



ALLAMBIE HEIGHTS  
*Village*

## THE VILLAGE NEWS



# OKTOBERFEST 2014



# Welcome from Ciarán



Welcome to our **28<sup>th</sup> edition** of The Village News!

I commenced my article of the last August edition of The Village News reporting that The Australian Aged Care Quality Agency (previously known as the Aged Care Standards and Accreditation Agency) had audited our residential aged care facility on 26 June 2014 and confirmed the excellent standards and quality that we are achieving for our residents, staff and visitors. The Agency conducts generally one announced and one unannounced audit each year.

Well, on 29 October 2014, we received the unannounced audit! I have often commented in past articles that the Aged Care Industry is undoubtedly the most regulated industry in Australia and Operators and Providers of Aged Care Facilities are certainly aware of this. A couple of colleagues suggested some time ago to me that the Mining Industry might come a close second and I recall that someone in finance I met suggested that the Finance Industry was “up there in regulatory terms with the Aged Care Industry!” Now, I respect many colleagues in the very broad range of what is described as the ‘finance industry’ and I work directly with a number too but I think that my ‘friend’ was misguided in his assertion that the world of finance is as well regulated as aged care!

The Agency is always welcomed at Allambie Heights Village and I welcome in particular the unannounced visits because there is no preparation, the auditors find us ‘as we are’ so to speak. Once again, it was an excellent audit and I am immensely proud of all our staff for making us the residential aged care facility of choice that people wish to move to and live in. Well done to Lindsey Hatt, Director of Care and to the team of registered nurses, care, recreation, reception & administration, accounts, cleaning, maintenance, catering, contractors, volunteers and to our allied health professionals for a ‘job well done’.

To have consistent ongoing reports of our excellent standards and achievements from independent inspectors creates benchmarks of performance against which we continue to measure our progress and tops up our internal performance indicators in all that we do. Thank you especially to our residents and families who commented to the auditor and more importantly for choosing to make your home with us at Allambie Heights Village.

I always sit in on the ‘exit interview’ with the auditor along with Lindsey. This is where the auditor provides verbal feedback in a spontaneous open manner that does not unfortunately find its way into the factual, objective, ‘emotion-free’ written report. So, the feedback is all the more special for us to hear and to share with our staff. The focus of this audit was Human Resource Management and Staff. However, the auditor will always interview residents, family members, staff and anyone she comes across during the visit and examines a broad range of documentation. Comments made by the auditor on 29 October 2014 were:

- “Residents were glowing about staff”;
- “Documentation was impressive”;
- “Residents and families provided great feedback regarding staff”;
- “Staff knowledge is excellent”;
- “Registered Nurses are great”;
- “Staff are enthusiastic and open to suggestions”;
- “Staff are respectful”.

# Welcome from Ciarán

Thanks again to the entire team!

This audit occurred in the same month that we have provided the required returns of various surveys to the Department of Social Services, some annual, others monthly, our end of financial year report and our Prudential Compliance Statement regarding the accommodation bond amounts and accommodation payments (since 1 July 2014) that we hold on our residents. And I thought that the government was going to reduce the amount of 'red tape'! We have some way to go before that will be realised and believe me, on behalf of my colleagues and other operators, we will be greatly relieved when that takes place. A balance must be achieved.

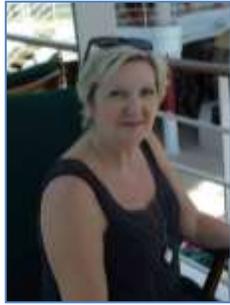
Regulation is a good, important and meaningful requirement and we all want it. We should all be very reassured that it exists and be reassured further about its existence in our industry. There should be similar focus in other areas of society. Regulation is extremely expensive and as operators we are in no way compensated adequately for the time that is expended on increasing demands made upon us by Government Departments for a range of returns that they collect. Come on Prime Minister and Minister, sort it out!

It is of some concern that some of the smaller operators in the past few years who provided residential aged care facilities have decided to sell up with the burden of regulation being too great for them. Husband and Wife operators who started something fifteen or twenty years ago with all of the best intentions have suddenly decided that the red tape has smothered their limited resources, energy and enthusiasm. Bought out by the 'Big 10' for-profit operators who have listed or who are in the process of listing on the Australian Stock Exchange, owned by shareholders who will make clear demands about how their businesses will be run in the future to achieve those dividends. These ten companies still represent only 17% of all of the places provided in our Australian residential aged care facilities and the leader only represents 3% of all of the places in residential aged care facilities, a very small amount. Some financial colleagues describe the industry as 'fragmented' as a consequence of the range of providers and operators, 2,700 facilities operated by 1,000 providers. I choose to think of us offering great choice!

I don't wish to be in a market place where I can only choose between Coles and Woolworths who have forced out everyone else in the food business and where they can then manipulate supply, products and price. Let us all be very aware that we must protect our aged care industry, support our operators and providers. Let's face it, we are all competing and competition ensures in a consumer directed climate that we need to give value, maintain standards and meet the increasing needs of an increasing older population. The Government and its Departments need us. They need to continue to minimise their growing range of regulation demands or at the very least moderate or streamline them better. In the meantime, we will continue to embrace proudly our regulatory compliance. My thanks again to our great team! I am proud to be working with you all!

**Ciarán Foley, Chief Executive Officer**

# Holiday Report from Our Global Roaming Reporter, Patricia



*Dear Residents and Friends,*

For three weeks in August I enjoyed a wonderful holiday starting in Vancouver, Canada, a beautiful city set on the harbour with a host of ferries, bridges, parks, gardens and great eateries. We then boarded the Island Princess cruise ship and sailed the Inside Passage stopping at three Alaskan ports, Ketchikan, Juneau and Skagway, then two days at sea through Glacier Bay, embarking in Anchorage.

A train ride to Denali Wilderness Park followed where we spent three days exploring inland Alaska by day and enjoying a log fire at night.



So many amazing experiences but the highlights would have to be:

- Flying from Lake Tahu in a sea plane over the Glaciers and landing in a remote area for a lunch where an uninvited bear strolled out of the woods and took over our salmon bake BBQ, then sat in a tree licking his paws until we left!
- Being mesmerised by the massive glaciers, the cracking falling ice breaking the silence of the crisp fresh air.
- Water rafting on the Chilkat River with eagles soaring above with a mummy bear and two cubs on the mud banks in the distance catching salmon.
- Being metres away from a majestic Caribou as it emerged from the forest, the antler stretched for 150cm.
- Walking across the Capilano suspension bridge in Vancouver.



Hawaii on the way home was relaxing and beautiful and a stark contrast to Alaska. So many lands to visit in this world, have to get my atlas out and start planning my next one.

Okay, feet firmly back on the ground and six weeks later, I am now looking forward to my daughter Lauren's wedding in December so a hive of activity on the home front.

## Self Care Social Activities from Patricia

The next three months is always a busy time of the year, November starts with a Melbourne Cup High Tea to be held in the Community Hall. Come and enjoy the fun, try your luck in the sweeps and **prizes for the best hat**, start creating now, tickets are on sale at reception for \$12.



Can you beat  
these  
wonderful hats  
from last year?!



Our themed monthly luncheons in the Village Dining Room continue to be a great success. They are advertised on the notice boards and tickets can be purchased at reception. The three course lunch with tea or coffee is available every day, it is great value and can be ordered any time prior to 10am on the day of the booking. Residents \$12 Visitors \$14.

Menus for the month are now displayed in the Community Hall, we hope this is helpful should you wish to plan for friends and family to join you for a meal. The Village Dining Room is BYO. Meal tickets can be purchased at reception, they do not expire should you wish to purchase a few at a time and use at your convenience.

A Bus Trip to the Art Gallery to view the Archibald, Wynne & Sulman Exhibition was enjoyed by many. We have a trip to Palm Beach for the famous fish & chips planned for early November, always a popular spot. Warringah Mall shopping trips continue weekly. Our appreciation and thanks once again go to our volunteer drivers who make this possible.

Tai Chi classes and Movie Nights are about to start again following a break for the Winter hibernation season, information will be posted on the notice boards in the village. All residents are welcome and no prior knowledge of Tai Chi is needed.

Please enjoy socializing at the BBQ area that has been set up with a new larger table and chairs and umbrella and gas BBQ for residents' enjoyment. In addition, table and chairs have been placed around the pond area. It is good to hear that it is being used to entertain friends and families. The area is located at the end of the driveway adjacent to the pond and gate that leads to the War Memorial Park.

Volunteering your time to people or projects is a very beneficial and satisfying thing to do and a great way to connect with your community. We are lucky that many of our residents help around the village with gardening and volunteer to assist with the recreation programme in the Residential Aged Care Facility. Your time is appreciated, if you are interested and would like to find out more please do not hesitate to contact myself or Virginia, Recreation Manager for the Residential Aged Care Facility.

# Self Care Social Activities from Patricia

The internet Kiosk/Library has books and DVDs available for residents to borrow. It is an honesty system 'take and return', if you have a good book or DVD that you would like to share, they can be left in the library. Open Monday to Friday 9.30 – 4.30pm. (Please do not leave large quantities of book donations in the library, contact the Reception and they will advise if needed).

Please extend a warm welcome to our new residents as they settle into the village. A friendly smile and hello can make all the difference. I am always interested to hear from residents with new ideas and suggestions for social activities. Please give me a call or drop me a note.



## **Painting and Drawing Art Group**

An artistic group of self care residents enjoy getting together in our Community Hall on Wednesday. If you would like to join this small, informal and creative group you will be welcomed!



## **Indoor Carpet Bowls**

Fun and games continue at the Indoor Carpet Bowls held on Thursday afternoons in our Community Hall. Thank you to the patient residents that have given their time to teach new comers, mastering the curly ball is not as easy as it looks. Everyone is welcome and no experience necessary. The more the merrier!



## **Happy Hour**

Happy Hours continue to be a great success. This popular event is a great opportunity for residents to share a few drinks and nibblies with old and new friends. If anyone plays the piano or guitar maybe you can finish the evening with a sing-along. Dates are displayed on the noticeboards. Residents are invited to BYO also or bring along some additional nibblies.



## **Bus Trips**

Check out the notice boards for information on up and coming Bus Trips and add your name to the list that is located inside the Community Hall on a clipboard on the cocktail table. Details can be found on both noticeboards.

## **Weekly Shopping trip to Warringah Mall**

Thursday mornings at 9.30am our village bus leaves from our lower car park for Warringah Mall and returns lunchtime.

*with warm regards,*

**Patricia Cearnas**  
**Retirement Living Manager**

# Calendar for November, December, January 2015

## Regular Activities in our Aged Care Facility

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>9.30am</b> Bus Trip <b>1pm</b> Carpet Bowling <b>2.30pm</b> Trivia <b>6.30pm</b> Movie Night	<b>9.30am</b> Exercises <b>10am</b> Reminiscing & Songs <b>2pm</b> Bingo <b>4.15pm</b> School Children Visit	<b>9.30am</b> Art Group <b>10am</b> Bingo <b>2pm</b> Dog Visit <b>3pm</b> Movie Afternoon	<b>9.30am</b> Exercises <b>10am</b> Baking <b>11am</b> Trivia <b>1pm</b> Carpet Bowling <b>2.30pm</b> Brain Teasers	<b>9.30am</b> Bus Trip <b>9.30am</b> Computers <b>9.30am</b> Hairdresser <b>12.15pm</b> Piano <b>2pm</b> Knitting & Craft	<b>10am</b> Bingo / Trivia <b>1pm</b> Dog Visit <b>6.30pm</b> Movie Night	

## NOVEMBER 2014 SPECIAL DATES, ACTIVITIES & EVENTS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1 <sup>st</sup>	2 <sup>nd</sup> German Lutheran Church Service
3 <sup>rd</sup>	4 <sup>th</sup> MELBOURNE CUP HIGH TEA – 2.30pm	5 <sup>th</sup>	6 <sup>th</sup> MOBILE SHOE SHOP	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>
10 <sup>th</sup>	11 <sup>th</sup> PODIATRIST	12 <sup>th</sup> KINDI FARM ANIMALS	13 <sup>th</sup> LILY LAW CLOTHING	14 <sup>th</sup>	15 <sup>th</sup>	16 <sup>th</sup>
17 <sup>th</sup> BBQ PICNIC & BUS TRIP	18 <sup>th</sup> Beautician <u>SPECIAL</u> <u>CONCERT:</u> That Couple	19 <sup>th</sup>	20 <sup>th</sup>	21 <sup>st</sup> <u>SPECIAL</u> <u>LUNCH:</u> <i>American</i>	22 <sup>nd</sup>	23 <sup>rd</sup>
24 <sup>th</sup> Birthday Cake Celebrations for November Birthdays	25 <sup>th</sup> Aged Care Facility Shopping Trip (Warriewood)	26 <sup>th</sup>	27 <sup>th</sup> German Speaking Students Visit from Covenant Christian School – 4pm	28 <sup>th</sup> SELF CARE HAPPY HOUR	29 <sup>th</sup>	30 <sup>th</sup>

# DECEMBER 2014

## SPECIAL DATES, ACTIVITIES & EVENTS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup> PODIATRIST	4 <sup>th</sup>	5 <sup>th</sup> <b>SPECIAL CONCERT:</b> Central Coast Lutheran Choir – 1.30pm	6 <sup>th</sup>	7 <sup>th</sup> German Lutheran Church Service
8 <sup>th</sup>	9 <sup>th</sup> Beautician	10 <sup>th</sup> <b>SPECIAL CONCERT:</b> Cantiamo Choir – 1.30pm	11 <sup>th</sup> CATHOLIC MASS	12 <sup>th</sup>	13 <sup>th</sup>	14 <sup>th</sup>
15 <sup>th</sup> Christmas Lights Bus Tour – 7.30pm	16 <sup>th</sup> Aged Care Facility Shopping Trip (Warriewood)	17 <sup>th</sup>	18 <sup>th</sup>	19 <sup>th</sup> <b>CHRISTMAS LUNCH &amp; GALA SHOW</b>	20 <sup>th</sup>	21 <sup>st</sup>
22 <sup>nd</sup>	23 <sup>rd</sup>	24 <sup>th</sup> PODIATRIST	25 <sup>th</sup> <b>CHRISTMAS DAY</b>	26 <sup>th</sup> <b>BOXING DAY</b>	27 <sup>th</sup>	28 <sup>th</sup>
29 <sup>th</sup> December Birthday Cake Celebrations	30 <sup>th</sup> Beautician					

## JANUARY 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1 <sup>st</sup> <b>NEW YEAR'S DAY</b>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup> German Lutheran Church Service
5 <sup>th</sup>	6 <sup>th</sup> <b>SPECIAL CONCERT:</b> Faye Warnock – 1.30pm	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>	10 <sup>th</sup>	11 <sup>th</sup>
12 <sup>th</sup>	13 <sup>th</sup>	14 <sup>th</sup>	15 <sup>th</sup>	16 <sup>th</sup>	17 <sup>th</sup>	18 <sup>th</sup>
19 <sup>th</sup> January Birthday Cake Celebrations	20 <sup>th</sup> Beautician	21 <sup>st</sup> <b>AUSTRALIA DAY BBQ LUNCH</b>	22 <sup>nd</sup>	23 <sup>rd</sup>	24 <sup>th</sup>	25 <sup>th</sup>
26 <sup>th</sup> <b>AUSTRALIA DAY PUBLIC HOLIDAY</b>	27 <sup>th</sup> Aged Care Facility Shopping Trip	28 <sup>th</sup>	29 <sup>th</sup> German Students Visit – 4pm	30 <sup>th</sup>	31 <sup>st</sup>	

## Message from Lindsey – Director of Care



Hello everyone,

How wonderful it is to be a grandmother! My husband and I are over the moon with our beautiful granddaughter Kimberly who already is giving us enormous pleasure. It was great to share her with our residents when she recently visited the facility.

Babies seem to have an amazing effect on people bringing very big smiles to their faces. We also have another new arrival. Harry Sean Wells was born on the 18<sup>th</sup> September weighing 4.16kg (just over 9lbs) to our Team Leader Louise and her partner. Mother and baby doing very well and we have had a visit already to meet him, he is very cute!

As most things seem to come in threes, we are pleased to announce the arrival of Julia Daniela Bencek born in the early hours of Sunday 19<sup>th</sup> October weighing 4.25kg. Congratulations to our staff members Daniela and Milos, mum and baby doing well.

The Residential Aged Care Facility remains very busy as usual with all rooms occupied. Melissa Weir (Registered Nurse/Care Coordinator) has settled into her role very well and we are extremely grateful for her professionalism and the great care she is taking of our residents. I would also like to welcome Annie Subba into her new role as Registered Nurse/Team Leader. Annie has been part of our care staff team for the last 4 years. After gaining her registration, she has decided to remain working with us to enhance her knowledge as a Registered Nurse in aged care, and of course provide our residents with her expertise.

Sadly, one of our residents Mrs Johanna Schaerer passed away recently and we received a very generous donation from her appreciative family. We enjoyed a special social event with our staff in memory of Johanna. We are sure she was with us in spirit as we raised a glass of champagne in her memory and a great night was enjoyed by all. A BIG THANK YOU again to all our wonderful staff who take such great care of all our residents on a daily basis (see our special article, 'Our Staff Toast Johanna Schaerer!')

I can feel the excitement from staff as we approach that fabulous time of the year that I know you all look forward to 'The Christmas Show'. We have a great program of excellent talent awaiting you so please let all your families know it is NOT TO BE MISSED!!

Hope you all enjoy the lovely upcoming summer weather and holiday period.

**Lindsey Hatt, Director of Care**

## Welcome to our new Staff!



**Andrea**  
Care Staff



**Sascha**  
Care Staff



**Fiona**  
Care Staff



**Engeline**  
Care Staff



**Tony**  
Maintenance

# Upcoming Events

## Themed Lunches:

Friday 21<sup>st</sup> November – USA/AMERICAN



Friday 19<sup>th</sup> December – CHRISTMAS LUNCH & GALA SHOW



Wednesday 21<sup>st</sup> January – AUSTRALIA DAY LUNCH



*Look out for the “special menu” closer to the time and remember to book early by contacting Reception.*

Melbourne Cup High Tea will be held on Tuesday 5<sup>th</sup> NOVEMBER at 2.30pm in the Community Hall

### **“The Cantiamo Choir”**

will be performing for us on Wednesday 10<sup>th</sup> December at 1.30pm in the Community Hall.

*Catholic Mass will be held every 2 months on Thursday 11<sup>th</sup> December and Thursday 19<sup>th</sup> February. The German Lutheran Service is always on the first Sunday of each month. All our Church Services are held in our Community Hall and all residents are always welcome to attend.*

*The Central Coast Lutheran Choir will be singing Christmas Songs for us on FRIDAY 5<sup>th</sup> DECEMBER at 1.30pm in the Community Hall – all welcome*

Evening bus trip to see the Christmas Lights in Manly, Davidson and Fairlight is scheduled for MONDAY 15<sup>th</sup> DECEMBER at 7.30pm.

## Welcome to our New Residents!

*We warmly welcome....*



To our Village:

MAREA & MALCOLM TURNBULL  
SALLY MOLYNEUX

To our Residential Aged Care Facility:

BERENICE HALLORAN

# FRENCH & GREEK Special Lunches

Oooh la la! What a great couple of months we've had for our themed lunches and a full house each time. In August, we celebrated with a French Lunch and in September we went Greek! Both occasions were thoroughly enjoyed by all and we loved seeing so many people dress up! We are looking forward to an American lunch in November – yum!



# Oktoberfest!

On Friday 24<sup>th</sup> October, we held our annual Oktoberfest Lunch – it was a full house! We celebrated with traditional Bavarian cuisine consisting of Ham Hock, Potato and Broccoli Soup with Pretzels, followed by a delicious Kasseler Rib and Leberkässe served with Sauerkraut and Mashed Potato. Dessert was a Bavarian Pudding with Cherries and Vanilla Cream – all served by our wonderful staff – thank you to Fiona Nevin who thoroughly enjoyed serving in a traditional German outfit. As is tradition, everyone enjoyed a cold glass of beer and sang along to the traditional Bavarian Ompapa music!



## Choirs & Concerts!

Once again we were entertained by the lovely children from Belrose Public School in September and October. The Junior Choir and the Year 2 Choir came to sing for us which was wonderful!



## Babies Galore!

Congratulations to Lindsey & Ian on becoming grandparents for the first time. Their son, James and his wife Alice had a beautiful baby girl on 25<sup>th</sup> July, weighing in at 7lbs, 12oz. We were lucky enough to have Alice and Kimberley come and visit the residents! What a treat!



Congratulations also to Louise Wells who gave birth to a beautiful boy called Harry on 18<sup>th</sup> September, weighing in at 9.1lbs (4.2kgs). He was 54cms long! Louise's mum, Karen is so thrilled to be a grandmother for the first time.



And finally, congratulations to Daniela and Milos who gave birth to a beautiful baby girl called Julia on 17<sup>th</sup> October, weighing in at 9.8 lbs (4.4kgs). We can't wait to meet her!

## Our Staff Toast Johanna Schaerer!



Johanna came to our residential aged care facility in 2007 and was with us until her recent passing in August 2014 just short of her 100<sup>th</sup> birthday which her son Andrew and granddaughters were planning to celebrate with her. Like many of our residents of this great age, Johanna had many life experiences and overcame many hardships during and following the war years in Europe and following arrival in Australia. She spoke often about having to 'restart' life on at least three occasions when homes were lost due to war and its conflicts. Such resilience and strength of spirit remained within Johanna and from it, our younger generations can learn much!. As part of the donation made by Johanna's family to Allambie Heights Village to thank staff for their care of Johanna, we arranged a wonderful staff night out at The Ivanhoe Hotel Manly. The photo says it all, our toasting Johanna! Thank you Johanna and thank you to her son Andrew and family. We appreciate greatly your most kind words of appreciation regarding our staff's care of Johanna.

## Sad Farewells

**We sadly say farewell to:**

JOHANNA SCHAERER

NOREEN TROTT

*Our thoughts and prayers are with their families. . . .*

## Contributions

We are always looking for interesting articles for the Village News – if you have been on a recent overseas trip or have celebrated a special birthday, we would love to hear about it! Or how about an old family recipe or a wonderful book you've just read? Please forward some "words" AND some photos to Virginia.

email: [vstapleton@alhvillage.com.au](mailto:vstapleton@alhvillage.com.au)

Phone: 9975 5800

# Origami Workshop!

In September, we welcomed Midori Furze again to come and help us create with Origami! It was a lovely afternoon and the residents created small paper boxes and some stars.



## Mobile Shoe Shop

**Thursday 6<sup>th</sup> November**  
**10am – 2pm**  
**Community Hall**



**Factory Direct**  
**Prices to our**  
**village**

Quality footwear by Grosby, Homy Ped & Hush Puppies – ladies and gents shoes, sandals and slippers!



# Annual General Meeting - 2014

The Annual General Meeting 2014 was convened in our Community Hall on 22 October 2014. In attendance were the Board of Directors, the Chief Executive Officer, Members of the Company, our financial auditors as well as Lindsey Hatt, Director of Care; Patricia Cearnas, Retirement Living Manager and Eddie Youil, Accounts Manager. There was a large attendance of village residents who are non-voting Members. Ms Wendy Kramer, President of the Board reported on another successful year operationally and financially and thanked management, staff, volunteers, contractors and all who contribute to making Allambie Heights Village such a wonderful place to live and work. She thanked our residents for choosing to make Allambie Heights Village their home here and the Residents Committee for their work. Refreshments were available following the meeting and this provided a great opportunity for residents, members and directors to meet informally.



Gerd Wilmer (Treasurer), Wendy Kramer (President), Ciarán Foley (Chief Executive Officer), Wolfgang Müller (Vice-President), Nicolas Perren (Director)



Ciarán Foley (Chief Executive Officer), Gerd Wilmer (Treasurer), Brian Taylor (Auditor), Eddie Youil (Accounts Manager), Wendy Kramer (President), Wolfgang Müller (Vice-President), Nicolas Perren (Director)

## Our Sponsors

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