

Horizon

THE FUTURE OF AGED CARE IS THE DOMAIN PRINCIPAL GROUP

Edition 4: January/February 2009

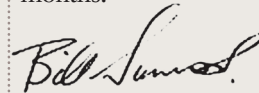
Message from Bill Summers, Executive Director

Welcome to the first issue of Horizon for 2009, and to a new beginning for us all as The Domain Principal Group. We are extremely proud of what has been achieved in the last six months as we transform into the largest privately owned aged care group in Australia. Together with you, we can use our size to have a very positive influence on the aged care sector in Australia, set the highest standard of care for all our residents, and lead the way as an employer of choice.

Following the successful and smooth transition of the operations management to The Domain Principal Group – largely thanks to the commitment and dedication of staff, management and our residents – we are now in the process of introducing Human Resources, IT and Finance

to our sites. This final element of our transition to The Domain Principal Group will be complete by the end of May. We have however already commenced the roll out of some of these functions to facilities and are in the process of upgrading our systems and processes to modernize our sites.

Our regular newsletters will continue to keep you updated in the upcoming months.



Thank you,
Bill Summers



Our aim to be an employer of choice

We are only as successful as the people we employ and we've been fortunate to attract some of Australia's aged care leaders to The Domain Principal Group at a management level, and at our facilities. We have a tremendous opportunity to lead the industry through the standard of care we offer to our residents. Attracting and retaining our people is an important part of this aim, and although we have embarked on some exciting processes to create an environment where staff are well trained and knowledge is shared, we recognise that we will have a way to go. This year we will be introducing a number of training initiatives; stay tuned for further details.

Group print contract secured

The Domain Principal Group recently signed a five-year contract with Smart Print, a national print management company who provide fleet management for business printer and copiers. The fully integrated service encompasses all service, maintenance and consumables, and servicing, from an experienced and dedicated team who provide expert advice and full support services through qualified engineers and staff.

The new copiers are currently being rolled out at Domain sites, with Principal sites being assessed and rolled out in the coming months.

So what does this mean for us?

We now have one company providing photocopiers and printers, servicing and consumables, including all inks and toner cartridges. As we no longer own our printers and photocopiers, the warranties and servicing are the responsibility of Smart Print and replacement machines

will be provided where machine downtime is expected. Turn-around times for repairs and maintenance will be faster and more efficient. This agreement does not cover any personal computer or printing equipment, which means that these machines will no longer be supported by the helpdesk.

Requests for consumables, repairs and support will now be managed through the IT helpdesk (helpdesk@domainprincipal.com.au) or 1300 796 321.



The regular newsletter of:

Domain
AGED CARE



PRINCIPAL AGED CARE
Dignity, Respect, Comfort

Profiles:

Suzie Gardner

Regional Operations Manager,
NSW Hunter West



Following in our series of profiles of our regional operations managers, this edition features Suzie Gardner.

A Registered Nurse for 36 years, 17 of those in aged care, and most recently working with the Morgan Health Care Group, Suzie's role as Regional Operations Manager for the NSW West and Hunter Regions is a vitally important one.

Suzie has worked for five different Aged Care Organisations over the last 17 years, moving up the professional ladder firstly as Deputy Director of Nursing then to Director of Nursing and finally as a Support Manager for the Moran Health Care Group.

Suzie says of the opportunity to join The Domain Principal Group: "To be part of a Regional Operations Team of one of the largest private aged care provider was most exciting and with my knowledge of the majority of the Principal facilities the position of ROM appeared to be a natural progression."

With her background, we can't help but think that Suzie will take this role in her stride. Until May 2007 she lived on a 10,000 acre sheep and cattle property with her family in the Canowindra district. She admits that the sheep and cattle were not her main interest spending much of her time tending lovingly to two large rose gardens. She continues to have a real passion for gardening and roses in particular.

Suzie moved to Orange 18 months ago and now has the joy of spending time with her three adult children and beautiful grandchildren and when she finds the time attending classical music concerts.

When Suzie is visiting facilities in the region, perhaps she could share her rose and classical music interests with us all!

We also recently welcomed James Hay onto the Executive of The Domain Principal as Group Executive, Human Resources.

James Hay

Executive, Human Resources



James is responsible for the people strategy & systems of The Domain Principal Group. His role includes the development of the Group's performance management system, its employee relations framework, recruitment methodology, employee communications and cultural development. James' team works closely with National, Regional and Facility Managers in designing and implementing HR policies and processes that support a fair and humanistic workplace.

James' Human Resources experience has been acquired in the aged care, health, not-for-profit, IT and financial services sectors at both a national and international level. As well as generalist HR consultancy, James' background includes organisational restructuring, turn around projects, acquisitions & divestments, and providing HR advice to boards of charitable organisations.

Contact us:

Have something you'd like to share? If so, we would like to hear from you! Send an email to: news@domainprincipal.com.au and we may feature your story in our next edition.