

# OUR Community

Winter 2023

## Residents enjoy a memorable day

Puffing Billy – page 4

### Message from our CEO

Welcome to the Winter  
2023 edition

page 2

### Caboolture

Exploring the  
historical village

page 8



## Contents

- 3 Astrid's rewarding career
- 4 Regis residents embark on a memorable journey on Puffing Billy
- 7 Enhancing wound prevention and management at Regis
- 8 Winter menu launch
- 10 Exploring memories at the historical village in Caboolture

### Regis Aged Care services

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

We serve with optimism,  
passion, integrity, respect.

# Message from Linda Mellors



Dear Residents, Clients, and Families,

I am delighted to welcome you to the latest edition of Our Community magazine, showcasing the varied experiences, dedicated caregivers, and culinary delights that define our Regis community.

As the CEO of Regis Aged Care, it is my privilege to share the stories and achievements that highlight the warmth and vitality of our community.

In this edition, we begin with a delightful excursion to Puffing Billy, where 96 residents from 14 Regis homes embarked on a journey filled with laughter, camaraderie and surprises, reminding us of the joy and connection that can be found in shared experiences.

We also celebrate our dedicated caregivers, shining a spotlight on Astrid, a Home Care worker from Eastern Metro VIC. Astrid's unwavering commitment to providing compassionate care reflects the spirit of our exceptional caregivers who enhance the lives of those in their care. We applaud their dedication and the positive impact they make on our clients' lives.

As winter settles in, we are pleased to introduce our new winter menu, carefully crafted to bring warmth, comfort, and culinary delight to our residents' dining experiences. Our chefs and employees, with the involvement of our dietitian and feedback from residents and families, have designed a menu that not only offers delicious meals but also ensures that nutritional needs are met. From nourishing breakfast options to delectable desserts, we aim to make every mealtime an eagerly anticipated event.

We also look at a recent journey to the Caboolture Historical Village, where residents at Regis Kuluin had the pleasure of exploring fascinating stories and artefacts that encapsulate the rich history of the area. These experiences evoke nostalgia and provide opportunities for residents to connect with the past, fostering a deeper appreciation for the heritage that has shaped our present.

Lastly, we are excited to share an article about Dr Suzanne Kapp, Regis' newly appointed National Manager — Wound Prevention and Management, where we will delve into her expertise, perspective, and inspiring career.

At Regis, our commitment to enriching lives, celebrating older people, and creating memories remains unwavering. We strive to empower our residents and clients and celebrate their individuality. Our dedication to exceptional care and personalised experiences is the cornerstone of our community, and we are proud to be an Australian company that has served older people for 30 years.

Thank you for being a part of the Regis community. We hope that this edition of Our Community magazine brings joy, inspiration, and a sense of connection to your lives.

**Linda Mellors**

Managing Director and Chief Executive Officer

# Astrid's rewarding career



“Caring for the aged is a very rewarding job. Clients show appreciation for what you do for them. ”

**Astrid, Home Care Worker  
Eastern Metro VIC**

Joining Regis 1 July 2019, Astrid has become an invaluable member of our team, bringing compassion and dedication to her role as a caregiver.

Starting as a Personal Care Assistant (PCA) at Regis Blackburn in Melbourne, Astrid completed her placement as part of her Aged Care course before transitioning to Eastern Metro Home Care in September 2019. Her journey in aged care began with a simple desire to help others and has since blossomed into a rewarding career.

“I’ve worked with the elderly as a mobile hairdresser and over time I could see how some clients were struggling with everyday tasks,” Astrid said. Motivated by genuine empathy for their struggles, she felt compelled to make a positive impact by providing assistance and support, drawing her into the aged care sector.

A typical day in Astrid’s role starts at 8 am, as she visits clients in their homes, offering personal care, domestic assistance, and accompanying them to medical appointments. She also provides social support – whether it’s visiting clients or taking them on outings. Astrid’s dedication to ensuring the physical and emotional wellbeing of her clients is evident in her attentive and compassionate approach to caregiving.

While Astrid likes the variety of shifts and being on the road, what truly makes her feel at home is the supportive environment created by her colleagues and the office team at Regis.

“We have a wonderful team of carers and team members who are very supportive. I often drop in if I have a concern, a question, or just for a chat. I feel at home as a Regis employee.”

Working closely with the elderly and hearing about their worlds of life experience has given Astrid a unique perspective on life. “I love to listen to their stories and ask questions which they are happy to answer,” Astrid said. “I learn from them every day.”

Astrid has some valuable advice for those considering a career in aged care. “Caring for the aged is a very rewarding job,” she said. “Clients show appreciation for what you do for them. Knowing that you have made a difference to the client’s day is most satisfying.”

Astrid’s commitment to making a positive difference, one day at a time, embodies the spirit of our dedicated caregivers who strive to create meaningful connections and enhance the lives of those in their care.

At Regis, we are proud to have exceptional individuals like Astrid who embody our values and make a positive impact on the lives of our clients. We applaud their unwavering dedication and their commitment to providing compassionate care in the aged care sector.





## Regis residents embark on a memorable journey on Puffing Billy

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On 6 June, 96 residents from 14 Regis homes embarked on an exciting excursion to Puffing Billy. Residents eagerly boarded the iconic steam train and created lasting memories and shared connections.

The journey on Puffing Billy was a delightful experience that evoked a sense of nostalgia for those who had been on it before, while offering newcomers a thrilling adventure and the opportunity to create new memories. The residents were filled with anticipation, ready for a day of laughter, camaraderie, and delightful surprises.

The excursion began with a departure from Belgrave Station, treating residents to a delightful one-hour train journey through the breathtaking southern Sherbrooke Forest. Residents had morning tea on the train and stopped for lunch and hot tea and coffee in Emerald, where everyone sang happy birthday to colleagues celebrating their birthday.

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At the heart of this excursion is Regis' dedication to empowering its residents.

After soaking in the beauty of Lakeside, residents boarded the train once again to embark on the return journey. As the train departed, residents reflected on the cherished memories they made and the joy they experienced throughout the day.

The outing was a huge success with our residents. Carmel at Regis Macleod said, "My favourite part of the day was listening to the unique sounds of the steam engine and seeing puffs of smoke. It was a very happy experience being shared by all of us."

At the heart of this excursion is Regis' dedication to empowering its residents. We value input from the community and have implemented the Resident's Choice Program, which allows residents to propose their ideal trips. This ensures that their diverse preferences and backgrounds are heard and transformed into unforgettable experiences. Puffing Billy emerged as a popular choice, and Regis made it a reality.

The Puffing Billy excursion was a testament to Regis' commitment to creating extraordinary experiences for its residents. Through meaningful outings like this, Regis continues to celebrate the joy and vitality of older people, fostering a culture of adventure and lifelong learning.







# Enhancing Wound Prevention and Management at Regis



Suzanne is championing high-quality practices, ensuring that an evidence-based and best-practice approach is adopted throughout Regis.

We are thrilled to share the exciting news of Dr Suzanne Kapp’s appointment as the National Manager for Wound Prevention and Management at Regis.

With a wealth of experience spanning more than 23 years, Suzanne brings a deep understanding of acute, community, and residential aged care environments, as well as an impressive track record as a Wound Management Clinical Nurses Consultant and clinical researcher.

Suzanne’s qualifications speak to her expertise and dedication in the field. Holding a Masters of Nursing Science and a Doctor of Philosophy, she also holds the role of Honorary Clinical Associate Professor at the Department of Nursing at the University of Melbourne. The resulting clinical and research nexus supports Regis employees and residents to put evidence based practice in action. Suzanne has an extensive portfolio of published works, many arising from pre-existing collaborations between Regis and the University.

In her new role as the National Manager for Wound Prevention and Management, Suzanne has assumed a pivotal position in Regis services. She is already providing leadership, advocacy, and oversight to optimise skin integrity, enhance pressure injury prevention measures, and implement effective wound management programs across the organisation.

At an operational level, Suzanne is sharing her expert advice with various Regis teams, ensuring the delivery of personal, safe, and integrated care in alignment with the Regis Culture of Care. As part of the clinical and care practice team, Suzanne is responsible for empowering and enhancing the capabilities of our nursing and carer workforce.

As the company’s subject matter expert in wound prevention and management, Suzanne is championing high-quality practices, ensuring that an evidence-based and best-practice approach is adopted throughout Regis. She is spearheading the implementation of effective risk mitigation strategies, further cementing Regis as a leader in aged care services.

We extend a warm welcome to Suzanne as she embarks on this important role. Her wealth of knowledge and dedication to enhancing wound prevention and management is already contributing to exceptional care and support to our residents and employees.



## Winter menu launch

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As winter settles in, Regis is happy to announce the arrival of our new winter menu, carefully crafted to bring warmth, comfort, and culinary delight to our residents' dining experiences. With a focus on nourishment and flavour, our winter menu is designed to bring joy and satisfy the senses, ensuring that every mealtime becomes an eagerly anticipated event.

Regis residents receive delicious meals that are nutritious and wholesome options. Our chefs and employees are passionate about creating meals that promote health and wellbeing, using high-quality ingredients and culinary expertise to provide an exceptional dining experience.

Our dietitian also ensures that nutritional needs are met.

When it comes to morning tea, our menu features more than just the irresistible cinnamon scrolls. We understand the importance of starting the day on a nourishing note.





Alongside freshly baked treats, residents can enjoy a selection of fresh fruit, yogurt, and whole grain options to provide a well-rounded and energising start to their day.

Our commitment to nutritious choices continues with our lunch offerings. While the lamb steak with rosemary, sweet potato, and mixed greens is a tantalising option, we also offer a range of other dishes that cater to different dietary preferences and requirements. Our chefs are skilled in creating diverse and satisfying meals, ensuring that every resident can find something that suits their tastes and needs.

For those seeking a vegetarian option, the lentil burger with salad and yoghurt dressing is a standout choice, featuring a protein and fibre-packed lentil patty. The accompanying salad is carefully prepared with a variety of fresh vegetables, providing essential nutrients and a bursts of flavour. The creamy yoghurt dressing adds a delightful touch, enhancing both the taste and nutritional value of the dish.

To satisfy the sweet tooth, our dessert menu includes a vanilla steamed pudding with chocolate sauce. Importantly, we recognise that residents have different preferences and dietary restrictions, so we offer a selection of desserts that cater to various needs. From fruit-based options to lighter treats, our aim is to provide a diverse range of choices that not only bring joy but also align with residents' nutritional goals.

As the day progresses into dinnertime, our dinner menu offers comforting and nourishing options to end the day on a high note. Alongside the carrot and cauliflower soup with herb croutons, residents can enjoy a variety of other soups that showcase the season's fresh produce. These soups are carefully crafted to provide warmth and a boost of essential nutrients, ensuring a satisfying and balanced meal.

The main course options include honey soy beef with hokkien noodles and the cheesy baked garlic mushrooms and salad. Our chefs take pride in their ability to create diverse and exciting dishes that cater to different dietary needs. With options such as grilled fish with roasted vegetables or a hearty bean stew, residents can enjoy a range of flavours and ingredients that promote health and wellbeing.

The Regis menu has been progressively adapted to special diets with substitutes in place for all meals for residents who are gluten free, vegetarian or low lactose. In addition, a range of culturally specific options are also prepared as needed for our residents.

We continue to feature cultural meals and home favourite meals where our residents cast their votes for the most popular dishes to be served to match their home's tastes.

At Regis, our commitment to exceptional dining experiences extends beyond the winter menu. Our dedicated team of chefs and kitchen team work tirelessly to ensure that every meal is thoughtfully prepared, considering nutritional needs, flavour profiles, and the enjoyment of our residents. We welcome any feedback about our menus to ensure we are consistently offering the highest standard of food.

Our chefs and employees are passionate about creating meals that promote health and wellbeing using high-quality ingredients and culinary expertise to provide an exceptional dining experience.

# Exploring memories at the Historical Village in Caboolture

Residents at Regis Kuluin recently took a step back in time with an excursion to the Historical Village in Caboolture. During the outing, residents had the pleasure of exploring this charming destination as they heard fascinating stories and encountered artefacts that encapsulated the rich history of the area.

The Caboolture Historical Village, located just north of Caboolture town centre in Queensland, is a popular tourist destination with more than 70 buildings and 110,000 museum pieces. Visitors can explore a street adorned with an old era post office, barber, butcher, and general store, as well as exhibits from the Queensland Prison's Museum and the old Caboolture Hospital. The Village also features cottages, the old Caboolture Railway Station, and a Maritime Museum exhibit on ships from the First Fleet.

For residents, floods of nostalgia and memories of the past came alive during the outing, such as for Regis Kuluin resident Joyce, who discovered a recreation of her first washing machine. Standing proudly beside the artefact, Joyce shared stories about her past and recalled a time when doing laundry was a laborious task. Celebrating her 100th birthday next January, Joyce is a testament to a life well-lived and the profound changes she has witnessed throughout the years.

Another resident, Ron, was overwhelmed by a machine that held great significance to him. This particular apparatus had been instrumental in his youth, as he used it to grade and clear fire breaks at the tender age of 17. Little did he know that this humble beginning would pave the way for a remarkable journey across the oceans.

Ron went on to sell and promote Australian equipment in America, an achievement that made him proud of his roots. Standing next to the machine that kickstarted his career, Ron shared tales of his adventures abroad, highlighting the impact of Australian ingenuity on an international scale.

Mary also had a deep connection to the Village's agricultural past. As her fellow residents gathered around her, Mary took the time to explain the intricate process of separating cream on a dairy farm. She described how the cream was sold to the local butter factory, while the remaining milk served as nourishment for the family and the animals residing on the farm. Mary's storytelling transported the group to a time when self-sufficiency was the backbone of rural life.









## Exploring memories at the Historical Village in Caboolture *continued*

What made the visit to the Historical Village even more remarkable was the realisation that it is entirely run by volunteers. The dedication and passion of these individuals was palpable as the group explored the meticulously restored buildings and learned about the Village's history. Residents and employees were grateful for their efforts in preserving and sharing the stories of the past, allowing them to connect with the heritage that shaped the present.

After immersing in the bygone era, residents recharged at the Village's onsite café. Nestled amidst the quaint surroundings, they enjoyed a delicious lunch, savouring the flavours while reflecting on the day's experience. The ambiance was warm and welcoming, which was a testament to the community spirit that permeated the entire Historical Village.



## Services

### WA

- 9 Residential Homes
- 2 Day Therapy and Health and Wellness Centres

### NT

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

### SA

- 4 Residential Homes

### VIC

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

### TAS

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

### QLD

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

### NSW

- 6 Residential Homes

## 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**

