

THE VILLAGE NEWS



ALLAMBIE HEIGHTS
Village
Retirement Village



ALLAMBIE HEIGHTS
Village
Residential Aged Care Facility



William Charlton Village
Retirement Village

May/June 2018

Allambie Heights Village Ltd.

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NSW Food Authority awards us an 'A' for the 9th year in a row!

On 11 April 2018, our catering services were audited, an annual event and tested across a range of standards: records; hygiene; cleanliness; maintenance; food preparation; presentation and delivery among a range of standards. Once again, the cream rose to the top! The coveted prize, another 'A' Classification, top marks indeed.

I am extremely proud of this accolade and achievement. Six months ago, I established a Committee involving staff and management of both Allambie Heights Village Ltd. and our contractor, Catering Industries Pty Ltd to work on developing the presentation of our residential aged care facility dining room, to make it more restaurant style.

We checked in with residents as we made the changes, listening to their feedback which was overwhelmingly supportive. We changed the layout of the room and how tables are presented. We introduced new furnishings, created 'nooks and crannies' to provide areas of discreet privacy while being sensitive to residents' needs and how users of wheelchairs and walking frames need more space for access. We were aware too of our staff who have to assist residents and how they need space too to do this. We are pretty happy with the result. An essential part of the plan is for our Chef Manager to have ownership along with his staff for the restaurant and for all our staff to assist in this too.

I thank Andrew Haskett, Group Manager (and our former Chef Manager); James Boyes (Chef Manager); Roger Dixon (Chef); James Fearnley and Dolma Kyi (Catering Assistants) of Catering Industries Pty Ltd for another outstanding 'A' Classification. Appreciation too to our



James Fearnley (Catering Assistant), Ciarán Foley (Chief Executive Officer) & James Boyes (Chef Manager)

Maintenance Team, Housekeeping Team and to the staff and management of Allambie Heights Village Residential Aged Care Facility for all of their contributions in achieving this Award. It is a collaborative approach for every meal, prepared freshly in our kitchen every day and presented to our residents and visitors professionally.

Congratulations all!

High occupancy levels

It is with great pleasure that I announce at time of writing that our Allambie Heights Village, Retirement Village is full; our Allambie Heights Village Residential Aged Care Facility is over 95% full and we are in discussions with potential residents. Our William Charlton Village, Retirement Village is approaching maximum occupancy of available apartments following a program of apartment renovation.

Thank you to our newest residents who have chosen to live in our communities.

The push is on among my staff to achieve full occupancy across our operations. In the meantime, we maintain our waiting lists of people who are planning to move to live with us in the future.

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Lecture on Dementia



Dr Themis Garagounis

It gives me great pleasure to announce that Allambie Heights Village Ltd. is presenting a 'Lecture on Dementia' on Thursday, 17 May 2018 at 6.00pm in the Community Hall, Allambie Heights Village. Presented by Dr Themis Garagounis, doctor,

author and motivational speaker, Themis is also one of our general practitioners visiting our residential aged care facility. Jim Murray, Facility Manager will join an expert panel for a Question & Answer session. We will be in contact shortly to invite residents, relatives, staff, Company Members and corporate partners and we are expecting a full house for this most interesting event. RSVP will be essential so that we can coordinate limited seating and light refreshments.

An audience with Brad Hazzard MP, NSW Minister for Health



The Hon Brad Hazzard

The Honourable Brad Hazzard, MP for Wakehurst, NSW Minister for Health and Minister for Medical Research will join us on Tuesday, 26 June 2018 at 6.00pm in the Community Hall, Allambie Heights Village. Another full

house is expected for this 'Audience with Brad Hazzard', interviewed by Ciarán Foley, Chief Executive Officer. This is a great opportunity to meet the Minister, to ask him questions about health and medical research matters and to promote the industries and business that affects us directly, Aged Care, Retirement Village Living, Affordable Housing and uses of Crown Land in the future among other topics. RSVP will be essential so that we can coordinate limited

seating and light refreshments. We will be in contact shortly with invitations.

Future developments

We have two projects in motion simultaneously at William Charlton Village. Since buying the business and commencing operating the Village on 31 August 2016, Allambie Heights Village Ltd. has progressed with our capital development plans. This has already involved electrical, plumbing, television reception improvements and connectivity and fire safety upgrades. We inherited eleven vacant apartments and over the past eighteen months, we have been refurbishing vacant apartments to our high standards and offering them to our newest residents. Maintenance, gardening, housekeeping and management services are delivered consistently throughout the week.

I want to express particular appreciation to Cathy Sumner for directing and resourcing all of the refurbishment work, for marketing the Village and for being the welcoming face to our residents, existing and new. Dennis Caldwell, Rob Watt and Tony Pecar have been involved in targeted demolition, rough-in and in trouble shooting around a range of trades colleagues. They do a great job which is separate to their maintenance and preventative duties in our retirement villages and residential aged care facility. Thank you also to our Housekeeping Team of Jenny, Zarina, Tran and Marlene who provide housekeeping services weekly.

Over the next six months, we are planning to improve the external presentation of William Charlton Village by modernising the brick work and other external items. We will also be giving the Community Hall (known as the Rotunda) an outstanding new look. And we will make the gardens the envy of retirement villages on the Northern Beaches and beyond.

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A new retirement village

The other project that we are working on is the 'green fields site' to the west of William Charlton Village. This is an outstanding area for potential future development. Its views go all the way to Bondi Junction and the Village also has views of the Pacific Ocean.

I have appointed a project manager, Jackson Teece Architecture and a range of consultants and we are busily working together to achieve a Development Application to build twenty four premium three bedroom apartments (or two bedrooms and an office) and a wellbeing centre consisting of a swimming pool, a large gym, activity and hospitality areas as well as office space.

I look forward to being able to respond to the demands and wishes of many people who have expressed an interest in this development and who have plans of moving into another wonderful community provided by Allambie Heights Village Ltd.



A draft landscape design image of the new retirement village

Congratulations Milos



Congratulations to Milos Bencek on 10 years of service at Allambie Heights Village Ltd. Thank you for your loyalty and commitment.

A Family evening with our RACF relatives

On 26 April 2018, management of the Residential Aged Care Facility hosted an evening meeting with relatives of our residents. An outstanding turnout and we thank our relatives for their time, contribution to the meeting, feedback and support. Jim Murray, Facility Manager along with Belinda Donkin, ACFI & Education Coordinator, Mini Varghese, Registered Nurse and Ciarán Foley, Chief Executive Officer advised relatives of developments at the RACF over past months and those planned for in coming months. They referred to an increase in recreational activity staff hours during evening time. This program has commenced with the appointment of Virginia Chawan who will add to the recreational program coordinated by Virginia Stapleton. There has been an increase in registered nurse hours also to respond to the changing needs of our residents. These are important developments and a valuable investment in our services to our residents and staff.

Jim Murray spoke about a subtle upgrade to our Acacia lounge, the planned renumbering of rooms to make our system more clear and our further investment in information technology with the engagement of Telstra Health to provide replacement Medication Management software as well as Resident Manager to enhance our booking and admission systems among other software enhancements.

Continued..

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A family evening with our RACF relatives continued..

Sharing the very positive recent Award of an 'A' classification from the NSW Food Authority for our catering services, Jim announced that a Comments Register is available for residents and visitors to provide feedback, located in the dining room.

Jim referred to access to the RACF 'after office hours', on evenings and at weekends. A visitor and a separate Resident 'sign-in/sign-out' register is located just outside the main dining room in Darwinia, opposite the winter garden/art room. For fire safety purposes, the registers must be used by all visitors and for all residents leaving and returning to the RACF.

Jim will email all relatives in relation to using the Camellia entrance 'after hours' so as to accommodate the sign-in/sign-out requirements and to avoid visitors accessing Acacia if their resident resides in Boronia or Camellia. Thank you relatives and visitors for your support and understanding.

RACF management are planning a follow-up family evening later in the year.



RACF Relatives at the family evening

Party time at William Charlton Village

We followed up our Christmas celebrations at William Charlton Village with an Easter 'get together' and a welcoming morning tea for a number of our newest residents who moved to their apartment within a few weeks of each other. They expressed their happiness with their new home and have begun to settle in with their neighbours. Welcome!



Sally Rowley and Eileen Bishop, Residents



Staff with residents of William Charlton Village

Ciarán Foley
Chief Executive Officer.

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