

Employee Assistance Program

McKenzie's is introducing a new initiative as a support for staff

What is the Employee Assistance Program (EAP)?

The program provides staff and immediate family members of McKenzie Aged Care with access to confidential, short-term counselling support for a broad range of personal or work-related issues.

The EAP is provided by an independent organisation called ResolutionsRTK and can be used to provide short-term support with issues such as: change processes, relationship concerns, interpersonal conflict, mental health issues, alcohol and other drug issues, grief and loss, workload and role issues and emotional stress.

How to access EAP

Staff can seek support directly with the EAP provider. Managers may wish to suggest the service to an individual. All counselling is provided on a voluntary basis.

Hours of operation

The service is available from 8.00am to 6pm Monday to Friday. An after hours emergency telephone service also operates 24/7.

To make an appointment

Contact the EAP provider ResolutionsRTK on 1300 687 327.

Further details will be available via your Manager.

Graduate Nurse Program

Following a submission to the Department of Health and Ageing, we are pleased to announce we have secured funding for 3 years to support the commencement of a Graduate Nurse Program in 2012. The program will support newly graduated registered nurses in their first year transition from university to working in aged care.

We are partnering with the Southern Cross University to develop an Aged Care Education Program, which when completed, will result in a Graduate Certificate in Aged Care.

In 2012 we will employ 8 graduate nurses across 4 sites (Raffles, Heritage, Sandbrook and Terraces) and in 2013 Buderim Views and Sutton Park will be included in this program.

Congratulations to Mark Leveridge who has been appointed as the Coordinator of the Program and commences in this new role in August 2011.

Keith's Column



By keeping a Gratitude Diary, I am reminded every day of the positive energy associated with living gratefully – taking nothing and no one for granted. It's more than cultivating an 'attitude of gratitude;' it's about, intentionally, expressing gratitude – letting people know they are valued and appreciated; letting the universe know how grateful I am to be alive, in good health and how much I appreciate the beauty of creation, the sun rise, the song of birds, etc.

Leo Buscaglia writes, "Too often, we underestimate the power of touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the power to turn a life around."

I observe the people with whom I work and realise how true this is. Everybody needs that kind of affirmation from time to time – family, friends, McKenzie residents, staff and everyone else we interact with.

Life can be very challenging and it can be easy to dwell on our own problems but everyone in our lives needs support and appreciation.

Keith Cameron-Smith
Resident and Staff Support Officer



Staff reflect McKenzie's values

McKenzie's has a reputation for providing the highest quality aged care services in a genuinely caring atmosphere and this helps us attract the best employees. Kate Gray joined us 10 months ago and has recently taken on the key role as Regional Operations Manager of our four Gold Coast facilities. She says that she was drawn towards McKenzies because of it's appreciation for staff and resident wellbeing.

'McKenzies is a values based company where we put people first and believe that staff are our greatest asset. I believe we are proactive in caring for people and make a significant difference to people's lives' says Kate.

In her new role Kate will oversee the operational management of personnel, financial and quality management and will be involved with the oversight of educational projects. With over 25 years experience in nursing and senior management positions across aged care and mental health services, Kate has a thorough understanding of the challenges in residential care. Before joining McKenzies she was a director for a large public sector organisation in Melbourne with over 12 000 staff where she was responsible for a wide gamut of residential care services.

Kate has found that her personal values are a good fit with the company culture which resonates through all aspects of our organisation. It's only by valuing our staff that we can give the best quality service to our residents.

All staff will now have the opportunity to help us put these values into words that will guide practices and behaviours. During August, everyone is being invited to vote on a final set of statements that represent our cornerstone values.

We look forward to sharing these results.

Kate Gray



Activities Tour

Family, Grandchildren and ... Walt Disney

Classic cartoon heroes abounded at The Armitage's Walt Disney Residents' Family and Grandchildren's Day. Children came dressed in their favourite costumes and played games, enjoyed treats and sung along with their loved ones. Tinkerbell (Activities Coordinator Deborah Buchanan) and Robin Hood (Activities Assistant Jagat Patel) kept residents and their families on their toes and helped everyone enjoy the lovely day.



It must be Man o'clock

The Men's BBQ at Buderim Views was a great success with residents who enjoyed a rich feast and a cool ale in the warm sunshine. Resident Chef Manager Uwe presented an appetising platter of grilled salmon, satay chicken sticks, sausages and beautiful fresh garden salad which was cooked by Maintenance Officer David Pursscell.

Mens B.B.Q - From left Mr Lew Brickhill, Mr Terry Osmond, Mr Ralph Birch, Mr Russell Longworth, Mr Evan Gwatkin, Mr Bob Weis and Mr Bruce Schultz.



Shamrock n' roll

Everyone got involved in the St. Patrick's day celebrations at The Terraces with residents and staff alike adorning the customary green as much as they could. But the day wouldn't have been complete without the St Patrick's Day Cricket Challenge which was taken out yet again by the home team in their new vests.



A stitch in time

The Heritage has as usual been a hive of activity with lots of fabulous concerts and outings – including a trip to the local Burringbah Quild show. The Heritage sewing ladies had entered their amazingly creative quilt and everyone was impressed with the final product. The group headed by Tina Neff and Margaret Hailey had spent many Wednesday mornings toiling away on sewing machines and they should be rightly proud of their fantastic efforts.



Out and about

The weather was gorgeous at a recent picnic at the Mary Caincross Park, providing Buderim Views residents with a splendid vista of the Glasshouse Mountains. The group was joined by some extra visitors with the bush turkeys which helped themselves to the picnic lunch..... taking the Mars bars first of course!!

The view enjoyed of the Glass Mountains at Mary Can Cross Park



Meet the staff



Lorraine Collins

Quality Systems Coordinator – 4 years

Lorraine has recently taken up the role of Quality Systems Coordinator having previously worked as a Client Relations Officer at Sandbrook. This new role will see her travelling around most of McKenzie's facilities to help quality managers assess the required documentation.

What most interests you about your new role?

I get exposed to the new aspects of the business and am constantly faced with different challenges. Learning of the requirements for accreditation and gaining greater knowledge of the industry is really interesting.

Best part of the working day:

Everyday is a new day, something different is going to happen, it's not mundane and it's always challenging and exciting.

Advice for colleagues:

Enjoy every day.

Three words to describe yourself:

Fabulous, fabulous, fabulous



David Berry Smith

IT Manager – Started in June 2011

What do you do in your new role?

There are three main components to the role: Service level management – making sure that the end users get the service that McKenzie would like them to receive. Business relations management – the central point of contact and control for insuring that everyone gets what they need to deliver the best results. Strategy development – making sure that the information systems are aligned with the business strategies so that McKenzie can achieve its big picture plans.

What are the biggest challenges?

McKenzie has grown rapidly transitioning from a small business into a more corporate operation. That provides a lot of challenges within support services as it expands.

What were your previous roles?

My last two positions were with organisations going through similar transitions – Film Victoria and DMG World Media. I enjoy facing the challenges.

What is the best part of your working day?

Implementing tangible improvements in the business network that help people to do their jobs better and more easily, and then hearing the positive feedback.

Any words of advice for your colleagues?

Be open and honest. There's nothing we can't work through together.

Three words to describe you?

Easy-going, open, friendly