

Open Door

Autumn 2011 edition

Revisiting our philosophy, mission and values

In 2006, when the McKenzie Group philosophy was first drafted, we were about half our size today.

It's been a highly successful period of growth which we are continuing to build on each year.

We strongly believe that seven years on it is important to take the time to revisit our philosophy, vision, mission and values statements in light of what has changed and our focus going forward.

To do this we are holding several workshops with senior staff for formal input and feedback during the revision process. Working groups and committees will be formed at each facility to provide a forum for everyone to have their say.

We hope you all enjoy taking part in this valuable process and we look forward to sharing the outcome with you in coming months.

Rob Hutchison CEO and the management team

Resident Athalie Arnel and Lifestyle Coordinator Deborah Buchanan on Valentine's Day at The Armitage.



Meet the staff

Deputy Directors of Nursing (DDONs), or Facility Operations Managers (FOMs) as we have in two McKenzie Group facilities, play essential roles in clinical care and management in our aged care homes.

DDONs are responsible for overseeing various aspects of a facility's management including catering, finances, laundry, maintenance and human resources to ensure everything runs smoothly.

DDONs work closely with the Director of Nursing and clinical team at their facility to ensure the best care for residents everyday.

The McKenzie Group would like to welcome new DDON at Raffles, Jennifer Turner, and congratulate Jan Armour (SandBrook) and Gail Groves (Buderim Views) on their recent appointments.

We asked all our DDONs to take some time out from their busy days to answer some questions for us.



Jennifer Turner
Raffles DDON, 2 months

What is the best part of your working day?

My interactions with the residents, their families and staff.

Three words to describe you?

Tall, a great sense of humour and easygoing.

Any words of advice or warning to your colleagues?

Be happy in what you do.



Gail Groves
Buderim Views DDON, 1 year

What is the best part of your working day?

Interaction with the residents and their families.

Three words to describe you?

Reliable, tenacious and fun-loving.

Any words of advice or warning to your colleagues?

We all need to be aware to take some time for ourselves, I don't think any of us are very good at that.

Jan Armour
SandBrook DDON, 5 months

What is the best part of your working day?

Interaction with the residents each day.

Three words to describe you?

Honest, loyal and hard working.

Any words of advice or warning to your colleagues?

Try to enjoy life and get as much out of each day as possible. We work in a challenging industry, but we wouldn't be in aged care if we didn't love the residents and caring for them.



Julie Murphy
Heritage Lodge DDON, 3 years

What is the best part of your working day?

The difference we make in the residents' day is a beautiful thing. They always have a beautiful story, a kind word, or a smile for you. We always try to make them feel special, and they often do the same for us.

Three words to describe you?

Very fair, very positive and a chatterbox.

Any words of advice or warning to your colleagues?

Speak the truth and don't assume anything, get the facts.



Marlene Anderson
The Armitage FOM, 2.5 years

What is the best part of your working day?

The early morning when I can plan my day. It's also observing staff provide quality care and respecting the residents' individual needs, and the sparkle in the eyes and smile of a 98 year-old lady who visits me daily in my office.

Three words to describe you?

Professional, honest and caring.

Any words of advice or warning to your colleagues?

Don't put off until tomorrow what you can do today. Always look at ways you can improve; treat people how you would like to be treated with respect and dignity and imagine how you would cope if you lost your independence.



Kylie Davey
Sutton Park DDON, 3 years

What is the best part of your working day?

When I've been able to work with the team to improve clinical outcomes for the residents.

Three words to describe you?

A true Capricorn.

Any words of advice or warning to your colleagues?

As long as your service and care towards the residents and your colleagues is in line with our McKenzie Group vision and mission, you needn't worry.

Sandy Foote
The Terraces FOM, 1.5 years

What is the best part of your working day?

I really enjoy my early morning expedition to each of the floors and all of the departments. I find this to be an extremely valuable investment of my time to check-in on how our residents and staff are going.

Three words to describe you?

Dedicated, fun and organised.

Any words of advice or warning to your colleagues?

Do what needs to be done.

Staff Update

The McKenzie Group like to send a warm welcome to all new staff who have joined us in the New Year, we are looking forward to a great year ahead.

We would also like to congratulate our administrator in Queensland, Amber Watt, who is due to have twins on 25 July. We wish you all the best Amber!

100-year milestones

SandBrook, The Armitage and Heritage Lodge recently celebrated the milestone birthdays of some of our residents.

Each birthday has been celebrated with loved ones, and of course, delicious cake! Elizabeth Jobling is pictured below on her 101st birthday at The Armitage on 10 January.

We would also like to wish a very happy birthday to:

- Eva Jagger (SandBrook) who turned 102 on 6 January.
- Jean Hass (Heritage Lodge) who celebrated her 101st birthday on 20 March.
- Trudy Landers (Buderim Views) who will turn 102 on 28 May.



Corporate News

Coming up in the HR space

There are some exciting things happening in the Human Resources space to look forward to this year.

The McKenzie Group will soon launch an online recruitment program, where jobseekers can easily submit expressions of interest and apply for roles online.

One of the main benefits will be the ability to post vacancies immediately as needed and streamlining the administrative process.

We are also developing leadership and professional development programs for managers to develop skills in performance counseling and management, as well as an electronic-based performance

appraisal program to improve the programs efficiency.

New HR Project Manager, Robyn Patterson, will manage the implementation of the HR projects over the next 12 to 18 months. In her role, she will work closely with the Directors of Nursing and Deputy Directors of Nursing at each facility.

Robyn has 27 years of experience in HR, with a strong background in health and aged care. She will be working across all facilities and based at The Terraces.

We're sure you will all make Robyn feel welcome as she begins to make her way around each of the facilities.



Robyn Patterson, our new HR Project manager.



Keith's Column

Hope in the New Year

"I had to turn off the television. I was waking up at night crying."

These were the words of one of our residents as we spoke of the floods that had devastated parts of Queensland. The media coverage was unrelenting and began to have a depressing effect on some residents.

Some told stories about natural disasters they had lived through. Almost all were united in emotions of sympathy and concern. Residents were quick to respond to the opportunity to give money in an effort to bring some relief.

I was reminded of the Biblical story about *The Widow's Mite* which teaches that it's not the size of the gift but the heart of the giver that really counts.

In a letter to friends, in January, I wrote:

"When we are confronted by disastrous events and tragedy, rather than asking why, and engaging in the futile exercise of trying to make sense or suggest reasons, we could ask how might I respond to this event in a way that is life-affirming and creates the freedom of an open future."

I want to express a hope that 2011 will be a time:

- when you are able to make the most of every opportunity for growth and advancement
- when you will live with humility and openness so as to enable you to receive the gifts that come to you, and
- when your life is rich with friendship, beauty and meaning.

Keith Cameron-Smith
Resident and Staff Support Officer

Activities Tour

SandBrook and The Terraces bat it out



Residents at SandBrook and The Terraces revealed their competitive sides at an in-house tournament of cricket recently.

The Terraces stole the match by just one point, leaving SandBrook to kiss goodbye their winning run. SandBrook's captain, resident Leo Hackett, handed over the trophy to The Terraces team, before everyone sat to a well-deserved BBQ lunch.

Teams of about 10 residents at each of the facilities regularly match-up for a friendly competition, which not only keeps their minds and bodies active, but gives them an opportunity to get to know their near-by residents.

Cricket is part of an in-house sports competition enjoyed by Heritage Lodge, The Terraces and SandBrook, with Tweed Heads South facility Raffles soon to join as well.

Heritage Lodge cruises Tweed Heads River

Twelve Heritage Lodge residents took a magical houseboat trip away down the Tweed River at the end of February. In the first overnight tour organised by a McKenzie Aged Care Group facility, residents spent three days and two nights away on a mini-holiday.

Residents took pleasure in fishing, fun games and assisting staff to make meals. Everyone had a wonderful time away, so much so that Heritage Lodge nurse Sharon Grace captured it in a beautiful poem (featured to right).

The benefits of the cruise have encouraged the Lifestyle Coordinators at Heritage Lodge to start planning another getaway for residents, including a spring tour of gardens in Brisbane.

Heritage Lodge residents having a fabulous time cruising Tweed Heads River.



An Ode to the Girls who sailed the Tweed

The first on board were Lois, Ricky, Pauline & Kay.
Joining them were Jo Jo, Joy and Joyce, fancy that, all the "Js".
Second to float were Elsie, Bertha and Betty C.
Joyce stayed on and greeted Maureen and Yvonne D.
Towards the river bank our then Captain Dan did go.
We could have been shark bait, thankfully he was going too slow.
On deck he did sleep.
It rained that night and dry he did not keep.
These old Nanas rugged up in a coat.
Got to see dolphins play along side their boat.
Delicious food for all to eat.
Margie's yummy potato bake, no one could beat.
And as they watched the day draw to its end.
The ladies enjoyed wine and nibblies while the sun did descend.
Our Heritage ladies were all treated like queens.
And thanked management for not sending just baked beans.
Entertainment couldn't have been better.
'Cause the star was our young energetic Janita.
Michele played with Betty and Maureen in checkers.
No one mentioned if there were any cheaters.
Janita and Michele, the Uno game they taught.
No mentions of who won or who got caught.
Pauline then told her whisky stories and jokes.
I do hope they were clean and not about blokes.
8pm and Lois still fishing at the end of the boat.
"I've got a fish" she did scream and gloat.
Elsie with her coke bottle & lime.
Caught a fish after a very long time.
And Betty's dream came true.
As she cruised the river blue.
The amazing staff at Boyd's Bay House Boat.
Looked after them all and kept them afloat.
This holiday experience will be remembered by all.
From the stories they'll tell to the photos on the wall.

Raffles' swings into Roaring Twenties

Raffles stepped back in time on 11 March for the Roaring Twenties event held for 65 guests including residents, family and friends. Raffles' Lifestyle Coordinators put on a spectacular evening, transforming the Garden Lounge in black and white theme.

Photographic memorabilia at each table centerpiece had guests engaged in reminiscent conversation of times passed, while band Double The Fun had many dancing-up a storm.



Sunshine and picnics at Sutton Park

Sutton Park residents have made the most of the last few weeks of summer sun with picnics at a local park. A large lake at the park is home to ducks and other water birds, which the residents enjoy feeding and watching swim.



The Armitage, be my Valentine

The Armitage enjoyed sharing stories about the loves of their lives on February 14 for Valentine's Day.

Residents sang and danced to love songs played on the piano by talented Resident and Staff Support Officer, Keith Cameron-Smith.

Special Valentine's Day treats included champagne, strawberries and shortcakes, but the best gift of all was a beautiful rose handed to each resident by staff.



"Give me a home among the gum trees..." Australia Day celebrations!

Australia Day is one annual celebration always highlighted on the McKenzie Group's calendar. Each facility celebrates with dress-ups, Aussie quizzes and delicious treats of iconic Australian dishes

such as barbequed lamb, meat pies, lamingtons and pavlova.

Pictured here are just some of the highlights from Buderim Views, The Armitage and SandBrook.

