

Inside Emmy



Emmy Monash
Aged Care

JULY 2023



I want to give a big warm thank you to all the residents for allowing us to be with them for four days in their home and welcoming us so warmly. I also want to give a big thank you to all the staff we interviewed. Everyone demonstrated compassion and showed how invested they are in this facility.

There are people who have worked here for more than 20 years and most people more than a year, which is not the norm in the industry. They also showed how invested they are in residents, showing pride in what they do and most importantly really knowing the residents and what they need individually. This is the most important part.



ACQSC Assessor

STANDARDS MET 100%!

Nobody likes an unannounced visit, however at Emmy we opened our doors to four assessors from the Aged Care Quality and Safety Commission in June. Over four days, they reviewed our processes, policies and practices, as well as interviewed staff, family members, volunteers and residents. They were able to attend some community and volunteer lifestyle programs and conducted more than 75 interviews onsite. We are pleased to report that we have met all 8 Standards! Well done Emmy team!

We are very pleased that we were able to demonstrate the full complement of Emmy services and best practice in everything we do. This achievement is credit to the loyal, hard working Emmy team, and the residents and family members that put their trust in us to deliver the very best care and services. Thank you!

CEO'S MESSAGE

We cannot plan for unannounced visits from the Commission, these are part and parcel of the reaccreditation process. For four days, four assessors reviewed Emmy with a fine-tooth comb and their feedback was overwhelmingly positive. I am pleased to share that we have met every standard!

Thank you to all family members, residents and staff who nominated a worthy team member for an award. This year we have received more than 100 nominations for the Mensch and Most Valuable Team Member awards! I hope many of the Emmy team can join us to celebrate staff awards on Thursday 10 August.

There is no need to wait for Aged Care Employee Day on 7 August to say thank you to someone working in aged care. You could take a moment to say thanks next time you visit, or send us an email (askus@emmymonash.asn.au) with a message of thanks and we will share it with our team. Staff can look forward to some well-deserved treats on the day.

I am proud to see the launch of our Resident Advisory Committee. Steve Aivaliotis has worked with Sam Moshinsky (Chair) for the last six months to formulate the committee. Together with John Kraus and Helga Erlanger as Deputy Chairs, they will work with residents and with me to share ideas and opportunities for improvement.

It is wonderful to see more new faces choosing to work at Emmy, I extend a warm welcome to you all.

Tanya Abramzon,
Chief Executive
Officer



CHAGALL AT EMMY

Imagine our delight at hosting an exclusive presentation of CHAGALL at Emmy!

Currently showing at the Jewish Museum of Australia, residents were offered a unique opportunity to view this important body of work by Marc Chagall. This event was made possible through an outreach program developed by Emmy and Jewish Museum of Australia.



MRC PRESENTS: ENSEMBLE THREE

As part of the Music Always program, Melbourne Recital Centre presented Ensemble Three. Performing contemporary folk music, residents, families and staff enjoyed a beautiful musical treat across two locations.

Stay connected with Emmy

emmymonash.asn.au



RESIDENTS



NEW RESIDENT ADVISORY COMMITTEE

Emmy is proud to announce a newly established Resident Advisory Committee, chaired by Sam Moshinsky OAM, with John Kraus and Helga Erlanger as Deputy Chairs.

This resident-only committee will provide support and advice to the Emmy Executive Team, and also ensure that the consumer experience and perspective is reflected in Emmy's organisational and clinical decision making.

Residents can speak to any member of the committee to share their feedback. The committee meets with the CEO regularly and will report any updates at the Resident & Family Engagement Meetings.

Join the team at Emmy Monash

- Salary packaging (up to \$18,500 per year*)
- Flexible roster
- Staff scholarship program
- Cultural leave
- Staff referral and discount program
- Daily café voucher
- 15% salary increase 2023-24*

Apply online
emmymonash.asn.au/careers

We care about our people



*T&Cs apply

STAFF



NEW FOOD IN THE CAFÉ

There is quite a buzz around the Felder Family Café recently as it enjoys a revamp. Exciting salad bowls, tasty soups and fresh baguettes and pastries — there is something for everyone! Make sure you stop in for a coffee or a snack soon!

VOLUNTEERS



SHARING STORIES

There is an evening book reading program that is growing in popularity.

Volunteer Marcia Krampel hosts a regular book reading program that is attracting a wide range of residents who enjoy the weekly short stories and discussion that follows.

Aged Care Employee Day

Thanks for caring



**MONDAY
7 AUGUST 2023**

accpa.asn.au/aged-care-employee-day

UPCOMING EVENTS

JULY

Wednesday 26th
Resident and Family Engagement Meeting

Thursday 27th
Tisha B'Av

AUGUST

Friday 4th
St Kilda Shule Pop Up Service

Monday 7th
Aged Care Employee Day

Thursday 10th
Staff Awards Presentation

Wednesday 30th
Resident and Family Engagement Meeting

WE ARE ALWAYS LISTENING

We value your feedback. If you have something to share about your experience at Emmy, please tell us.

Scan the code to provide feedback.

