



# NAZARETH HOUSE - WYNNUM

## NAZARETH NEWS REEL

June 2017

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## Pastoral Care

### Sister Dominica

VICTOIRE LARMENIER

On the 15th and 16th June we are holding celebrations for our Congregational Feast Day which is held on the 16th June. This day represents the anniversary of the death of Victoire Larmenier on the 16th June, 1878 at the age of 51 years.

The heart of Victoire Larmenier is still preserved in the chapel in Hammersmith, London. This was to represent to the Sisters that her heart lives on for us today, tomorrow and for the future. It is not a day of sadness, but a day of joy, gratitude and thanksgiving.

Do you know the founding history of Nazareth House , Wynnum?

At the request of Archbishop Sir James Duhig, the Wynnum foundation was made in Queensland in 1921. This was the third foundation in the Australasian Region. The first foundation was in Ballarat, Victoria in 1888 and the second in Christchurch in 1905.

When the Sisters arrived on the property on the 1st April, 1921 it was known as Mount Margaret and was bought from the Honorary Doctor Kidston for the price of 5 thousand pounds. Archbishop Duhig gifted this to the Sisters on their arrival.

In 1922 an adjoining property, Tingal Hill, was purchased by the Sisters and the house on Mount Margaret was transferred to the new property which was a farm. Both homes were connected and fitted out to house the elderly who came into care. By Christmas 1922 there were 35 residents. It was soon realised that the construction of new buildings was an urgent necessity.



Front Entrance

Work on the first section of the building, now St Mary's, was commenced on the 12th February, 1924. The lowest tender, that of Mr G H Turner, for 44 thousand pounds, was accepted. The foundation stone was laid on April 13th and the new building was opened on the 16th August, 1925 by the then Governor, Sir Matthew Nathan.

This was a great witness to trusting in Divine Providence and the goodness of people who gave to the cause. Most of the materials for the building were transported up the river on barges and then from there by horse and cart to the property. The first bricks were laid by the Sisters who wrote their names on them. These bricks would still be there today. Below is one of the first photos taken of the newly built Nazareth House with the old homes to the left.



House and Convent



## General Manager Tony McPhillips

The first half of 2017 has once again provided challenges. Residential aged care seems to offer challenges on an ongoing basis – quality, compliance, viability and sustainability along with care and service delivery to increasingly frail and needy senior citizens.

It has been terrific to come out the end of the refurbishment program with such an improvement to the accommodation offered to Residents and the aesthetic of the Larmerier and St Joseph's care areas. Once again I extend a big thank you to Residents and staff for your patience and cooperation during that hectic time.

We have been notified that the three year re-accreditation of the facility will take place from Monday 23 to Wednesday 25 October 2017. Preparations are now underway to prepare for this important event.

2017 started well for the organisation with the arrival to Camberwell of our new Chief Executive David Cotter. We all wish David every success as he leads Nazareth Care Australasia forward. David visited the Wynnum Community in late April to familiarise himself with the facility, its Residents, the Sister of Nazareth Community and the staff.

Additionally it has been wonderful to welcome Sr Dominica Cooper (Regional Superior for the past 6 years) as Sister Superior to the Wynnum Nazareth Community. We are fortunate to have her experience, wisdom and dedication available to us on a day to day basis. Already Sr Dominica has been instrumental in establishing the new Shop to the benefit of Residents, staff and visitors. The Shop is staffed by Nazareth Volunteers and the initiative has proven to be not only a place where you can purchase an item but where you can meet for coffee and a chat. Welcome Sister Dominica.

Sr Clare Breen (previous Sister Superior to Nazareth House Ballarat) has also arrived to take up residence in the Sister Community here at Wynnum. Sr Clare has a wealth of experience in very senior positions within the Australasian Region including that of Regional Superior and we look forward to the opportunity to avail ourselves of her vast experience. Welcome Sr Clare.

## General Manager Tony McPhillips cont ...

I also extend the warmest of welcomes to Sr Melissa who comes to us from the Sister of Nazareth Community at Camberwell. Sr Melissa is primarily involved with special education teaching responsibilities in Wynnum several days a week, but offers her skills, warmth and engaging personality to all members of the Nazareth Wynnum Community through her Pastoral care and relief activities within the House. Welcome Sr Melissa.

Since our last Newsletter we have welcomed Pam FitzGerald as our new Care Services Manager. Pam brings with her a wealth of nursing and residential aged care experience to lead our nursing and personal care workforce.

March saw the arrival of Josh Ives the new Wellbeing and Lifestyle Manager following the resignation of Carmel Wallace. Josh brings a new energy and skill set to motivate us all to provide a wide and varied activity and lifestyle program to Residents. We warmly welcome Josh to the Team as we look to a long and fruitful partnership to the benefit of Residents.

Congratulations to Christine Martin our Catering Manager and the Catering Team members for their contribution to the Nutrition Australia Queensland e-book 'Improving Dining Experiences in Residential Aged Care Facilities'. Christine and the Team helped inform and develop recommendations for the preparation of texture modified foods. Well done.

We are now issuing our Annual Resident Satisfaction Surveys along with the Staff Engagement Survey seeking feedback to inform our continuous improvement process. I encourage all Residents and Staff to complete their survey to assist us to provide improved care and service along with an improved working environment.

Congratulations to Aisling Lawler our Training Coordinator on the arrival of her new little man Rory. Aisling returns to duty from Maternity Leave in September prior to our accreditation visit.

Wishing each of you the very best for 2017.

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## ACFI Coordinator Latika Dumar

Once again, the first half of 2017 has been very eventful particularly with the Government changes to the Care Funding Instrument. With my responsibility to ensure our claims reflect the assessed care required by residents, it continues to prove a constant challenge.

On a bright note, it's wonderful to have the new position of General Manager Resident Operation installed at RSS as a clinical resource to the Houses. James Sullivan has been providing me with ongoing support and this support certainly makes the role easier.

A wonderful dimension to working within the Nazareth Organisation is the opportunity to visit colleagues at other Houses and provide support and encouragement where needed. In late May I was asked to visit Nazareth House Geraldton to assist with the orientation of New ACFI Coordinator.

## Clinical Care Coordinator Nicole Vettise

Wow six months of the year gone! Time flies when you busy working – am I right! I am pleased to say it is a pleasure to work within the team here in Wynnum and has been for the past 6 years. We are very lucky to all get along and have a joke and banter throughout the day. After all, we spend more time at work than at home most days!

As October draws nearer and accreditation is looming I am working hard to ensure our systems are air tight. I have developed a clinical action plan and the team has been working towards ensuring all desired outcomes are achieved.

## Clinical Care Coordinator Nicole Vettise cont ...

A long awaited review of the Wynnum Clinical Reference Guide has now been completed and published. Feedback from the Registered Nurses has been positive. Having a quick reference, flow chart is proving to be a great resource to ensure correct processes are being followed. Thank you to Pam, Shelley, Janene and Sr Clare for your assistance with this.

## Quality Coordinator Gaynor Brehaut

It has been a busy six months and I can hardly believe we are already half way through the year. We have been busy preparing for our accreditation visit which is due in October and ensuring that all systems are in place and running smoothly.

We undertook an election at the beginning of the year to elect a new WHS committee. We then had Lyle Goschnick from Biz Support who is an external WHS consultant visit. He attended our WHS meeting with the new committee and gave training to the new WHS representatives.

Following the completion of our refurbishment which had been commenced in 2014 the two new courtyards have been enhanced with lovely new plants a decorative archway for a Jasmine plant to climb and several lovely wall decorations to beautify the area for residents, visitors and staff.

Our small kiosk which was only open once a week for a few hours has been upgraded to a lovely shop which is now open throughout the week and for longer hours. The shop offers a bigger variety of goods, food items, and craft for residents, their family and visitors and also staff. Residents and their visitors can now purchase a lovely coffee and cake and then sit out on the veranda looking out over Morton Bay.



Latika, Gaynor, Nicole



## Administration Manager Shelley Archbold

Hi Everyone,

Where has the year gone? Nearly half way through already.

I hope 2017 has been good to everyone so far. For the Administration team it is has been a very busy, but productive time so far.

I would like to take this opportunity to remind all staff, residents and families etc, that it is important to have your details with us up-to-date and also for residents to ensure that we have current Medicare card details on file.

If any of your details have changed please see us in Administration or notify us in writing and we will update our records.

Also, Congratulations to Janene Sayers (Receptionist/Administrator on her 5 yrs service at Nazareth Care.



I'll finish with a riddle:-

I am a ship that can be made to ride the greatest waves. I am not built by objects, but built by minds.

What am I?

Answer: Next edition (or see us in Administration).



## Wellbeing & Lifestyle Manager Josh Ives

My name is Josh Ives and I am Nazareth Care Wynnum's new Wellbeing & Lifestyle Manager. I have been in the aged care industry for about 6 years and I am very passionate about delivering quality of life to the aged community.

I worked in a high care dementia unit for 5 years where I coordinated my own program. Whilst I was working there I discovered another passion, helping those who suffer from dementia. I later won an award for program of the year which I am very proud of.

It has been such a lovely experience for me thus far working here for Nazareth Care. When I came to Nazareth House Wynnum for the first time, I couldn't believe how beautiful the Chapel was. I then spoke to some of the residents about the rich history of the facility and noticed how proud the residents and Sisters were to be living here. That was the first sign where I knew I wanted to work here.

Since commencing work here in Wynnum I have implemented Men's Group's where the General Manager, Maintenance team, male employees and male residents all met up for a BBQ. The next time us men got together we went fishing and we actually caught fish! After seeing how happy the men were I truly felt a sense of pride in what I do.

I have also recently formed a choir with the help of residents and employees. The residents really enjoy singing and they can't seem to get enough of the activity (even if my singing voice scares them off a little bit).

I have also implemented a Sun Downing program that sees a Lifestyle team member stay into the evening delivering activities. The Sisters have started to join me in several activities such as concerts and morning teas, which I think is so nice for the residents to see. I instantly noticed how kind the Sisters are to the residents and how they also feel strongly about resident empowerment.

If I had to say one thing about this facility it would be how lovely and supportive the management team and lifestyle team have been. They have been behind me 100% of the way, helping me implement new programs, showing me the ropes and have been ever so patient with me.

My goal for the future is to further implement quality programs, further training for myself and my staff, provide a homely environment for residents, give them a purpose and provide quality documentation.

I still have plenty of ideas that I can't wait to put into motion and experience them with residents, staff and all those that come along for the ride.



Finton Macmanus and Josh Ives

## Property & Maintenance Manager Bruce Simpson

Nazareth Wynnum Maintenance is now more organised and major issues seem to be few and far between. Although there are still many things that require attention, our efforts over the last 22 months are starting to show light at the end of the tunnel.

All refurbishment has been completed and we are on to the next project of constructing a new workshop area for our grounds and maintenance staff.

### Holiday and Christchurch Visit

I was on a very short holiday recently, in Queenstown New Zealand (Tony wouldn't let me have more time off) and I stayed over a couple of extra days to make sure I caught up with Gerard at Nazareth Christchurch.

He was his usual vault of information and had no hesitancy in showing me around the new construction areas.

He and the team have done a great job so far and things are well underway with the self contained units and new chapel areas.

It was a pleasure to spend time with Gerald and meet some of the team.

## Care Services Manager Pam Fitzgerald

Well, it has been over a year since I stepped foot into this wonderful environment and I hope that I have been able to assist in enhancing care and services for our residents and provide a great working environment for our employees so far..

We have had exciting times with babies being born, weddings, birthdays and sometimes more trying times as some staff members have worked through medical conditions which have disrupted their working life. However, I am really impressed with how employees support each other through both the good times and the bad. The way employees treat each other with respect is a reflection on how they respect our residents.

Our employees reflect all generations and nationalities which make's the lunch room the place to be to enjoy the amazing aromas from international cuisine brought from home.

We have completed the refurbishment and increased staff ratios to ensure all residents have the time needed to be attended to appropriately. Along with this is new equipment to assist residents and ensure employee health.

Currently I am conducting case reviews for all of our residents and the feedback from residents and their families is always so grateful and thankful for the care provided.

Education has been increased with our Education Coordinator providing many opportunities for employees to gain more knowledge and skills to enhance their care and nursing skills.

Our employees have been very positive in attending training and becoming involved in the activities of the Sisters and Lifestyle and Wellbeing team.

Team.. I like that word. One for all: All for one. That's what I observe, everyone is happy to help each other to provide quality care for the residents. That is why we are here..... For our residents and our community.

Hospitality is alive and well at Wynnum and I am proud of the employees with whom I am working with.



## Support Services Manager - Jass Sidhu

Almost a year since last newsletter was published and we were in middle of refurbishment during that time. It seems like that we have recovered from the rigor of refurbishment in fact the outcome has been very positive. New floors look absolutely amazing combined with new furniture.

Last few months have been quiet. There has not been any new recruitment and I would like to say thank you to all the support staff team for the fantastic job you do every day. Now that three yearly accreditation visit is not far, everyone has been working for pre accreditation preparations. I have been doing audits and visual monitoring to ensure quality service and to ensure that the team is prepared. Safe work practice toolbox trainings were conducted in May. Outbreak/infections management awareness training was also conducted and five employees attended a dementia behaviour training.

Old fire safety installation and servicing contract was terminated and Fire Bore was introduced in February. Fire Bore conducted a full site audit in March and few issues were identified in the audit but there were not any critical findings. All issues are being rectified systematically in a timely manner. Management is actively working to provide an environment and safe systems of work that minimise fire and emergency risks. Designated employees constantly undergoes internal and external fire safety training. New instruction and flow charts were also developed to assist in emergency situations.

Last but not least, as we all know the risk of fire increases in colder months. Keeping warm and safe during these months also means being alert for indoor fire hazards. Always check winter appliances such as room heaters are safe to use every winter.

House Shop offers a wide selection of items for purchase



## Noticeboard

### The Shop

Monday to Friday 11:30am - 1:30pm

Offering a range of treats, chips, biscuits, sweets and toiletries.

Thank you to our Volunteers who run the shop.

### Knitting Club

Mondays from 1.15pm in St Marys.

See the Wellbeing and Lifestyle team for more information.

### Hairdresser

Mondays from 8.30am.

Please see the nurses or the office for a referral.

### Physiotherapist

Please see Nurses for a referral.

Hours - Monday - Friday am.

### Dentist

Please see Nurses for a referral.

### Podiatrist

Please see Nurses for a referral.

## Birthday Wishes/Special Events

Resident birthdays, special events and the welcoming of new residents will be displayed locally along with the monthly activity calendar from the Wellbeing and Lifestyle team.'

## Trivia Corner

Last editions Trivia answers

1. SHIRLEY WILLIAMS (Social Democratic Party)
2. REFUGEES
3. MAX BYGRAVES
4. WEBBED
5. PAINT YOUR WAGON

This editions questions

1. Which Latin term, usually applied to legal evidence, means 'at first sight'?
2. What is the alternative common name for a Black Leopard?
3. In which county is the UK prime minister's official country residence Chequers?
4. Who composed The Wedding March?
5. What is the word used to describe an animal/plant that is both male and female?

**Answers : In next edition**

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# Support Nazareth Care Australia

## CONTACT DETAILS

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