

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



Rebranding Regis

With the merger of Regis, Retirement Care Australia and Macquarie Bank, we have a new brand umbrella. The rebranding formally brings together the former RCA facilities and the original Regis facilities under the one new banner and enables all our staff and residents to better understand that we are the Regis brand.

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

The rebranding ensures a consistent visual presentation of Regis internally and externally through an updated logo, signage, graphic standards manual, uniform and general branding materials.

Bryan Dorman, the Executive Chairman of the Regis Group and President of Aged Care Association of Australia, is very proud of the Regis Group and the dedicated team behind it. He believes that Regis has been a success – and will continue to be- because of the 'commitment by our staff to excellence at all levels of the organisation. Our focus is on our residents who need each staff member to be totally focused on them to provide full care, love and support.'

Bryan 'fell into' aged care. He did a degree in business studies and joined a well established accounting firm in Melbourne in the late 70s. He was advising nursing home operators in the mid-80s – helping people through the business minefield. So progressively he acquired quite a bit of knowledge about nursing home management and in the early 90s, he and his partners acquired a couple of nursing homes in Victoria.

His approach to aged care is all-consuming. Bryan believes an organisation like Regis requires absolute dedication. 'I live and breathe it- it's 24/7 with

continued from cover

me. It works at two levels. Firstly, we believe we have to invest a substantial amount in the future of our Residences, as living environments. I often quote to the staff: "You work in their home; they don't live in your workplace." So we try to create a residential model, which allows the residents to live comfortably in their home environment.'

The other component to Bryan's philosophy is management. He sees it as the four hats of management – quality of care, human resource, marketing and finance. Regis provides autonomy for each Facility Manager and supplements their skills with support from the National Office. Each Manager drives the direction in their facility, but are provided with a set of resources that they can utilise.

Bryan believes one of the main challenges in aged care is the funding. Over his 16 years in the industry he says 'funding in the sector has, since the introduction of the Aged Care Act, not kept pace with costs of living increases, primarily as the government funds increases to aged care under the Commonwealth Own Purposes Outlays (COPO) Index which is historically less than CPI. Therefore, our business has to be more efficient than others.'

With the expansion of the Regis Group, led by a strong leadership team headed by Bryan, our staff can look forward to many years of stability, career opportunities and great working environments.

Bill Appleby General Manager Operations



Bill Appleby joined Regis in 2006 and is the General Manager of Operations. He has overseen the biggest merger in the Australian aged care industry- that of Regis and RCA. Bill trained as a registered nurse at St Vincent's Melbourne, and then furthered his career in nursing with studies in Occupational Health and Safety at Royal Melbourne Institute of Technology (RMIT), Grad Dip – IR HRM, and an MBA at RMIT. Prior to joining Regis, Bill was Executive Manager-Client Services at Benetas.

Bill has a strong understanding of what the staff are experiencing with the merger. He says 'I acknowledge the merger happened relatively quickly, and there is much work to be done. I have nothing but praise for the positive and accepting attitude of our staff, volunteers, residents and family members that things are getting better every day'.

When asked about his many professional achievements, Bill rates safety and development initiatives which resulted in reducing injuries to staff, improving staff capabilities and professional wellbeing, and creating positive workplace cultures of mutual respect with a 'can do' attitude.

Personally, Bill loves spending time with his wife and their 4 children and is an active member of various community sporting groups. He believes that team sport is an analogy of life in that everyone is on the same team- individuals striving for the same goal- and as the challenge escalates, the need for team work increases. This is paramount in any successful company including 'Team Regis' and is a concept that Bill wholeheartedly supports and promotes every day.

meet our staff



Mark Bateman

Facility Manager – Ku-ring-gai Gardens NSW

Mark has been the Facility Manager (FM) of Ku-ring-gai Gardens Nursing Centre in NSW since late 2005. Mark is a qualified nurse and was originally employed by Moran in Marketing, but moved into the Facility Manager role when RCA took over Ku-ring-gai.

Mark says 'It sounds clichéd, but what I really love about my job is the people. The team around me will always go the extra mile to help the residents. It's the variety of the role that makes my job interesting. My days can be quite diverse- from marketing Ku-ring-gai, providing nursing care and direction, managing and guiding staff, and most importantly making a difference to the families, residents and staff in the facility.'

For Mark, taking the facility to full occupancy last year after many years of low occupancy rates was one of his proudest moments professionally. Personally Mark is kept busy with his three children, his love of cars and fascination with car racing.



Marie Watt

Division 2 Nurse, OHS Rep, Physio Aide – Sunraysia Vic

For 23 years Marie has been giving dedicated service to the residents of the first Regis residence– Sunraysia. Prior to joining Regis, Marie was a 'high flying' flight attendant with the former domestic airline TAA before settling in the large rural city of Mildura with her family.

Marie says comforting residents and their families in times of grief is one of her most satisfying roles. She also loves reminiscing with residents about the 'old days' and discussing the community's past and present activities.

Fiona Piggot

Facility Manager- Forrest Gardens WA

Fiona Piggot has been at Forrest Gardens since December 2003, and is committed to making the workplace a great place for her staff. One initiative she introduced is themed food days. So far they have had soup and casserole days, with an outdoor sausage sizzle on the drawing board. The food is provided with staff and residents sitting and eating together (with a bit of chatting thrown in for good measure!). Fiona has made sure that staff who are usually on the afternoon or night shifts and off-duty staff are included.

Adelina McDermott

Personal Care Attendant- Regis Allora Lodge QLD

Earlier this year Adelina McDermott, like many other of brave staff members, sacrificed one of her many beauties- her hair for The World's Greatest Shave. Luckily hair grows back, so she did not have to wear hats for too long!

Adelina has been working as a Personal Care Worker since the facility's inception 10 years ago. The bond between residents, families and carer is what Adelina enjoys most about Aged Care. She says it is an enormous privilege to be part of someone else's life, particularly if you can provide support and comfort during difficult times.



Learning and Development by Lyn Lang

Building and maintaining expertise in a competent and reliable workforce is critical to the ongoing success and sustainability of Regis' services. Education and career development play a significant role in this process.

Learning and development encompass a broad range of activities designed to improve staff capabilities. These include technical skills and knowledge as well as personal attributes, attitudes and behaviours.

Since my appointment to this newly created role, a number of key activities have occurred including:

- A review of current learning and development activities throughout Regis
- The opportunity to meet with key stakeholders nationwide
- The formation of a number of working parties to inform and drive the future learning and development initiatives
- Development of a Learning and Development Strategy and accompanying action plan

It is an exciting time for Regis and I look forward to assisting you in your professional development.

People, culture and systems



Regis Human Resources Strategy focused on People, Culture and Systems

The merger of Regis with Retirement Care Australia, and the increasing challenges associated with recruiting, developing and retaining staff, has instigated the establishment of a dedicated Regis Human Resources (HR) Team led by Ros Williamson.

The HR team, which also includes Grant Waldron (National Organisational Development and Change Manager) and Lyn Lang (National Learning and Development Manager), is committed to helping Regis staff recognise that we're building on the strengths of the past and creating a new Regis. The HR team works with Managers to engage staff and improve leadership. Better people management can reduce staff turnover, reduce workers' compensation and reduce sick leave if supported by robust people management systems and a caring and commercially-oriented work culture.

The Human Resources strategy aims to:

- Recognise and reward behaviours that result in a customer-focussed caring culture
- Identify, develop and retain talent at all levels to enable succession planning
- Design and implement cost effective accessible people-management processes.

Ros Williamson

National Human Resources Manager

The Regis Way

The Regis Group has changed markedly since Bryan Dorman and Ian Roberts acquired their first aged care facility in Mildura in 1993. Regis grew very quickly over the proceeding decade which culminated with the merger with Retirement Care Australia in mid 2007. The company now has over 3800 staff, 3600 residents in 41 facilities in 37 sites and operates in 5 states.

The success of Regis depends on understanding and engaging staff in a compelling vision of Regis and what we stand for. 'The Regis Way' was created to encapsulate our 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.

Respect

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

These core values and behaviours are to guide us in all our daily interactions with colleagues, clients/residents, volunteers, suppliers, politicians and others. As George Bernard Shaw once said 'I am of the opinion that my life belongs to the community, and as long as I live it is my privilege to do for it whatever I can.'

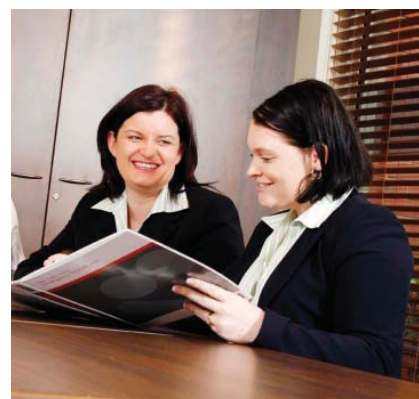


Regis National Staff Awards

In order to officially recognise and encourage individual and facility-based achievements and performance, we are proud to announce our National Staff Awards Program. This program aims to publicly recognise the contribution of some of our excellent staff and volunteers through a suite of awards that acknowledge the core activities of our Group – customer service, innovation, leadership and care.

The awards will be presented at a National Awards Ceremony in Melbourne in November, along with the National Scholarship Program and Leadership Development Program. In addition, a series of State Awards Programs (held in each state) will recognise long service, customer service and exemplary volunteers.

We encourage all staff and volunteers to consider if they, or someone they know, are potentially worthy for one of these awards either this year or the next!



Mastering Email Overload

Has trying to keep up with your inbox got you feeling like a hamster on a wheel, running faster and getting nowhere? Here are some helpful tips:

1. Summarise the message in your Subject line
2. Use email only when it's the most efficient channel for your need.
 - Think about talking face to face or on the phone.
3. Check email at defined times each day.
 - Do not read every email as it comes in
4. Send less and answer briefly. Delete previous messages when forwarding.
5. Use Outlook Rules to prioritise and organise messages
6. When dealing with each email, immediately decide to:
 - Delete
 - Archive
 - Defer
 - Generate an action, or
 - Respond (if it will take 2 minutes or requires urgent action).

Send us your story

The Staff Newsletter has been created to celebrate and share our ideas with one another. We would love to hear of an innovation at your facility or a colleague that has started an initiative that could become an activity at all our facilities. Do you have a story about being a carer that you would like to share? Do you work with someone/ care for someone with an interesting history that we could profile for the newsletter?

If you would like to showcase your facility, your staff or residents, please send the information to us for consideration.

Contact: Fiona Somerville on fsomerville@regis.com.au

Regis facilities

National Office

Phone: (03) 8573 0444

New South Wales

Enquiries: (02) 9468 9200
Delphi House – Belmore
Gannon Gardens – Hurstville
Hastings Manor – Port Macquarie
Ku-ring-gai Gardens – Hornsby
The Gardens – Corlette
Wentworth Manor – Rose Bay

Queensland

Enquiries: (07) 3420 6955
Allora Lodge – Maroochydore
Anchorage House – Salisbury
Boronia Heights – Greenbank
Canning Lodge – Caboolture
Corinya – New Farm
Crana – Herston
Grange Wellington Point – Birkdale
Lakeside – Chancellor Park
Treetops Manor – The Gap
Valley Views – Gatton

South Australia

Enquiries: (08) 8338 1944
Burnside Lodge – Linden Park
Sunset Lodge – Kingswood

Victoria

Enquiries: (03) 9006 1720
Alawarra Lodge – Blackburn Sth
Amaroo – Ringwood
Bayside Gardens – Brighton
Heathcliff Manor – Macleod
Inala Lodge – Blackburn South
Karingal Manor – Fawkner
Lake Park – Blackburn
Milpara Lodge – Blackburn Sth
Seaside Manor – Sandringham
Shelton Manor – Frankston
Sherwood Park – Cranbourne
Sunraysia – Mildura
The Grange – Rosebud
Waverley Gardens – Dandenong
Weeroona – Malvern East

Western Australia

Enquiries: (08) 9380 5747
Como House – Como
Cypress Gardens – Greenmount
Elloura Lodge – Nedlands
Forrest Gardens – Bunbury
Hillcrest – North Fremantle
Park Lodge – Nedlands
Weston Lodge – Nedland

Editorial Contact

to come

staffnewsletter@regis.com.au