

# Staff Profile

My family and I moved to East Gippsland from Melbourne 19 years ago. My husband and I both initially worked at the local secondary college – he is a teacher and I worked in administration there for eight years.

During the construction of Domain Paynesville, eight years ago, I would drive past the site on my way to work wondering what new building was being constructed next to the Nursing Home. Signs started to appear that an Aged Care Facility would be opening soon, so I decided that I would give them a call to see if there was a vacancy for a receptionist. An interview followed and shortly after I was the new receptionist at the soon-to-open facility.

When I started I was overwhelmed by the size of the home and the facilities that were on offer to residents. As well as the usual communal areas, there was a hair salon, a heated pool, even a bar, as well as huge flat screen televisions and the most beautiful club leather lounges. On my first day whilst unwrapping the furniture from its plastic and placing it around the facility, I thought to myself this is where I want to come when the time comes. On opening day we had just three residents who were all very happy to move into their sparkling new home, with its magnificent gardens.

I have seen and been through many changes here at Domain Paynesville. We were initially owned by Ellis Residential Care then Ramsay Health Care and then

the Domain Aged Care Group took over in 2008, which of course is now the Domain Principal Group. Through these changes I have seen new processes and systems implemented but the biggest change for me was going from being a receptionist to the administration officer. With all the training that Domain offered I found my feet and confidence and settled into the role comfortably.

During this time, I was desperately trying to persuade my father, who lived in Melbourne, to move to Paynesville and into the facility so he would be closer to me. Dad kept digging his heels in saying just give me a little more time. When Dad finally made the decision that he was ready to make the move he was amazed at what Domain Paynesville had to offer and how beautiful it was. I remember him saying to me “it’s a palace, I should have done this a long time ago”.

I was very fortunate and thankful that I could move my father into Domain Paynesville and have him so close and be able to see him everyday.



Tracey  
Administrative Officer  
Domain Paynesville

