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From the CEO's desk

As we battle through what has been a very cold winter and look forward to some warmer spring weather it is my pleasure to welcome to the Regis family the residents and staff of Regis Wynnum, formerly The Pines Aged Care Resort.

It is also my pleasure to be able to announce we will be opening two brand new facilities next month in Queensland, Regis Yeronga and Regis Kuluin. Both of these facilities have been a long time in their planning and construction and upon completion will add a further 220 aged care beds to assist those in need of that little extra assistance, as well as employing over 250 local aged care professionals.

We are very proud of our track record in the area of building new facilities and meeting Australia's growing need for aged care accommodation which offers choice along with independence, compassion and respect.

In this edition of Regis Insight we also celebrate some of the wonderful events which happen on a daily basis in our facilities including the celebration of different cultures and appreciation of the arts.

We also celebrate with our centenarians, a special 90th birthday and the first birthday of the Inala Village café. We also invite you to nominate a staff member you feel has been outstanding in their field of expertise in this year's National Staff Awards.

Finally, we look at Mosaic a new visual language system you will soon see in operation around your facility. Mosaic will assist our staff, at a glance, to better understand your care needs and to know more about your interests.

Please enjoy this issue.

Ross Johnston
Chief Executive Officer

Celebrating Centenarians



Hendrika Nieuwenhuizen

**McKinley House
Armadale, Victoria**

On 9 July Hendrika Nieuwenhuizen celebrated her 100th birthday at McKinley House with 42 of her friends and family.

Born in Hillegom, Holland, Hendrika and her husband John migrated to Australia in 1955 along with their 11 children. When asked how she coped raising 11 children Hendrika says "they just brought one another up". Today Hendrika has 29 grandchildren and 42 great grandchildren.

Hendrika says the most important thing in life is your health and she believes in using the time you have been given well. One of her favourite sayings is "Use your time well, an hour passes quickly, and you never get it back".

Topping off Hendrika's birthday celebrations was a surprise visit from the Mayor of Stonnington, Melina Sehr, who presented Hendrika with a gift and special certificate to celebrate her milestone birthday.



Mavis Hocking

**Shenley Manor
Camberwell, Victoria**

Mavis Hocking celebrated her 100th birthday on 15 July with family and friends at Shenley Manor.

Born in Malvern, Victoria, Mavis met her husband Ray at the local tennis club. They built their home in Camberwell in 1934, and lived there for over 50 years and had one son Bruce. Mavis and Ray enjoyed cards evenings and Mavis was a passionate croquet player.

Now a resident of Shenley Manor, and formerly of Bethany Nursing Home before its make over by Regis, Mavis now leads a quieter lifestyle enjoying reading and catching up with family and friends.

Mavis is not the first member of her family to celebrate this wonderful milestone at Shenley Manor, Mavis' mother Florence James was also a resident of Bethany and she lived to be 101 years old.

Mavis has one regret and that is she doesn't see enough of her grandchildren – Paddy, who lives in Perth and Clare who is in Bryon Bay.

Amazing Residents



Knit for Africa

**Forrest Gardens
Bunbury, Western Australia**

When Forrest Gardens' resident Mollie Lucas heard about the need for clothing for infants in Africa from her daughter she jumped at the opportunity to do something using her talent and passion for knitting.

It wasn't long before Mollie's enthusiasm for the project rubbed off on other residents and soon there was a group of knitters click clacking away and producing wonderful handmade jumpers for children half way around the world.

The jumpers will be passed on to the Country Women's Association who will assist with their passage to Perth and then to Africa.



regis insight

around the residences



John Costello

**The Gardens
Corlette, New South Wales**

It's not everyday a former Prime Minister turns up at your birthday party but it's not everyday you turn 90 either!

The Gardens resident John Costello did recently turn 90 and he had his good mate, former Prime Minister, John Howard and his wife Janette, by his side to help him celebrate. Other dignitaries helping John and his wife Joan celebrate were Paterson MP Bob Baldwin, local Mayor Bob Westbury, former work colleagues, friends and family.

John and Joan lived next door to the Howard's at Wollstonecraft and have been friends ever since.

"I've known a few Costellos in my life," the ex-Prime Minister quipped when toasting John.

Born in Melbourne the father of three, grandfather of six and great grandfather of three, John moved to Sydney and attended school in Petersham.

John enlisted in the Army and moved to Darwin during World War II. After the war the Costello's relocated to Cabramatta and John began work with McIlwrath. After retiring John and Joan moved to Nelson Bay, where John was an active golfer.



Carnival String Quartet

**Alawarra Lodge
Blackburn South, Victoria**

In May Alawarra Lodge hosted a wonderful evening of live entertainment featuring the Carnival String Quartet. The quartet comprising two violins, a viola and a cello played a selection of classical and pop music, dazzling and delighting all who attended the show.

The Alawarra Lodge dining room was at capacity with 60 residents from not only Alawarra Lodge but also neighbouring Milpara Lodge and Inala Village Independent Living Units.

All who attended absolutely loved the concert and the opportunity to have such high calibre artists' perform for them in their own environment and going by the number of requests it won't be long until the Carnival String Quartet are back at Regis entertaining even more residents.



Italian Day

**Karingal Manor
Macleod, Victoria**

Italian Day is a very special day at Karingal Manor, with a large population of Italian residents it is an occasion that is celebrated in style.

With special guests Claudio Casauria, Vice President of the Casa D' Abruzzo Club, his wife Dora, Andreina Khoury, Northern Coordinator of the Co-As-It visitation program along with volunteers from her team, Karingal residents enjoyed a very Italian lunch of lasagna, salads and tiramisu.

Andreina gave a quick speech thanking the Karingal Manor family for its efforts in encouraging the community to participate in its many cultural celebrations and the afternoon was rounded out with entertainment from David Vizzini.



Carr Wedding

**Shelton Manor
Frankston, Victoria**

When Phil Carr proposed to his then girlfriend Belinda little did they expect their wedding would be held in an aged care facility.

But at Regis anything is possible; and only three weeks after Phil's proposal, on Sunday 29 May the happy couple married in Shelton Manor's Torquay Lounge.

With 45 guests plus residents of Shelton Manor looking on proud father of the bride and resident Greg Gale was wheeled down the aisle by his grandson Damian to assist him with his official duty of giving his daughter away, and you can be assured there wasn't a dry eye in the house.

The newlyweds were extremely appreciative of all the hard work put in by Shelton Manor staff to make this day special for all their family and friends with the proud groom commenting "I walked in there on Sunday morning not knowing what to expect, and they went above and beyond".



RSPCA Animal Rescue

**Parkland Manor
Ferry Grove, Queensland**

It was lights, camera, action, when the television show RSPCA Animal Rescue recently filmed a segment at Parkland Manor.

RSPCA Animal Rescue profiles the high-pressure work faced by RSPCA Inspectors, shelter and veterinary staff; men and women who work tirelessly to fight animal cruelty across Australia.

The segment filmed with the assistance of residents and staff of Parkland Manor centered on the rehabilitation of once neglected dog, Hamish. Hamish now has a new home and caring owner and makes regular visits to aged care facilities where in his new found role of pet therapy ambassador he shares his love and energy with everyone.

The program is scheduled to air later this year and we will let you know when closer to the date so you can tune in.



1st Birthday Celebration

**Inala Village Café
Blackburn South, Victoria**

The fabulous café at Inala Village recently celebrated its 1st birthday with staff and residents alike getting in on the celebrations. The festive atmosphere was complemented with free birthday cupcakes with every coffee on the day.

Since its opening last year the café has gone from strength to strength and has become a focal point of the Village.

Each day you will find residents, families and staff happily chatting and catching up over coffee and cake or tucking into a warming winter lunch.

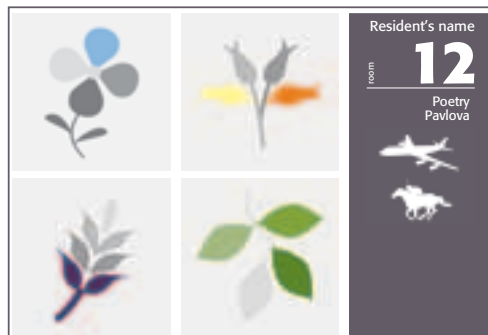
Staff say the most popular dish served at the café is the fish and chips – always cooked fresh to order.

Well done to everyone involved in this fantastic community initiative.

Mosaic

Our primary focus at Regis is ensuring quality outcomes for our residents. This includes continually seeking ways to enhance care levels and customer service.

Over the past 12 months we have been developing an initiative we call "Mosaic".



clinical



Mosaic uses visual language – pictures and designs – to assist staff to better understand your care requirements, whilst also respecting your privacy. It also provides for conversational cues – to assist our staff to know more about your interests.

The system is already in operation in some of our facilities and feedback from residents, their families and our staff has been incredibly positive.

diet



Mosaic will be implemented in all facilities from mid-October.

For you as a resident it means:

- There will be no change or affect to your day-to-day routine.
- There will be a new piece of room signage outside your door, which staff will use to better understand and respond to your personal care profile.
- We would like to incorporate an image or a few words into the Mosaic profile that highlight some favourite pastimes. This will mean other residents and staff will have some knowledge, at a glance, of what your interests are.
- There is an opportunity to display your name, ensuring it is your preferred form of address. This could be your first name, your full name or a formal title.

mobility



All staff will be briefed and trained in the use of Mosaic before the system starts operating.

cognition



We are very excited about this initiative, which we believe will assist staff to provide an even greater level of response to your needs, and offer a way to create further social engagement.

Should you have any questions pertaining to Mosaic, please direct them to your Facility Manager.



National Staff Awards

We have just launched our annual Regis National Staff Awards program and invite you and /or your family and friends to assist us in recognising our staff members. There are ten categories to nominate staff in covering all aspects of our business including carers, nurses, hospitality staff, administration, maintenance and laundry as well as recognition for our wonderful volunteers and the prestigious facility of the year award.

Nomination forms can be found at reception at your facility and we would love to hear from you if you believe a staff member deserves further recognition.

The awards will be formally presented at a National Staff Awards Gala Dinner to be held in Melbourne on Friday 18 November.



Regis Kuluin



Regis Wynnum



Regis Yeronga

This month our feature on facilities centres on Queensland, where we have three new facilities.

Firstly we are very pleased to welcome the residents, their families and staff of Regis Wynnum to the Regis family. Wynnum was formerly The Pines Aged Care Resort and joined Regis at the beginning of June.

A 39 bed facility offering low and respite care Wynnum features a range of single rooms with en suites and is set amongst stunning grounds with a feature gazebo, which gets a lot of use during the warmer months.

In mid September we will be opening two brand new facilities Regis Yeronga in Brisbane's inner southern suburbs and Regis Kuluin on the Sunshine Coast.

Regis Yeronga is a 100-bed facility and will offer a range of services including low and high care, a secure dementia wing, palliative and respite care and is set close to the Brisbane River and adjacent to the Village at Yeronga retirement complex.

Yeronga residents will be able to take advantage of on-site services such as in-house chef, private dining room for special functions, café, hairdressing salon, cinema and library, pay TV and internet access.

Regis Kuluin will be a 120-bed Regis Club Services facility offering specialist hotel style services such as a dedicated Club Services Manager, personalised Club Program, on-site chef, private cinema and dining room, internet and pay TV, café, hairdressing salon, day spa and e-zone.

For Kuluin's dementia specific residents there are also specialised activity and exercise areas, sensory gardens, memory boxes and tailored catering options including an all day grazing menu.

We hope residents of all three of these new Regis facilities feel happy, safe and secure in their new homes.

Stories, Comments or Feedback

We invite all readers to contribute their own stories for each issue of Regis Insight. We would really like to hear about what is happening in your facility, someone you think is outstanding or has lived a special life. Email your stories, feedback or ideas to the Editor on marketing@regis.com.au