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Christmas
TIME AT...


ILLAWARRA
DIGGERS
CARING FOR THE COMMUNITY'S AGED



A Merry Christmas

AND A SAFE AND FESTIVE NEW YEAR TO ALL OUR RESIDENTS, STAFF AND ALL YOUR FAMILIES

Well it is certainly an old cliché that the years seem to spin by faster and faster and this year was no exception. Since the beginning of the year we have completed the renovations to Keira and Warilla Wings and reoccupied them. We have undertaken and completed the demolition and renovation of the Wollongong and Corrimal Wings and reoccupied them. We have undertaken and completed the demolition and renovation of the Auxiliary and...I wish I could say reoccupied that wing too, but alas we wait.

The rooms look great and all good to go but we now have to undertake a significant amount of hydrant and fire safety work which was previously not identified to us, to enable compliance with current building codes. This work is all scoped but will just take a few more months to complete.

Thank you all for your patience and understanding as we complete these works.

This year we have also had two unannounced audits from the Aged Care Quality Agency. On both of these occasions we met all outcomes required by the Agency, which was a very pleasing outcome for us.

This year we have also seen the commencement of a Royal Commission into Aged Care in Australia. This announcement by the Prime Minister was in response to a growing concern in the community and media that some of our most vulnerable and venerable people, our older community members, were not being given the care and support deserved to ensure their safety and well being. Illawarra Diggers welcomes the Royal Commission and will provide any and all information to it that is required. We have been given a list of questions already, as has the whole industry, to respond to by 7 February 2019. Based on the responses of the industry, the Commissioners will then determine the course of the enquiry.

I would like to conclude by thanking our staff and volunteers for working so hard throughout the year to support our residents in their home at Illawarra Diggers and for working with our families to ensure that both residents and families feel special.

Merry Christmas and enjoy your families and friends. Until 2019.

Peter Whittall (CEO)

December has been a busy month, as it always is, but our Christmas spirit and cheer is alive and well! As I write this, Christmas is literally around the corner and all the staff at Diggers are on the final run to the big day. We are anticipating a very large turnout for our Christmas Day lunch so there is much to be done in preparation.

Our Christmas High Tea was a huge event this year with the biggest turnout of guests we have ever experienced! It is such a lovely event with families coming in to enjoy a freshly baked afternoon tea with our residents. Santa & Mrs Clause made an appearance to hand out some pressies to our younger guests and, of course, taking time to pose for 'selfies'!

So much preparation goes into our high tea events, the planning of which starts many weeks in advance. The Lifestyle team work with our catering team to plan the menu for the day and then work closely with our kitchen team, on the day to coordinate the service of it. The Lifestyle team plan early on, how the tables will be decorated and how all of the delicious baked treats will be served and presented. This year, our three tier Christmas patterned cake towers received many compliments! On the morning of the event, our catering team are busy baking the food which will be served that afternoon as well as organizing an early lunch for our residents so that the main dining room can be cleared, all tables and chairs wiped down and set, ready for the arrival of our high tea guests. During the event, kitchen, catering, cleaning and care staff all pitch in to help the Lifestyle team seat guests, serve food and drinks and tend to the needs of our residents and their guests. It truly is a team effort with all staff coming together as one and the Lifestyle team couldn't do it without them. It must also be said that some staff volunteer their time, staying back after their shift has ended to help us out, and for this we are very grateful.

We look very forward to seeing you all next year, especially at our next high tea event. Until then, we wish you all a wonderful and safe festive season.

Joanna, Deb, Hannah & Jess

The Lifestyle Team!