff were able to serve the guests Devonshire tea in the grassed courtyard.

The event was promoted through the newsletters of local schools, ads in the community section in the local newspaper and online via the site www.thecollector.com.au.

Domain Lakeview scoops local garden award



Domain Lakeview are no strangers to winning awards for their stunning gardens. Twice winner of the Lakes Entrance Garden Club Award, Domain Lakeview have again scooped their Commercial Gardens Award.

Domain Lakeview's part-time gardener, Len Cheney, is the inspiration and hard work behind the gardens and the staff and residents would like to thank Len for all his hard work and vision in making Domain Lakeview such a special place.

In the News

The race that stops the nation – also stops DPG

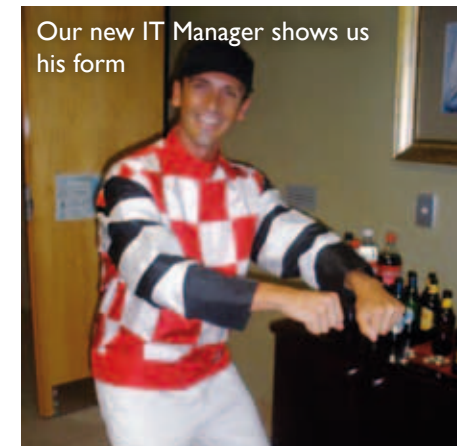
Everyone was a winner across the Domain Principal Group on Melbourne Cup Day! Even if the flutter didn't pay off everyone had a good time and had the chance to don their finery and dust off their hats as the nation's finest horses stopped the nation.

Many residents were keen to have a flutter and there was an amazing array of hats and handbags on display underlining the tradition of this great event.

Domain Principal Group Central Services was no exception where the size of hat and height of heel was almost as important as the horses drawn! Organised by Denise Shaw and Jenni Maugham,



Shelly, Jacob, Denise and Jen take the formal approach



Our new IT Manager shows us his form

staff were encouraged to dress in their finest racing attire for the day. Anyone who wanted to take advantage of the delicious nibbles and drinks on offer prior to the race was asked for a \$5 contribution.

Amanda Whalen at Central Services was really positive about the event. "We all had a ball and next year it's going to be even bigger and better and we might even build in some prizes for best outfit!" said Amanda.

At Domain Abbey Gardens things took a slightly different turn. A recent resident meeting highlighted that many residents did not have a suitable hat to wear outside. It was decided that this year anyone who wanted to could make hats that would be suitable for residents to wear outside but also hats that can be used for Melbourne Cup celebrations.

The lifestyle unit who drove the project over a period of a few months enlisted the help of one of their volunteers, Lola, in the making of the hats.

Many of the residents got involved and during the process there was much reminiscing and laughter. Residents were able to choose the pattern and colour of their hat and some even cut their own patterns.

One resident harked back to her cultural roots designing a hat in her own Aboriginal colours.

Lifestyle Coordinator, Bronwyn Dawe, said, "everyone looked stunning and the feedback has been excellent."



Alma and her hand-crafted hat



Vera sports a hat that beautifully matches her handbag!

Forthcoming launches or events

- Jazz in the Domain at Domain Lakeview – Saturday 8th January, 2011
- Community Day at Domain Coffs Harbour – Saturday 21st January, 2011



DOMAIN PRINCIPAL Gazette

Community Galore @ Domain Ashmore

A fun filled day was had by all as Domain Ashmore on the Gold Coast held a community day on Saturday 13th November.

Guests enjoyed facility tours and were keen to view the recent refurbishments and range of facilities available for people requiring low, high, dementia and respite care. Domain Ashmore is the only aged care facility on the Gold Coast to offer residents a hydrotherapy pool.

Gold Coast Mayor Ron Clarke recently visited Domain Ashmore, assisting staff in the official unveiling of the recent refurbishments.

"I was delighted to participate in the Domain Ashmore community

day last month as it underscored the commitment this organisation has towards aged care on the coast" he said.

Lucy Homan, Facility Manager of Domain Ashmore said, "The community day was a great success and provided the perfect setting for guests to view our residence and to see at firsthand the high quality care we offer."

Entertainment on the day included an art display from local artist and sculptor Jutta Pilz, floral arrangement workshops, baby animals petting zoo, face painting and local jazz musicians, Greg Aspeling and Rick Best, who played various jazz classics throughout the day.



From the MD

As we approach Christmas of 2010, it seems like this past year of challenges and successes has raced by like an express train.

As I reflect on 2010, I am proud of a number of achievements during the year, particularly the way our staff have rallied to meet the challenges and strive for success. I witness how we enhance the lives of our residents through the delivery of inspired care – being there for every resident, every day.

I am also proud of our collaborative work with the Unions in progressively establishing new State based EAs for employees – I value our positive relationship with Unions.

Thank you all for your contribution to building a successful DPG. I wish you a happy and safe festive season with your loved ones.

We are proud of our people, we are proud of what we do.

Greg
Greg Roder

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 Group so please send us any comments, stories or feedback. All feedback and enquiries should be sent to communications@domainprincipal.com.au



At 92 Norman could not be happier!

Norman Sukroo is a veteran. At 92 years old he is not just a war veteran, he is a veteran of life and often describes himself as too happy. To be too happy at 92 is a dream for most of us but according to Norman it's all about finding the good and the best in

anyone and any situation. In fact he has made it his purpose in life to make people happy.

Now a widower, Norman is unable to live independently but instead of lamenting the loss of his wife and independence Norman loves

his life at Domain Ashmore saying "it feels like being at home." He enjoys the opportunity for company when he wants it but also values his time alone reading and watching the footy.

The team at Domain Ashmore are very fond of Norman and it's never too difficult to find him. Fond of a little tippie, Norman is in the habit of sharing his life stories and anecdotes over a glass of sherry with the reception staff every morning. An avid reader of history and sporting books, Norman is never short of material and often reminisces about his own sporting achievements on the rugby field. He calls the reception area at Domain Ashmore his 'lounge' and the staff are the first to say that a morning without Norman is not so bright and cheery.

Born in New Zealand, Norman has spent much of his career as a colour matcher for Dulux paints and says he still has a keen eye for colour. When asked his opinion about the refurbishments at Domain Ashmore, Norman is very enthusiastic, saying, "there is a good range of contemporary complementary colours and not too many of the pinks and greens that people often associate with getting older!"

Norman is just one of the many happy residents at one of the Gold Coast's premier aged care facilities, Domain Ashmore, where the staff make it their mission to ensure their residents are happy and where possible too happy! As the only aged care facility on the Gold Coast with a hydrotherapy pool, residents are able to keep physically active and a range of activities help keep them mentally active.

The new DPG website – leading the way in aged care online



Domain Principal Group is giving its website a complete makeover. The new site will not only look more slick and up to date but improved functionality and more content will make it one of the most comprehensive aged care sites in Australia. The site is due to go live by the end of December and more will be revealed at a later date but for now here is a sneak preview of the home page.

Raffin Place allied health event

On Thursday 11th November, Raffin Place opened its doors to a group of Allied Health practitioners and other community stakeholders. Around 12 people came along to meet the staff and view the facility. Amongst the group were hospital discharge planners, social workers, meals on wheels and other community members including the Principal from one of the local private schools who is interested in forging a relationship with an aged care facility for her students.

Brisbane RAM, Dianne Grimason who organised the event was encouraged by the positive feedback. "The event was a great opportunity to showcase the three year old facility and build stronger relations with our community," said Dianne.

The event was held between 5-6.30pm and guests were served wine and canapés. Some of the residents also joined in and thoroughly enjoyed the event according to Dianne. Amongst the Domain Principal Group attendees were Gold Coast RAM, Jacky Van Der Westhuizen, Facility Manager, Gayle Wain AO, Mary-Ann Smith and Dianne. Chrisanda Bell – Receptionist at Raffin Place and Sean Bilton also attended the evening.

Overall Dianne was very pleased with how the event went but commented that some of the Allied Health professionals found the event a little late in the day and might have preferred a slightly earlier start time. As Dianne said, "it's a good learning for future events."

The dawning of a new era at Domain Auckland Place

Dawn Mallia talks about her first six months as the new facility manager at the newly opened Domain Auckland Place.

It's all a new experience for Dawn Mallia as Domain Auckland Place opens its doors to residents. With a strong background in management and logistics but new to the aged care sector, Dawn is ideally placed to drive the new systems and processes at the residence. Dawn is loving the challenges that the role brings

and enjoying working within the sector.

"There is no typical day," said Dawn, "it's always a juggle but a rewarding one. I might be dealing with service contractors, having meetings with residents or staff or talking to families. You have to be flexible and accommodating to the needs of the moment."

But Dawn is quick to add that the rewards of the job far outweigh the challenges. "Hearing the residents say how wonderful Domain Auckland Place is and



how lovely the staff are is reward in itself. I really feel I can make a difference here – even if it's simply sitting down and chatting to a resident!"

Coming from such a different background, Dawn is enthusiastic about her new career. "I am loving working in aged care. I wanted a change and the opportunity

presented itself. I liked the idea that in aged care you can do things for people – both for the residents and their families and I have always been interested in assisting and helping people."

Dawn also recognises the importance of being at the forefront of aged care and staying abreast of industry issues. "Right now I'm like a sponge and I think being new to the industry is a real positive – I am not taking anything as a given and I make sure that I keep an eye on all news in the sector. What I value most though is the experience of my staff and their input into making Domain Auckland Place second to none."

COOeee!

An interview with the Chief Operating Officer, Ian Thorley

Ian Thorley, the recently appointed COO of DPG talks to DPGazette about his vision for the business and what he hopes to achieve in his first 100 days.

What is your background prior to DPG and how do you see your role here?

Since 1973 I have worked in both the public and private sectors and have managed public hospitals in NSW, been responsible for the leadership of over 50 private hospitals throughout Australia and the Middle East, community care and aged care in Australia and diagnostic imaging overseas.

Ultimately I see myself as a team coach to provide guidance and support to our SOMs and ensure that the individual Facility Managers have the appropriate corporate support to help them manage their businesses.

What will you be hoping to achieve in your first 100 days?

Currently we have some short term financial issues that we must address and this is my immediate focus. I am impressed by the quality and the experience of the managers that I have met and the innovation that we have within the business.

One of the great benefits of being a large network is to share that innovation so I will be concentrating on spreading the things we do well to assist us meet our immediate challenges. A major challenge for the business is to ensure best practice is built



into all our activities and systems and this is well underway with the work of the ACFI team, Finance group and the UNIDOCS project being run by Lucy Cordon and her team.

The standardisation of our business and clinical processes and system is critical. Jo Shaw has a very important role as well in ensuring that we are leveraging the knowledge and efficient practices across all of the business.

What are your longer term goals for the group?

The longer term goals are to ensure that we are the industry leader in quality of care, compliance and financial performance. Ultimately we would like to grow, and renewing and upgrading our facilities is certainly a medium to long term activity.

The major key to DPG success is our people so I see the cultural development of the organisation as critical and great steps have been made with the roll out of the results of the culture development program that our CEO Greg Roder has sponsored over the better part of this year.

I have a vision of DPG providing opportunity for all of our people to fulfill their professional aspirations in the highest possible way and provide a career path for those people wishing one. This will involve us having a leadership culture at all levels of the organisation so that we attract the best employees. I would envisage us providing targeted learning and leadership development programs as these not only support the skills of our staff but build capacity to support our growth and development.