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OCTOBER NEWSLETTER 2015





## CEO'S MESSAGE

Welcome to another Illawarra Diggers newsletter. My name is Peter Whittall and I am proud and privileged to be the new CEO of Illawarra Diggers.

While this is my first published newsletter at Diggers I have been very fortunate to have had the opportunity to talk with our residents on a daily basis and to meet and talk with many of their families too. It is one of the great advantages of being based on site within our residents' home.

We all sometimes have that feeling of "where did the year go?" and I am certainly feeling that myself at the moment. When I started at Diggers in January this year I was new to the Aged Care industry. I spent the next two and a half months sitting at a meeting table in the then CEO Rex Leighton's office, at the elbow of a guru of the industry. To say I have learned a lot from Rex would be an understatement. He has been a great mentor and continues to add value to myself and Diggers although, as this newsletter goes to publication, he is enjoying a long well earned overseas holiday.

You may be aware that Diggers passed its residential aged care national accreditation in December 2014 which is valid for three years. The Agency also has the ability to conduct an unannounced inspection every year. They chose to do so on my first day as Diggers' CEO, which also happened to be April Fool's Day. You can imagine what I first thought when I arrived at work on April 1, to be told the accreditation inspectors were waiting in my office? Well it was a busy day but as expected, Diggers passed the inspection with flying colours thanks to the excellent staff and systems in place. In June we also had our annual Food Safety Audit which, again, we passed

with an A rating. Both of these accreditation processes are the government's way of independently ensuring that the standard of care being provided at Diggers is excellent.

But the other real standard that we are held to every day is the satisfaction and well being of our residents and their families. As I have observed here at Diggers, enhancing the lives of our residents only just starts with regulatory compliance. It is then about the individual care and support given to every resident on a daily basis. It is about getting to know each resident, and usually their family members too, and what we can do to make their lives better for being here each and every day.

Since the last newsletter in April we have had some wonderful celebrations on site including a very moving ANZAC Day memorial to mark 100 years of ANZAC tradition. The afternoon was well attended by residents, veterans, families, staff and guests. We have also celebrated Mothers' Day and Fathers' Day and a number of other events.

We were also privileged to hold a memorial service for one of our much loved residents which enabled fellow residents, staff and guests to attend, pay their respects and say goodbye.

The biggest development in the life of Illawarra Diggers has taken another large step forward just recently as well.

In response to increasing community need for residential aged care, Illawarra Diggers in 2010 commenced design for a further extension as well as a major upgrade of the existing facilities. During the ensuing period two adjacent properties came on the market and we purchased them allowing designs to be redone several times to accommodate the additional space.

Illawarra Diggers worked with a team of multi-disciplinary consultants including architects, project managers, landscape architects and engineers to develop a design to go to tender with earlier this year. A number of pre-qualified reputable construction companies were invited to tender. The Board and management of Diggers were emphatic that the successful tenderer not only have the technical and commercial capability to undertake and complete the works, but that they should have a very strong record of successful construction and renovation within the aged care sector.

In July 2015 Paynter Dixon Constructions were selected as the successful tenderer. Contracts for the works are currently being finalised and work is expected to commence before Christmas.

The first part of the program will be a new two-storey building comprising 26 individual ensuite rooms as well as nurse stations, communal areas and dining areas. This stage will take approximately one year to complete. During this phase the NSW Planning requirement for sprinklers to be installed throughout the whole facility will be completed. Work on Stage 1 is expected to commence in December initially with the demolition of the two adjacent houses. In the new year the Diggers car park will be demolished and construction can commence in earnest.

The second phase of the contract will see the renovation of 54 existing rooms in the older wings. Most of these rooms currently have two resident's rooms sharing a common bathroom. Following the renovations these 54 rooms will be reduced to 34 new rooms, each with a new private ensuite. Many of the newly renovated rooms will also be suites comprising a bedroom, bathroom and private lounge room. The additional rooms will offset the loss of renovated rooms to deliver a 102 bed facility at completion.

This second phase will take approximately a further 9 to 12 months and, as well as room renovations, will incorporate a new administration area, new entry foyer, new forecourt and residents' courtyard, new hairdressers salon, revamped main dining room and new meeting and medical consulting rooms.

Throughout the facility the systems will be upgraded to current standards with all new rooms having air-conditioning, internet capability, digital televisions and modern nurse call systems installed.

During the construction program residents will be given regular updates on activities and we will display work programs for residents to be able to keep up with the construction should they be interested.

Despite the construction works, Diggers will continue to provide a safe and homely environment for our residents and their families as well as our staff and visitors.

The face of Illawarra Diggers will look new, modern and will be thoroughly welcoming and comfortable. But the heart of Diggers will remain the same, with the staff dedicated to enhancing the well being and quality of life of our residents as has been our core since 1946. We are really looking forward to this next exciting stage of

development for our current and future residents.

If residents or their families have any concerns or feedback in regard to the service we provide or the home that we create here then I will be very glad to hear from you.

Kind Regards

Peter Whittall – CEO

## A MESSAGE FROM THE LIFESTYLE CREW

Hello everyone,

Firstly we would like to welcome our new CEO Peter Whittall. We wish him well in his new position.

To all new residents welcome you to the Diggers, may you find comfort and friendship in your new home.

Residents have enjoyed a variety of outings/activities, the unpredictable weather has caused us to cancel a couple of outings due to unsafe road conditions, hopefully this does not happen too often but resident's safety is paramount.

During Winter our bus outings have been indoor venues, now spring is upon us we can start enjoying some outdoor activities again.

Since our last newsletter we have had many special events.

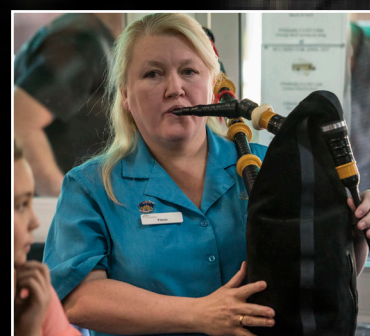


### Anzac Day 100th

Anniversary, our ex - servicemen were involved in Community Services and Marches and attended the Diggers Service. It was a time for them to reflect on both good and bad experiences and remember their comrades. They wore their medals with pride for serving their country and we also felt pride for their committed service to enable us to enjoy peace and freedom in our beautiful Australia. Thanks fellas! Lest We Forget.







# THE ANZACS

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## *Lest We Forget*

100 YEAR ANNIVERSARY

25TH APRIL 2015





### Mothers Day

Celebrated with a lovely afternoon tea on Saturday the 9.5.2015 for residents and their families. The ladies enjoyed spending this special time with their families with lots of chatter and laughter.

Mothers Day raffle winner- Congratulations Shelly (Staff)



### Cancer Council Biggest Morning Tea

Friday 29.5.2015 held in main dining room 9.40-10.30am donations were appreciated toward this worthy cause. The tally reached \$255.00 which was a great effort, many thanks to those who donated.

### Volunteer week

A special morning tea was held to acknowledge our volunteers for their dedication to provide support- In friendship, socially, emotionally and spiritually to our residents, each unique in their own way enriching the lives of our residents. All were presented with a certificate of appreciation for their services to Illawarra Diggers.

### Volunteers who visit/support the Illawarra Diggers

**Lifestyle/activities:** Maree assists staff with activities for residents and 1-1 support visits with residents 2-3 times a week and has become part of the lifestyle crew.

Catholic Care Community Visits: Gloria 1-1 support visits to resident weekly

**Illawarra Dog Training School Visit:** Trainers visit with their pets monthly for pet therapy

**Living Hope Baptist Church Corrimal:** Monthly Church service/Spiritual support Pastor Matt and wife Barbara, Pastor Paul and wife Rachel. Pastor also provides weekly visits for Chaplaincy.

**St Columkilles Catholic Church Corrimal:** Catholic Communion weekly, Church volunteers- Jennifer, Daad and George.

**Mass on special occasions:** Father Smitzer (now moved from area) he is a lovely man and will be missed.

No permanent replacement has been confirmed as yet, a relief Father is available to assist at this time for special mass or other spiritual needs.

Many thanks to you all for your continued support and dedication.

Residents attended a bus outing to visit the new Crown Central and were amazed with it all. Everyone enjoyed a cuppa and look around, on return many asked if they could go again and have lunch in the food court which they were all taken with, this was placed on July program and everyone enjoyed it.

### Italian Week

**Thursday 4.6.2015** we had a touch of Italian, food, games/trivia

### National Open Day at the Diggers

2 information sessions on the soon to be commenced building works/plans at our home were held on Thursday 18.6.2015 and Friday 19.6. 2015 for residents/families/ service providers

**Tuesday 14.7 2015:** Bastille Day, A touch of France, food, trivia, drinks

**Thursday 30.7.2015:** Mid year festivities

Theme was Rock'n'roll with Susie J and friends

**Friday 4.9.2015:** Fathers Day raffle drawn, winner resident Brett Gole congratulations

**Saturday 5.9.2015:** Special Fathers day afternoon tea for residents and families, invitations were sent out, those who attended enjoyed a lovely afternoon.

**Sunday 6.9.2015:** Fathers Day, some residents went out for the day others stayed home and just relaxed and enjoyed a nice lunch.



### Yoga

Yoga program with teacher Simone has been very successful, a small group of residents have joined the program and enjoy coming every week, stating they get a lot of benefit from the yoga and the relaxation. If you would like to join in please let lifestyle staff know.

### Jervis Bay

There will be a special bus trip to Jervis Bay on Wednesday 14th October to board a ferry it is access friendly for our group, Dolphin/ Whale watching around the bay it will be a full day out and an enjoyable experience. Cost will be \$20 and food for the day will be supplied.

Don't forget to collect a program to see what activities are on for the month.

**Quote: Good friends are the rare jewels of life, difficult to find and hard to replace.**

Well folks that's about all for now so take care, God bless, From your Lifestyle crew.

## UPCOMING EVENTS...

**Sunday 4.10.2015**

Daylight Savings Starts

**Friday 30.10.2015**

**Bandanna day**

Bandannas, badges, pens will be on sale from Monday 26.10.2015 at admin or see Lifestyle staff

**Tuesday 3.11.2015**

**Melbourne Cup Day**

9-10.30am

Sweeps on sale 2pm

Refreshments, door prizes, view the big race.

**Wednesday 11.11.2015**

**Remembrance Day**

11am

Diggers Service

Please be seated by 10.45am, all welcome

Left: Resident Blanche Charters with Physiotherapists Shauna

Opposite Page: Resident Jean Southerden and son Ken enjoy the Mother's day afternoon tea

Front Page: The artist's impression of the new major extensions and refurbishment of the older part of Diggers.

