

ANNUAL REPORT 2019



We're
With You

We're With You

“We're with you” is a saying we hold dear to our hearts. Behind the scenes, there are many people working together to allow us to fulfil that motto. There are the staff who run the show, and then there are the dozens of volunteers who support our staff. There are the students who back us up in so many different ways, the partners who assist as needed and the families who generously support our cause. When all of these parties work together, the result is powerful.

It's beautiful. It's transformative.

ANNUAL REPORT 2019

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Our Promise

At Dousta 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



Respect the Individual



Care with Compassion



Do Better



Positivity & Optimism



Be Accountable

Transforming Dousta Galla

Doutta Galla is committed to providing living spaces for our residents that are clean, comfortable and welcoming. As such, we’ve invested heavily in upgrading our facilities this year.

In November, we opened a new \$4.6 million, 14-bed wing at Harmony Village in Shepparton. It included new common areas such as a lounge, dining area and kitchenette, and three new courtyards. In December, we held an official opening of the new wing and invited local politicians and community members to attend. It was great to see our dream come to fruition.

Meanwhile, at Grantham Green we added four new rooms to the facility and upgraded the dining area. Building improvements at Lynch’s Bridge included the establishment of a fully equipped training/ meeting room, while at Avondale Heights, we built a new café and hairdressing salon. The café is still a work in progress, but the hair salon is open every Monday and residents are loving it!

“It’s taken the residents a while to adjust because it’s a different style of living – it’s more open living, which gives it a less institutional feel,” Harmony Village lifestyle co-ordinator Emma Blackney said. “However, now there are a lot of people eating in the new dining space, people watch the flat-screen TV, we do movie days.”



UPGRADES & IMPROVEMENTS



Getting to know us

At Doutta Galla, designing and delivering best-practice resident experiences is the cornerstone of our success. Our staff believe in our motto, “we’re with you”, and often they go above and beyond to ensure our residents feel special and at home.

In this article, we shine a light on one particular staff member who has been delivering exceptional customer service for more than 20 years!

MEET TESS CUMMINS, PERSONAL CARE ASSISTANT, GRANTHAM GREEN

What was it like when you first joined the sector?

We didn’t need to have personal care certificates. At Grantham, there were four houses and the carer in that house looked after 10 residents. We did everything. We did their medications, cooked their meals, did their washing, cleaned their rooms. Not like it is now where we have a kitchen with a chef, there are cleaners and laundry people. Quite different!

What does an average day look like to you?

We hit the floor at 7am and we don’t stop running. We start off with showers for the day and you just prioritise. Then it’s on to breakfast. After breakfast, it’s back to it – make beds, shower residents who didn’t shower before breakfast, make sure the rooms are neat and tidy. It’s non-stop.

How do you go the extra mile for residents?

As an example, recently one of the residents wanted to make a bet with me about whether my team, the Bulldogs, would win. I said if we win, you have to wear my scarf for the week, and if your team wins, I’ll wear yours. We won, so he wore my scarf for the whole week!

If we go into a resident’s room and there’s music on, we dance and try to cheer them up. Some of the residents like to isolate themselves, so I do little things to pick them up. For example, I buy residents posters for their walls if I know they like certain things.

Do you meet a lot of colourful people in your line of work?

Absolutely! There’s one resident, whom we call “Jimmy” (real name Cihan Aslan, 61), who has been here longer than me. He’s a real character. He calls everyone “sister mummy” and he has certain staff members he’ll allow to do things for him, and he will do things in return. For example, one of the kitchen staff fills up his coffee jars, so he takes her rubbish out. Just like he did when he lived at home. He jokes around with everyone and he’ll pinch things off you – if you leave your trolley somewhere and go into a room, you’ll come out and he will have taken your trolley!

What do you love about your job?

I love everything about it! I love helping the residents and I enjoy the staff. It’s very rewarding to know you’re helping someone every day. Working in aged care, it’s different every 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.

What we do

RESIDENTIAL SERVICES

Doutta Galla Aged Services offers residential services, independent living and domestic support services in the western region of Melbourne and regional 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 units. 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.

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 offers an intensive ‘spring-clean’ of clients’ homes up to four times per year.



Our Chair & CEO Report



Scott Chapman, Chairman

YEAR IN REVIEW

It's been an exciting year at Doutta Galla. There have been many highs – and some challenges, but throughout the journey we've held true to our motto – “we're with you”.

We're with our residents – the diverse tapestry of cultures who call Doutta Galla home. We continue to strive to add value to our residents lives and to provide a warm, safe living environment where they feel respected.

We're with our residents' families. We understand the challenges of watching a loved one age and are here to offer support as required and when needed.

And, we're with our staff – our exceptional team of 600 employees who help make Doutta Galla what it is. We appreciate and value each and every staff member and volunteer. So let's take a look at the year that was.

THE HIGHLIGHTS

One of the biggest highlights was the opening of the new \$4.6 million state-of-the-art wing at Harmony Village Shepparton in November 2018. The extension included new common areas, a new lounge, dining area and kitchenette, three new courtyards and 14 large bedrooms with private ensuites. We're extremely proud of the outcome and are delighted to be able to continue to provide care and support to the people of Shepparton and surrounding areas.

We continued our program of upgrading several other Doutta Galla Homes this year. Works included upgrades to common areas, the addition of extra rooms, and improvements such as new kitchens and laundry facilities. It's all part of our commitment to providing exceptional care and support to residents and creating living facilities that are comfortable, clean and welcoming.

Another area we've been focussing on is building partnerships with other service providers. We've partnered in projects around dementia care, palliative care and consumer-directed care, and have also fostered relationships with universities.

This year we changed the way we run meetings with families and residents. We now hold resident-only meetings, as we feel it's important to give residents a voice of their own.

CHALLENGES

Whilst there have been many highs in 2018-2019, we've also faced some challenges. It's been a time of significant change in aged care, with the Royal Commission into Aged Care underway and new Aged Care Quality Standards being introduced.

We welcomed the Royal Commission into Aged Care that was announced in September 2018. As requested by the Commission, we made a submission highlighting areas where the sector could make

improvements. The submission also outlined some of the barriers we face, for example, changes to funding, difficulties attracting and retaining staff both in the metropolitan and regional areas and responding to the complex and changing needs of the very frail and people living with dementia. We look forward to the first interim report in October.

In such a dynamic environment, we have tried to adapt and grow, continually striving to do things better. We've embraced and implemented the new Aged Care Quality Standards, which came into effect on July 1, 2019. As part of this, we reviewed our policies and made sure they were consistent and continually evaluated. Our Board has also been actively involved in implementing the new standards, undergoing training themselves.

As always, Doutta Galla continues to strive to meet resident, family and community expectations to the best of our ability. We always welcome feedback and the Board, management and staff continue to be committed to addressing issues promptly and to being transparent and accountable to our residents, their families and to the community.

OUR DIVERSITY

We are an organisation that embraces and thrives on diversity. We welcome people from different backgrounds and experiences.

Our residents originate from 46 countries. About half our residents were Australian born whilst the remaining were mostly born in Europe. Our staff, on the other hand are mostly from Asian countries, including India, Nepal and the Philippines. These cultures represent over 45% of all staff employed. We are proud of our diversity and would like to take this opportunity to acknowledge the richness this diversity brings to the lives of our residents and their families, and to the staff.

OUR PEOPLE

We know that ours is a people service, and the dedication of our staff during challenging times for the aged care sector has been outstanding. Thank you to everyone who has worked hard to make every resident feel valued and at home at Doutta Galla.

Our residents also bring great joy to our staff. We value every person associated with Doutta Galla as we strive to deliver the best of care at all of our residential homes.

Overall, we are extremely excited about what the future holds for Doutta Galla, as we continue to expand and grow as an organisation.

THANK YOU

We would like to acknowledge and thank our dedicated staff team. Our staff provide nursing, personal caring, catering and cleaning, lifestyle activities, and we have staff dedicated to maintaining our homes, gardens and our offices.

Our wonderful support staff continue to provide a range of services including management, administration, finance, human resources and operations.

We would also like to acknowledge the work of our treasured volunteers across the organisation for their on-going dedication and commitment to our 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 Doutta Galla and to particularly thank outgoing member Molly Carlile AM for her commitment, support and dedication to the mission of Doutta Galla.

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

Operations Highlights

MISSION

Doutta Galla Aged Care continues to achieve its mission by providing care and support services to financially and socially disadvantaged people and people from cultural and linguistic backgrounds living in the western region of Melbourne and regional Victoria. We are proud that people from diverse social, financial and cultural backgrounds represent over 47% of our resident population.

Maintaining the highest standard of care and remaining a financially sustainable organisation remains a key strategic focus for the Board and executive management. This outcome has been particularly challenging in a time of significant Government funding and fee generation restraint, as well as the introduction of the Royal Commission in Aged Care and changing community expectations.

Doutta Galla has remained financially strong and continues to provide the highest level of care and support to our residents. We continue to retain staff and provide up to date training that ensures our staff are able to meet the needs of residents and are trained to meet the new and updated regulatory and compliance requirements.

INAUGURAL AGED CARE EMPLOYEE DAY 2019

August 7, 2019 was designated as "Aged Care Employee Day". Doutta Galla embraced this day by holding a staff recognition event at each Home. Staff and volunteer service awards were presented to eligible staff, afternoon tea was held to thank, honour, recognise and celebrate the work of Doutta Galla staff.

A resident from our Footscray Aged Care Home read out a speech that was written with the help of her son.

CONSUMER ENGAGEMENT

- Resident only meetings were introduced at the beginning of the calendar year to enable residents an opportunity to discuss topics of their own choice. In addition, in October 2018, Doutta Galla implemented meetings for Families only to provide an opportunity for families to raise topics that are of interest to them that do not necessarily require the resident to attend. The family meetings also provided an opportunity for Doutta Galla to present new and updated information regarding:
- The new Aged Care Quality Standards and how they impact families and their loved ones
- The Royal Commission into Aged Care Quality and Safety
- Education on areas of interest including: grief and loss, dementia, falls management, accreditation, staffing, funding and emergency evacuation.

RESEARCH AND PARTNERSHIPS

- Doutta Galla in partnership with Melbourne City Mission embarked on a six month Palliative Care project which was undertaken at the Doutta Galla Footscray Aged Care Home.
- Through the project there was an improvement in case management between palliative care professionals including Hospital In-Reach services (both during and outside business hours), General Practitioners and Doutta Galla nursing staff. This resulted in better communication and understanding of the care requirements and stages of palliation.
- The project focused on delivering the right care at the right time, ensuring the timely development of Advanced Care Plans which resulted in residents not being unnecessarily transferred to hospital during palliation phases.

- Staff received training to enable them to provide enhanced and compassionate care for residents and to better assist families during the palliation phases.
- Doutta Galla in partnership with Blooms the Chemist rolled out an Imprest system (a system by which medicines are supplied from the pharmacy) for commonly prescribed medications (eg Antibiotics) to support the effective treatment of residents after hours.
- Doutta Galla in partnership with Domain Health and our podiatrist at Doutta Galla has added the use of ultrasound to assist residents with the treatment of Oedema.
- In 2018/2019, Doutta Galla participated in the Consumer Directed Care pilot project sponsored by Swinburne University. Three Doutta Galla Aged Care Homes, Avondale Heights, Lynch's Bridge and Footscray (control site) participated in this important project.

The themes of Consumer Directed Care research to date highlight the need for collaborative relationships between care staff and residents, the need for transformational leadership and organisational culture.

NEW AGED CARE QUALITY STANDARDS

In early 2019 Doutta Galla embarked on the task of reviewing all policies and procedures to update and align with the new Aged Care Quality Standards.

In the eight weeks prior to 1 July 2019, the organisation introduced an '8 weeks 8 standards' campaign to all staff with one standard outlined each week – the aim being to increase staff awareness of the importance of the new Standards.

In addition, the requirements of the new Aged Care Quality Standards have been incorporated into staff training material and are discussed at regular staff meetings.

QUALITY INDICATORS

- Doutta Galla prepared for, and provided education to all clinical staff on the introduction of the National Quality Indicators. Doutta Galla ran a quality indicator data collection trial for the three months prior to the commencement date of 1 July 2019 to ensure the best process was in place and that the data collected was accurate.

ACCREDITATION

- 2018-2019 saw the successful accreditation of three of our Aged Care Homes, Grantham Green, Lynch's Bridge and Yarraville Village all achieved the highest possible standard – a three year accreditation.
- Doutta Galla Aged Care Homes have met the requirements of unannounced visits. On one occasion a Home was required to provide a plan for continuous improvement related to staffing and another was required to prepare a continuous improvement plan for managing some elements of complex behaviours relating to people living with dementia.

INDEPENDENT LIVING UNITS

Harmony Village

- The gardens at Harmony Village had a makeover after a particularly harsh summer

Queens Park

- Doutta Galla welcomed new residents into its Independent Living Units during 2018-2019. Many of these residents are enjoying unit life and are actively involved in the volunteering program at Queens Park Aged Care Home

Read By:
JANICE PITT
Written By:
DARRELL PITT



To Staff, residents, families and management,

On behalf of the residents, I'd like to express our gratitude to the caregivers at Doutta Galla.

This place is like a home, and what makes a home isn't the house, but the family that lives in it. The family here is made up of the residents, their family members and friends, staff and management. Everyone might come from different places and different backgrounds, but we all have the same goal: to make a place that is peaceful, and safe, and where people are treated with respect.

Every day, I witness the commitment of the caregivers, nurses, kitchen and lifestyle staff. These people fulfil the role of friend, confidant, carer and interpreter, and help the residents to overcome challenges on a daily basis.

Some of the most important things in life are the things that can't be measured. As well as giving kindness, smiles, and helping hand, the caregivers give voice to those who can't speak for themselves. This voice creates a bridge that transports a person from isolation to inclusion. This sense of inclusion is something that you can't measure, simply because it is so important that it's beyond measure.

We know that you don't have an easy job, but I want you to know that what you do is appreciated. I especially appreciate the desserts. They're too yummy.

It's a big job, but please know that what you do doesn't go unnoticed. You are respected, and you are valued, and we are grateful for all you do. Doutta Galla wouldn't be the family that it is without you.

Thank you.





537
Residential
Care Places



96
Independent
Living Units



169
Doutta Galla
West clients



182,469
Days of care
provided



588,015
Main meals
provided



8,800
Hours of organised
activities



80
Festive day
celebrations



156
New permanent
residents



94%
Occupancy



47.3%
Residents in receipt
of financial support to
live in Doutta Galla
Aged Care Homes



47.2%
Residents from
CALD backgrounds



15 MONTHS
Average Length
of Stay



256
New respite
residents



8,707
Respite days

PEOPLE CULTURE AND DIVERSITY

- Doutta Galla understands that our staff are our best asset. It is essential that we recruit and retain the best quality people available.
- A review and update of the learning and development function resulted in an update of the current training program, on-line learning, mandatory training, face to face learning, staff induction and Compulsory Education Days (CEDs). A range of topics including: embracing diversity, consumer dignity and choice, the importance of documentation, customer service, person centered practice, responding to emotional escalation, fire and emergency management, manual handling and an overview of the Aged Care Quality Standards have been incorporated into the CEDs.

TRAINEESHIPS (DOUTTA GALLA SPONSORED)

- Cert IV Ageing Support
- Cert IV Leisure and Health
- Diploma of Nursing

LEARNING AND DEVELOPMENT 2018 TO 2018 - 2019



280 HOURS
of education and professional
development coordinated and
facilitated by Doutta Galla Learning
and Development team



130
Online training
programs offered
to staff



12 COURSES
facilitated and coordinated by
Doutta Galla Learning and
Development team



81
Student placements
provided

STUDENT PLACEMENTS

Doutta Galla continues to support students by undertaking the following placements:

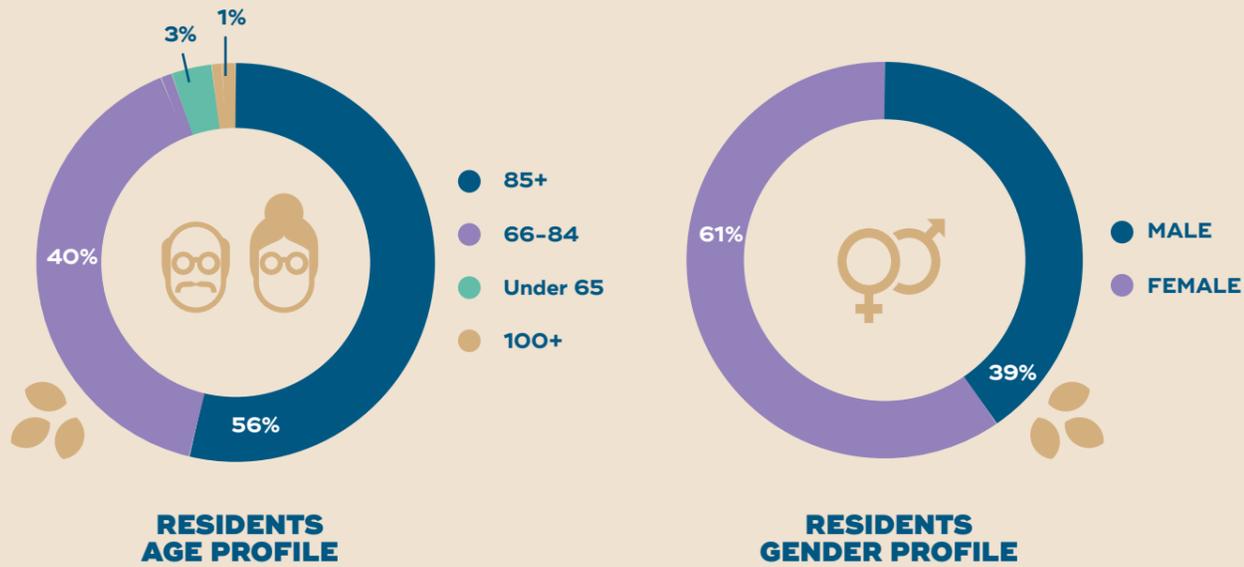
- Cert III Individual Support
- Cert IV Ageing and Support
- Diploma of Nursing
- VCAL work placement

Students have been placed at various Doutta Galla Aged Care Homes in conjunction with our preferred providers, with further allocations already booked for next year.

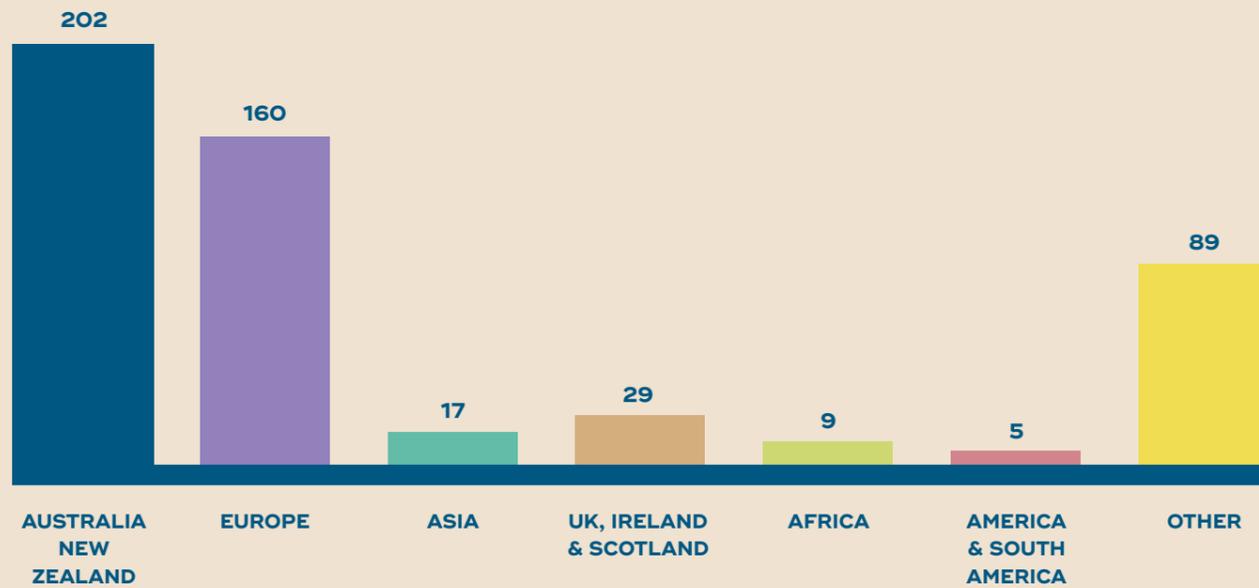
Various workforce projects have been undertaken including a Staff Survey – called “Through Your Eyes” which asked staff to rate the resident experience through their own eyes in accordance with the accreditation agency survey. In addition Doutta Galla is embedding a culture of care and support with residents called “We’re With You”



Residential Services



RESIDENTS BIRTH PLACE



DOUTTA GALLA WEST

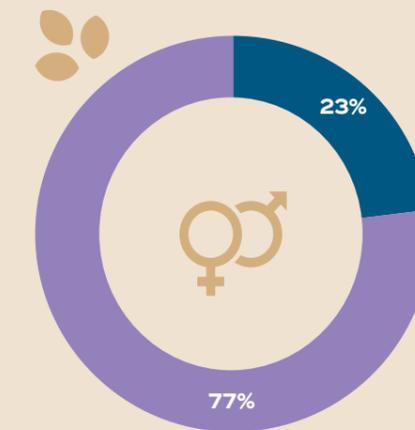


169 CLIENTS

Staff Diversity

EMPLOYEE COUNTRY OF BIRTH

INDIA	18%
AUSTRALIA	17%
PHILIPPINES	13%
NEPAL	4%
ETHIOPIA	4%
AFRICA	2%
CHINA	2%
SRI LANKA	2%
SUDAN	2%
OTHER	17%



STAFF GENDER PROFILE

- MALE
- FEMALE

- 597** PEOPLE EMPLOYED BY DOUTTA GALLA WORKFORCE AT THE END OF JUNE 2019
- 23.23%** TURNOVER %
- 86** NEW STAFF IN THE FINANCIAL YEAR
- 5.1 YEARS** AVERAGE LENGTH OF SERVICE
- 135** VOLUNTEERS

Meaningful illusions

Take a walk through our Memory Care Unit at Avondale Heights and you'll be transported to faraway lands and enchanting forests.



Adorning the walls are images of gorgeous destinations – golden beaches and luscious islands, peaceful forests and reflective lakes. But rather than just being a photograph, the images are enclosed within a window frame. It's a clever illusion to make you feel as though you are looking outside a window to somewhere exotic.

Adding to the charm, this year each resident was given the opportunity to individualise their room with a door covering that was special to them (using proceeds of last year's fundraiser). From English country cottage-style entrances to ornate European entryways and doors that ooze Manhattan chic, the coverings have brought new life to our memory care unit.

Further along the corridor, a small communal lounge space has been transformed into a sensory oasis. Floor-to-ceiling murals of autumnal forests set a picturesque scene, while calming images and sounds play on a television. An aromatherapy diffuser lets off subtle fragrances, and there are all sorts of tactile objects to explore.

"We're trying to make it a real sensory area," Avondale Heights manager Julie Smallacombe said. "There are different things to feel and touch, and it smells different every day. The residents are much calmer – they'll walk up and down, sit and enjoy the area."

Throughout the facility, there have been other upgrades this year. These include new flooring and improved courtyard spaces.

We've also worked on modernising the décor and bedding in the rooms we showcase to prospective residents. The aim is to help them visualise living at Doutta Galla and to create a warm, welcoming first impression. It's all part of our commitment to helping residents feel that they belong, that they're comfortable and that they're safe with us at Doutta Galla.



"We're trying to make it a real sensory area," Avondale Heights manager Julie Smallacombe said. "There are different things to feel and touch, and it smells different every day."

Overcoming geographical obstacles

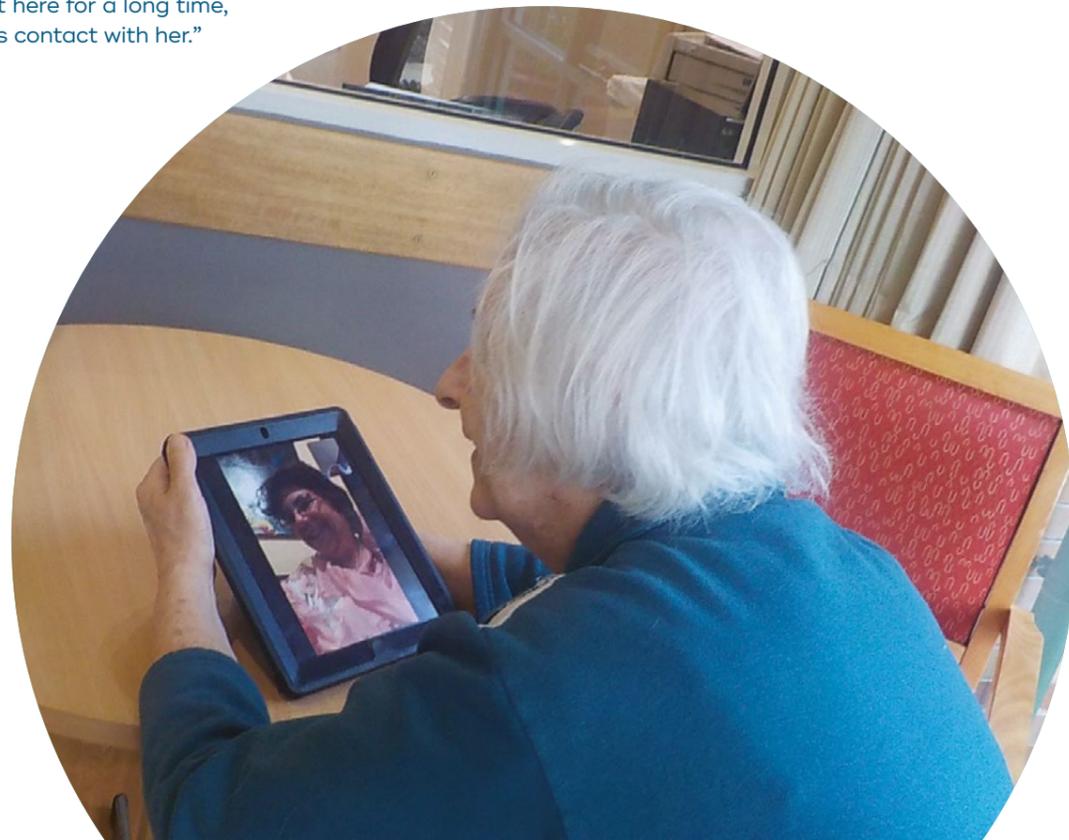
We understand how hard it can be for families who are separated by geography. For residents whose families live far away, it can be particularly isolating and lonely. Recently we were thrilled to be able to help one of our Lynch's Bridge residents to connect with family abroad.

Our resident who lives in the Memory Support Care Unit has a daughter who lives in America. The daughter had been out visiting Australia, and when she was due to leave, she asked if we could facilitate Skype calls with her mother. We thought what a fabulous idea!

Our IT manager activated Skype on our iPad, and we were able to call her in America. "Because the resident is in the Memory Care Unit and she doesn't really see her daughter often, she doesn't really know who she is," Lynch's Bridge lifestyle co-ordinator Jayne Salathiel said. "While she was here, it was great because she was seeing her daughter every day, but I think when she's not here for a long time, she really loses contact with her."

Ms Salathiel said it was lovely to witness mother and daughter chatting on the iPad. "When the resident sees her daughter, she knows she's familiar to her and she gets all excited. It also helped the daughter who lives in America, as she can now see her mum's face. The daughter was so grateful."

Ms Salathiel said they planned to make the Skype service available to other residents and their families. "It's a great option for families who live far away who can't come in to see their family," she said. "Even if it's just when they go on holidays, it's a way to help residents feel connected to their loved ones."



Making positive interventions

At Doutta Galla, we love being able to impact the lives of our residents in a positive way. This year, we saw a beautiful example of that at our Woorneck facility.

Setting up a computer for one of our residents seemed like the logical thing to do.

One of our male residents who is living with dementia wanted to be able to use a computer. He would come to the office where staff were working wanting to use their computers.

Jim and Kulanga from our IT department got involved and they got him his very own computer. They set it up complete with a 1400-strong playlist of songs from his era. We also purchased earphones, so that he could listen to his favourite tunes whenever he wanted.

"This is one of the success stories. He's is enjoying life more. He can listen to his music anytime". Ms Hollenkamp said.

Ms Hollenkamp said it was extremely rewarding to see the change in him. "It was something that he really wanted to have, and something that makes him happy," she said. "We understood what made a difference and now he's engaged with something he really likes to do."

Celebrating the life of Margaret Rita Griffin - Centenarian



Recently we were thrilled to celebrate the 100th birthday of one of our Queens Park residents, Margaret Rita Griffin. Rita was born in the fishing village of County Cork, Ireland on the 1st July 1919.

Rita's secret to a long happy life includes working hard, keeping your faith and always having a passion for what you do.

To celebrate Rita's special day, staff organised a party for her and invited her family.

The Mayor of Moonee Ponds attended, and there was music and entertainment, delicious food and festivities.

"Staff come even on their day off because it was such a special day," Queens Park lifestyle co-ordinator Suzette Fernando said. "She's such a sweet lady, so people went out of their way to come."

Rita even received a very special letter from the Queen and another from Ireland congratulating her on the milestone.

It was indeed an honour to be part of Rita's special day.

One of 13 children, Rita's parents struggled to raise their large family during this time.

At the age of 20, Rita left her home in Ireland and began training as a nurse in England, then later Scotland, usually working up to 12 hours a day, 6 days a week.

The year 1939 also marked the beginning of WW2 and, like many other young ladies her age, Rita did whatever she could to help the war efforts.

From a young age, Rita wanted to become a nun and she held on to that desire until the day she met her future husband, whom she married not long after.

Rita and her husband migrated to Australia in 1951, settling in Newport and later starting a family of their own.

Later in life, Rita moved into the Independent Living Units at Doutta Galla Queens Park in Moonee Ponds. When she could no longer take care of herself, Rita moved into Doutta Galla Queens Park Aged Care.



We've got the key to the door!

Turning 21 is a real milestone, which is why we celebrated in style at Harmony Village last year. On November 15, the facility marked the occasion by throwing a party for residents and families.

A local musician performed on the day, getting residents' feet tapping to tunes like "My Girl". There were party pies and sausages, scones, sandwiches and all the good stuff. And of course, it wouldn't be a party without a birthday cake to enjoy!

Melek Seit, 81, was asked to cut the cake. She moved into Harmony Village 21 years ago and was the 4th person to be admitted when it first opened. Ms Seit said she loved the entertainment on offer at the facility, having her grandchildren visit and the kindergarten visits. She also said the Christmas party was something she looked forward to every year.

Overall, our 21st birthday celebrations were a huge success.

"The residents always really enjoy the birthday celebrations," Harmony Village lifestyle co-ordinator Emma Blackney said. "Most of them attend and family and friends are also invited, as well as our volunteers."

Summer harvest

On a beautiful summer's day in February, the residents of Grantham Green gathered in the sunshine for the great tomato harvest. The excitement in the air was palpable – after all, it had been an event several months in the making.

Wind back the clock to October, and those same residents were busy planting tomato seeds with the help of a dozen energetic young volunteers from Victoria University. Every year, Victoria University runs a V4U Day, whereby students volunteer their time with various organisations, and we were lucky enough to have them help out with our tomato project.

About 20 residents worked with the volunteers to plant the seeds, and over the following months they watched in awe as the vines produced juicy, delicious-looking tomatoes. "The residents kept asking when they could pick them, so they were quite excited leading up to that day," Grantham Green lifestyle co-ordinator Milan Koirala said. "We'd make a joke about picking them, selling them to the kitchen then heading to McDonalds to buy something with the money. We made it a really fun event."

Finally, on February 19, it was time to pick those little beauties. "The tomatoes looked quite nice by then, and the day was really beautiful as well," Mr Koirala said.

"We were actually planning to do something else that day, but the weather was just perfect for tomato picking, so we decided to go for it!"

Mr Koirala said the residents loved rolling up their sleeves and getting involved. "It was so much fun," he said. "We were making funny faces and doing all sorts of things. Afterwards, we did outdoor exercises like stretching – it was a great day."

So, what happened to those tomatoes? The kitchen used them in a delicious tomato soup and a few other dishes that the residents thoroughly enjoyed. Yummo!



Cooking up a storm

Residents from our Footscray facility have been busy cooking up a storm this year, thanks to the introduction of our very own cooking club.

In January we decided to begin offering cooking classes, as a fun way to keep residents engaged and entertained. Residents gather in the downstairs dining area and staff demonstrate how to make a recipe over the course of an hour.

Initially, the idea was to run one class a month. However, we could not have anticipated what a smash hit they would be! "About 30 residents come for cooking, so it's very popular," Footscray acting lifestyle co-ordinator Gibi George said. So much so, that we have added a second cooking class to the monthly program!

So, what's been on the menu? Throughout the year, we've made all sorts of yummy things, from sweet sensations like pancakes and cupcakes, to savoury delights such as stir fry and quiche. There have even been some exotic dishes from India thrown in the mix.

What's lovely to see is the way residents have embraced the classes. Some residents assist with the demonstration, stirring the ingredients or helping to bring the dish to life. Others have made recipe suggestions or contributed fresh herbs from the garden.

While the food cooks, staff run trivia games, and before long, it's time to enjoy our culinary creations! "The cooking classes are going really well," Ms George said. "They really enjoy it."



Continental breakfast

Offering our residents a continental breakfast continues to be a hit. In addition to our usual healthy and hearty breakfasts residents can have the option of a continental breakfast twice weekly. What's on the menu is determined by the residents, it could be bacon and eggs, continental sausages, cold cuts and cheese and a range of condiments, it all depends on what the residents like.

"We have lots of residents with different tastes, likes and dislikes, the breakfast options give residents an opportunity to have a breakfast they love." Woorneck lifestyle co-ordinator Carina Hollenkamp said. "In this way we provide for individual preferences."



A trip down memory lane

Inside our Memory Care Unit at Woorneck are boxes full of treasures. There are rock concert tickets and old photographs. Football memorabilia and other trinkets.

These bits and pieces might not mean much to others, but to our residents, they are powerful. They're transformative. And they're part of a new initiative developed by one of our staff members, Woorneck lifestyle co-ordinator Carina Hollenkamp.

It's called the Meaningful Life Moments Box – a simple concept with profound consequences. We collect items from our residents' past lives and store them in their own box. The contents in their special box help them to feel connected to their life and to their history. In some cases it helps the resident to feel calm if they start to feel disorientated or confused.

"Using these strategies, helping a resident to reconnect to memories or items that help them to remember, provides meaning to their day, Ms Hollenkamp said. "It helps them to settle down, keeps them calm and encourages them to talk about special things that happened in their lives."

This year, Ms Hollenkamp created a resident story board as a simple way to better communicate each resident's needs to staff.

It details a simple summary about the resident. where the resident was born, their family background, their profession, likes and dislikes, the best way to help them during the day, what they enjoy, how they prefer to be addressed and the ideal way to communicate with them. "Being written by the resident, staff better understand the needs of the resident – it really makes a difference," Ms Hollenkamp said.

Previously, staff had to access information from the computer, now they can see what is important to the resident at a glance. "as well as our regular staff, we have casual staff, agency staff and other staff members who may not have worked with that resident," Ms Hollenkamp said. "For them to know what's important to our residents by just reading the one page care plan is

wonderful, and I've developed a folder that is a quick reference for staff about what a resident might need."

Ms Hollenkamp said the outcomes of both initiatives were "fantastic" and it had become easier to provide better care to the residents. "Staff need to know our residents. We can't give a resident a book if they're not interested in reading, so we need to pinpoint what they do like and help them with that – and that's when they become calm, connected and active. We have to go into their world, understand their thoughts and engage them to keep them happy."

Life in aged care – A resident's perspective



I've been really happy since I came to Doutta Galla. I love happy hour every Friday and the café. I like Mondays because we have word find (a fun activity). I enjoy it a lot.

One of my highlights was Christmas last year. We had a Christmas party in the facility. My son also came to join us. I met other residents' families, and we had a special meal. I also received a gift that the staff prepared. We took a lot of photos with my family and co-residents. I loved all the decorations around the facility – it was a warm Christmas.

Overall, I enjoy all the activities here! There are a lot of different events and activities on offer and I never get bored! I've made a lot of friends too, and all staff are very friendly to me. (Janice Pitt resident Footscray Aged Care)



Greek festival

Our Greek Festival in May was a highlight on the social calendar. More than 50 residents, staff and family members headed to Bellairs Park, next to our Yarraville facility, to celebrate all things Greek.

“We have a few Greek residents and when we did a survey they asked if they could have something culturally-specific to them,” Yarraville lifestyle co-ordinator Shivalika Sharma said. “On Australia Day, all residents join in, so I thought why not celebrate with a Greek Festival where we can all get into the spirit?”

Residents and staff dressed up in Greek costumes, and there was plenty of entertainment throughout the event. “The local Greek community came and did a dance performance for our residents and we had a Greek DJ playing music,” Ms Sharma said. “They got to eat Greek food, listen to Greek music, watch Greek dancing (Zorba), and it was a really fun day. The families loved it too.”



Adventures in town

Our residents love getting out and about, and we love seeing them in their element when they do. At Yarraville, we’ve introduced two fun new regular outings, which many residents look forward to.

Twice a month, we take a walk with residents to the Alfa Bakery in Yarraville, right near the train station. There, they enjoy a morning coffee and treat, read the newspaper, chat with friends, and watch the trains go past.

“They watch passengers getting on and off the trains, and for some, it brings back memories of doing that,”

Yarraville lifestyle co-ordinator Shivalika Sharma said. “Most of our residents are from Yarraville, so whenever we go to the bakery, often they meet old community connections and they sit with them and enjoy a tea as well.”

Ms Sharma said the simple outing to the bakery helped residents feel connected and part of the local community. “For them to go out and catch up with their friends and have that normal experience of ordering a tea or coffee, eating what they’d like, and enjoying that environment is really important,” she said. “It gives meaning to their lives.”

Meanwhile, once a month our Yarraville residents hit Crown for a buffet lunch and some cheeky pokies. “Going to morning melodies and listening to the same music – some like it, others don’t,” Ms Sharma said. “I started thinking about where else I could take them, and Crown Kitchen Workshop Buffet sounded good, because they can have choices with the meal.”

Ms Sharma said the outing had been a smash hit. “One of them won \$300 and was so happy flashing notes at me,” she said with a laugh. “The residents really enjoy it.”





Charitable endeavours

At Doutta Galla, our residents love to support charitable events. In June, we organised a fundraiser afternoon tea for the Cancer Council at Lynch's Bridge.

Other facilities and family members joined us for the event, and overall there were about 80 people in attendance. The kitchen cooked up a storm, with scones, biscuits, cakes and all the good stuff on offer. We decorated the main dining hall with Cancer Council colours and raised \$235 for the charity. The event was a huge success!

Selling for keeps

This year's annual garage sale fundraiser at Yarraville saw staff, volunteers, families and residents come together to help make the event a success. Early in the year, we put out flyers asking family members to make donations and we were overwhelmed by their generosity! We received all sorts of items, from household goods to kids' books, toys, makeup, jewellery and more.

In the lead up to the garage sale, we advertised in local newspapers and did a letterbox drop around the local area. The garage sale was held on a Saturday morning in summer from 9am to 1pm. As part of the fun, we organised a sausage sizzle and three of our regular volunteers helped out on the day.

Overall, we raised more than \$700. Using additional money from our Christmas raffle, we were able to purchase a new outdoor water feature for \$1150 for the residents to enjoy.

"We do outdoor activities with the residents, like café, music and games," Yarraville lifestyle co-ordinator Shivalika Sharma said. "If they're outside in the garden, the water feature creates a sensory experience for them. They can see and hear the water."



Family fun

There's nothing more we love than getting to know our residents and their families too. In May, we organised a family fun day at our Wornack facility.

There were fun games, like how long can you drag out saying "haaaappppy biiiiirrrrthday" on the microphone. We enjoyed a sausage sizzle and bake sale, and it was an all-round happy day.

"It was a nice afternoon and I was so happy to see the residents enjoying themselves," Wornack lifestyle co-ordinator Carina Hollenkamp said. "For the families, it's not just about coming to visit, it's about joining in the fun with their loved ones."

Encounters of the furry kind

One of the highlights on the calendar this year at Grantham Green was the day a few furry friends came to play. In March, we organised an indoor animal farm experience. There were loads of different animals, from chickens and rabbits to guinea pigs and dogs.

The stars of the show were a baby lamb and baby goat, which tottered around wearing nappies. That gave the residents a good old laugh.

Residents fed the animals, held them in their laps and enjoyed spending time with them. "For the residents, it was beneficial as it made them reminisce in so many different ways," Grantham Green lifestyle co-ordinator Milan Koirala said. "A lot of our residents had animals growing up, and some grew up on a farm with a lot of animals. Being able to play with the animals, pat and feed them brought back a lot of good memories."

Mr Koirala said it was beautiful to see the joy on the residents' faces. "The really positive thing for me was that some of the residents who would not come out for any other activities came out to see the animals. We could see a constant smile on their face. Everyone had a good time playing with the animals."

Meanwhile, earlier this year we introduced regular farm visits at our Harmony Village facility in response to requests from our residents. Once a month, a woman brings in a variety of farm animals, from calves and lambs, to rabbits, ducklings, pigs and dogs. Residents love the interaction.

"It's good for their emotional health and spiritual health," Harmony Village lifestyle co-ordinator Emma Blackney said. "Dogs and animals improve mood, and it's good for residents who are unwell or palliated."

And at our Avondale Heights facility, we had fun "horsing" around this year. Tobin Brothers brought in a horse to visit the residents, much to their delight.



Weekend fun

Everyone needs something fun to look forward to on the weekend, including our residents! For that reason, we decided to introduce a range of weekend activities at our Footscray facility this year.

"We did a survey and found residents felt it was too quiet on weekends," Footscray lifestyle co-ordinator Gibi George said. "For people who don't have families, they felt bored and lonely. That's why we started weekend activities." From movie afternoons and music sessions, to colouring and balloon games, there's now plenty of action going on.





Next-level bingo

What do you imagine when you think of a game of bingo? You'll likely conjure up images of someone yelling out numbers across a room. But at Woorneck, we've taken our bingo to the next level.

In June, we organised a bingo afternoon with families and tried out a new bingo app. It calls out the numbers electronically, and it allows you to display the numbers on a large television screen. "We had families commenting that we'd gone high-tech," Woorneck lifestyle co-ordinator Carina Hollenkamp said. "Residents said it was great to see the numbers in big print on the television screen. It was lots of fun."

Poetry in motion

The immortal words of poetic greats like John Keats and Henry Lawson come to life at our Queens Park facility twice a month.

Fortnightly on a Thursday, we run a quiz, poetry and puzzles activity, which residents love! We introduced the initiative in June this year as a way to help keep residents mentally stimulated.

"We have residents who like their crosswords, reading the newspaper and doing word games, so I thought I'd incorporate a few activities into one," Queens Park lifestyle co-ordinator Suzette Fernando said. "I find it works well to have the quiz and throw in some poetry and maybe even some jokes."

Residents gather in the level 2 art and craft area, which is perfect for some quiet contemplation. "I begin by asking them whether they have any poetry they remember from their school days," Ms Fernando said. "Some will come up with a couple of lines. While I'm reading the poetry, some will remember the end of the poem, and it just triggers memories."

Ms Fernando said it was heart-warming to see the reaction of the residents. "They like the quiet environment and the general socialisation of coming together," she said.

Wheely good times

At Lynch's Bridge, the good times keep on rollin'. This year, we introduced a media trolley with all sorts of goodies on board that we can roll into residents' rooms. There's a TV, iPad with internet, DVD player and Nintendo Wii console. "Everything's attached to the trolley, so I can wheel it into a resident's room, plug it in and access any of the media on there," Lynch's Bridge lifestyle co-ordinator Jayne Salathiel said.

Ms Salathiel said residents were loving the stimulation. "We have a Somalian resident, and I can play him Somalian music, for example," she said. "We have an Italian lady who doesn't leave her room, but I can take the media trolley in and she can still be part of an Italian sing-along in her room. It's great."

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.



Mr. Scott Chapman

CHAIRMAN

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. Scott is also Chair of the People and Culture Committee, and Board Ambassador to the Harmony Village Aged Care Residence and the Independent Living Units, and the Wornack Aged Care Residence.



Mr. Terry Larkins PSM, JP

DIRECTOR

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. Terry is the Chair of the Quality and Service Development Committee and Board Ambassador to the Grantham Green Aged Care Residence and the Independent Living Units.



Mr. Denis Henry

DIRECTOR

Denis is a qualified engineer and certified practising accountant with over 25 years' experience in providing strategic and commercial advice to both private and public sector organisations, Denis' extensive financial skills and governance expertise ensure risk management and financial health of our organization are embedded in our governance processes and strategic plan. Denis is the Chair of the Risk, Audit, Finance and Assets Committee and Board Ambassador to Queens Park Aged Care Residence and Independent Living Units.



Dr. Peter Hertan

DIRECTOR

Peter joined the Board of Doutta Galla in February 2017. He 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. Peter has been aware of Doutta Galla's outstanding work for a number of years and welcomed the opportunity to join the Board. Peter is a member of the Risk, Audit, Finance and Assets, and the People and Culture Committees. He is also the Board Ambassador to the Yarraville Village Aged Care Residence.



Ms Kirstin Fox

DIRECTOR

Kirstin is a registered nurse and is an experienced manager of Aged Care Services including community and residential services. Kirstin has 9 years' experience as a senior manager, establishing and delivering clinical outcomes for people living in the community and in residential care settings. Kirstin is a member of the Quality and Service Development Committee and the People and Culture Committee.



Ms Molly Carlile AM

DIRECTOR

Molly has accumulated a wealth of experience through her diverse career. Molly is a registered nurse with post graduate qualifications and extensive experience in palliative care, counselling, grief and bereavement, education (in both tertiary and workplace settings), service administration, corporate governance, leadership, community liaison, policy implementation and evaluation, complementary therapies and health promotion. Molly was awarded the Member of the Order of Australia (General Division) in the 2014 Queen's Birthday Honors List "for significant service to community health through seminal contributions to organisations providing palliative care and to the performing arts".

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 organization 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 organization achieving this aspiration.



Ms Robyn Simpson

GENERAL MANAGER, OPERATIONS AND 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 organization 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 Danielle Rose

GENERAL MANAGER, PEOPLE CULTURE & DIVERSITY

Danielle has extensive experience in aged care having worked in senior HR roles with a number of Aged Care providers. Danielle believes that obtaining a role within any area of the aged care sector is an honour – no matter whether the role provides direct care or corporate support. For this reason she is committed to thorough recruitment and selection processes and the creation of an environment that encourages ongoing learning and development.



Mr Dermot O'Sullivan

GENERAL MANAGER, STRATEGIC ASSETS AND PROPERTY DEVELOPMENT

Dermot comes to Doutta Galla with a wealth of experience in managing capital projects in public institutions, in particular the TAFE and University sector. He has extensive experience in infrastructure strategy, project delivery, and environmental, health & safety management, educational support, and commercial services.

Prior to his employment with public organisations, Dermot held a number of Army appointments in the Royal Australian Engineers, including as Chief Engineer Southern Victoria. In addition to training in engineering, Dermot has a Master of Management, and a Real Estate Representatives Qualification.

How to help



Contact Us

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Where we are



OUR LOCATIONS

 <p>Footscray</p> <p>P 48 Geelong Road, Footscray D R p. 9687 6744</p>	 <p>Harmony Village</p> <p>P 20 Zurcas Lane, Shepparton D R U 60 p. 5831 7921</p>	 <p>Woorack</p> <p>P 6 Killara Street Sunshine D R 61 p. 9312 0111</p>	 <p>Grantham Green</p> <p>P 28-32 Magnolia Street, St Albans D R 44 p. 9364 5235</p>
 <p>Lynch's Bridge</p> <p>P 44 Market Street, Kensington D R 58 p. 9376 2111</p>	 <p>Yarraville Village</p> <p>P Corner Somerville Road & Fairlie Street, Yarraville D R 45 p. 9687 8233</p>	 <p>Avondale Heights</p> <p>P 120 North Road, Avondale Heights D R 108 p. 9325 0000</p>	 <p>Queens Park</p> <p>P 13 The Strand, Moonee Ponds D R 45 U 16 p. 9372 8888</p>

LEGEND

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

Joy for all ages

Once a month our Harmony Village facility comes to life with the sound of children's laughter. Earlier this year, we launched a new intergenerational program in partnership with Arthur Dickmann Children's Centre.

On a Tuesday or Thursday, the youngsters, aged 3 and 4, come for a visit and brighten up the lives of our residents. A local resident facilitates the sessions, and there are different activities designed to bring the residents and children together, including arts, craft and play.

"The reaction from the residents is really positive and we get a great attendance every single time," Harmony Village lifestyle co-ordinator Emma Blackney said. "They engage well and they all talk about how happy it makes them."



Men's club

In recent months, we've been excited to see more and more male residents embracing our Men's Club at Footscray. The gentlemen meet once a month on a Friday to play boardgames, talk about current affairs, have a drink and enjoy each other's company.

Initially the uptake was slow, but nowadays there are about 8-10 men who meet regularly. "We have a ladies' club, and we thought we were discriminating, so we thought we'd start a men's club," Footscray acting lifestyle co-ordinator Gibi George said. "It wasn't going well, but now we're getting more residents who are more comfortable sitting together."

We're With You

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