

ANNUAL REPORT

~~~~~  
2018







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# Our Promise

At Doutta Galla, we are passionate about our promise,  
**“We’re with you, every step of the way.”**

## To Be

A community of experts in aged care, we understand that each person is unique and special, no matter their personal situation. We listen to our residents and acknowledge their life’s journey, recognising their achievements and triumphs.

## To Act

Our role is to care, nurture, provide relief, support and instil a confidence that gives peace of mind. We are passionate about what we do and take great pride in offering focused and heartfelt care within a home-like environment that is warm and inviting.

## To Create

As a proactive organisation that stays a step ahead within an ever-changing aged care environment to ensure our residents are always at the centre of everything we do.

## OUR VISION

To ensure better access to responsive, high quality aged care services for older people.

## OUR MISSION

To provide access to residential aged care and service options which are affordable and inclusive of people with diverse experiences and backgrounds.

## OUR STRATEGY

### Culture and People

Ensure our workforce is engaged, capable, committed and flexible to deliver our mission

### Quality of our Services

Increase choice and extend our scope and service levels

### Assets

Our assets are attractive, modern, responsive and fit for purpose, into the future

### Marketing Reputation and Brand

Our brand and reputation mean we are widely recognised as a leading aged care provider

### Sustainability, Growth and Partnership

Enhance the organisation’s business capability and pursue opportunities that progress our mission

# Our Values





## YARRAVILLE

# Winter Solstice heats up

Winter Solstice was the highlight of our social calendar this year at Yarraville. The idea to organise a Winter Solstice party came from one of our very own residents, Urania Michaelides.

Ms Michaelides, 62, has been a resident at Yarraville for 13 years. Earlier this year, she approached management to see if we could celebrate Winter Solstice.

**“They have festivals and celebrations all over the world,” Ms Michaelides said. “I was delighted when they said yes.”**

Our first job was to design some costumes. We bought a range of materials, including glittery, shimmery scarfs and wraps, furry coats and winter apparel. On the day of the Winter Solstice, June 21, we painted the residents’ faces blue and white, and gave them the option to wear wigs and headbands if they wanted to. Everyone got into the spirit.

Next, we headed to Bellairs Park, where we’d set up three fire pits. Residents were encouraged to write down things they wanted to let go of, for example sickness or family problems. “We wrapped the wishes with rosemary, sage and oregano dried leaves and threw them into the fire,” Yarraville lifestyle co-ordinator Shivali Sharma said.

After that, residents sang songs, and family members joined in too. There were speeches, and one resident read a poem they’d written about Winter Solstice. There was a barbecue for attendees to enjoy, plus non-alcoholic mulled wine as part of the winter theme. Of our 47 residents, 43 took part.

Ms Michaelides said she couldn’t have wished for a better outcome. “It went over and above my expectations,” she said. “I was absolutely delighted, as were a lot of other people. I dressed up as a bear and I made the outfit with the help of others.”

Ms Michaelides said the highlight for her was the spiritual meaning. “It’s the shortest day of the year and the longest night,” she said. “Everything goes cold and dark, but it’s about looking at that as a positive and the benefits of the cold and the dark. Everyone really loved it – we had a lot of fun.”

Ms Sharma thanked Ms Michaelides for her invaluable input. “It was the best event,” she said. “There was a really positive atmosphere around the facility and everyone was so happy on the day.”



# Our Business

At Doutta Galla Aged Services, we ensure older people within the community have access to affordable and good quality services regardless of their individual socio-economic status, race, gender, ethnicity, religion, or culture. These aspirations are integral to our mission, vision and values and will continue to underpin the organisation's strategic direction so that our residents have the opportunity to live a good life within an environment that offers choice, dignity and respect.

## OUR HISTORY

The origins of our organisation trace back to the efforts of a group of concerned community members who firmly believed that there was a real and genuine need for a charitable, non- denominational aged care organisation to service the needs of the elderly in the electorate of Doutta Galla and the western suburbs more generally. With strong and early support from the City of Melbourne Council, our organisation was officially launched on 12 April 1991 with our first facility, Lynch's Bridge built and opened in 1992.



## WHAT WE DO

### Residential Services

Doutta Galla Aged Services offers residential services, independent living and domestic support service options in the western region of Melbourne and across central Victoria.

We are dedicated to providing accessible, affordable, quality care accommodation and domestic support to older people regardless of religious, socio-economic or ethnic background.

Our service offering aims to respond to the individual and personal preferences of each resident and community client by supporting them to live the life they choose, honouring the activities and interests that define them without compromising the high quality service we promise to all our residents and community clients.

### Independent Living

Doutta Galla offers a total of 96 independent living units at two sites: Harmony Village in Shepparton and Queens Park in Moonee Ponds. Accommodation styles range from townhouses to self-contained villas. All are architecturally designed and feature stylish open plan living. They are modern, comfortable and easy to maintain. Our residents enjoy privacy and self-sufficiency with the security of having a reassuringly safe living environment with on-call 24/7 emergency systems.

### Community Home Support Program – Doutta Galla West

Doutta Galla commenced its Doutta Galla West service in July 2017 the service is available to people living in the western suburbs of Melbourne, and who are eligible for the service. The service is an intensive 'spring-clean' of clients' homes up to four times per year.



## WOORNACK

# Exploring new horizons

**Residents from our Woornack facility have been busy circumnavigating the planet and visiting exotic lands – all from the comfort of their dining chairs! It's called armchair travel and it's a sensory journey that's out of this world.**

For several years, we have run a 'multicultural hour' program at Woornack to celebrate our residents' diverse cultural backgrounds. This year, we decided to mix things up by introducing armchair travel. Thanks to the renovation of our dining room and the installation of a large television screen, we were able to bring our dream to fruition. In January, we launched our first session to coincide with Australia Day. Since then, residents have explored Italy, Malta, Poland, Croatia, England, and more recently, Canada.

The sessions are always a lot of fun. Staff and volunteers get into the spirit by dressing up and taking on the personas of airline hostesses.

"We give a spiel so that they feel like they're on a plane," Woornack lifestyle co-ordinator Carina Hollenkamp said. "I'll say 'we're going to Italy today, I'm your flight attendant, Carina, and we'll be cruising at 500 miles. Sit back, relax and buckle up your seatbelt'."

Then the lights are dimmed and footage of faraway lands starts to play.

Best of all, our chef whips up a feast of traditional cuisines from the spotlight country for residents to try. For example, for the Tastes of Italy experience, our chef made spaghetti marinara, lasagne and pizza, while for the Maltese afternoon we had traditional savoury pastries (pastizzi) and Maltese corned beef pie. There was polish stuffed cabbage and potato pancakes in May, and Croatian brodet (fish stew) and traditional cold meats in June. For our armchair travel to England, residents enjoyed a full English breakfast fry up, while for the Canada experience, the menu included poutine (chips and gravy), jumbo hot dogs and pancakes with maple syrup.

Ms Hollenkamp said the reaction from residents had been heartwarming. "For our Canadian armchair travel, it was a beautiful DVD showing Toronto, Ontario, Lake Louise – all over," she said. "We have one Canadian man here and he had tears in his eyes. He said 'it took me back to so many beautiful memories'. I actually cried from that feedback."

Ms Hollenkamp said she couldn't wait for more armchair travel adventures to come. "It's a lot of planning and work, but it's worthwhile when you see the appreciation from residents," she said. "They love it and it's something they look forward to, especially if they're from the country we are showcasing. They know there will be a dish they haven't had for a long time."

# Our Chairman & CEO Report

## Year in Review

On behalf of the Board of Directors, it gives us great pleasure to present the 'Year in Review' for Doutta Galla Aged Services. This year has been a year of 'doing new things and doing things differently' to improve the lives of our people living in Doutta Galla Aged Services' residences and for people accessing the new domestic intensive services from Doutta Galla West.

## Maintaining high standards

Our key priority remains the provision of the highest standard of clinical care in an environment that is safe and secure for residents.

We are proud to report that four out of four of our facilities that were assessed in this financial year all achieved 3 year accreditation. We continue to develop and improve our provision of services through ongoing interaction and by seeking feedback from our residents and their families to ensure we are meeting their needs and expectations as we strive to do better and improve.

## Resident experiences

We are proud to offer a variety of experiences to our residents by customising care and by giving people the opportunity to socialise and to participate in activities that are designed around their specific interests.

We are heartened when we hear individual stories of achievement and fulfilment. There are many examples of this. One of our residents preferred to remain in her room alone however over a period of time she was encouraged to join art classes. Much to her surprise she found she was a talented artist and her work has since been exhibited at the annual art show. Through this process she has made many friends in the facility and now happily participates in other activities.

In June we were thrilled to join in the winter solstice celebrations in the park adjacent to our Yarraville facility. The idea came from one of our residents and so wrapped warmly we all enjoyed the celebrations and the winter sun.

We have added to the number of beds at some of our facilities and continue our comprehensive refurbishment program.

The program focuses on brightening and modernising our facilities. Refreshing bedrooms and bathrooms and the upgrades to the communal spaces has all contributed to resident wellbeing. Our residents enjoy spending time in the gardens and courtyards, and updating these spaces with new furniture and garden beds have added to their enjoyment and quality of life.

## Creating a stronger future

Australia's aged care system is facing a number of challenges including the ageing of the population, the growing diversity among older people in terms of their care needs, preferences and expectations and the cost of providing care and support. The ongoing challenge facing Doutta Galla Aged Services is the impact of the reduction in government funding for the provision of care, and with increasing demand, the government emphasis on the need for people to pay more for their care.

Introducing Doutta Galla West, a home based cleaning service available to people living in municipalities in the western metropolitan region of Melbourne was a major achievement this year. The program offers each client four spring cleaning sessions per year, and has been well received as something new and different that we can offer people living in their own homes. Doutta Galla West commenced operation in July 2017 and by the end of the first 12 months we had 118 clients. Many of our clients have formed an ongoing relationship with us as we continue to offer home based support to assist them to remain living independently at home for as long as possible.

## Building capability

Doutta Galla Aged Services is collaborating with Swinburne University to facilitate workshops to improve and implement a sustainable Consumer Directed Care program. Consumer Directed Care increases individual choice and control for residents and improves job satisfaction for staff. Maintaining high levels of customer satisfaction remains our priority as we focus on enabling residents to live a healthy and fulfilling life.

Doutta Galla remains committed to its mission of supporting those most in need. We continue to embrace the diversity of our residents, clients and staff with culturally appropriate environments and activities supporting individual choice.

Looking forward we are filled with optimism about our future as we continue to invest in growth and development across all eight of our facilities. As well we look forward to the opening 14 new beds at our Harmony Village facility in Shepparton later this year, yet another achievement in a busy and rewarding year of 'doing new things and doing things differently'.

## Thank you

We would like to acknowledge and thank our outstanding team of over 600 staff working in nursing, personal caring, catering and cleaning, lifestyle and leisure, maintenance, administration, finance, human resources, operations, gardeners, support staff and our treasured volunteers across the whole organisation for their on-going dedication and commitment to our valued residents and clients.

We are proud to partner with organisations and members of our local communities who generously share their lives with our residents as they both benefit from their time together.

We would also like to acknowledge the Directors of Dousta Galla and to particularly thank outgoing member Jane Tribe and retiring members Rennis Witham and Marion Lau OAM for decades of commitment, support and dedication to the mission of Dousta Galla.

Finally, we would like to thank our Dousta Galla residents, clients, families and friends for your ongoing support of Dousta Galla Aged Services.



**Scott Chapman, Chairman**

A handwritten signature in blue ink, appearing to read 'S. Chapman'.



**Vanda Iaconese, CEO**

A handwritten signature in blue ink, appearing to read 'V. Iaconese'.



# Highlights

## STRATEGY TO 'GROW AND STRENGTHEN' OUR POSITION AS A LEADING AGED CARE PROVIDER



**Excelling**  
in our commitment  
to all people



**Improving**  
the amenity of  
our facilities



**Increasing**  
the number  
of places



**Growing**  
our home  
based service



**Building**  
the capability of  
our workforce



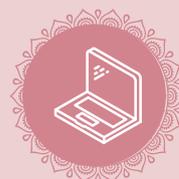
**Exceeding**  
customer  
expectations



**Engaging**  
residents in diverse  
experiences



**Progressing**  
our systems  
and process



**Investing**  
in technologies



**Being the 'go to'**  
aged care provider  
in the West

## SERVICE QUALITY AND INNOVATIONS

During the past 12 months four of our facilities have been assessed and successfully accredited for a full three year period. Grantham Green, Avondale Heights, Footscray, and Queens Park all achieved the highest recommendation from the Commonwealth Government accreditation agency.

All eight Dousta Galla facilities received unannounced quality audits throughout the year, all with successful outcomes. We are proud that Dousta Galla continues to offer the highest standard of services to our community.

Doutta Galla is committed to improving services provided to our residents. This year we introduced systems to more effectively manage administering and dispensing of medications. In August 2017 we commenced the Pharmacy Imprest System (a safe system to store medications) trial in Shepparton at our Harmony Village facility. This system allows us to dispense medications directly to the resident from the Imprest System as soon as it's required. This reduces the need to wait for the pharmacy to send the medication to the facility or the need for residents to be transferred to hospital for treatment. Imprest licenses have now been approved for all other sites and are

being rolled out with staff training and the installation of medication compliant safes for storage. Dousta Galla partnered with Country Wellness Pharmacy and Telstra Health to introduce a medication module called 'Med Assist' to ensure medication and dosage is accurately dispensed and recorded.

Staff training was a key component of the introduction of the new system and this was conducted on site. The medication module is accessible via an iPad making the application of the new system very mobile. The introduction of this system is designed to reduce the risk of medication mistakes and to reduce the time taken to record the administration of medications.





## CELEBRATIONS AND FESTIVE DAYS

### Anniversaries

Celebrating special events is important to us at Doutta Galla. We enjoy acknowledging and celebrating many special occasions with our residents and their families. Our chairman Scott Chapman and CEO Vanda Iaconese joined in with the 20 year celebrations of Harmony Village in November 2017.

You can feel the buzz in the air when there is a celebration in full swing at our facilities. Doutta Galla staff go the extra mile to create unique and special celebration days for residents and their families to enjoy. Yarraville Village Aged Care facility recently celebrated Diwali (Diwali is the five-day festival of lights, celebrated by millions of Hindus, Sikhs and Jains across the world) together as one community. Residents from six of our facilities came together at the Yarraville location to enjoy the entertainment including dancing and Indian cuisine.



Birthdays are always celebrated particularly, if someone is turning 100 years old or in the case of Mladen who turned 102 years old this year. Distinguished guests attended the event including the Mayor of Brimbank Cr Margaret Giudice and Doutta Galla's CEO Vanda Iaconese.

▽ Mladen celebrates turning 102 with Cr Margaret Giudice (Mayor) City of Brimbank.

Celebrations are central to life in a Doutta Galla facility and occur year round starting with New Year celebrations and usually ending with Christmas festivities. Other celebrations that the residents enjoy include Easter, Chinese New Year, Greek Easter, Mother's Day, Father's Day, Winter Solstice, Melbourne Cup and many more events where residents put on their best and invite their family and friends to be part of the festive gatherings.

One of the not to be missed events on the annual calendar is the Queens Park annual art show. This year it was held in February displaying the works of the artists in residence. What would an art exhibition opening night be without champagne and finger food for the guests to enjoy. The artists proudly exhibit their best art pieces to family and friends with most items being sold on opening night.



## CUSTOMER SERVICE

Accessing the aged care system can be a complex and daunting process for many people. Dousta Galla prides itself on being able to help people navigate the complex 'My Aged Care' registration and assessment process. We continue to improve our brochures and online information to help people make sense of the process.

Giving people dedicated and individual attention is important to us at Dousta Galla. We invite potential residents and families for a personal tour of our facilities, to hear about the services we offer, the quality of our care, the nutritional program provided and seeing the facilities first hand. This personal approach is welcomed and appreciated by many families.

We are able to offer access to respite care, giving carers a break and allowing residents time to familiarise themselves with life in a residential facility.

## LISTENING TO OUR RESIDENTS AND FAMILIES

Listening and responding to our residents and families is important. We encourage regular feedback to help us understand what is working well and what we can do better to continuously improve our service and care. We hold regular resident and family meeting to hear first-hand how things are going.

Many of the suggestions made by residents and their families are things we can fix, and change quickly without any fuss. Dousta Galla staff are consistently rated by our residents and families as being skilled, friendly and easy to talk to, the food is rated as good and the activities offered are enjoyed by most residents. The variety and types of activities offered is significantly important in all facilities, it remains a key focus for continuous improvement.

## LIVING WELL

Embracing the principles of Consumer Directed Care continue to be a focus for Dousta Galla Aged Services. We have partnered with Swinburne University to assist Dousta Galla through a dedicated training program to develop and implement a new model of care throughout the organisation. Consumer Directed Care is designed to increase individual choice and control for residents.

Residents and families are encouraged to participate in determining how and when they wish to receive care and support, what that looks like, what is important to them and assisting to maintain dignity and independence. Living a good life in aged care can be achieved by balancing the need to provide high quality care while supporting people with their interests and hobbies. Participating in the daily life at the facilities helps residents feel engaged and make a meaningful contribution.



## BUSINESS GROWTH

### Community Home Support Program

Doutta Galla Aged Services has expanded into community based services following our successful Community Home Support Program funding application to provide intensive cleaning services for people aged over 65 years in the Western Metropolitan Region of Melbourne. The Doutta Galla West service commenced operation on 1 July 2017, receiving its first referral in August 2017.

This was the start of a now popular niche service offering a spring cleaning service four times a year. The service is available to residents living in Brimbank, Moonee Valley, Melbourne, Wyndham, Melton and Hobsons Bay municipalities. The aim of the service is to assist clients with cleaning tasks that can get delayed because they are too big for an older person to tackle. Jobs like giving the bathroom and kitchen a comprehensive clean, cleaning out cupboards, removing old clothes, books and magazines can be overwhelming for some. Once the spring cleans have been completed most clients are able to look after their own home with regular help.

The program has 118 clients and in the first 12 months of operation provided over 1,100 hours of service.

### Offering More Places in Residential Care

Increasing the number of places available to our community is important to Doutta Galla Aged Services. Over the past 12 months our capital works program has delivered additional rooms at Lynch's Bridge, Yarraville Village, Woorack, Grantham Green, Avondale Heights and Harmony Village.

Our rolling capital works program is a cornerstone of our service, increasing the number of place available where possible, keeping our facilities updated, modern and safe is essential to our ongoing sustainability. Harmony Village will open 14 new rooms at the end of this year, taking the number of beds to 85 at this site.

► Mal receiving his 20 years of service certificate from the Chair Scott Chapman

## PEOPLE AND CULTURE

Attracting the right people to work in aged care continues to challenge Doutta Galla and the sector as a whole. We know that working in this industry gives people a purpose to their work, as it attracts people who want to help make a difference in the lives of others. For Doutta Galla finding the best people to do this work and ensuring they have the right training is important.

Staff engagement commences at the application and recruitment stage. We have introduced group assessments, interviews and robust reference checking. Staff are inducted to the organisation respectfully and comprehensively through training, then buddy shifts to get staff started and knowledgeable about the Doutta Galla way. Maintaining engagement and to help staff feel a part of the Doutta Galla family four newsletters are distributed throughout the year to keep staff updated on organisational events and initiatives.

We continue to invest in technology to improve recruitment and onboarding by refining the electronic recruitment system to include online training modules for mandatory training requirements and professional development.

### Staff recognition

Staff and volunteers appreciate having their work valued by the organisation. Doutta Galla hold a recognition event annually to acknowledge the contribution that staff and volunteers make to the lives of our clients and residents and to the organisation. At this annual event we pay particular attention to and celebrate the years of service of our staff who have completed 5, 10, 15, 20 and 25 years of service.





## QUEENS PARK

# Residents showcase their artistic talents

**Breathtaking scenes of Australia and nature lit up the walls of our Queens Park facility earlier this year, thanks to the imagination of residents. In February, we held our second annual Art and Craft Exhibition, and the event was a huge success.**

At Queens Park, lifestyle staff and volunteers run art classes two days a week. During these sessions, residents pour their time and energy into creating artworks for display at the annual exhibition. A volunteer-run craft group also meet once a week to create things like soft toys and knitted baby clothing for the event.

This year's exhibition centred around two themes: Botanica Extravaganza and Australiana. Botanica Extravaganza included drawings, paintings and artworks of flowers, birds, plants and trees. The second collection, Australiana, was a homage to Australia as a country, inspired by its landscape, culture and people.

Queens Park lifestyle co-ordinator Suzette Fernando said about 80 per cent of the art sold on the day, generating vital funds for art supplies and books. "The art was fantastic," she said. "We had people who didn't know how to paint or draw produce these wonderful pieces of work. Some people were working on one thing for months and months, while others could churn out heaps."

Ms Fernando said the experience enriched the lives of residents. "They really loved it," she said. "Even the really frail residents participated and did dot work. They were taking their families around and showing them their artwork. Empowered is what they felt."

## LYNCH'S BRIDGE

# Breaking down barriers

**On Mondays at Lynch's Bridge, the facility comes alive with the joyous sounds of children's voices. It's the highlight of the week for many residents, when youngsters from the Kensington Community Children's Co-operative (KCCC) arrive for a visit.**

The children, aged three to five, do puzzles with the residents. Sometimes they play floor games, while other times they build blocks or do arts and craft. There are sing-alongs and dancing, morning teas and afternoon teas. No matter what the activity is, there is always plenty of fun to be had.

The initiative is part of our Intergenerational Program, which aims to tackle ageism and break down barriers between generations. Lynch's Bridge lifestyle co-ordinator Jayne Salathiel said the program had definitely had a positive impact on both the residents and the children.

"The residents' eyes light up," she said. "They're happy to be able to watch; they don't have to actually participate in much, they just love talking to them. And the kids love the residents. We've actually had families come in visiting with their child on weekends."

KCCC general manager Sigi Hyett said the children looked forward to the outing every week. "We began our journey with a look at an anti-bias approach to ageism and the partnership between Lynch's Bridge and KCCC certainly is a pathway to this," she said. "This is certainly a program we value and the outcomes for children, the residents at Lynch's Bridge, staff and community have been amazing."

While the Intergenerational Program has been running for several years, it has really taken off this year. Nowadays, children of all ages participate. We have volunteer mums who come in with their babies and toddlers to visit residents in the memory care unit. Being able to see the tiny tots brings these residents a great deal of joy.

Then there are the school-aged kids who brighten up the lives of residents who are more cognitively aware. They take part in different activities, for example, recently we've had children from Holy Rosary Primary School putting together life stories about our residents. Senior school students from St Kevin's College and Simonds Catholic College talk to the residents about subjects like history and geography. They play chess and mind games with them and help out in the café.

"Some residents who hardly come out of their shell really engage," Lynch's Bridge former manager Sharon O'Neill said. "It's been really positive on all counts."





QUOTES FROM KENSINGTON COMMUNITY  
CHILDREN'S CO-OPERATIVE STAFF AND CHILDREN

“I knew this was an important project, as so many people are excluded due to age, but when I started I wondered what I had let myself in for; it has been an emotional journey. Not only have the children and residents gained so much, but I have grown as a person, it has been a big lesson for us.”

- Tania, KCCC educator/ leader

“When I first started going to Lynch’s Bridge, I didn’t really talk much to the residents. I didn’t know what to say as I looked at them like ‘old people’. Now I have made many friends. I talk to them all and I no longer see them as ‘old people’, just people.”

- Bridie, KCCC staff

“It is ok to get old, isn’t it?”

- Beth, aged 4

“I want to stay here forever.”

- Malia, aged 3



# Our Residents



**96**  
Units



**524**  
Residential aged care places



**1000+**  
People cared for over the 12 month period



**67.8%**  
Turnover of residents



**177,082**  
Occupied bed days



**93%**  
Occupancy across all facilities



**45%**  
of Douтта Galla residents receive financial support to live in our facilities



**55%**  
of Douтта Galla residents are from CALD (Cultural and Linguistically Diverse) communities

## DGAS GENDER BREAKDOWN



## RESIDENT ETHNICITY

|           |     |
|-----------|-----|
| AUSTRALIA | 43% |
| ITALY     | 14% |
| OTHER     | 12% |
| ENGLAND   | 5%  |
| UNKNOWN   | 5%  |
| GREECE    | 4%  |
| MACEDONIA | 4%  |
| CROATIA   | 4%  |
| GERMANY   | 3%  |
| POLAND    | 3%  |
| MALTA     | 2%  |



|                 | Avondale Heights | Grantham Green | Harmony Village | Woorneck | Queens Park | Footscray | Lynch's Bridge | Yarraville Village |
|-----------------|------------------|----------------|-----------------|----------|-------------|-----------|----------------|--------------------|
| <b>Under 65</b> | 4                | 5              | 0               | 1        | 1           | 2         | 2              | 1                  |
| <b>65 to 84</b> | 37               | 22             | 26              | 28       | 18          | 29        | 25             | 12                 |
| <b>85 +</b>     | 63               | 15             | 45              | 27       | 26          | 46        | 31             | 29                 |
| <b>100+</b>     | 2                | 1              | 0               | 0        | 0           | 1         | 1              | 1                  |



# Our Clients

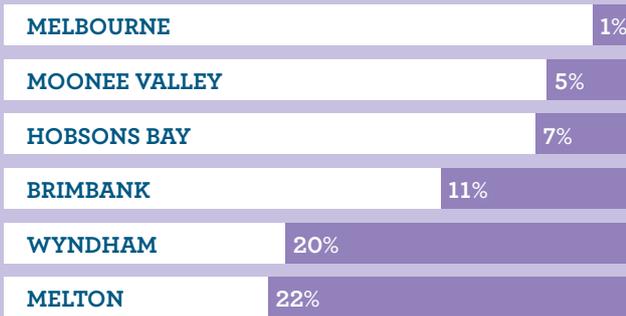


**Doutta Galla West**  
Domestic Intensive  
Spring Cleaning Service



**118**  
**Clients**

## NO. OF CLIENTS



## GENDER

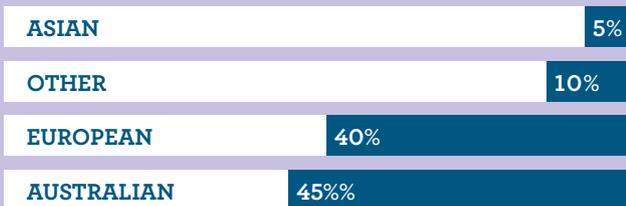


**37 Male**



**81 Female**

## NATIONALITY



**1,110**  
Hours of  
service provided



**3**  
Domestic  
Assistants

## AGE



# Our People



Doutta Galla Aged Services is a proudly diverse organisation who employs 634 staff with over 500 staff born overseas. The majority of staff were born in South East Asia and Africa.



**634** TOTAL WORKFORCE AS 30/6/2018

**42 YEARS AND 3 MONTHS** - AVERAGE AGE



**77.3%** FEMALE



**22.7%** MALE

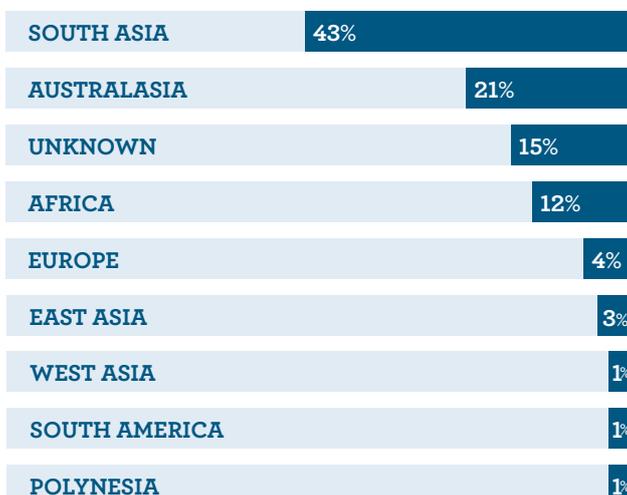
**5 YEARS** LENGTH OF SERVICE ON AVERAGE



**26.98%** RECRUITMENT – TURNOVER

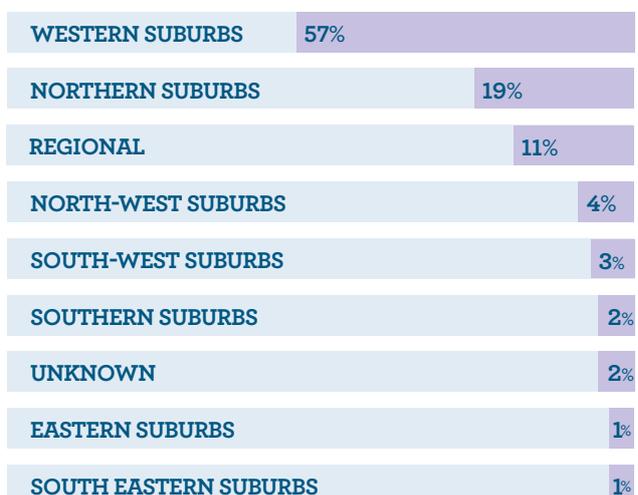
## COUNTRY OF BIRTH

### ALL EMPLOYEES



## RESIDENTIAL LOCATION

### ALL EMPLOYEES



## DOUTTA GALLA WEST DOMESTIC INTENSIVE

# Springing into action

**In October last year, we introduced an intensive spring cleaning service for those in need of domestic assistance in the home. It's called the Doutta Galla West Domestic Intensive.**

Funded by the Australian Government under the Commonwealth Home Support Programme, the aim is to help older people stay independent and in their homes for longer.

"We had three clients to begin with, and at the moment we have 118 (as of September, 2018)," community co-ordinator Gordanna Veljanovski said. "We wanted to help everybody – not just those who are about to come into the facilities; we wanted to be able to do the same within their homes and in the community."

Ms Veljanovski said the service made a huge difference to the lives of clients. "These people are scared that someone's going to judge them because they need de-cluttering or whatnot," she said. "I've handpicked the staff and taught them how to be emotional, about understanding and dignity. Clients have come back to me and said 'I've never experienced such amazing service, or 'I feel free that I'm able to trust someone to come into my home and they don't judge me or make me feel uncomfortable'."

Ms Veljanovski said the service offered more than just cleaning. "Another thing we do is allow a bit of time for our staff to sit down and have a chat with them," she said. "Emotional support is very important. We change their life in a way where they feel more at ease, because there's somebody there to help."





# Maria's Story

Maria Falzone has lived alone since her husband died 18 years ago. The 74-year-old Sunshine local suffers from health complaints, and it was getting harder for her to keep up with the housework.

Earlier this year, her social worker reached out for support via My Aged Care. Dousta Galla West Domestic Intensive community co-ordinator Gordanna Veljanovski then set up a time to perform an in-home assessment.

"Gordanna is such a beautiful girl," Ms Falzone said. "The first time I met her, I thought I'd known her my whole life. She really listens to you."

Ms Falzone signed up for the Dousta Galla West Domestic Intensive, and she has never looked back. Nowadays, when her sons and grandkids visit, she feels proud about how clean her home looks. "When you get a little bit of help, it's really good," she said. "I enjoy the company too. I hope to stay in my home for as long as possible."



## FOOTSCRAY

# Retro Tuesdays

**On Tuesday afternoons, residents at our Footscray facility love nothing more than to head to our newly revamped Retro On Foo Café. There, they can indulge in a cappuccino and a treat with friends, whilst taking in the nostalgic charm on offer.**

The café has been up and running for 2.5 years, but recently underwent a facelift. Using past proceeds from the café, we were able to bring Retro On Foo to life. So, what did the makeover entail?

Firstly, we upgraded the coffee machine from a simple Aldi number to a whizz-bang commercial coffee machine with all the bells and whistles. Short blacks, long blacks, cappuccinos and lattes – you name it, we've got it at Retro On Foo!

Next, it was time to reassess the furniture. We purchased some circular wooden tables and 'real' café chairs, complete with comfy red cushions to make the dining experience first-class.

The final piece of the puzzle was to come up with a name. "Residents and staff did a naming vote for the café, and everyone liked Retro On Foo, because it's a retro café on Footscray," lifestyle co-ordinator Roshna Dongol said.

Retro On Foo is a social hub for residents. On any given Tuesday, there are 20 to 30 residents busy socialising in the café under the watchful eyes of The Rat Pack and movie stars like Audrey Hepburn.

They can watch live cooking displays and enjoy live music, courtesy of a pianist who volunteers each week. They may choose to make requests and sing along, or to simply look out at the courtyard and let their minds wander back to yesteryear.

"It's getting more and more popular and even families know about our café," Ms Dongol said. "They make sure they try to visit on Tuesdays because it's a café day. It's a very happening environment."





## AVONDALE HEIGHTS

# A night to remember

What's not to love about getting dressed up in your finest attire and dancing the night away? At Avondale Heights, we put on 'A Night to Remember' last October, and it certainly was that.

Family and friends were invited to the special occasion and everyone was asked to dress formally. In preparation for the evening, our hairdresser came in on the day and helped residents to create the perfect do. Some families even arrived with new outfits for the residents, so that they could look and feel their best.

On the night, there was a photo booth where attendees could snap fun keepsakes with friends and family. A dance company volunteered their time putting on performances throughout the evening and some residents even had a boogie too.

Food-wise, the menu was first class. There were hors d'oeuvres and homemade quesadillas, fruit platters and a variety of finger foods. And what's a party without punch? We had alcoholic and non-alcoholic options so everyone was catered for.

Avondale Heights manager Frances Fraser said the evening was a smash hit, and one to be remembered. "It was an awesome night," she said. "The response was absolutely amazing and just so positive. It was so engaging and incredibly special." Overall, the event raised about \$600, which will go back into the facility.





## QUEENS PARK

# Fundraising with “flare”

Residents from Queens Park put their dancing shoes on and donned disco attire for a fundraiser with plenty of “flare” in September. Our annual concert fundraiser has been running for three years, and each year it seems to be getting bigger and better.

The theme for last year’s event, which was held at the Moonee Ponds Bowling Club, was Saturday Night Fever. Attendees were encouraged to wear outfits from the disco era.

There was much excitement on the day of the fundraiser. Costumes were provided by one of our wonderful volunteers, and staff offered to do hair and makeup for residents who were interested.

To tie in with the theme, the hall was decorated with splashes of colour and disco decorations. We had a volunteer DJ on the night, and everyone was taken back to a time when disco fever was at its peak. About 20 residents attended, as well as staff, head office representatives and families.

Queens Park lifestyle co-ordinator Suzette Fernando said the event helped raise vital funds for the lifestyle program. “It’s a chance for residents to get out on the weekend and spend time with family away from the facility in a different surrounding,” she said. “As always, a big thank you to staff and volunteers for their time and effort. We had a lot of help from the volunteers – we couldn’t have done it without them.”



## FOOTSCRAY

# Courtyard Collaboration

**At the front of our Footscray facility is a tranquil retreat where residents can relax and enjoy their surroundings. It's a place to meet with friends and family; a place to listen to the birds and feel the sunshine on one's face.**

There are colourful stem roses and elephant ears to take in, maple trees and hedging. Nearby, the peaceful bubbling of a water fountain adds to the space's sensory charm. So, how did this oasis come to life?

Last year, residents, staff and volunteers worked together to revamp Footscray's front courtyard, which needed some TLC. "It was like a jungle – very bushy and dry," Footscray lifestyle co-ordinator Roshna Dongol said. "We decided we needed some colour."

To help get the project off the ground, residents organised fundraisers throughout the year. Thanks to their hard work, we were able to purchase plants for the new courtyard. Corporate also contributed funding for the project.

The next job was to find some sprightly young people to help with the heavy labour. Enter Victoria University. Each year, the university holds an event called V4U Day. It's an opportunity for students to give back to the local community.

"The hardest part was to rip everything out," Ms Dongol said. "That was a big job and we were able to do that with the help of 12 young volunteers from Victoria University. On the day, residents were happy to sit and watch the volunteers work, and to interact with them as well."

Over the following weeks, fresh plants were added to the space and slowly the transformation took place. By Christmas, the new courtyard was ready to be enjoyed.

Ms Dongol said the project was a huge success and had positively impacted the lives of residents. "We do a lot of outdoor activities in the courtyard, and every single day, residents or residents' families are able to utilise it," she said. "We leave the doors open, so there's always someone spending time out there. Residents are also very proud of the fact that they did this themselves."

# How to Help

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## CONTACT US

Phone. 03 9680 3300 Email. [info@dgas.org.au](mailto:info@dgas.org.au) Website. [dgas.org.au/support-us](http://dgas.org.au/support-us)

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## HARMONY VILLAGE

# A slice of heaven at Harmony Village

Our new on-site coffee shop at Harmony Village is abuzz with activity on a Tuesday afternoon. It's a warm, inviting space where residents can enjoy a hot beverage and a treat, take in bay views (there's a mural featuring a waterfront pier scene) and chew the fat.

The new café, which opened in June this year, was a much-anticipated initiative. "Since its introduction, it has received great traction, with at least 20-25 residents attending every Tuesday afternoon," Harmony Village lifestyle co-ordinator Emma Blackney said. "It has become some-what of an event and gives our residents something to look forward to. We provide them with a proper café experience, something that many of them are unable to experience outside of our four walls for various reasons."

Lattes, cappuccinos, espressos and all the good stuff are available from the coffee shop, thanks to our state-of-the-art coffee machine. Staff create weekly menus for the tables, to make the experience a little more authentic and special. There are toasties and cakes to choose from, slices and scones with jam and cream. The milkshakes are especially popular!

"Many of them stay for hours, as it provides them with an opportunity to socialise," Ms Blackney said. "Even residents who prefer their own space have become regular attendees, which is fantastic. Any initiative that encourages socialisation and provides something a little out of the ordinary is great for our residents' overall health and wellbeing."



# Our Board of Directors

As a not-for-profit, community-based and independent organisation, Doutta Galla is governed by a Board of Directors who contributes a wealth of professional skills, knowledge and experience to the organisation.



Scott Chapman

**Chairman since Nov 2015, Board member since 2012**

Scott brings a wealth of experience in governance, strategy, business growth, marketing and community building to our organisation. Appointed as Chair of the Board in 2015 he is passionate in his active support of our organisation and the values and mission we aspire to.



Terry Larkins PSM, JP

**Board member since 2013**

Having served on boards of both public and private not for profit organisations as well as an executive career in local and state government, Terry has extensive knowledge and understanding of the environment in which we operate and the challenges facing our organisation and the aged care industry more generally.



Denis Henry

**Board member since 2013**

A qualified engineer and certified practicing accountant with over 20 years experience providing strategic advice to both private and public sector organisations, Denis' extensive financial skills and expertise are critical in ensuring the financial viability of our organisation is an essential part of our governance processes and strategic plan.



Mr Peter Hertan

**Board Member since February 2017**

Peter has extensive public sector and commercial experience successfully managing key Government, commercial, marketing and construction initiatives, as a Board chairman and member, and as a CEO of statutory authorities. Most recently, Peter has been consulting across a range of areas including policy development, construction and project management and community initiatives.



Jane Tribe

**Board member since 2016 (Resigned October 2017)**

Jane has served as a Director on boards across a number of industries, including not for profit organisations. Jane also brings a wealth of experience as a qualified and practicing lawyer.



Marion Lau OAM, JP

**Board member since 1995 (Retired November 2017)**

A member of our Board since 1995 Marion is the longest serving member of our Board. Marion is highly committed to supporting diversity within our communities and our organisation. Awarded the Centenary Medal in 2003 for her services to Multiculturalism and the Order of Australia (OAM) in 1996 for services to Older Australians and the Chinese Community, Marion's distinguished career is testament to this commitment.



Rennis Witham

**Board Member since 2007 (Retired November 2017)**

A champion of the western region of Melbourne, Rennis has supported and served on many community based organisations in the west and has specialist skills and expertise in consultation and policy development for our communities. Rennis is passionate about the Doutta Galla story and the future success of the organisation.

## OUR BOARD COMMITTEES

### Risk Audit and Finance Committee

The Risk, Audit and Finance Committee oversees financial reporting practices, reporting requirements to the Department of Human Services, Accounting Policies, compliance with regulations, operating and capital budgets, investment of funds, risk management. It provides a forum for communication between the Board and the external Auditor, strategic financial planning and advice and such other matters as are referred to the Committee by the Board.

### The Quality & Service Development Committee

The Quality & Service Development Committee assists the Board in setting expectations for overall quality, service management and performance by ensuring sound systems of clinical risk management and control are established, in monitoring and assuring quality, service management and performance, in fulfilling its accountability for the quality of the care experience, staff culture, training and performance and encourage new service initiatives which will advance the organisation.

### Governance Committee

The Governance Committee ensures that the Board's governance practice is ethical and reflects best practice. It provides advice to the Board on nominations for appointments to the Board, reviews that the size, composition and skills of the Board are appropriate to meet the organisation's needs and ensures an appropriate Director's induction and education program is developed. It monitors and ensures appropriate procedures exist to assess the performance and levels of the Chair, Directors and the Chief Executive Officer.

# Our Group Executive



**Ms Vanda Iaconese**

**CEO**

Appointed as the Chief Executive Officer of Doutta Galla in November 2013.

Vanda has extensive experience working in executive roles in aged care, disability, local government and housing.

Her aspiration for the organisation is that we will be the 'go to' place for individuals and their families seeking to access the best possible care and support as they age. Vanda believes that innovation, research and the promotion of the positive aspects of being older are key to the organisation achieving this aspiration.



**Ms Robyn Simpson**

**General Manager, Operations & Service Development**

Robyn has experience in the government and not-for profit aged care industry spanning 30 years. She has worked in regional, rural and remote locations across Queensland and the Northern Territory. Robyn relocated to Melbourne from Darwin in November 2015 to join the executive team. She is committed to ensuring the organisation delivers an inspiring service within its diverse communities.



**Mr George Koulis**

**General Manager, Corporate and Commercial**

A qualified CPA, George is the longest serving member of the executive and oversees the organisation's financial operations, information technology and asset development areas.

With extensive experience and knowledge of the aged care industry, George ensures a personal sensitivity to the needs of our residents underpins all financial decisions.



**Ms Sharon Robinson**

**General Manager, Organisational Capability**

With extensive experience in all areas of Human Resources management, Sharon has high hopes for the aged care workforce of today and in the future.

Sharon firmly believes that providing excellence in aged care is not solely about the delivery of good quality clinical care but requires commitment to customer service and each individual.

## GRANTHAM GREEN

# Residents do their bit for charity

When residents from Grantham Green were asked if they would like to be part of the Cancer Council's most popular fundraising event, they embraced the idea wholeheartedly.

Australia's Biggest Morning Tea is an annual fundraiser that helps raise vital money for people affected by cancer. Donations go towards assisting the Cancer Council to achieve its mission of a cancer-free future. Last year, Australia's Biggest Morning Tea raised \$11.9 million and this year marked 25 years since the event began.

"I put it to them and they were really up for it," Grantham Green lifestyle co-ordinator Milan Koirala said. "They thought it was a great opportunity to do something for the Cancer Council and they were really excited."

To get into the spirit, residents helped put up decorations in the Cancer Council's colours of white and yellow around the front lounge at Grantham Green. Family and community members were invited to attend, and our chef got to work cooking up a feast of savoury and sweet treats for the occasion.

On the big day (June 15, 2018), residents helped hand out food, and a staff member gave a talk about cancer. Everyone had a great time and the morning tea raised \$180 for charity.

"I think it gave residents a sense of pride and accomplishment because they were able to do something to raise money for the Cancer Council," Mr Koirala said. "A lot of residents and staff members could relate to the damage caused by cancer. It definitely was a great success – residents are still talking about that day."



# Where we are



## OUR LOCATIONS



**Footscray**  
 P 48 Geelong Road,  
 D Footscray  
 R p. 9687 6744  
 88



**Harmony Village**  
 P 20 Zurcas Lane,  
 D Shepparton  
 R p. 5831 7921  
 85  
 U 80



**Woorneck**  
 P 6 Killara Street  
 D Sunshine  
 R p. 9312 0111  
 61



**Grantham Green**  
 P 28-32 Magnolia  
 D Street, St Albans  
 R p. 9364 5235  
 44



**Lynch's Bridge**  
 P 44 Market Street,  
 D Kensington  
 R p. 9376 2111  
 58



**Yarraville Village**  
 P Corner Somerville  
 D Road & Fairlie  
 R Street, Yarraville  
 p. 9687 8233  
 45



**Avondale Heights**  
 P 120 North Road,  
 D Avondale Heights  
 R p. 9325 0000  
 108



**Queens Park**  
 P 13 The Strand,  
 D Moonee Ponds  
 R p. 9372 8888  
 U 16

## LEGEND

P Permanent Rental Care   D Dementia Care   R Respite Care   U Independent Living Units   0 Number of beds

## LYNCH'S BRIDGE

# Sundae Mondays

What do people of all ages have in common? A love of ice-cream! It's for that very reason that last year we opened an ice-creamery at our Lynch's Bridge facility.

On Mondays, residents can indulge in the sweet stuff and listen to the juke box, all while having a waffle in more ways than one! Each week, there are different flavours on offer, from mint choc chip to rum and raisin, and everything in between.

Mondays happen to be the same day that youngsters from the Intergenerational Program visit, and sometimes they take a cheeky trip to the ice-creamery too.

Lynch's Bridge lifestyle co-ordinator Jayne Salathiel said the ice-creamery had been a smash hit. "Put it this way – for most activities, you have to go and get residents out of their rooms. For the ice-creamery, they come to you."





# Corporate Support Office

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Doutta Galla Aged Services
75 Moreland Street,
Footscray, Victoria 3011

Phone. 03 9680 3300

Fax. 03 9689 0744

Email. info@dgas.org.au

Website. dgas.org.au

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