

# ABOUT AGED CARE



**AT REGIS, WE ARE PROUD OF OUR APPROACH TO CARING FOR SENIOR AUSTRALIANS. FOR OVER 20 YEARS, WE'VE BEEN EMPLOYING THE BEST PEOPLE TO CARE FOR OUR RESIDENTS, PROVIDING THE SUPPORT THEY NEED IN QUALITY FACILITIES ACROSS THE COUNTRY.**

With the right support at the right time, elderly Australian's can live their lives on their terms. It's why we create a high quality, personalised care program for every person who chooses any of our services.

From the moment a resident arrives at a Regis facility they receive tailor-made care and attention. We take the time to understand food preferences, sleeping habits, physical abilities, emotional needs, hobbies and interests, making the transition into a new home more comfortable and easy. Respectful interactions, dignified care and thoughtful attention to detail are our promises.

It takes a special person to work in aged care. We strive to hire the very best people, encouraging and supporting their retention so our residents have a consistent, experienced presence in their lives. Through training and mentorship, our people have the time to focus on delivering the vital day to day care of our residents. Our team members are thoroughly police checked, reference checked, and experienced in care, many with specialist experience in dementia and palliative care.

All Regis aged care residences are fully accredited under the Government Quality Framework.

## WHERE TO START

The first step of transitioning into aged care is determining your eligibility to move into a facility that is subsidised by the Australian Government. This is arranged through a free assessment with an Aged Care Assessment Team (ACAT). To organise your assessment:

- 1 speak with your doctor,
- 2 visit [myagedcare.gov.au](http://myagedcare.gov.au)
- 3 telephone the Commonwealth Government on **1800 200 422** OR
- 4 call Regis Advice on **1300 998 100**

With your eligibility confirmed, you and your loved ones can arrange to tour the Regis aged care facilities that best suit your individual needs and requirements.

How much you pay when moving into aged care depends on your financial situation. We recommend seeking independent financial advice before your move and discussing options with your Regis contact.

We'll help make moving into one of our facilities as easy and stress-free as possible. We'll ask you about your personal needs and preferences, medical information and will agree on services, rights and responsibilities before you move in with us.

Make sure you advise your friends, loved ones, medical practitioners and post office of your new address details before moving into your new home.

**To find out more, speak to one of our dedicated team on 1300 998 100**  
or visit [www.regis.com.au](http://www.regis.com.au)

## REGIS PROGRAMS

### WE'RE PART OF YOUR LOCAL COMMUNITY

As a responsible corporate citizen, Regis is committed to pursuing socially responsible practices and recognises the importance of actively supporting our residents and the communities in which we work.

We have developed enduring relationships with local churches, RSLs and schools to help residents remain involved in their broader communities. Through these initiatives, as well as our vibrant Volunteer Program, residents can engage in the simple daily pleasures such as enjoying a visit from a volunteer companion – someone to play board games with, share stories, or assist them to engage with technology to keep in touch with loved ones.

### INTERGENERATIONAL PROGRAM

Our intergenerational programs focus on building meaningful and fun friendships between youth and our residents who embrace the opportunity to learn and share with the younger generation.

Additionally, many Regis facilities host fortnightly, structured in-house playgroups. Through songs, playing games and activities, residents benefit from the cheers and laughter that come from reminiscing about their children, grandchildren and great-grandchildren.

### ESPRIT CAFÉ

The Esprit Café program is designed to help people meet others experiencing a similar situation and find support through sharing major moments in their lives. These can include moving into aged care, dealing with confronting news, coming to terms with dying and how to cope once a loved one has died.

As a complimentary service, Esprit Café is open to residents, families, staff and friends, and is mediated by independent social workers in a supportive, café-like environment.

### PIEC&S

Regis' Lifestyle Program is called PIEC&S. The acronym is drawn from the Physical, Intellectual, Emotional, Cultural & Social needs of our residents. Lifestyle Programs enable residents to retain their life skills, interests and promote the discovery of new interests and talents. It forms an important bridge for residents that are unable to or choose not to leave their room, providing connections with other people through one to one visits from Lifestyle staff, Resident buddy program, volunteers or pastoral care visits.

### PARO

PARO is an advanced interactive robotic seal designed to interact and stimulate our residents living with Dementia, Alzheimer's, and other cognition disorders. Since the program's introduction, Regis facilities throughout Australia have noted significant increases in social interactions and positive improvements in the overall wellbeing of these residents. For example, some residents talk or sing to PARO, which may encourage them to speak with other people.

### MUSIC MEMORIES

Regis' Music Memories therapy program was launched in early 2016. It focuses on improving a resident's well being with individualised music programs designed to evoke positive memories while providing an enjoyable activity for residents.

With consideration for an individual's musical tastes, Music Memories improves engagement and socialisation for those who can sometimes find it difficult to comfortably be with others.

Music therapy has been increasingly used in dementia specific care to help residents recall memories and emotions from their past with notable benefits including reduced anxiety, decreased dependence on medications and more positive interactions.

### NURSE ON CALL

In 2017, a new Clinical Advisory and Support Service was introduced to all Regis facilities.

Nurse on Call is staffed by senior Registered Nurses with extensive clinical and Aged Care experience. The service provides additional on-line and telephone support evenings and weekends, ensuring we maintain the highest standards of care, and clinical outcomes for our residents.

