

Doutta Galla Aged Services

An Introduction to Our Organisation



Doutta Galla is a progressive aged care provider employing an enthusiastic team of experienced nurses and carers. We deliver consistent, high quality care and offer a broad range of accommodation options designed with resident comfort and individual needs in mind.

Our people arrange a variety of lifestyle activities and listen to residents and families, providing welcome support, advice and opportunities to get the most out of life.

At Doutta Galla we're with you every step of the way.

doutta**galla**
we're with you

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I About Doutta Galla



Delivering the highest quality of care and living.

Doutta Galla is a modern aged care provider delivering comprehensive services to the elderly and their families. Established in 1991, we have enjoyed strong growth as a result of the exceptional quality of service we provide and the strong community networks we maintain.

Our experienced carers understand the pressures on families; we consider each unique situation and offer guidance on the best possible outcome. Welcoming feedback and input, we adopt a consultative and supportive approach when managing the transition from home to one of our facilities. Our people listen to the needs of older people, their families and carers, adjusting services to meet individual requirements.

We manage eight integrated residential care facilities offering permanent, short and longer term respite, dementia and palliative care services as well as more independent options. Every Doutta Galla centre is fully accredited and staffed by qualified, experienced nurses and carers who are proud of the welcoming service they provide. Our residents enjoy privacy and independence with the assurance that immediate support is always available.

Doutta Galla seeks ways to enhance the lives of residents by considering aspects such as personal comfort, the living environment and social activities when planning services. We keep all the people in our care, and their families, fully informed of care options and the range of opportunities to create a preferred lifestyle.

Doutta Galla is an independent, not-for-profit, non-denominational organisation, welcoming people from all religious, socioeconomic and ethnic backgrounds. We pride ourselves on the support we provide the elderly and their families. From day one, we listen to your needs and we provide an environment in which you can achieve them.

At Doutta Galla, there is always an experienced, caring person to offer advice and lend a hand. That's the Doutta Galla philosophy and you're welcome to enjoy it!

1.1 Our Philosophy

Caring for seniors from all walks of life.

Doutta Galla's core philosophy is that everyone in our community should have access to the quality of care and quality of life that best meets the needs of the individual.

Our independent position and community values ensure that senior Victorians – regardless of socioeconomic background, nationality or faith – have access to a quality living experience. Our focus on multicultural care and our respect for religious traditions, caters directly to the diverse communities we serve.

Operating as a not-for-profit group enables us to invest all earnings in our facilities, services and people: serving the community (rather than shareholders) is our priority. We are able to offer competitive employment packages thereby attracting and retaining a highly skilled, experienced and compassionate workforce. We take a programmed approach to maintenance and we develop new facilities in order to assist/accommodate more people.

The passion with which our people perform their roles and the strong bonds they build with our residents are a direct reflection of the community values we hold. They live the role. The more people happy in our care, the greater we reflect our philosophy.

1.2 Purpose, Vision & Values

Our purpose, vision and values define why we exist, who we are and where we are going.

Our values guide us in our determination to achieve the organisational goals we have set ourselves. By upholding our values, we commit ourselves to achieving positive outcomes for all the people in our care.

1.2.1 Purpose

Doutta Galla provides high quality aged care and accommodation to elderly people with diverse socioeconomic and cultural backgrounds.

1.2.2 Vision

Doutta Galla will be Victoria's most effective provider of responsive, high quality aged care and accommodation to elderly people with diverse socioeconomic and ethnic backgrounds.

1.2.3 Values

- Performance
- Continuous Improvement
- Responsive Care
- Relationships
- People

1.2.4 Aims

Doutta Galla aims to:

- champion quality, responsive and flexible care and accommodation to elderly people in order to achieve for them a state of wellness and security
- be a modern, resident focused, forward-looking organisation that leads change in the sector
- develop a viable, efficient, effective, properly governed and managed aged services organisation
- invest in the creation and maintenance of our staff and of our facilities, both now and into the future

2 Organisational structure



Experienced people and an organisation structured with care.

Doutta Galla is an incorporated not-for-profit organisation. We have adopted a structure that ensures the highest level of governance and therefore security for our residents and employees.

Outlined below you will find a description of our key people, our structure and the legal principles upon which we operate. If you have any questions regarding this information, please do not hesitate to contact us.

2.1 Company Structure

Doutta Galla Aged Services Limited is structured as a company limited by guarantee that operates in accordance with and observes the roles, functions, powers and obligations set out in the Constitution of Doutta Galla Aged Services Limited.

The purposes and objects of the Company are charitable and benevolent and are as follows:

- To establish and operate aged care facilities and other similar supported accommodation to enable people to lead individual and self-determined lives;
- To provide residential care and services to frail aged people who are eligible persons under the terms of the Aged Care Act 1997, a number of whom will be financially disadvantaged;
- To provide culturally sensitive residential care and services for elderly or disabled people according to the principles and policies of the Company from time to time; and
- To undertake, carry on or carry out any other charitable or benevolent work or purpose which improves the lives of aged or disabled people living in their local community.

2.2 Directors & Trustees

2.2.1 Role of the Board

The Doutta Galla Aged Services Limited Board, established in accordance with clause 13 of the Constitution, is responsible for the business affairs and property of the Company, including:

- Policy making
- Strategic planning
- Performance monitoring (including executive performance)
- Community liaison, advocacy and networking
- Approval of the business plan, budgets and annual report
- Ensuring the independence of the Company;
- Risk management (including regulatory compliance and audit)
- Appointment of Trustees, and
- Governance.

2.2.2 Board of Directors

Mr Bruce Mildenhall (Chair)

Mr Mildenhall was elected to State Parliament in 1992, following years of community activism in Melbourne's inner west. A local councillor for nine years including a term as Footscray Mayor, he is well known and respected within the local community. He has now retired from State politics. A Dousta Galla trustee for eight years, Mr Mildenhall has excellent background knowledge of the organisation and the challenges we face moving forward. He assumed the position of Chair in 2007.

Mr Peter Cannan

Mr Cannan is the General Manager, Pitcher Partners with a Bachelor of Business, Accounting and is a Chartered Accountant. He has a broad base of experience in information technology, business process re-engineering, project management, management consulting, total quality management, accounting and management. He has been a Dousta Galla Board member since 2000.

Ms Marion Lau

Ms Lau is a management consultant specialising in aged care with particular interest in the ethnic aged and human resource management. She is a Registered Nurse – Division 1 with a Diploma in Nursing Administration and a Bachelor of Health Services Administration. She is currently a mentor and small business coach.

Ms Lau was awarded Order of Australia (OAM) in 1996 for services to Older Australians and the Chinese Community and was awarded the Centenary Medal in 2003 for services to Multiculturalism and for her role as Chair of the Ethnic Communities Council of Victoria. Her current appointments include Charter Member, Rotary Club of Elsternwick, Director, Royal District Nursing Service. Ms Lau is also a Justice of the Peace Victoria. She has been a Dousta Galla Board member since 1995.

Mrs Rennis Witham

A recruitment, organisational management and strategic planning consultant, Mrs Witham has a depth of experience in the Australian health and community sector. Prior to launching her consulting career, she was Executive Director of the Western Region Council for Social Development and the CEO of the Western Region Health Centre.

Mrs Witham has been a board member of the Western Health Care Network, Western Melbourne Regional Economic Development Organisation and Western Health, where she served as Chair. She was a contributing member of the Rescode and Melbourne 2030 consultation and policy development committees. She has been a Dousta Galla Board member since 2007.

2.2.3 Role of the Trustees

The Trustees are the representatives of the owners of the business (the community). As such, they carry out the normal role of a shareholder, in reviewing the progress of the company and the performance of the Directors.

The main activity of the Trustees is to conduct the business of the Annual General Meeting of Dousta Galla:

- to receive and consider the profit and loss account, the balance sheet and the reports of the Directors and the auditor of the Company;
- to appoint Directors to the Board; and
- to transact any other business that the Directors or Trustees deem appropriate.

In addition, the Trustees receive all Board papers and can request the Chair to report on any issue, or respond to a request from the Directors to convene a Trustee's Meeting.

2.2.4 Trustees

Fiona McLeod

Energy Industry Ombudsman

John So

Former Lord Mayor of Melbourne

Lorna Hannan

Former Melbourne City Councillor

2.2.5 Executive Management Team

Mr Mark Anderson

Chief Executive Officer

Mr George Koulis

Director, Finance and Corporate Services

2.3 Ethical Standards

The Board acknowledges the need for the highest standard of corporate governance practices and ethical conduct by all Directors, employees and contractors of the Company, and the Directors have adopted the Code of Conduct issued by the Australian Institute of Company Directors.

The Board has also adopted the voluntary Code of Ethics for Residential Aged Care, which commits the organisation to protect the following rights of our residents:

- the right of individuals to be treated with respect;
- the rights of individuals to life, liberty and security;
- the right of individuals to have their religious and cultural identity respected;
- the right of competent individuals to self-determination; the right to an appropriate standard of care to meet individual needs;
- the right to privacy and confidentiality; and
- the recognition that human beings are social beings with social needs.

2.3.1 Application of Income and Property

The income and property of the Company, from whatever sources, is applied solely towards the promotion of the objects of the Company and no portion is paid or transferred directly or indirectly by way of dividend, bonus or otherwise by way of profit to the Trustees of the Company.

If, upon the winding-up or dissolution of the Company there remains after satisfaction of all of its debts and liabilities any property whatsoever, that property will be given or transferred to some institution or institutions having objects similar or in part similar to the objects of the Company and which also prohibits the distribution of its or their income and property amongst its or their members.

3 Diverse Facilities



A welcoming and friendly place to live and enjoy.

All Douтта Galla residential facilities are designed to accommodate individual needs while offering a strong sense of community. Featuring modern fittings and located near to gardens, they enhance the living experience.

We offer a diverse range of flexible accommodation options that consider mobility, privacy, independence and affordability. Our aim is to provide a comfortable living environment, personalised to the requirements of our residents.

Every one of our facilities is fully accredited and managed by qualified nurses, carers and support staff who are passionate about the services they provide. Facilities are also closely connected with local community groups and the people in our care enjoy being part of community life. We create an environment in which families and residents can have peace of mind and confidence in the service they receive.

See the comparison table below for a quick overview of services and locations. Note: 'ILU' is an acronym for 'Independent Living Units'. 'ESS' is an acronym for 'Extra Service Status'.

3.1 Comparison table

Facilities	High care	Low care	Respite	Size	Location	Room type
Avondale Heights	✓	✓	✓	108 bed complex inc. 12 ESS	Avondale Heights	Ensuites & some couple's accommodation
Footscray	✓	✓	✓	88 bed complex inc. 13 ESS	Footscray	Ensuites & some couple's accommodation
Grantham Green		✓	✓	40 beds	St Albans	Ensuites
Harmony Village	✓	✓	✓	53 beds 62 ILUs	Shepparton	Ensuites, some couple's accommodation, air-conditioning
Lynch's Bridge	✓	✓	✓	57 beds	Kensington	Ensuites
Queen's Park		✓	✓	45 beds	Moonee Ponds	Ensuites
Wornack		✓	✓	61 beds	West Sunshine	Ensuites
Yarraville Village	✓	✓	✓	45 bed complex	Yarraville	Ensuites

4 High Quality Services



Choice is essential to quality of life.

At Douтта Galla, matching high quality care with the best possible lifestyle is our priority. We offer a range of accommodation and care options, fulfilling the individual needs of all our residents.

All Douтта Galla residential facilities are fully accredited and managed by qualified nurses and support staff who are passionate about the services they provide. Residents at both our residential centres and assisted living units enjoy the highest quality of care on-site.

Douтта Galla offers a range of care levels, accommodating diverse needs. We are also conscious of the cultural backgrounds of residents, employing multilingual staff and encouraging the celebration of cultural events.

Our facilities are recognised for their variety of lifestyle programs which incorporate social, cultural, fitness and wellbeing activities. Our people maintain strong connections with local communities and all facilities are located close to parks and gardens for relaxation and exercise.

Douтта Galla offers quality of care and living.

4.1 Residential Care

At Douтта Galla we create a supportive, friendly living environment in which to deliver the highest quality of care. We listen to the needs of our residents and shape our services to enhance life experiences.

We provide health services at industry best practice standards delivered by qualified, experienced people. We encourage the active involvement of family, friends and local community groups and our diverse lifestyle programs offer a wide range of social, fitness and cultural activities.

Our bright, clean facilities offer privacy as well as the opportunity to socialise in comfortable meeting spaces. All bedrooms have modern fittings; they are designed with independence and quality of life in mind.

Our carers understand the pressures on families; they consider each unique situation and offer guidance on the best possible outcome. From day one, we listen to your needs and we provide an environment in which you can achieve them.

At Douтта Galla there is always someone to lend a hand.

4.2 Respite Care

Many older people have a family member or friend who cares for them, enabling them to continue living at home. Carers sometimes need support to ensure they have time to manage other aspects of their lives. Respite care is a chance for carers to take a break.

Respite for families and carers is an important part of Doutta Galla's successful community care program.

We offer temporary accommodation and care for elderly people who live alone and need a break from their normal routine, or for those who are normally looked after by relatives or friends.

Doutta Galla offers a range of flexible, overnight, emergency and weekend respite options at a number of our facilities. Respite clients have their own private room and share in all the amenities and activities permanent residents enjoy.

Residential respite is generally for a period of between two and nine weeks.

4.3 Independent Living Units

Doutta Galla's independent living units offer versatility and freedom with the comfort of knowing support is nearby. Our residents enjoy privacy and self-sufficiency with the security of having professional carers on-site and the opportunity to get involved in a range of social events.

Our units are modern, comfortable and easy to maintain. Incorporating features that facilitate easy living, they are designed to provide quality of life: gardening, socialising and relaxation are top of mind.

Doutta Galla's lifestyle programs are open to all our independent living unit residents. With the opportunity to enjoy a wide variety of social, cultural and fitness activities, it's easy to make friends with similar interests.

Units have been thoughtfully created to keep the individual character of the facility in mind. Doutta Galla offers a range of accommodation styles. From townhouses to self-contained villas, all have been architecturally designed and feature stylish open living areas.

Most units have two spacious bedrooms and are built to ensure low maintenance lifestyles. They feature quality fixtures throughout, including kitchens with modern appliances, spacious bathrooms, European laundries and sunlit balconies or courtyards.

Quality carpets, air-conditioning and heating ensure comfort in every season. Each apartment offers a reassuringly safe and secure living environment with on-call 24/7 emergency systems. Residents are guaranteed peace of mind.

Doutta Galla has independent living units at [Harmony Village](#) and [Queens Park](#).

4.4 Extra Services

Doutta Galla offers places with extra service status (ESS). 'Extra services' means many aspects of the services we provide have been enhanced, meeting higher requirements set out by the federal government.

Well appointed rooms are architecturally designed to offer a finer, more comfortable living environment and, just like you would expect at a boutique hotel, you'll enjoy a range of modern amenities and delicious meals. When you need privacy, your spacious light-filled room will provide a welcome retreat.

Enjoy the company of like-minded people who also seek the finer things in life. The expanded range of lifestyle activities means you will never be lost for interesting things to do.

Extra service areas feature:

- Well appointed private room with attractive ensuite
- Electric beds with handheld control
- Wall-mounted flatscreen television with remote control
- Telephone connections at the bedside
- Multi-choice menu including a snack menu developed by a Dietitian
- Wine and cheese tastings
- International and regional themed activities
- Monthly movie theme days
- Foot spa and massage
- Beauty treatments
- Water aerobics and hydrotherapy
- Tai Chi and meditation

In an extra services room you can be assured of high care from our friendly registered nursing staff. Our people also speak languages other than English, ensuring ethnic community members receive the response they need.

Enjoy superior accommodation and more choices with Extra Services.

4.5 Culturally Sensitive Care

The most culturally diverse state in Australia, Victoria is one of the world's great multicultural regions. Our cultural diversity is increasing each year: by 2011 it's forecast that about 30 percent of older Victorians will be from culturally and linguistically diverse backgrounds.

Doutta Galla recognises that quality of life is directly related to ease of living, social interaction and the enjoyment of culturally-specific dining and customs. We consider the cultural, linguistic and religious backgrounds of residents, and we tailor our services to ensure a comfortable, friendly environment.

We employ qualified people who speak the languages of our residents, we maintain strong links to ethnic community groups and we offer culturally specific information and entertainment (including TV and internet). Our lifestyle programs encompass cultural and spiritual celebrations, and our dining menus cater for the diverse tastes of our residents.

At Douтта Galla, we know the true value of diversity lies in the life experiences and unique customs of our residents. Our services are shaped so that residents can express themselves in the manner to which they are accustomed.

4.6 Lifestyle Activities

Create the lifestyle you're looking for. Douтта Galla offers a comprehensive lifestyle and activities program coordinated by professional carers.

Each facility tailors activities around the requests of residents. Annual programs of outings and activities are designed to improve mobility, offer social interaction and enhance quality of life. Our people also enjoy celebrating cultural, religious and sporting events.

Lifestyle programs cover everything from garden design to the Golden Oldie Olympics and Debutante Balls. Our popular volunteer program connects local communities with seniors. Volunteers get involved by offering company, playing music and styling hair.

Recreational outings include activities such as:

- Lawn bowls
- Swimming and aqua aerobics
- Country tours
- Market shopping
- RSL functions

Social events inside facilities include:

- Gardening
- Traditional and cultural festivals (e.g. Christmas, St Patricks Day)
- Sporting celebrations (e.g. Melbourne Cup)

Special activities include:

- Physiotherapy
- Music Therapy
- Aromatherapy
- Podiatry
- Hairdressing
- Pet Therapy
- Dietary advice

5 Social Programs



Ensuring the best possible outcomes for the elderly in Melbourne's west.

Victoria is experiencing high demand for residential aged care services to elderly people with low and high care needs, particularly those from challenging socioeconomic backgrounds.

Doutta Galla's core philosophy is that elderly people from every walk of life receive high quality aged care. Our independent position and community values ensure that senior Victorians, regardless of their background, nationality or faith, have access to a quality living experience at our facilities.

We take our social charter seriously and, by building social goals into our annual strategic plan, we have committed ourselves to achieving positive outcomes for communities in Melbourne's west. One of our core goals is the provision of supported placements. Over 40% of residents at Doutta Galla qualify for supported placement, a number significantly greater than the state average.

Furthermore, our commitment to meeting the gap in aged care services extends to employing and training care workers. Recruiting people in local communities, we offer specialty training and mentoring from experienced nurses and carers. Our training programs provide local employment opportunities for people who care about their community.

6 Passionate People



Living the role.

Our people are essential to the positive ageing experience our residents enjoy. Their passion, empathy and professionalism deliver the peace of mind, exemplary care and quality of life our residents enjoy.

Doutta Galla people have common values: we enjoy the work we do and the essential service we provide to the elderly in our community. The character of our employees reflects the community values and quality of care central to Doutta Galla's reputation and service.

Our success relies upon our committed staff. We employ qualified registered nurses, personal care attendants and support services staff members who are the best in their fields. We also invest in continuous training and development, providing incentives and opportunities for our people to upgrade their qualifications.

We employ people based on their social and work ethic, emphasising the reward they get from offering high level care in a non-profit environment; one in which friendships with colleagues and residents offer a deep level of satisfaction.

Furthermore, because we are an independent non-profit group, we don't pay dividends to shareholders: we reinvest all earnings in our facilities and our staff, and we are proud of our industry leading enterprise bargaining agreement (EBA).