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A note from Ross

Welcome to the second edition of Regis Connect and my first as CEO.

The next few months pose a very exciting time for all of us at Regis. Not only are we well poised to ride the current economic downturn but we are repositioning our business to ensure our residences, including residents and staff, become the main focus of everything do.

On the good news front economic reports, along with our own expansion plans, highlight the aged care sector is one of very few industries that will defy the economic downturn and expand its workforce this year.

Regis has plans to recruit a further 500 new employees this year alone. This new recruitment is the result of the 500 new beds that will come on line as the result of the many new developments and redevelopment plans we currently have underway.

As you may have read in the press, many of our competitors are putting their building and expansion plans on hold and some are even handing bed licenses back to the Government, blaming current economic conditions and the cost of delivering care. We see this as a great opportunity to not only cement ourselves as leaders in the industry but also to strengthen our business and move ahead with new developments in a growing marketplace.

Internally we will be building on the organisational changes recently announced and in the coming weeks and months will continue to reorganise the business around the provision of support to our residences.

This positive change will also see us focus on building a results orientated culture, covering care, financial performance and non-financial performance indicators such as safety and compliance. We will also be focusing on consistency; ensuring we do things one way across the country, simplifying processes, freeing up time, investing in staff training and ensuring resident care remains our primary focus.

Moving ahead I'm sure you will see positive change at all levels of the business and I thank you in advance for your support on 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
CEO

regis connect

regis in the community

Sherwood Park



Celebrating Volunteers

An estimated one in four people in Australia do some kind of volunteer work. They choose, of their own free will, to work without payment for the benefit of their community. They give a gift of their time to others.

Volunteers in Regis facilities make an extraordinary contribution to our residents and are integral to each facility. They add to the everyday experiences of our residents and enrich their lives. Volunteers also provide great support to our staff.

Volunteers help by sharing their skills, talents and knowledge others come for a chat. Just by listening, these volunteers help make our residents feel valued, included and informed of community developments.

National Volunteer Week will this year fall between May 11 and 17, it is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you.

Regis would like to thank all its volunteers for their time, dedication and support.



Therapies Under New Examination Research Program

In partnership with the National Ageing Research Institute and Colorado State University, researchers from Monash University have established the Therapies Under New Examination Research Program (TUNE). TUNE have undertaken a series of projects that examine the effectiveness of various complementary therapies, including music and pet therapy, to improve a broad range of psychosocial domains – cognitive, social, emotional and behavioural functions; in older populations residing in aged care.

Regis is a valued industry linkage in the TUNE research program and residents from several Regis facilities will be participating in these studies.

We wish everyone involved in this valuable research all the best and will report on outcomes as they are known.



Regis Advice

As of next month we will be introducing a new service – Regis Advice.

Manned by an expert team of two consultants and located in our national office, Regis Advice is a centralised telephone based service for all sales enquiries, calls regarding bed vacancies and admission enquiries.

In addition to handling calls Regis Advice will be available to assist facility staff with any sales related matters and it is intended that this new service will also free up time at the facility level allowing staff to focus on resident care.

With sales and customer service being integral to our ongoing success the launch of this new initiative will assist Regis in maximising and streamlining all new opportunities.

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Korean Students Visit Regis Lakeside

The Department of Nursing at the University of the Sunshine Coast has over the last two years hosted students from Korea for a 'field trip'. On both occasions the group has visited Regis Lakeside to learn a little about aged care in Australia.

This year Lakeside hosted 35 students, all just about to enter their final year of nursing studies. Students were given a presentation on aged care the Australian way and about Regis, toured the facility, mingled with residents and experienced a manual handling demonstration, under the supervision of our physiotherapy team. Mechanical manual handling is not something the students had experienced or seen before.

The students also discussed with staff how in Korea nurses only work until they are 27 or 28 on average; the expectation is they then marry. As there are no part time jobs they do not return to the workforce after having families – the benefits of having such a huge population.

Interestingly students discussed with staff the shift in elder care in Korea. There is a shift away from the family care model and facilities are now opening up, however families continue, where possible, to provide all basic care needs and only technical care is delivered by nursing staff.

At the end of their visit the students sang their National Anthem for residents.

Winning Recipe

Congratulations to Regis Amaroo Head Chef Paul McLean whose recipe for Poached Lemon Basa Fillets on Coconut Rice, a favourite with Amaroo residents, won Recipe of the Month in the recent OSCAR Hospitality monthly newsletter.

For his great recipe Paul won a copy of Gordon Ramsay's book "★★★ Chef". Paul's recipe is set out below for anyone who would like to try it.

Poached Lemon Basa Fillets on Coconut Rice

- Lightly dust Basa fillets with lemon pepper and cornflour
- Place in Bain Marie or baking dish with a small amount of stock, lemon grass and lime leaves. (For a creamier sauce - cream may be added to stock)
- Steam for 20-25 minutes
- Serve with rice pilaf with coconut cream, side salad or steamed vegetables.

Bringing Nurses Back

The Federal Government for some time has been funding a "Bringing Nurses Back into the Workforce Program", which is available to support registered and enrolled nurses to return to employment in health care.

The program, which aims to provide places for an additional 1,000 nurses in residential aged care, offers nurses up to \$6,000 in bonus payments if they return to the workforce with an approved employer. In December of last year this program was extended to:

- Nurses returning to work in community based aged care and delivering Commonwealth funded packaged care including Community Aged Care Packages, Extended Aged Care at Home and Extended Aged Care At Home (Dementia) services.
- Offer support for Enrolled Nurses returning under the program to up-skill to the Diploma of Nursing.

Regis is an approved employer under this program and encourages you to let your friends and family, who may have trained as nurses but have been out of the workforce for over five years, know of this scheme and the opportunities Regis offers.

Should someone you have recommended commence work with Regis under this scheme, as a thank you, we would like to offer you two Gold Class cinema tickets to use at the cinema of your choice.

More details on this program can be found on the staff intranet or contact Lyn Lang, National Learning and Development Manager on 03 8573 0444 or llang@regis.com.au

New Industrial Relations Agreements Update

Victoria

Before Christmas Regis commenced discussions on a new Enterprise Bargaining Agreement, for Victorian employees with both the Australian Nurses Federation (ANF) and the Health Services Union (HSU).

The key objectives for Regis in our discussions with the ANF and HSU are to establish an agreement which:

- Supports our objectives of providing staff with; job satisfaction, security, fair pay and the opportunity to develop skills and careers and still provide the best quality of service and care to our residents;
- Needs to establish terms and conditions of employment that provide staff with flexibility and work/life balance; however it must also allow Regis to achieve business performance objectives and continually improve the levels of care provided to our residents;
- Provides our existing staff with both an incentive and the opportunity to work more hours for Regis with; continuity of employment, sufficient hours of work to provide financial security and to make it worthwhile working for Regis;
- Provides uniformity across the Regis Group in the areas of Long Service, Annual and Sick Leave.

We will continue to operate under the existing agreement until a new agreement is established and we will keep you informed as discussions progress.

Other states are not affected by this process as they already have existing agreements in place.

Como House, Western Australia

Since joining the Regis Group in May 2008 staff at Como House have continued to be covered by the WA State Award.

The Regis Group is proposing to bring Como House staff members into line with Regis staff across the country, ensuring the same salary rates and terms and conditions as staff in other states. We believe that no matter where you work for Regis you should get the same pay for the same job.

This change would mean a salary increase and improved Long Service Leave conditions for most Como House staff and improved penalty rates and public holiday rates for some employees also.

Staff of Como House will be asked to vote on this proposal in late March.



Dawn Brown

Food Services Assistant, Shelton Manor, Frankston – Victoria

Dawn Brown has been working for Shelton Manor and the old Sheraton for 30 years this month.

Dawn, who recently turned 71, still works 20 hours a week as a food services assistant and nothing is ever too much for her.

Dawn did try to retire once but it only lasted a few months before she missed the staff and residents at Shelton Manor and came back to work.

Dawn's boss, Mark Wilkinson, Regional Catering Manager for Victoria, says "Dawn sets very high standards at Shelton and gives outstanding customer service to the residents. She is an inspiration to us all."

Well done Dawn, your energy, enthusiasm and drive put many younger and fitter staff members to shame.



Louise Raphael

Kitchen Hand, Park Lodge, Nedlands – Western Australia

Louise Raphael started at Hollywood Village Nursing Home (Park Lodge) in the same year the Sydney Opera House opened and the Six Million Dollar Man made his first appearance on TV – 1973.

Louise has spent 36 years in the kitchen and cleaning teams of Park Lodge, an amazing feat.

Both staff and residents describe Louise as a warm and gentle person who is always willing to help others and can be relied on to carry out her role efficiently. She has a quiet steady work style that all have come to know and admire.

A valued member of the team at Park Lodge we all look forward to celebrating her 40th year of service in four years time.



Vanessa Ashton

National Human Resources Coordinator

Vanessa recently joined Regis in the National Recruitment Coordinator role within the HR team. Coming from an Account Management / IT Recruitment background Vanessa was most recently employed by Hudson Global Resources.

"I am very excited to have joined the Regis Group and am ready for a new challenge working within the Aged Care sector, says Vanessa.

"My role will include working on streamlining and standardising the recruitment process across the organisation as well as being part of the volume recruitment drive with the Major Projects team.

"I look forward to learning as much as possible from the people at Regis and being able to make the recruitment process run as smoothly as possible. My first impressions of Regis have been fantastic and I look forward to meeting and working with everybody in the team," she added.

Studies Assistance Program Winners

As announced back in November, each year through its Studies Assistance Program, Regis offers financial assistance to staff members who are studying or wish to undertake studies relevant to their role or to advance their career.

Up to \$2,500 per individual was available from a total pool of \$50,000.

A total of 80 applications were received and congratulations go to the following staff members who have been awarded Studies Assistance Program Grants for this year.

Aurora Ayers	Treetops Manor, QLD
Radhika Narayan	Anchorage House, QLD
Patricia Walmsley	Ku-ring-gai Gardens, NSW
Dorothy Clarke	Hillcrest, WA
Jayne Eames	Hillcrest, WA
Fiona Piggott	Forrest Gardens, WA
Anne Kirby	Sunraysia, VIC
Antonia Adedeji	Alawarra Lodge, VIC
Bindu Mammen	Shelton Manor, VIC

Good luck to all winners and we all look forward to benefiting from your new skills and experience.

Regis Victorian Bushfire Relief Appeal

Thanks and congratulations to everyone who assisted with this important fundraising initiative.

Saturday 7 February 2009 will long be remembered by all Australians as a very sad day and your generous support will hopefully go some way to easing the pain of those affected by this disaster.

As of Friday 13 March Regis staff and residents have raised the amazing amount of \$16,344. In recognition of your generosity, and as agreed, the Regis Group will match this figure, dollar for dollar, taking the amount raised to a grand total of \$32,688.

The Regis Victorian Bushfire Relief Appeal will stay open until 31 March so that all monies can be handed over to the Red Cross as soon as possible to assist them as they assist with the enormous task of helping people rebuild their lives.

Regis facilities

National Office

Phone: (03) 8573 0444

New South Wales

Regis Delphi House	Belmore
Regis Gannon Gardens	Hurstville
Regis Hastings Manor	Port Macquarie
Regis Ku-ring-gai Gardens	Hornsby
Regis The Gardens	Port Stephens
Regis Wentworth Manor	Rose Bay

Queensland

Regis Allora Lodge	Maroochydore
Regis Anchorage House	Salisbury
Regis Boronia Heights	Greenbank
Regis Canning Lodge	Caboolture
Regis Corinya	New Farm
Regis Crana	Herston
Regis Grange	Birkdale
Wellington Point	
Regis Lakeside	Chancellor Park
Regis Treetops Manor	The Gap
Regis Valley Views	Gatton

South Australia

Regis Burnside Lodge	Linden Park
Regis Sunset Lodge	Kingswood

Victoria

Regis Alawarra Lodge	Blackburn South
Regis Amaroo	Ringwood
Regis Bayside Gardens	Brighton
Regis Heathcliff Manor	Macleod
Regis Inala Lodge	Blackburn South
Regis Karingal Manor	Fawkner
Regis Lake Park	Blackburn
Regis Milpara Lodge	Blackburn South
Regis Seaside Manor	Sandringham
Regis Shelton Manor	Frankston
Regis Sherwood Park	Cranbourne
Regis Sunraysia	Mildura
Regis The Grange	Rosebud
Regis Waverley Gardens	Dandenong
Regis Weeroona	Malvern East

Western Australia

Regis Como House	Como
Regis Cypress Gardens	Greenmount
Regis Elloura Lodge	Nedlands
Regis Forrest Gardens	Bunbury
Regis Hillcrest	North Fremantle
Regis Park Lodge	Nedlands
Regis Weston Lodge	Nedlands

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