

OUR Community

Winter 2022



Tamara's new home

After fleeing Ukraine, Tamara is learning English in her new home, Regis Nedlands – page 4

Life-changing move

Justin McConnell,
General Manager Regis
Ferry Grove.
page 5

Community spirit

Residents from
Regis Brighton and
Regis Tiwi out and about.
page 6

Contents

- 3 Support on offer for CALD residents
- 5 A life-changing career move
- 6 Community spirit
- 9 Every picture tells a story
- 10 Care at home in Mildura
- 12 A nourishing winter dinner from our team to you

Message from Linda Mellors



Welcome to the second edition of *Our Community*, a collection of stories about our people and services at Regis.

We are now over halfway through 2022 and I'm sure many of you, like me, still have a lot you would like to achieve this year.

In recent months I have had the pleasure of travelling to Queensland, Western Australia and Tasmania and am proud to say I've now visited every one of Regis' 64 residential aged care homes at least once. I've also had the privilege of visiting most of our home care offices and retirement living communities. It was wonderful to meet more Regis employees, residents, clients and volunteers, and I look forward to visiting all of you again soon.

The COVID-19 pandemic continues to impact our Homes and services, however, we are encouraging our residents and clients to enjoy being a part of their local community as much as possible. We do this while continuing to undertake enhanced infection prevention and control practices in our daily work to prevent the spread of communicable diseases like COVID-19 and influenza.

Finally, I would also like to acknowledge the creation of a single aged care association, Aged & Community Care Providers Association (ACCPA). ACCPA provides us with a unified voice and purpose that will benefit employees, residents, clients and their families. ACCPA is committed to working with the new government and ensuring urgent aged care reform remains a priority.

I wish you all the best for the second half of 2022.



Linda Mellors
Managing Director and Chief Executive Officer

Regis has cared for our older generation for 30 years.

Beginning with 104 residents in regional Victoria, we now care for more than 7,200 people Australia-wide.

We are proud to provide high-quality aged care and services across six states and the Northern Territory in Australia.

Regis strives every day for our residents and clients to live well and realise their wellbeing goals. We support those goals with retirement living, residential care, home care, respite care and community-based allied health care programs delivered by our 8,500-strong workforce.

Regis Aged Care services

-  Residential Care
-  Home Care
-  Short Term Care
-  Retirement Living

We serve with optimism,
passion, integrity, respect.



Support on offer for CALD residents

Moving to a new home can be challenging enough without facing difficulties in communicating.

For many Culturally and Linguistically Diverse (CALD) seniors, it can be a real struggle to adjust to life in an aged care home when there are cultural barriers, or when English is not their mother tongue.

To help combat these difficulties, Regis has implemented several initiatives to meet the culturally specific needs of its residents across Australia.

Rhea van Heeswyk, Regional Lifestyle and Housekeeping Specialist at Regis, explains that Homes regularly adapt and tailor programs to support residents who have cultures and languages that are different to those of individuals born and raised in Australia.

"In terms of communication, our Homes currently use communication cue cards, Google translate, interpreter services and also tap into employees who can speak the resident's preferred language," says Ms van Heeswyk.



“A number of Homes also use culturally specific community visitor scheme programs, with the aim of matching a volunteer visitor with residents of the same cultural background.

“At the same time, other Homes use a website, family member or employee to translate key information like our lifestyle calendar, whenever possible.”

Regis Alawarra in Victoria is currently trialing two different translation apps with residents, the results of which will be fed back to other Regis Homes.

Tamara wants to learn English at 90

In another initiative, community volunteers are currently being sought to assist 90-year-old resident at Regis Nedlands, Tamara Plastovets. Tamara has just moved into the Home after being granted refugee status in Australia, prior to fleeing her home country of Ukraine as a result of the war.

“Tamara has requested an English dictionary from her family and is keen to take English classes,” explains Sam Waldon, General Manager at Regis Nedlands.

“As a result, we are currently engaging with local volunteers who speak Ukrainian and who can spend time conversing with Tamara, as well as tapping into our own pool of residents in Perth who have previously taught English as a second language and are keen to help,” he says.

“Already Tamara is working hard on learning English and she is looking forward to impressing us all by learning a new language at the age of 90.”

Regis is committed to supporting its residents and clients from CALD backgrounds to live enriched and fulfilled lives.

The 2021 Census found that almost half of all Australians have a parent born overseas (48.2 per cent) and 27.6 per cent of the population report being born overseas.

Tamara has just moved into the Home after fleeing her home country of Ukraine.

A life-changing career move

Justin McConnell spent 20 years working in luxury hotels across Australia, New Zealand, the United Kingdom and Indonesia.



“I always thought it would be nice to deliver more to the community.”

**Justin McConnell, General Manager
Regis Ferny Grove.**

For many people, the COVID-19 pandemic provided Justin with an opportunity to re-evaluate his career path.

“I always thought it would be nice to deliver more to the community,” Justin explains.

“I used to watch NGOs [Non-government organisations] and peacekeepers go about their business in the media. I always had visions of doing more and contributing beyond hospitality.”

Justin had not long started a new position at a boutique hotel in Victoria’s Mornington Peninsula when the pandemic forced the business into hibernation.

“I didn’t get the first position I applied for with Regis,” Justin says. “But a few months later I got a call asking if I was still interested in joining the company.”

In August 2020, Justin started as the Assistant Manager (AM) of Regis Sandgate Musgrave in Brisbane.

He then worked across several Regis Aged Care Homes during the 2020 Christmas period before being appointed AM of Regis Sandgate Lucinda for 12 months.

In January 2022 he became the General Manager of Regis Ferny Grove.

Justin’s passion and dedication to his new career path are clear for everyone to see. “We have so many opportunities to impact people’s lives,” Justin says.

“My eyes tear up just thinking about it. This is not a reaction you have working in the hospitality sector. I am trusted with some people’s most private moments and that is not lost on me.”

Justin says aged care is about improving people’s quality of life.

“This is where they live – it’s not just where they go to get care and go home,” he says.

Justin has been offered roles back in the hotel industry but says it no longer gives him the same feeling it once did.

Justin’s friends and family are supportive of his new career path. His two teenage children even joined in the Anzac Day service at Regis Sandgate Lucinda in 2021.

“We have discussions about aged care and the perception of what it’s about,” Justin explains. “I think there’s a lot of misconceptions out there. People don’t know what to expect until they start working in an aged care home.”

Community spirit

Our residents love being a part of their local community.

Regis Brighton

Regis Brighton residents are extremely fortunate to live just a hop, skip and a jump away from bustling Bay Street. The busy shopping strip features restaurants with a variety of cuisines, fabulous clothing and trinket boutiques and even an arthouse cinema for a cultured bayside afternoon.

Regis Brighton Lifestyle Coordinator, Gaurav Chhabra says residents can take a trip out by themselves or be supported by the lifestyle team.

“Getting out in the community is a favourite activity for our residents and is very beneficial for their physical and mental wellbeing,” explains Gaurav.

“Residents’ friends and family members also enjoy taking their loved ones down the street for some retail therapy or for a coffee at a local café.”

Research shows being part of a strong community is an important source of social connection and provides a sense of belonging.

“Our residents have a loving connection with Bay Street and are motivated by the hustle and bustle,” says Gaurav. “Bay Street wouldn’t be what it is today without our wonderful Regis Brighton residents, employees and families creating a lovely atmosphere.”



Residents’ friends and family members also enjoy taking their loved ones down the street





“Our residents have a loving connection with Bay Street and are motivated by the hustle and bustle,”

**Gaurav Chhabra,
Lifestyle Coordinator
Regis Brighton**

Regis Tiwi

Regis Tiwi residents have been making the most of Darwin's dry season with community excursions.

The outings provide residents with an opportunity to reminisce about the past.

Memories came flooding back for Regis Tiwi resident Barrie on a recent trip for afternoon tea at the Foreshore Café and a walk along the Nightcliff Foreshore.

"Oh yes, it's marvellous," Barrie exclaimed. "I used to live around here and would come down all the time when the weather was this nice."

Barrie's fellow residents soaked up the sunshine, stunning views and ocean breeze during the outing.



Regis Tiwi residents have been making the most of Darwin's dry season



Every picture tells a story

How to describe a rich, passionate and extraordinary 100 years of life?

While it may be impossible to put down in words, a group of South Australian and Tasmanian teenagers are attempting the feat with images, with the help of our incredible Regis residents.

The Centenarian Portrait Project by Teenagers is an initiative in which 100 teenagers are paired with 100 senior citizens to capture on paper the essence of what it is like to live for 100 years. Storytelling and the reminiscing of cherished memories guide the hand of the artist who uses their tools to craft a portrait of a well-lived life. This year the project is taking place in South Australia and Tasmania.

One of the first collaborations was between Regis Marlestone centenarian Roy Freeth and 18-year-old artist Molly Hambridge-Hay. The intergenerational project brought a lot of joy and laughter to the pair, who instantly hit it off and thoroughly enjoyed spending time with one another.

Seeing young and old come together to create beautiful artwork was captivating for the entire team at Regis Marlestone.

Roy and Molly treasured sharing precious stories and experiences, with Molly learning what it was like for Roy to grow up in Kimbra, a rural service town at the top of the Eyre Peninsula. Roy has been a much-loved resident of Regis Marlestone for many years. Having grown up in the country, Roy left his farming background to pursue a career as a telephone technician, where he helped build the communication network. Molly reflected this in her artwork by integrating telephone poles into the piece, highlighting his long and happy career and spotlighting his vital contribution to society.

With a heart of gold and boundless compassion, Roy's outlook on life is an inspiration to all.

Having lived through World Wars, the polio epidemic, and most recently, the COVID-19 pandemic, Roy's spirit remains unbroken. He is grateful for his long life and successful marriage, as well as his family and grandchildren by his side. Although his letter from the Queen features proudly on his wall, Molly's incredible artwork isn't too far away and will be a tender reminder of a fantastic, shared experience that captures his remarkable life.

When asked about the secret to his longevity and optimistic view of life, Roy simply says, "Take a deep breath and get on with it." A lesson for us all from a wise gentleman.

Molly and Roy met and admired their artwork on display together at the Centenarian Portrait Project by Teenagers exhibition in June.

Seeing young and old come together to create beautiful artwork was captivating for the entire team at Regis Marlestone.



Care at home in Mildura

The incredible Mildura Home Care team are on hand to ensure the best possible care is delivered to clients.

In Mildura, care comes to you.

Home Support Workers assist clients in Mildura and its surrounding areas with their personal care needs, ensuring that medications are taken safely and that they get to and from appointments on time. Our team helps clients stay safe and well at home by assisting with mopping, vacuuming, dusting, general cleaning, laundry, making beds and preparing meals.

Additionally, assistance with shopping is highly valued by our clients, helping to ensure groceries and provisions are always stocked up and on hand. The team also assists with external services such as allied health, property maintenance and gardening services.

The Mildura Home Care team is made up of office and field-based employees. Five Client Service Managers work directly with clients to establish their goals and plan how they will receive their services.

A light-filled, comfortable and spacious office is shown to reduce employee stress and create a more productive atmosphere. Having relocated their office space in November 2021, Mildura's Home Care team is reaping the benefits of their new location at 155 Madden Avenue, Mildura.

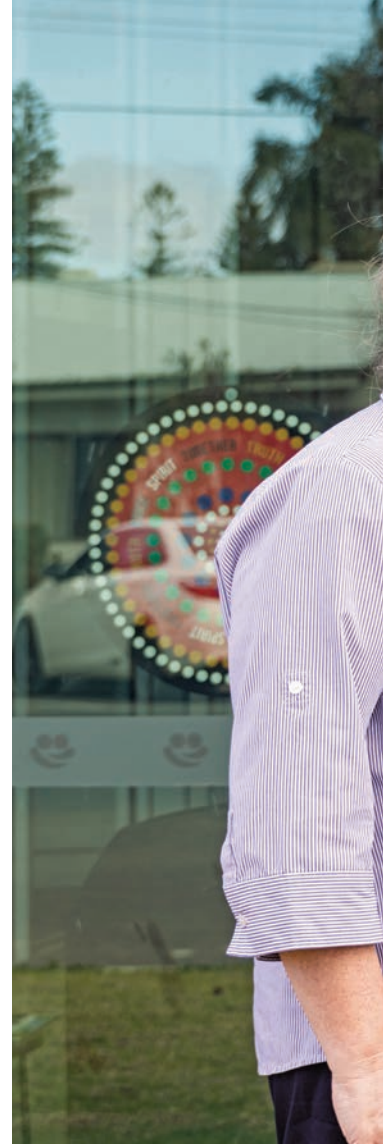
General Manager – Home Care Mildura Michelle Knights, says the new office space is attractive and inviting for both employees and clients.

"The new office has a lovely reception area, large offices, high ceilings and lots of glass to bring the light in," explains Michelle. "It's a space where our team can come to relax, and our clients can also access it."

Mildura Home Care is always on the lookout for passionate people who can provide personalised and compassionate services. Our team members are required to have a minimum Certificate III in Individual Support, Community Care or equivalent, or a lived experience looking after a vulnerable loved one.

With a supportive and highly skilled local team backing you, you'll be on the frontline in the community, providing care and assistance to our clients. We are actively looking for people to join this fantastic team.

To find out more about Regis Home Care or any of our services, visit [regis.com.au](https://www.regis.com.au) or call our Advice team on 1300 998 100.



It's a space where our team can come to relax, and our clients can also access it.



A nourishing winter dinner from our team to you

In these cooler months, deliciously warming comfort foods are always popular at the dinner table.

This simple weeknight meal, recommended by our Regis team, requires minimal preparation but packs a flavour punch.

Potato, capsicum, and pork sausages

Ingredients

- Four large potatoes
- Two red capsicums
- Three pork sausages
- One red onion
- Italian herbs (optional)
- Four garlic cloves
- Salt
- Pepper

Method

1. Preheat oven to 200 degrees Celsius
2. Cut potatoes into wedges and thinly slice capsicum and red onion
3. Toss vegetables together with garlic cloves, ½ cup of olive oil, salt, black pepper and Italian herbs. Place in a baking dish
4. Fry your sausages with one tablespoon of oil for about six minutes, or until brown on all sides
5. Slice the sausages in half and place on top of your vegetables
6. Bake for 40 minutes.

Enjoy!



Services

WA

Residential Homes	9
Retirement Living	1
Day Therapy and Health and Wellness Centres	2

NT

Residential Homes	1
Home Care, Day Respite and Day Therapy Centres	3

SA

Residential Homes	4
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VIC

Residential Homes	17
Retirement Living	1
Home Care, Day Respite and Day Therapy Centres	5

TAS

Residential Homes	3
Retirement Living	1
Home Care and Day Respite Centres	4

QLD

Residential Homes	23
Retirement Living	5
Home Care and Day Therapy Centres	3

NSW

Residential Homes	7
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Contact us

Call **1300 998 100** to find out more about our care and services.

Visit our website **regis.com.au**

Keep up to date with Regis Aged Care on **Facebook, Instagram** and **LinkedIn**

