



ALLAMBIE HEIGHTS
Village

THE VILLAGE NEWS



ANNUAL GENERAL MEETING 2015



Welcome from Ciarán



Welcome to our **32nd edition** of The Village News!

**Calling on all Members, Residents, Residents' Families, Staff!
It's time to contact your State and Federal MP and local Councillor!!**

I have used this article on many occasions in the past to call on you to place on the agenda of your local Member of Parliament the issue of Caring for our Older People. I am now asking for you to do so again and to do it soon! Don't wait for an Election (and we will be having a Federal one in the next 12 months).

Getting older affects us all. Let me say that again and louder, **Getting Older Affects Us All!** And it's getting a lot more expensive and challenging to provide the standards of care and accommodation that we expect across Australia to be delivered in our residential aged care facilities (RACF) and in our Retirement Villages (RV). It is practically impossible for many Operators to do so in a sustainable manner in a person's own home through a program of Home Care Packages. My admiration to those Operators of Level 1, 2, 3 and 4 providing home care to very dependent older people who get by on a few hours of care and assistance each week. And "get by" is an appropriate description.

We all welcomed Government policy to 'maintain older people in their own homes' when first introduced some years ago. Who would not want to spend more time in your own home? However, ask any Director of Nursing or Care, any Care Staff, any member of the Aged Care Assessment Team and any Provider or Operator of a residential aged care facility and they will openly share with you the demonstrated anecdotal evidence that they see every day, that the policy to keep older people at home longer has served singularly to contribute to people seeking places at residential aged care facilities when they are in states of increased frailty, disability, diminished independence and poor mental health. Is it hardly surprising that the average period of stay in a residential aged care facility is now between 18-24 months? And interestingly, this is a timeline that Treasury appear to have geared their financial policies in Aged Care also to!

Is this what Australia really wants? Is this what older people want? Is this what you want?

In previous years, older people entered what was prior to the Living Longer, Living Better changes introduced by the Federal Government in 2013 and 2014, a low care hostel with 'ageing in place' or a high care nursing home. Since the Aged Care Reforms after 1 July, 2014, these descriptions are essentially historical.

We are now known as Residential Aged Care Facilities and wait for it, subsidised by the Government Department to provide care to residents with increasingly higher levels of care. And the financial support that we may claim through the Medicare Payments system (the Aged Care Funding Instrument or ACFI) is geared to compensating Operators least for the lowest assessable forms of care and greatest for those residents requiring higher care. This is logical, it's rational, it makes sense and it's rationing essential services so that the Government or more precisely, the taxpayer, only needs to pay for those older persons who really need those higher forms of care. But that's not really the whole story. Read on!

Now, let me be clear, this is not a whinge!

Welcome from Ciarán

Far from it. I appreciate fully the delicate balance that must be achieved in any business between revenue and expenditure, the pressure to achieve surplus or profit and avoid loss. No-one steps in to support us if we are struggling as a business. We don't have shareholders to seek capital from when we are considering growth, expansion or funds for renovations.

We must plan our finances extremely well and when we need additional cash, we need to speak to the Banks. Our Annual Report 2014-2015 demonstrates that we have been managing our finances very well to date. But we can never be complacent. We need to budget well, control our expenses robustly and we need to maximise our income streams. And we need for residents, their families, current and future to understand all of this too.

The Government has made it very clear to Operators and Providers of Retirement Villages over the years. **They provide zero support to us!** We are on our own!

The Government has interfered in business practices of our residential aged care facilities and in laissez-faire economics by dictating every financial element of how fees are charged to residents. They even made it harder when on 1 July 2014, they removed the ability of Operators of residential aged care facilities to keep retentions on resident accommodation bonds for any resident entering a residential aged care facility after that date, the maximum amount that could be kept previously was under \$20,000 over a maximum five year period. And they interfered by placing controls and restrictions on the level of Accommodation Payment (previously known as an Accommodation Bond) to \$550,000.

And to ensure that such control was intact, they created a whole new bureaucracy called the Aged Care Commission to whom Operators need to apply in an onerous application form process providing evidence as to why the Accommodation Payment should be greater than \$550,000. Is this really the business of the Government? Well, it certainly is if we are in a centralised form of governing, lacking in business acumen, enterprise or experience!

I prefer to think that it's more about ill-informed politicians who are taking inadequate and incorrect advice from self-interested parties and from Departmental public servants in their very protected jobs, and who never have to be accountable for their decisions, with inability to achieve targets or timelines and who never have to consider how their inefficiencies affect the rest of us in so many ways. **Don't we pay their wages? Should we be reminding them of this? And shouldn't we be telling our politicians that we elect them to represent us, to get the job done and to manage their Departments and our public servants?**

And did you know that the rationing of places in Residential Aged Care Facilities remains firmly in the hands of the Department of Social Service's office controlling the annual exercise called the Aged Care Approvals Round or ACAR. Believe it or not, Operators and Providers of residential aged care facilities have to apply for additional places – a process of approximately 15,000 words answering ridiculous questions. Ridiculous and insulting if you are operating a successful residential aged care facility such as, "How will you provide care to older persons?"

Welcome from Ciarán

The Department's own regulatory bureaucracy and onerous audit process required Operators to achieve 44 outcomes (not 43 or 42 or 41, but all 44 outcomes) in every aspect of our operations to achieve a licence to practice and operate a residential aged care facility every three years and they inspect and audit us twice yearly, once announced and once unannounced.

We are required to furnish the Department with our annual financial report, to demonstrate our prudential compliance with accommodation bonds and payments and to complete multiple returns throughout the year. They also audit annually our ACFI Medicare Payments to ensure our compliance and honesty. And with all of this information, they still require us to engage in a rigorous exercise to ask for additional places to meet the current and future demand.

Now, many people appreciate that there are insufficient residential aged care places currently available to meet demand.

In 2014, I read a report circulated in the industry indicating that hundreds of places in residential aged care facilities are needed to be built every month over the next seven years to keep pace with national population increases (that was in 2014). It takes on average three years from first decision to build, engagement of architects and contractors, development planning and consent, financing, building, certification and staff recruitment before turnkey and welcoming residents to their new home. Three years! And it currently takes Department staff at least six months (it was previously between 12-18 months) to process the ACAR application from a forward thinking Operator who wants to provide a supply of places to meet current and future demand. So, a potential three and a half year process to open a new additional residential aged care place. It will take longer if the residential aged care place is on Crown Land because as the 'Owner' they must also look at the Development Application before it goes to the local Council Authority and their timeline at Crown Lands for a simple signature of consent is weeks to months!

I am confident that I and many of my colleagues in the industry could cut 12-18 months off this process by streamlining Departmental involvement at Federal and State levels as well as from within local Councils.

And unless we all start realising that this is needed and to tell our politicians so, we will never achieve the services needed today, tomorrow, in 5 years, 10 years or in 20 years! And I have not even mentioned in this article the epidemic of Dementia that faces us in only a few years time!

Let me share a few facts with you to paint the picture a little clearer:

- The Australian population over 75 is expected to grow from 1.5 million in 2014 to 4.3 million in 2050
- Industry needs to grow from 190,000 RACF places to 259,000 places by 2022 to meet demand
- Over 8.1 million Australians will be over 65 by 2050
- 184,000 live in retirement villages or 5.7% of the over 65 population (Property Council of Australia, October, 2014)

Welcome from Ciarán

- The Penetration Rate is expected to rise to 7.5% in 2025, 328,000 people are expected to want to live in a RV in 2025
- Significant investment needed to achieve future demand
- RV sector supplies specially designed homes, preventative healthcare and community services often at much lower margins than other property assets competing for capital
- RVs are a self-funded service, receiving no government funding or subsidies
- RVs range of supports & services generate savings to Governments, \$2.16 billion to the health care system of which \$1.98 billion are achieved by RVs delaying residents entry to Government funded RACFs
- There is a potential \$177 million saved through RV residents requiring fewer hospital and GP visits, earlier discharge from hospital and better mental health
- As well as generating savings, the RV sector contributes to GDP \$2.93 billion (October 2014) and taxation revenue of \$176 million through investment and village operations
- The RV sector employs 19,000 people
- The Alzheimer Disease International (ADI) World Alzheimer Report 2015 calculated that the global cost of dementia has increased from \$604 billion in 2010 to \$818 billion in 2015, a rise of 35% in total cost
- ADI noted that "if dementia were its own Country, it would be the 18th largest economy in the world and would exceed the market values of Companies such as Apple (US\$742 billion) and Google (US\$368 billion)"
- Dementia is growing at epidemic proportions
- Alzheimers Australia reported in 2015 that there are 340,000 Australians with dementia
- 1,800 Australians are diagnosed with dementia each week which approximates to 1 person every 6 minutes (Alzheimers Australia, 2015)
- 900,000 to be diagnosed by 2050 (Alzheimers Australia, 2015)

Get the Picture!

I really hope that this article has been informative and motivates you to contact your State and Federal Representative. I would suggest you contact your local Councillor too because of the building planning powers of Councils. We are going to need to work together to make the changes that we need locally and across Australia to provide the quality care and accommodation as well as appropriate funding balance that we need and want for our Older Persons. Let's Make a Real Difference! Let's Make the Change!

Contact your Politician, Start Talking and Keep the Conversation Alive! Getting Older Affects us All!

Ciarán Foley, Chief Executive Officer

Retirement Village Social Activities from Patricia



Dear Residents and Friends,

For three weeks in August I enjoyed a wonderful holiday starting in New York where my childhood memories of watching Hollywood movies came to life. The Empire State Building, Broadway, St Patricks Cathedral and Brooklyn Bridge, just to name a few.

We hired a row boat in Central Park and spent the day on the Lake taking in the city skyline from a different perspective. We walked the city from North to South, rode the ferries, walked the bridges, parks, gardens and wined and dined on some great food.



We then travelled down the coast to Baltimore where we cheered on the local baseball team, the Orioles, in a nail biting match which finished on a home run with a 10 to 9 score line. Lots of singing, Mexican waves, and hot dogs! It is quite a family outing for the locals with much fun had by all.

From Baltimore we boarded the Legend Pride cruise ship and sailed the Caribbean to the Bahamas, beautiful islands and a chance to get a head start on my Summer tan! On our return to Baltimore we took a train ride to Washington DC and spent the day walking the city and taking in the famous buildings including the White House, unfortunately we were not invited in for afternoon tea, which was a little disappointing!

We finished our holiday with three days at Niagara Falls where we soaked in the amazing views and got soaked by the water spray from the Falls in a 'Maid of the Mist' boat ride to the foot of the falls. A wonderful trip, but always good to come home!



The next three months is always a busy time of the year, November started with the wonderful a Melbourne Cup High Tea in the Community Hall. Village residents are invited to attend an information evening entitled 'Entering Residential Aged Care – What you need to know to become a Resident. This will take place in our Community Hall at 5.30pm on 12th November, 2015. Come along and have your questions answered by Ciaran and myself in an informal setting.

Retirement Village Social Activities from Patricia

'Wednesday Lunch Roast of the day' is a permanent fixture on the calendar, three courses for only \$10.00 for residents and guests, it is exceptional value. 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 and can be ordered any time prior to 10am on the day of the booking. Residents \$12, Visitors \$14.

Menus for the month are 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.

Bus trips were enjoyed to The Boatshed restaurant on Narrabeen Lake and to Brooklyn on the Hawkesbury River for the famous fish & chips. Warringah Mall shopping trips continue weekly. Our appreciation and thanks once again go to our volunteer drivers who make this possible.

Noticeboards displaying new and up and coming events are located on the covered walkway at the entrance to the Reception and at the entrance to the village near the letterboxes. If residents are required to add their name to a list, for example, the Bus Trip outings this will be located on a clip board in the Community Hall on the Cocktail table.

Please enjoy socializing at the BBQ area that has been rejuvenated into a beautiful level setting with a new larger table and chairs, 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 War Memorial Park.

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 office and they will advise if needed).

Wednesday Movie Nights

Wednesday evening at 6.30pm on the large screen with surround sound. It is so easy for residents to stroll down to the Community Hall and enjoy socialising with friends and neighbours just minutes from home. The kitchen is there to share a cuppa or glass of wine. We have quite a long list of DVDs to choose from and some residents have also made their collections available. The movie title of the week will be displayed on both notice boards.

Sunday BBQs

All Village residents are welcome to attend. Sunday BBQs to be held every two months, more information on our notice boards.

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 welcome.

Retirement Village Social Activities from Patricia

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 nibbles 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.

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 notice boards.

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.

Walking Group

A fun energetic group meet on Sunday mornings at 9.15am at the Community Hall. Dust off your walking shoes and join in the fun!



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.

With warm regards,

Patricia Carnes, Retirement Living Manager

Annual General Meeting 2015

Our Annual General Meeting 2015 was convened on 21 October in the Community Hall. The President of the Board of Directors, Wendy Kramer welcomed Members of Allambie Heights Village Ltd and Residents of the Retirement Village who were present. Directors who were elected to the Board were Wendy Kramer, Wolfgang Müller, Gerd Wilmer, Ben Bowley, Cameron Harris and Wolfgang Mitterhuemer. At the Board Meeting on 27 October 2015, Wendy Kramer was elected to serve as President, Wolfgang Müller as Vice-President and Gerd Wilmer as Treasurer and Chairperson of the Investment sub-committee.

The Annual Report 2014-2015 is accessible on our website and hard copies are available at Reception. The President reported "another positive year for Allambie Heights Village Ltd" and expressed appreciation to our Residents, the Residents Committee, to our Volunteers, Contractors, Management, Staff and to fellow Directors.

Message from Lindsey – Director of Care



Hello everyone,

Glad to see that we are through the worst of the winter and looking forward to the warmer summer months. The Aged Care Facility remains very busy and as usual is at full capacity.

It was with great sadness that we said goodbye to Annie Subba our Registered Nurse/Team Leader. Annie had worked with us as a care worker from 2009 when she first started her Bachelor of Nursing. I in particular really enjoyed mentoring and watching Annie grow, not only as a professional but as a person. When she completed her Bachelor of Nursing in late 2014 we were lucky enough to maintain her employment with us as a Registered Nurse.



She was an absolute delight to work with and was loved by staff and residents alike. She decided that it was time to join her husband, who is in the Gurka Regiment in England, so that they can enjoy some family time together so left for the UK in September this year.

There were a few tears in the house that day and we had a lovely lunch together to wish her well in her travels. Here is a photo of them finally reunited back in the UK.



Amy Chen also retired from Allambie Heights Village after 12 years of service. We enjoyed a lovely meal out with Amy and wished her well for the future and to enjoy some more of her free time. Amy will be greatly missed by staff and residents alike.

We have been lucky enough to recruit some new staff to maintain our great team here at Allambie so please look out for them and welcome them in your usual friendly way.

I am very lucky to be able to work with such a great team of staff who work very hard to provide excellent care to our residents on a daily basis.

As is usual at this time of year the staff are all getting very excited about our upcoming "Christmas Show" and cannot wait to perform for you!!!! Remember to get a ticket for the show if you would like to join us on this momentous occasion with a yummy Christmas lunch to enjoy, what more could you ask for!!! (Remember if you are lucky enough to have a hearing aid they can be turned off!!)

Until next time,

Lindsey Hatt
Director of Care

MAKE MY DAY!!

Come and join our volunteering team!

The Aged Care Facility is always looking for volunteers to help out with recreational activities.

Can you spare just 1-2 hours per week?

It's so rewarding, and you'll have so many laughs!

If you are interested in finding out more, please contact Virginia Stapleton, Recreation & Activities Officer on 9975-5800 or email: vstapleton@alhvillage.com.au

Calendar for November, December, January 2016

Regular Activities in our Residential Aged Care Facility

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am Bus Trip 1pm Carpet Bowling 2.30pm Trivia & Sing-A- Longs 6pm Movie Night	9.30am Exercises 10am Reminiscing & Songs 2pm Bingo	9.30am Art Group 10am Bingo 2pm Dog Visit 3pm Movie Afternoon	9.30am Exercises 10am Baking 11am Trivia 1pm Carpet Bowling	9.30am Bus Trip 9.30am Computers 9.30am Hairdresser 12noon Piano 2pm Knitting & Craft	10am Bingo / Trivia 6pm Movie Night	10am Bingo

NOVEMBER 2015 SPECIAL DATES, ACTIVITIES & EVENTS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30th Birthday Cake for November Birthdays						1st German Lutheran Church – 2pm
2nd	3rd Anglican Church – 11am MELBOURNE CUP HIGH TEA	4th OPTOMETRIST	5th	6th	7th	8th
9th	10th BEAUTICIAN	11th LILY LAW CLOTHING	12th RESIDENTS MEETING – 11am	13th	14th	15th
16th <u>SPECIAL CONCERT:</u> Belrose School Children's Choir	17th Warringah Library	18th KINDI-FARM ANIMALS – 10am	19th <u>SPECIAL CONCERT:</u> Central Coast Christmas Choir	20th <u>SPECIAL LUNCH:</u> USA / <i>Thanksgiving</i>	21st	22nd
23rd	24th Aged Care Facility Shopping Trip	25th PODIATRIST	26th <u>SPECIAL CONCERT:</u> The Tailspinners	27th HAPPY HOUR!	28th	29th

DECEMBER 2015

SPECIAL DATES, ACTIVITIES & EVENTS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1st ANGLICAN CHURCH – 11am	2nd	3rd	4th	5th	6th German Lutheran Church
7th	8th BEAUTICIAN	9th	10th Belrose School Kindy Choir	11th	12th	13th
14th	15th Warringah Library	16th	17th	18th CHRISTMAS LUNCH & GALA SHOW!	19th	20th
21st	22nd	23rd	24th	25th CHRISTMAS DAY – Public Holiday	26th BOXING DAY – Public Holiday	27th
28th PUBLIC HOLIDAY	29th	30th	31st			

JANUARY 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1st NEW YEAR'S DAY – Public Holiday	2nd	3rd German Lutheran Church
4th	5th ANGLICAN CHURCH – 11am Warringah Library	6th	7th	8th	9th	10th
11th	12th	13th	14th	15th	16th	17th
18th	19th	20th SPECIAL CONCERT: Greg Dimmick	21st	22nd SPECIAL LUNCH: AUSTRALIA DAY!	23rd	24th
25th Birthday Cake for January Birthdays	26th AUSTRALIA DAY – Public Holiday	27th	28th	29th HAPPY HOUR!	30th	31st

Three Men & A Drone!



A bit of 'Star Wars' came to Allambie Heights Village recently when we engaged Universal Aerial Vision Pty. Ltd. to take some aerial shots and film of our Village and the beautiful surrounding area using a drone.

We are planning to use the great views in a short film about our Village and its services which can then be uploaded onto our website for marketing and promotional opportunities. It was amazing to see the speed of the drone! It flew upwards vertically to a height of about 300m in a couple of seconds and can fly about 1.5km away but must stay within vision of the pilot.

For this piece of work one of the pilots, Palle Lunoe (left in photo) piloted the drone while the other qualified pilot Justine Caruana (middle in photo) directed the camera. Ciarán Foley, Chief Executive Officer also in photo with the drone in mid-air hovering!

Baby Therapy!



Every month, we are fortunate enough to be visited by Jane & Millie. Millie is 11 months old and our residents get a chance to cuddle, wave to, kiss, observe and enjoy time with this beautiful baby. Last month, we got to experience Millie crawling, clapping and waving – absolute joy for our residents!

Jane and Mille will be visiting again next month, but this time, Millie will probably be walking which will be an exciting moment for our residents.



Upcoming Events

Themed Lunches:

Friday 20th November – USA



LILY LAW
CLOTHING -
coming on
Wednesday 11th
November at 10am
in the Community
Hall

Friday 18th DECEMBER – CHRISTMAS
LUNCH & GALA SHOW



The Happy Wanderers
will be performing for
us again on Monday
22nd February at
1.30pm

Friday 22nd JANUARY – AUSTRALIA
DAY



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

Anglican Church Services
are the 1st Tuesday of
every month in the
Community Hall – all
welcome!

*Catholic Mass will be held every 2 months on Thursday 17th
December and Thursday 18th February, 2016 at 10am. The German
Lutheran Service is always on the first Sunday of each month at
2pm. Anglican Church service is always the 1st Tuesday of the
month. All our Church Services are held in our Community Hall and
all residents are always welcome to attend.*

The next Residential
Aged Care Facility
Residents Meeting is
scheduled for Thursday
12th November, 2015 at
11am – all residents'
families are welcome.

Welcome to our New Residents!

We warmly welcome....



To Our Village:
ANN & BRYAN HENDERSON

To Our Aged Care Facility:
HENDRIK BLEIJIE
HELENE SONNTAG

Oktoberfest!

Our annual Oktoberfest lunch and celebrations occurred on Friday 23rd October. We enjoyed traditional Bavarian cuisine including Veal Schnitzel, Red Cabbage, and Apple Strudel! It was a wonderful lunch and thank you to everyone who dressed up! Did you know that Oktoberfest started in 1810 as a celebration of the wedding of Bavarian Crown Prince Ludwig (later King Ludwig) to Princess Therese of Saxe-Hildburghausen! Our next themed lunch is on Friday 20th November and we celebrate Thanksgiving – American Style! Tickets available at Reception – all welcome!



Melbourne Cup High Tea!



It came around so quickly – just like most things! Our annual Melbourne Cup High Tea was held on Tuesday 3rd November at 2.30pm in the Community Hall. Thank you to everyone who dressed up and wore fabulous hats and fascinators – we certainly had our own version of “Fashions On the Field”! We enjoyed some delicious cakes, muffins and sandwiches and the champagne was certainly flowing. The winning horse on the day was **Prince of Penzance** – it was the first ever win from a female jockey!



Photos from our French Lunch – September 2015



AUSTRALIAN OWNED TO SERVE AUSTRALIA

Catering Industries



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