

MEDIA RELEASE

23 January 2018

Staff impact aged care residents 58 times a day

The staff at Perth-based aged care provider SwanCare have discovered they improve a resident's life, on average, 58 times a day.

A series of collaborative workshops, facilitated by an external agency and attended by staff from the 350-strong SwanCare team, led to the determination of the statistic as attendees reflected on their personal and collective impact on residents.

The findings, revealed this week in a video presentation at SwanCare, show that SwanCare's staff are truly dedicated to improving lives for a living.

The workshop findings illustrate how simple, everyday actions make a huge difference to the lives of the elderly in care and to their families - such as a warm smile as the curtains are drawn in the morning or providing support with forms or paperwork.

Ruby Urwin, 93, who resides at SwanCare's Waminda care facility, knows the joy of being cared for well.

"I love it here because of the freedom and the staff are so friendly," Ruby said. "They work so hard to keep all the residents entertained and everything is done for us: laundry, cooking, and keeping the rooms so fresh, making us very happy."

CEO of SwanCare, Graham Francis, expressed how employees' efforts are key to both resident wellbeing and the organisation's success, in a time where major players within the industry have focused solely on profit.

"We're thrilled to be able to celebrate our fantastic people in this way," Mr Francis said. "The number 58 really represents the energy and warmth that each and every staff member brings to our residents.

"Our entire team is dedicated to achieving the best outcomes for our community and we really do treat everyone as though they're part of our family, which makes it a very special place to work and live," Mr Francis said.

Fiona Millar, manager of human resources at SwanCare, is proud of the commitment and compassion shown towards residents and believes this is what makes SwanCare so unique compared to other aged care providers.

"Having worked in aged care for many years, both as a carer and as an HR manager, it is evident that the SwanCare difference is due to the wonderful people who go above and beyond every day," she said.

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SwanCare Group
Communities

Retirement Living
· Australind Rise
· Bentley Park

Residential Care
· Kingia Care Centre
· Tandara Care Centre
· Waminda Care Centre

“What sets us apart is our genuine commitment to caring for our community. Recognising that each staff member is making a difference 58 times each day is a very rewarding feeling for everyone.”

<https://www.youtube.com/watch?v=1GUhXI-hvuc&t=65s>

SwanCare has been caring for seniors in Western Australia for over 55 years, since the not-for-profit organisation was established in the early 1960's as Swan Cottage Homes.

SwanCare operates Independent Living Units known as Bentley Park Retirement Village and Australind Rise, in addition to three Bentley-based residential care centres: Waminda, Tandara, and Kingia, all of which are fully accredited, as well as the SwanCare At Home service.

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