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A note from Ross

I would like to take this opportunity welcome all new staff members, who have joined us recently, many as a result of our growth and the bringing on-line of new beds at new and extended facilities such as Waverley Gardens, Forrest Gardens, Heathcliff Manor and Lake Park.

The opening of these new and extended facilities represents a culmination of many people's vision and hard work and I congratulate every one of you on your efforts.

In the next couple of months we will continue along this vein and open three new or extended facilities; Regis Karingal Manor (32 bed extension), Regis Parkland Manor (new 120 bed state of the art facility) and Regis Shenley Manor (new 60 bed high care extra services facility) thus increasing our total bed numbers to just under the 4,000 mark.

Later this year we will be launching a whole of company safety program, designed to protect you, our most valuable asset. Your safety is important to us and we want to provide you with the training, guidance and tools to ensure you can continue to be safe at work and in your home life.

Before we can launch this safety program we need your help in giving it a name, so will be running a competition asking for your ideas. We have a fabulous LG flat screen television to give away to the winner so put your thinking caps on and look out for entry forms and more information at your facility.

Finally, I would also like to congratulate all staff who have recently worked on facility accreditations. To achieve the results you have is fantastic and shows your true skills, dedication and professionalism.

Well done to everyone involved in each of these initiatives.

A handwritten signature in black ink, appearing to read 'Ross Johnston'. The signature is fluid and cursive, written on a white background.

Ross Johnston
Chief Executive Officer

New Industrial Relations Agreements Update

Victoria and New South Wales

Recently Regis concluded negotiations and voting on new Union Collective Agreements for employees from both Victoria and New South Wales.

In Victoria we renegotiated the existing Regis Agreement (which expired in November 2008), and in NSW we established a specific Regis Agreement aligned to the Aged Care Industry instead of the existing State Award.

Regis is very pleased with the successful outcome for employees covered by these new comprehensive Agreements especially as it now means all staff covered by these Agreements does so under similar terms and conditions of employment.

The new Agreements for staff mean:

- Good salary increases over 3-4 years;
- Flexibility of working hours (including introducing maternity leave and in NSW improved long service leave); and
- A better work/life balance.

All other states were already covered under the Regis Agreements and therefore have been enjoying these benefits for a while.

The Regis' Agreements are succinct, user-friendly and comprehensive. They allow Regis the increased flexibility to attract and retain valuable staff and also allow a direct relationship between Regis, the employer, and you, our valuable staff.

Como House, Western Australia

As we mentioned in our last newsletter, since joining the Regis Group in May 2008, staff at Como House have continued to be covered by the WA State Award.

Recently staff at Como House voted in the affirmative and changed over to be covered under the Regis WA Workplace Agreement, bringing them under the same umbrella as their WA compatriots.



National Staff Awards

We are pleased to announce the Regis National Staff Awards are back again this year. Two new categories have been added to ensure everyone has the opportunity to participate. This very successful and popular program publicly recognises the contribution of our staff and volunteers through ten (10) award categories:



1. Overall Service Excellence Award
2. Outstanding Customer Service Award
3. Outstanding Innovation Award
4. Outstanding Leadership Award
5. Outstanding Safety Leadership Award
6. Outstanding Care or Lifestyle Award
7. Outstanding Nurse of the Year Award
8. Outstanding Environmental Services Staff Member of the Year Award
9. Volunteer of the Year Award
10. Outstanding Facility of the Year Award.

Materials along with further information on award criteria, how to nominate and prizes on offer will be available at your facility very soon - so start thinking about who you believe is a worthy recipient.

The awards will be formally presented at a National Staff Awards Event in Melbourne in late November.

Training Officers

The development of Regis staff is a critical element in assisting Regis to meet its business objectives, including meeting compliance and regulatory requirements. In order to best service this need, three training officer roles have been created reporting to the National Learning and Development Manager, Lyn Lang.

The new training officer roles involve the development and roll-out of education and training programs for all staff across Australia. Along with the development and implementation of curriculum, the training officers will assist Facility Managers with new staff member orientation, staff training, mandatory education and professional development.

"These roles are critical in marketing expectations of staff performance within Regis including promotion of the Regis Way, safe work practices, demonstration of competency requirements and building a customer focused workforce", says Lyn.

Our three training officers Cheryl, Jo and Kim were selected due to their qualifications, work experience and experience in developing staff.



Cheryl Box
Vic/SA/WA

The merger between Retirement Care Australia (RCA) and the Regis Group in 2008 proved to be a great move for Cheryl. Her extensive experience as a manager of large residences in both aged care and the acute sector gave her the agility employers seek.

Cheryl says her new role enables her to influence the care of our residents by reaching a variety of care staff and improving their skills. Cheryl's nurturing personality is showcased when she is enjoying her favorite pastimes of cooking and gardening.



Jo Cowling
Vic/SA/WA

Having such diverse interests in the areas of art, painting, theatre and Rotary Club, Jo proves that you can be a nurse in aged care and have time for a busy social life.

Working in aged care for over 16 years, Jo has gained valuable experience in many aspects of the industry. Her background in staff development helped her secure a role at Regis in 2008 as a Support Services Coordinator and more recently as a Training Officer.



Kim Walford
QLD/NSW

Kim's employment history showcases the career succession plan on offer within Regis. Starting as a senior Registered Nurse in 2007 Kim was quickly promoted to Clinical Nurse and then Facility Manager for Regis Canning Lodge. From here Kim moved into the role of Training Officer.

Kim also managed to entwine her work and sporting passions together in a unique way: as Facility Manager she put together the 'Regis Rockets' netball team, which resulted in a lot of fun, some injuries and helped build a great family spirit amongst staff and residents.



Elaine Simpson, Regis Corinya

Regis Corinya Facility Manager Elaine Simpson has once again been recognised for her outstanding work in the aged care arena.

Elaine, who was recently nominated for the Federal Minister's Awards for Excellence in Aged Care, won the Aged Care Queensland Excellence in Care Award - Aged Care Employee of the Year.

This award is great recognition for Elaine who works tirelessly not only running Regis Corinya but also researching and developing new ways to improve care for our residents and job satisfaction for her staff.

Elaine's passion for research and improvement has seen her publish many articles over the years, which have been well-received. Her PhD in Nursing was based on teaching nurses to be critical thinkers. Elaine brings this process into the workplace at Corinya which has helped stimulate her staff to be the best they can be.

(L-R) Anton Kardash, CEO of Aged Care QLD; Gaylene Smith, Client Relationship Manager HESTA; Elaine Simpson, Facility Manager Corinya; and Phil Mackney, Business Performance Manager QLD.



Ann-Maree Carr, Regis Sherwood Park

Regis Sherwood Park Nurse Ann-Maree Carr was recently named one of four winners in the 2009 Aged Care Nurses Appreciation Awards.

Melbourne radio station 3AW ran a competition to reward Melbourne's hardest working aged care nurses. The station thought it was time the media lightened up on nursing homes and aged care workers and introduced the award to give recognition to hard working nurses.

Nurses were nominated on-line by families, friends, co-workers, residents and their families.

Ann-Maree has worked at Sherwood Park for 10 months and chose to work in aged care because her Great Aunt was in a nursing home.

Ann-Maree says that the most enjoyable part of the job is spending time with the residents and feels honored to receive the award. She believes more recognition for Nurses and Personal Care Attendants is needed to acknowledge their valuable contribution to society.



Tanya Martin, Regis Shelton Manor

Regis Shelton Manor Facility Manager Tanya Martin recently completed a fellowship with the international not-for-profit research and development organisation, Joanna Briggs Institute, on preventing falls in residential aged care.

The 12-month fellowship involved Tanya investigating best practice guidelines within Shelton Manor and monitoring the effect it had on reducing falls. The program was very successful in reducing falls and ensuring that all residents had access to the program.

In recognition of her hard work and success, Tanya's paper "Developing a Falls Prevention Best Practice Program for High and Low Care Aged Residents at Regis Shelton Manor" will be published in the journal "Improving Practice: JBI Clinical Fellows Papers" in August 2009.

If you would like to know more about Tanya's successful program please contact Tanya direct at Shelton Manor.

Tanya Martin is on the left

regis connect

in the
community



Cypress Gardens

Thank You Morning Tea

As part of a National Day of Thanksgiving the Darling United Church sponsored a morning tea at Cypress Gardens for facility staff. Around 15 church members visited the residence and joined with staff to enjoy a special celebration.

In what was a wonderful gesture, staff were thanked for their hard work and the Church Minister presented the facility with a plaque acknowledging the work undertaken. The plaque now hangs proudly in the front foyer of the residence's high care area.

Facility Manager Jo Hart gave a speech thanking the Church for the recognition and highlighted that one of Cypress Gardens' aims was to integrate itself into the community.

Ms Hart said functions such as this allowed Cypress Gardens to further that aim, and that she hoped to ensure the facility and its residents were an integral part of the local community and not isolated from it.



Run for the kids

Very early on the morning of Sunday 30 March, 17 Regis National Office staff members and directors took the 'Run for the Kids' challenge along with 30,000 other Melbournians. The 'Run for the Kids' challenge is either a 14.1km or 5.7km run or walk and is a fundraiser for the Royal Children's Hospital in Melbourne.

Although no one finished in the top 50 everyone completed the challenge and agreed to attempt the run again in 2010.

2009 Business Achiever Awards Nominee

Congratulations to Regis Corinya staff and volunteers for their recent nomination in the 2009 City News Business Achiever Awards.

The awards recognise and reward business excellence in local communities.

Winners will be announced in September and we wish the team at Corinya all the best.



Regis The Gardens Charity Golf Day

Thursday 21 May saw Regis The Gardens host their annual Charity Golf Day at Le Meilleur Horizons Golf Resort in Port Stephens. Over 150 players from all over NSW attended this event, with players coming from surrounding golf clubs including Nelson Bay, Merewether, Newcastle, Forster and Sydney's Upper North Shore.

Regis staff members Cath Barker, Vicki Pollock, Jill de la Lande, Ann Holecek and Louise Kerr participated along with a few relatives of Regis The Gardens residents. A selection of residents, activities staff and volunteers attended morning tea at the club and were busy assisting with the 'behind the scenes' work such as running raffles.

Despite overcast weather, the rain held off to produce a fantastic day with some admirable golf being played. No Tiger Woods' emerged but there were some flashes of 'Sharks' throughout the day. Prizes for players included digital photo frames, golf paraphernalia and Regis merchandise such as umbrellas, coasters and stationery.

Feedback was extremely positive and the \$1,600 raised on the day was donated to Port Stephens Palliative Care Outreach Services, who provide The Gardens staff, residents and families with invaluable palliative care support, training and education. The money will be used locally to purchase items such as electric beds, syringe pumps for medications and other comfort items.



Red Cross Victorian Bushfire Appeal

Recently, to round off the tremendous contribution to the Victorian Bushfire Appeal, CEO Ross Johnston met with Toni Aslett, Acting Executive Director, Australian Red Cross to discuss how the funds raised were being put to good use in the affected areas.

Ross also handed over a cheque for \$37,397 representing monies raised by Regis staff, residents and the Regis Group.

Once again thank you to all those who donated to this very worthy cause that touched us all.

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