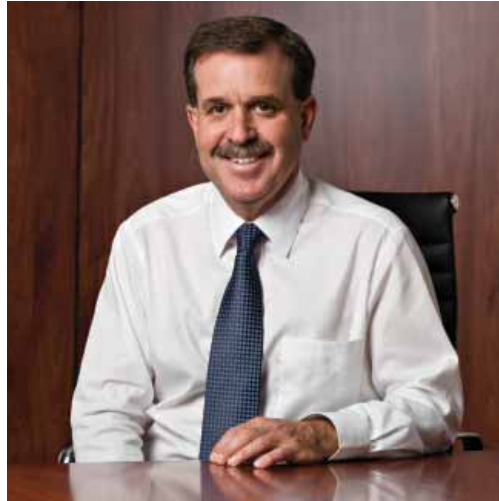




In order to officially recognise and encourage excellence and outstanding performance in line with business objectives and values, we recently launched our National Staff and Volunteer Awards Program.

see page 2



From the CEO's desk

Welcome to the first edition of our new resident newsletter, Regis Insight. We hope this newsletter keeps you informed about what is happening within Regis the business as well as giving you an insight into the goings on at our residences around the country.

We too hope in the future you will contribute your stories and experiences to this publication and welcome your feedback on its content. We also encourage you to pass a copy on to your friends and family so they too can share in the Regis experience.

I am extremely pleased to be appointed CEO of the Regis Group, a very special company with a focus on the attainment of consistently high standards of resident care and service.

I am also very proud of the fact that whilst other aged care providers are putting their expansion plans on hold, due to funding issues, Regis is moving forward with a substantial construction and refurbishment program and responding to the challenge of an ageing population.

As you will read in this newsletter, 2009 will bring online many new developments for the Regis Group, we will launch the first of our luxury suites and announce further refurbishments for our current sites, ensuring Regis residences continually meet and exceed your needs.

Personally, I will endeavour to travel the country, to see first hand the great work undertaken by our staff and to meet as many of you, our amazing residents and your families as possible.

I wish everyone a very safe and happy 2009.

Kind regards,

Ross Johnston
Chief Executive Officer

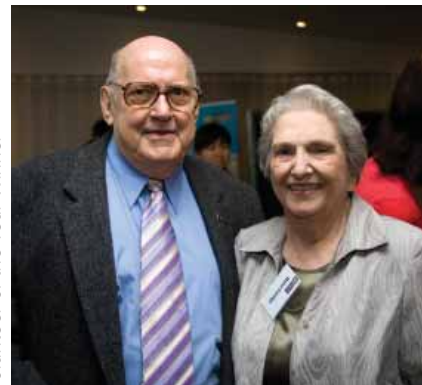
Regis National Staff Awards 2008



Outstanding Care and Lifestyle Highly Commended Award



Volunteer of the Year Winner



The success of Regis is due to the combined skills, energy and efforts of our people. In order to officially recognise and encourage excellence and outstanding performance in line with business objectives and values, we recently launched our National Staff and Volunteer Awards Program.

The program publicly recognises the contribution of our staff and volunteers through seven award categories. The winners and runners-up were announced at a National Staff Awards Event on Thursday 27th November at Melbourne's The Point Restaurant. The awards followed a leadership conference and also featured special guest, six time Olympic rower James Tomkins.

We know you too will join us in congratulating all the winners and highly commended in each category.

Outstanding Residence of the Year

Winner: Regis The Gardens (Port Stephens NSW)

Highly Commended: Regis Amaroo (Ringwood VIC)

Overall Service Excellence Award

Winner: Vicki Boyce (Sunset Lodge, Kingswood SA)

Highly Commended: Margaret Cunningham (Heathcliff Manor, Macleod VIC)

Outstanding Customer Service Award

Winner: Regis Crana (Herston QLD)

Highly Commended: Regis IT Department (Armadale VIC)

Outstanding Innovation Award

Winner: Janet Chapman (Quality Systems Manager QLD)

Highly Commended: Regis Properties Department (Armadale VIC)

Outstanding Leadership Award

Winner: Rachelle Dalrymple (Amaroo, Ringwood VIC)

Highly Commended: Morag Oakley (Allora Lodge, Maroochydore QLD)

Outstanding Care and Lifestyle Award

Winner: Stephanie Cook (Cypress Gardens, Greenmount WA)

Highly Commended: Pat Annesley (Anchorage House, Salisbury QLD)

Volunteer of the Year Award

Winner: David Eldridge (Inala Village, Blackburn South VIC)

Highly Commended: Linda Percival (Allora Lodge, Maroochydore QLD)

The 2009 Awards will be launched soon and you will have the opportunity to nominate staff or volunteers who you think deserve to be recognised for their efforts.

Staff profile



Stephanie Cook

Clinical Nurse, Cypress Gardens, Greenmount, WA

The winner of the Outstanding Care & Lifestyle Award at the recent Regis National Staff Awards, Stephanie Cook has worked at Regis Cypress Gardens on the outskirts of Perth since March 2007.

Consistently demonstrating her ability to be an advocate for those in her care, Stephanie was a deserved winner of this award.

Stephanie is currently studying for a Masters of Clinical Nursing, specialising in gerontology whilst working part-time. She is doing her research on the model of care delivery within Residential Aged Care Facilities and the research is titled "Nurses Perceptions of Palliative Care in Residential Aged Care Facilities – do barriers exist?"

Stephanie actively engages our staff in sharing her learning and contributing to the research, which in-turn is improving Regis' standards of care.

Stephanie has a strong interest in palliative care and pain management and is constantly looking at strategies to improve the management of palliative care in our residences.

Amazing Residents

Esther Frankham

Shelton Manor, Frankston, Victoria

Over the past 12 months, Shelton Manor resident Esther Frankham has been knitting dolls and buying books, clothing, toys and pencils to go into care packages for children in poverty stricken areas of Africa through 'Operation Christmas Child'.

Operation Christmas Child is run by Samaritan's Purse and gives shoe boxes filled with toys, books and gifts to children in over 90 countries throughout the world. The shoe boxes are distributed by volunteers to children who are caught up in war, famine, natural disasters and extreme poverty. In 2007 the operation gave over 7.6 million children gifts.

Esther doesn't ask for recognition and gives a lot of her time and money to make a difference to these children's lives. Esther is an inspiration to us all and the staff and residents at Regis Shelton Manor are extremely proud of her.

In the coming weeks, a representative from the organisation will visit Esther to show her a video of the children receiving the gifts. Esther says she will continue with her dedication to the program as long as she can and would love donations to assist her to fill as many shoe boxes as possible.



David Eldridge

Inala Village, Blackburn South, Victoria

Overwhelmingly voted Australian Volunteer of the Year at the Regis Awards, David Eldridge has been an outstanding volunteer at Inala Village for the past 11 years and manages the very popular village supermarket.

During his working life David and his wife Mabel owned and operated fresh fruit and vegetable shops for 40 years. His expertise and management skills have continued in the successful operation of the Inala Village supermarket.

At the age of 79 and until recent months due to ill health, David made his weekly 4 am trip to the wholesale produce markets to buy fresh produce for our residents. Being a well known identity with the wholesalers, David used his negotiation skills to provide the residents with produce at very competitive prices.

Open mornings 6 days a week all monies raised in the shop are donated to the Residents Committee fund. So far monies raised have enabled the Committee to purchase a transport van for the supermarket and a six-seater cart, used by the residents to transport them to the supermarket, bank and library from the front door and back to their units.

David's support in the operation of the supermarket has proven vital for its success. His tireless effort, commitment and dedication to the village as a volunteer have been exceptional. He is an exceptional person who has made a significant impact on many lives at Inala Village.

regis insight

around the residences



Karingal Manor

Fawkner, Victoria

Arty residents at Karingal Manor have initiated a weekly art therapy group. The group paint and draw with water colours, pastels and stencils. During the sessions residents discuss their artworks, finding humour and stimulating creativity whilst socialising in a new environment. Some residents had never painted before while others rediscovered a lost love.

The success of this activity led to the inaugural Karingal Manor Art Show. Several residents entered their masterpieces amongst praise and compliments from staff, relatives and visitors. A silent vote determined the winners with first place tied between Gerda and Vera. Gaetana placed second and Daisy was third. Daisy was also the winner of the best knitting article.

Well done to all the budding Regis Rembrandts.



Park Lodge Masquerade Ball

Park Lodge

Nedlands, WA

In August 2008, Park Lodge hosted a Masquerade Ball for residents and their families. The theme was Venetian Carnival and residents, families and staff joined in the fun with homemade masks and masks, which came from Italy itself.

The celebration included a delicious three-course meal prepared by Chef Colin. Residents had such a great time they insisted this become an annual event.

Inala Village

Blackburn South, Victoria

Inala Village in Melbourne's east recently hosted the cast and crew from long running, award winning, TV show Neighbours.

Scenes for the show were filmed around Inala Village including the Kooluna Wing and the old hospital area. Residents got a great insight into what goes into the making of one of Australia's most popular TV shows with the crew being on site from 4 am until late in the evening.

Look out for your fellow residents on Channel 10 when the episode airs on Thursday February 5.



Burnside Lodge

Linden Park, SA

South Australia's Burnside Lodge has just opened its first Snoezelen Room for dementia residents. Snoezelen is a Dutch based therapy with the Snoezelen Room dedicated to promoting relaxation, reducing agitation and providing quality of life to those suffering with dementia.

Sensory experiences are arranged to stimulate the primary senses (touch, smell, hearing, taste and sight) without the need for intellectual activity in terms of following instructions or rules. The essence of the Snoezelen approach is to allow the individual the time, space and opportunity to enjoy the environment at their own pace.

Benefits of the therapy have been shown to include enhanced communication (during the experience), reduced agitation and fear, relaxation, and improved relationships with staff and others. The encouragement of families to use the equipment while visiting has been shown to increase the number of grandchildren who visit and families have reported that their visits are more meaningful and interactive.

Treetops Manor

The Gap, Queensland

The cyclonic weather conditions, which hit Queensland in late November, did not pass Regis by. Treetops Manor at The Gap in Brisbane's outer suburbs was hit severely, sustaining roof damage, losing power, suffering minor flooding and interruption to services.

In an extraordinary effort caring staff kept the residence operating and no resident had to be relocated. Even members of staff who had their own homes damaged in the storms came into work putting residents care and safety before their own.

A big thank you goes to all staff and residents who pulled together during this very trying time. Whilst we cannot name everyone personally there are four people we would like to highlight for their efforts in going above and beyond the call of duty and displaying the Regis values of Optimism and Passion.

Facility Manager, Peter James;

Queensland State Manager, Steven Schultze;

Queensland Maintenance Coordinator, Tony Groves; and

Property and Building Services Manager, Michael Kavanagh.



As you may have seen around your residence, we recently rebranded Regis with a refreshed logo and image. The rebranding symbolically brings together the former Retirement Care Australia residences and the original Regis residences under the one new banner.

Our new look is fresh, contemporary and warm and will help us appeal to a more discerning client-base as well as a younger workforce.

Alongside staff wearing new uniforms and name badges, the rebranding will result in a consistent visual presentation of Regis internally and externally.

With the rebranding also came the creation of 'The Regis Way', encapsulating what we stand for, through four core values and behaviours as follows:

Optimism: we are enthusiastic about what we do;

Passion: we make a positive difference every day;

Integrity: we act in a professional and ethical manner at all times; and

Respect: we listen, we are polite and treat every person with courtesy.

We hope you see these core values and behaviours in our daily interactions with you and would like you to let us know if you don't.

As well as The Regis Way we also launched the phrase "Regis is living, with support". Living, with support, is what we want to deliver to you. At Regis, we are here to assist you live your life, as you wish to live it.



Happy Home

Regis The Gardens, Port Stephens, New South Wales

Outstanding Residence of the Year

As previously mentioned, Regis The Gardens was recently named Outstanding Residence of the Year for the Regis Group.

The Gardens, located in the beautiful seaside town of Corlette in Port Stephens, supports 120 residents and employs 120 local health care professionals.

The award for Outstanding Residence of the Year is based on five major criteria: management, staff performance, compliance, quality and resident care. Out of the 41 residences that the Regis Group operates The Gardens came out on top.

Facility Manager Jill de la Lande accepted the award on behalf of her team and thanked everyone for their hard work. Thanks to award sponsor Jasol the team will share in \$5,000 prize money.

Artist impression of Lake Park, Blackburn



At Regis we pride ourselves on the level of accommodation we offer and as such run a continual improvement program. We are constantly looking at ways to not only upgrade our facilities but also how we can incorporate environmental sustainable design principles.

Where other aged care providers are putting their expansion plans on hold due to funding issues Regis is moving forward with a substantial construction and refurbishment program and responding to the challenge of an ageing population.

Recently two of our NSW facilities, Ku-ring-gai Gardens and Wentworth Manor underwent a major refurbishment. Completed in November the \$3 million refurbishments include totally refreshed interiors including the hairdressing salon, dining rooms, activities area and cinema. New furnishings were also fitted throughout the residences including resident rooms, which were fitted with new furniture, curtains and flat screen televisions. We would like to extend our thanks to all the residents and their families for their patience during the refurbishments.

In addition to the above two facilities, we have a further five major refurbishments and extensions underway – four in Victoria and one in Western Australia. The existing facilities at Regis Heathcliff Manor, Waverley Gardens, Karingal Manor, Lake Park and Forrest Gardens are being refurbished and additional beds are being added.

Lake Park, located in the Melbourne suburb of Blackburn, is undergoing an enormous expansion, which will take it from a 30 bed residence to a 202 bed residence on its completion in mid 2009. This new development will also feature Regis' new luxury suites offering "apartment style" living - the new luxury fully self-contained suites will offer a large bedroom with ensuite, separate lounge room and kitchenette, promoting independence in a homelike environment.

Lake Park will also have an underground storage tank installed to collect 105,000 litres of rain water, which will in turn be used for commercial laundry water supplies giving the residence the potential for water savings of over 2 million litres per year!

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 residence, 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