

Regis McKinley House – for the finer things in life

Regis McKinley House, the newest addition to Melbourne's inner eastern suburbs, has been designed to offer a new level in stylish aged care living.

As a Regis Club Services five star facility McKinley House is a vibrant hub brimming with options including personal concierge, on-site day spa, individualised fitness and or lifestyle programs, pre-dinner aperitifs, a la carte dining options, 24-hour grazing menu, access to wireless technology, specialised activities and group excursions – ensuring McKinley House is the pinnacle in aged care living.

With hotel style services, a range of spacious premium rooms, first class amenities and high technology equipment to assist in both daily care needs, therapy and recreation, it is not surprising that guests and residents feel they are entering a resort rather than an aged care facility.

Each deluxe room incorporates thoughtful design with attention to detail in all fixtures and fittings - en suites have underfloor heating, each room has its own individually controlled heating and cooling along with access to either a balcony or terrace - promoting independence in a homelike environment.

Additional luxury features such as contemporary interior furnishings, flat screen televisions and built-in kitchenettes combine with your own selected pieces to add a warm and personal dimension whilst enriching and enhancing the lifestyle that McKinley House offers.

- The latest in entertainment technology including flat screen televisions in every room (see page 3 - *NCE Commercial*)
- A magnificent baby grand piano which can play independently (see page 3 - *Piano Time*)

Large glass windows throughout the building make the most of natural light and cross ventilation, allowing sunlight to filter in and spectacular cityscape views to be appreciated.

The Regis McKinley House community brings the certainty of one of Australia's largest and most experienced private aged care services along with the care and warmth associated with being part of the Regis family.

Regis is proud to be at the forefront of aged care and in building and offering first class facilities to Australia's aged community.



For further information:

Ph: 1300 998 100 E: advice@regis.com.au

W: www.regis.com.au A: 607-613 Dandenong Road, Armadale, Victoria

Welcome to DPS Publishing’s innovative new media, the DPS Guide to Products & Services

The *DPS Guide to Products & Services* is all about providing easy to read information to enable you to make more informed choices.

A wide and varied range of products and services available to the aged and health care industry as well as to consumers are ‘editorialised’ in this magazine.

But the *DPS Guide to Products & Services* is more than just a magazine. It is also a website www.AgedCareGuide.com.au and an email newsletter, the DPS eNews.

How do you use the DPS Guide to Products & Services and find out more information on an item of interest?

The magazine offers a brief overview of each product and service.

To learn more about a product or service either:

- open an internet browser and type the url below each ad, ie dpsguide.com.au/37058
The Aged Care Guide website will open to that specific product or service.
- visit the website AgedCareGuide.com.au/ products and enter the DPS Guide ID (you’ll find it below each article) in the box at the top right of the screen.

A full website profile is displayed with pictures, text, and in some cases, a video. Send an enquiry via email or hyperlink to the supplier’s website.



dpsguide.com.au will redirect to the url agedcareguide.com.au

DPS Guide to Products and Services

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Ceramics that don’t cost the earth

Ceramics manufacturer, Dudson, has been producing fine and delicate products for over two centuries. As a world-leading specialist in the manufacture and supply of ceramic tableware, Dudson continues to excel with the introduction of a greener range – *Evolution* – that produces 79% less carbon than standard manufacturing processes.

Manufacturing ceramic products has traditionally been costly to the environment, with firing and glazing in particular resulting in high energy use. *Evolution* is produced using 100% lead-free ThermECO glaze and is manufactured using a once-fired technology, significantly reducing the impact of production on the environment.

The range also features variance in colour and glaze and is specifically designed with the hand-made appearance of thrown pottery, making every piece truly special.

Evolution is just as strong as other Dudson ceramic products, renowned for their durability, strength and chip resistance.



Contact us to find out more about this exciting range:

Ph: (02) 9317 3706

E: info@dudson.com.au

Web: www.dudson.com.au/evolution

Sleeker TVs for easier wall installation

NCE Commercial is a wholesale supplier of LG 32" LCD TV's and mounting brackets. For viewing made easy, these sleek screens are ideally suited for wall installation and feature large button remote controls for easier use.

LG TV's feature slim depth and narrow frames and come HD-Ready 1080p with 2 HDMI inputs, along with invisible speakers and Smart Energy Saving Plus.

NCE Commercial offers an extensive range of major brand electrical appliances and whitegoods across Australia. Specialising in all aspects of project management, NCE Commercial provides complete and customised packages to suit any specification.



nce
commercial

For all electrical appliances and complete project management, contact Lisa Siokou at NCE Commercial:

M: 0418 399 377

E: lsioskou@nce.com.au

Web: www.ncecommercial.com.au



DPSGuide.com.au/37062

Wertheim grand piano with Piano Disc IQ-iPad

This is the very best way to enjoy a piano.

First we get a Wertheim baby grand piano with rich European tone and a smooth playing touch. We install a Piano Disc player system with iPad or DVD player to this piano and you have a sensational grand piano that will play on its own.

You select the music you want.

You can have the piano playing on its own, you can have a full orchestra playing with the piano or you can have the piano playing with your favourite DVD.

You can play the piano yourself or you can play along and sing along with the piano player system.

Great for easy listening and a sing along for retirement villages, aged care residences and anywhere where people want to have a good time.

Australia wide delivery arranged.

Wertheim[™]



PIANO TIME
EST. 1988

If you would like a FREE DVD presentation of this piano system please contact Piano Time:

Ph: 1800 282 978 E: info@pianotime.com.au

W: pianotime.com.au



DPSGuide.com.au/37060

There is always someone to watch over them



BCS Care Call provides monitored personal alarms to people in private homes, retirement villages and with community packages throughout NSW. Care Call enhances the lives of vulnerable people living alone by providing them with emergency assistance should they fall or become ill.

Once the waterproof button on the pendant or wrist band is pressed, a call is immediately sent to the 24 hour response centre and is answered by a real person. The operator will get help by calling someone nominated by the person or the emergency services. The operator will stay on the line reassuring the person until help arrives.

The service is highly regarded by families of people at risk as it provides peace of mind and often delays admission into residential care.



Care Call
EMERGENCY RESPONSE SERVICE

If you would like more information or a brochure, please contact our customer service team:

Ph: 1300 130 100 E: carecall@bcs.org.au

W: www.carecall.bcs.org.au



DPSGuide.com.au/37059

Improve circulation, posture & sleep

Massage therapy is widely known to improve circulation, posture and sleep. It boosts the immune system, reduces stress, tension and muscular pain and is a gentle way to promote positive wellbeing. Massage seems to be the perfect therapy for older people living at home or in residential aged care settings.

Sandra Allars, a massage therapist with more than a decade of experience, has established a business catering to the needs of the people at home or in care – Soothe Mobile Massage.

Sandra explains; *“our dedicated team of professional therapists provide quality massages. They genuinely love their jobs. The positive results of the massage therapy for clients has an exceptional impact on their wellbeing, mobility and general health.”*

The effect of massage as a therapy is best described by Michael’s story, who has multiple sclerosis and is wheelchair bound. Michael started having massages from Sandra in 2006 and calls the weekly sessions, “the highlight of his week”. The therapy treats his muscle stiffness and general aches, assisting in overall mobility but as important is the social aspect of the visits which together ensures that the massage therapy has a positive outcome on Michael’s overall wellbeing.

Soothe Mobile Massage can also tailor a corporate booking for your staff or a social workshop for your family and friends. These popular group occasions provide an ideal environment where people can gather to enjoy the Soothe experience and come away feeling better.

Soothe Mobile Massage has been partnering with several aged care providers and assists many of their clients and carers through EACH and CACP packages.

Sandra has developed Soothe Mobile Massage through great service, brilliant work ethic and extensive word of mouth based on many great outcomes and invites any aged or community care provider or individual consumer to contact her to discuss their needs.



For more information

Ph: (03) 5943 2156

info@soothemobilemassage.com.au



DPSGuide.com.au/37012

Get the best price for your client's property! We will manage the sale process - at no charge



Real Estate Care Service Specialising in Aged Care Real Estate

1300 759 709

www.realestatecareservice.com.au

When families have someone they care about moving into a facility, it is a very stressful and often life changing experience for everybody involved.

This service has been specifically designed to assist Power of Attorneys and families of loved ones entering into aged care, by relieving them of the pressure associated with the sale of their property. We specialise



in aged care real estate and understand the importance of obtaining a realistic and accurate appraisal to determine the accommodation bond and fees required when entering aged care.

Whether it is selling their family home and/or investment or leasing it out, we are here to manage the process on behalf of the vendors and ensure that it is smooth and ethical throughout the entire process.

We act solely on behalf of the vendor to ensure they receive the best advice and most cost efficient selling procedure.

By carefully interviewing multiple real estate agencies, we help select the most suitable agent to handle each property. The appointed real estate agent is accountable to us at all times, keeping us fully informed of every detail, ensuring the procedure is open and transparent giving the vendor much needed peace of mind.

Real Estate Care Service remains with each property owner every step of the way during the marketing and advertising process, making sure the agent acts in an honest, ethical and professional manner at all times. We guide our clients through all offers, negotiations and the decision making processes.

Best of all, this is a free service, we don't cost the vendors a cent. There are absolutely no charges, fees or hidden costs whatsoever associated with our service.

For more information

Ph: 1300 759 709

steven@realestatecareservice.com.au



DPSGuide.com.au/37050

Seniors relocation made easy



Whether your prospective clients or residents are moving around the corner or interstate, **Moving Horizon** can make the move so much easier.

Moving Horizon will:

- Coordinate all aspects of your move
- Provide a comprehensive quotation
- Sort all the belongings for removal, sale, donation or disposal
- Wrap and pack all belongings into separate boxes for various destinations



- Remove and deliver belongings to required destinations or to their storage depot
- Clean and prepare the home being vacated, including garden and general maintenance work
- Unpack and arrange the belongings in the new home
- Reconnect the TV, computer and hi-fi

Moving Horizon has been providing a quality service since 2004 and understands that moving can be stressful. They pride themselves on being a friendly and understanding team that ensures the move is straightforward and comfortable.

The owners personally supervise every aspect of the move whilst working with their team of experienced and dedicated professionals who have been a part of the business since day one.

They also provide: **specialised regular cleaning services for people with special needs.**

Please contact Karen or Farrel to find out how they can be of assistance to your clients or potential residents.



For more information:

Ph: (02) 9699 2467

M: 0404 615 325 (24 hrs)

E: helpme@movinghorizon.com.au

Web: www.movinghorizon.com.au

DPSGuide.com.au/37029

Proud to be an approved provider of DVA community nursing



Kinder Caring is pleased to announce the success of becoming a Department Veteran Affairs Community Nursing approved provider commencing 1 March 2010.

DVA Community Nursing offers nursing care to eligible veterans in the comfort of their own home. Services are flexible and tailored to meet individual needs.

These services include:

- ◆ Wound care
- ◆ Palliative care
- ◆ General nursing care
- ◆ Continence management
- ◆ Medication management
- ◆ Personal care

Veterans must have a current valid referral that has been obtained from an authorised referral source.

A referral for an entitled person can be received from one of the following four authorised referral sources:

1. a Local Medical Officer (LMO) or other General Practitioner (GP); or
2. a treating doctor in a hospital; or
3. a hospital discharge planner; or
4. a Veterans' Home Care (VHC) Assessment Agency.



For further information:

Ph: 1300 796 675 E: info@kindercaring.com.au

W: kindercaring.com.au



DPSGuide.com.au/37010

“Swallowing Difficulties” train nursing staff in less than 1 hour!

Barbara Braithwaite, principal speech pathologist at **Braithwaite Speech and Learning Clinic**, has been a speech pathologist for the past 29 years and has been treating and assessing clients for the past 25, in her own practice in Inner Sydney. She's spent 20 years educating aged care nursing staff in the assessment and management of Dysphagia in residents.

Ms Braithwaite has developed an *In-House DVD-based training program that really works*. She is deeply concerned with the problem of dysphagia and sees first hand how difficult it can be to ensure aged care facility staff are properly trained to deal with this ever increasing health concern.

She has cut through the red-tape and misinformation, stepped forward and presented the truth about swallowing difficulties in aged care facilities. Here is an effective program that teaches you how to identify the causes of swallowing difficulties, the warning signs to look out for, the best way to ensure safe swallowing, and prepare food properly.



1. A swallowing problem or dysphagia occurs in as many as: 45% of people over the age of 75, 33% of residents in acute care and 66% of residents needing long-term care.
2. An elderly person's general health, ability to move safely and ability to manage their behaviour can be affected by their ability to eat and receive the correct nutrition.
3. An undetected swallowing problem can lead to dehydration, sickness and death.
4. 40% of the elderly are what is called '**silent aspirators**' — their food may be going into their airways, without any outward signs of choking or coughing putting them at **extreme risk of chest infection**.
5. There are **19 signs** to watch out for to ensure the elderly is coping with their current diet.
6. There are **8 vital** areas to cover: alertness; posture; comprehension; environment; co-operation; general health; poor oral hygiene & food acidity.



www.speechandlearning.com.au

For more information

Ph: (02) 9797 1880

E: admin@speechandlearning.com.au



DPSGuide.com.au/37049

High quality Livingstone branded products

Livingstone International is an established and trusted medical supplier providing healthcare consumables for over 26 years. An Australian owned company with offices in Sydney and Melbourne, Livingstone supplies an extensive range of products to aged care facilities Australia wide.

Livingstone imports, markets and distributes its own branded items, available across some of the most popular product groups in the market.

Savings to you

Distributing our own products through the Livingstone brand enables us to keep our costs down. This means we are able to pass on these savings to our customers, increasing the value to them.

Your quality assurance

Livingstone ensures it complies with all relevant TGA standards and holds the ISO9001 quality accreditation and ISO13485 certification, which is the International Standard for Medical Device Manufacturing. Along with this certification, we have also received CE markings on a wide range of our medical device products.

Livingstone Detergent Wipes are made of a tough and durable material ideal for cleaning and removing dirt and grime from walls, beds, tables, commodes, wheelchairs and trolleys. All these uses make them the perfect wipe for any aged care facility.



Livingstone Multistix 10SG is a urine analysis product that tests for the 10 major indicators of key diagnostic chemical markers in human urine, including specific gravity. They come in a vial of 100 containing a user friendly chart on the back to make reading results easy. With no additional equipment required to read results, Livingstone's Multistix have become very popular in the short time they have been on the market.

AquaFilm Transparent Film Dressing was created to keep up with the high turnover of dressings within aged care facilities. Livingstone felt the market needed a more affordable version of the popular film dressing and the result is the new clear, waterproof and ventilated dressing from Livingstone. Competing against Tegaderm, AquaFilm comes in 6x7cm and 10x12cm sizes making it ideal to cover wounds, IV sites and surgical sites.



Livingstone Bath Bags are an innovative product; wipes used for a safe and effective bathing of elderly and frail residents who may be resistant to showers or have a cognitive impairment. Bath Bags are a ready to use, disposable bathing solution for high dependency use. They come in an easy tear packet with 8 thick, durable wipes for 8 key areas of the body and are microwavable to the desired temperature.



Mention this article and receive 5% off previously advertised prices for these products. Please quote HPDISC05. For more information

Ph: 1300 883 733 E: agedcare@livingstone.com.au W: www.livingstone.com.au

Doll Therapy: An effective treatment for Alzheimer's

When a person has Alzheimer's, they reach a stage where they become disinterested in the world around them, they may become uncommunicative. A unique therapy that has been found to be effective for women with Alzheimer's is *Doll Therapy*.

Middleton Doll creates amazingly lifelike dolls that are winners of numerous industry awards for quality and design. Experts suggest the doll brings back happy memories of when these women were mothers and prompts them to respond and communicate as they would to a real baby which has proven to be therapeutic.



Through *Doll Therapy*, not only do they have an activity, they also have a means of interaction, a role or identity. It can also boost confidence and self-esteem. Nursing staff find it to be a great conversation tool.

You don't have to do anything special to introduce *Doll Therapy* to a person with Alzheimer's. Just give them the doll. They will do the rest.



For more information:

Ph: (07) 3491 6332

Web: www.leemiddleton.com

E: sales@leemiddletondolls.com.au

DPSGuide.com.au/37057

A resource for palliative dementia care

More than 20,000 South Australians currently live with dementia, with an estimated 5,000 people developing the condition each year. The ACH Group Palliative Dementia Care Resource Kit was developed with palliative care experts and aged care workers as well as people with dementia, their families and carers to encourage people with dementia to live well right through to the end of their lives.

This kit assists people with dementia and their families to plan ahead and make important financial, lifestyle and medical decisions, ensuring their wishes are respected.

Included in the resource kit is information for staff to assist in supporting choices for people with dementia and their families.

ACH Group also provides purpose-built accommodation, in-home care and community support services to more than 40,000 older Australians each year.



If you have any queries or would like further information on the kit contact us:

Ph: (08) 8349 3515 E: ach@ach.org.au

Web: www.ach.org.au

DPSGuide.com.au/37048

TENA leading innovation through continence care products



TENA's modern incontinence offering features the TENA Flex range; technologically advanced incontinence protection that is breathable and gentle to the skin. Modern incontinence products are classified as such by offering the most advanced product technology in the continence product category.

A superior quality product, such as TENA Flex, meets the needs of customers, offering advanced protection with patented specifications like *FeelDry™* technology, a perforated acquisition film layer positioned underneath the topsheet of a pad, rapidly drawing in liquid and retaining moisture. What these technologies offer the customer in the end is outstanding dryness for improved skin conditions.

TENA continues to invest locally and globally in product innovation, employing hundreds of people in Research and Development laboratories. Modern incontinence products which benefit from advancements, like TENA Pads, TENA Men pads, TENA Pants and TENA Flex, clearly demonstrate results from this research. In 2010 Comfistretch™, clever elastic inserts in the belt, was added to the TENA Flex product range, which not only offers a snug body-close, comfortable fit but also works at keeping the product in its correct fitting position for optimum leakage protection, as it moves with the body.

What the modern TENA incontinence range offers is a well-developed product offering, specifically suiting and directly meeting customer needs, requirements and demands. And of course, offering the customer a superior product.

TENA Flex sets a new benchmark in continence care

A recent independent study revealed TENA Flex, the world's first belted brief, offers better care at a lower total cost.

To evaluate the unique benefits of TENA Flex against conventional continence aids, TENA commissioned an independent and robust study at three BUPA Care Homes in Auckland, New Zealand from September to December 2009. A clinical evaluation measured the performance of conventional continence aids over a four week benchmark phase. This was followed by a nine week new product phase that measured the performance of TENA Flex. Following the clinical evaluation, post evaluation interviews were conducted with clinical managers and caregivers.



Results from the trial clearly demonstrate that TENA Flex achieved a cost vs care balance:

Reduction in leakage — 25% less leakages due to the superior fit and absorption of TENA Flex.

Reduction in laundry costs — 33% reduction in the amount of laundry items and 39% reduction in laundry cost.

Time savings — Dressed-to-dressed savings of up to 45 staff hours per 100 residents per week. On average there was 3.9 minutes saved per resident per day.

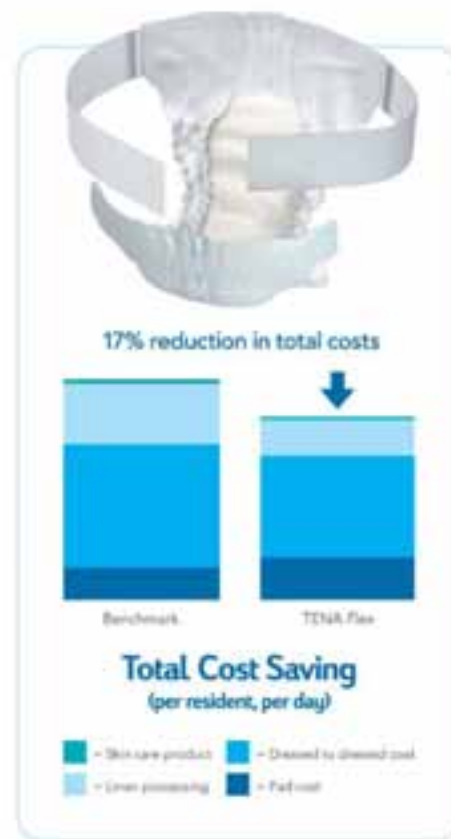
Improved skin conditions — Skin treatment cost savings of up to 65% due to use of TENA Flex. Skin care requirements of any type halved and there was a significant reduction in dry, itchy, scaly skin and

rashes, with 39% of caregivers stating that TENA Flex and its 100% breathable material actually improved the skin condition of residents.

17% reduction in total costs — TENA Flex demonstrated significant consequence cost savings of more than \$1500 per 100 residents per week. On average there was an 11.2% reduction in the number of pad changes per resident per day. 216 fewer pads were used, changed, and put out for disposal.

While some staff members were skeptical at the commencement of the study, they were soon won over, reporting improvements in speed and ease of application, fewer leaks, improved resident skin condition, better resident comfort and reduced leakage. The superior design of TENA Flex meant residents stayed drier for longer and required fewer pad changes.

The study demonstrated significant improvements in quality of care and reduced consequence costs for those managing continence, offering better care at a lower total cost.



Product samples or a free trial are available by contacting TENA Customer Service:

For more information:

Ph: 1800 623 347 E: TENA.australia@sca.com

www.TENA.com.au or

www.TENA.com.au/professionals



Interested in adding value to your existing meals service and reducing operating costs?



Whether you currently operate an in-house food service or have engaged an external contractor, Aurum Catering & Management Services can help keep you in control and on budget.

Aurum are a Western Australian not-for-profit organisation providing food services to the aged care and healthcare industries in WA for over 38 years.

As part of our consultancy service we will conduct an independent assessment to review and report on your existing food service. We can also provide you with a competitive quote to operate your resident meal service.

As well as consultancy we also offer assistance with:

- Menu development and nutritional analysis;
- Food safety auditing and training;
- HACCP auditing and training;
- Ongoing general management and advice;
- Cost analysis; and
- Contract assessment and supplier audits.

Our goal is to help you provide the best service possible to your residents and add value by identifying areas to improve quality and reduce costs.

Call or email us today to take advantage of our FREE one-hour consultation:

Ph: (08) 9443 7999

E: enquiries@aurumcatering.com.au

W: aurumcatering.com.au



DPSGuide.com.au/37063

Easywear makes dressing easier

Easywear Australia supplies garments to nursing homes and the public. We have men's and women's clothing and sleepwear, All-in-One suits, arm/leg protectors and satin insert fitted sheets that have been designed with input from health professionals, carers and clients.

The service and advice we give our customers is just as important as our garments and products.

Our range caters for varying levels of disability – from problems with fine motor skills (trouble dealing with fiddly buttons & zips) to those who are completely incapacitated, have limited or no mobility and need dressing by a carer.

Easywear's All-in-One suits are designed to discourage inappropriate undressing and prevent tampering with continence products, dressings or colostomy bags.

The popular satin insert fitted sheet reduces friction and facilitates movement in bed. We now manufacture satin pyjamas which work on the same principle.



All of our fabrics are fully washable and easy care.



Phone for a copy of our free catalogue or for help with your enquiries:

Ph: (08) 9445 2333

E: info@easywearaustralia.com.au

Web: www.easywearaustralia.com.au



DPSGuide.com.au/37018

No more wires!

Questek introduces the next generation of nurse call systems based on the universal WiFi infrastructure. Your WiFi wireless LAN can now be used for your new nurse call system. WiFi allows full flexibility of call point location, gone are the days of having to re-use existing call point locations when refurbishing, now the possibilities are endless.

The freedom to install call points in new locations without major building works or unsightly surface duct provides easy refurbishments without the hassle or stress of cabling.

The Questek WiFi system is fully monitored, ensuring resident safety and compliance. Each call point checks in with its temperature, battery life and status every 10 minutes (software programmable) re-assuring residents and staff that the system is online. When a call is made the call point has both audible and visual indicators giving re-assurance to the call creator that their need for help has been registered and help is on the way.

The Questek WiFi system gives residents the freedom to move. No longer are staff directed to a bedroom when the resident is in the dining room. Instantly, staff are notified of who and where, ensuring that the response can be immediate.

The Questek WiFi system connects to the Internet for remote maintenance and monitoring, giving multi-campus sites the ability to centralise their monitoring, even allowing for calls to be transmitted between sites for campuses that are unstaffed, such as villages.



Nurse calls can be sent via the Internet anywhere at any time. Head office reporting provides key staff with information on average room temperature, battery life, nurse calls and much more. Just a simple report on average room temperatures may save a facility thousands of dollars per year in unnecessary heating or cooling costs. Temperature sensing goes beyond the bedroom, Questek can now monitor fridges and thermostatic mixing valves, in fact almost anything that needs temperature monitoring can be monitored.

When accreditation is due, how easy would it be if you could provide a graph of all temperatures of bedrooms, TMV's and fridges over a day, month or year, easy!

Questek offers 24/7 monitored support to make management a breeze. From simple adds, moves and changes to full offsite reports and analysis, Questek offers it all.



For more information:
Ph: 1300 364 829
E: sales@questek.com.au
Web: www.questek.com.au

Flexibility in choosing financial management solutions

AIM Software provides aged care organisations Australia wide with fully integrated in-house financial management software, fully outsourced Administration or Payroll Bureau Services, or a combination of any of these to suit specific needs.



Critical financial management decisions are made easier when you have confidence that the information provided is accurate and produced in real time. No need for archiving means access to historical transactional data whenever needed.

Nursing homes and hostels ranging from single facilities to large multi-location organisations can benefit from modules that include:

- Financial reporting suites
- Accounts payable
- Resident billing
- Payroll & rosters
- And much more....
- Asset management
- Trust & bonds
- ACFI and online claiming
- Human resource records

Doubts and fears are a thing of the past in the knowledge that your staff have access to after sales service and support from people who use the software 'hands on' every day and know how to solve these challenges.



For more information

Web: www.aimsoftware.com.au

Ph: 1300 651 321 and ask for sales

E: alan@aimsoftware.com.au



DPSGuide.com.au/37027

Solutions to continence management

The Lil Continenence Institute (LCI) is Lil Healthcare's accredited provider of education and training programs for health professionals treating incontinence issues.

Designed to provide Registered, Enrolled and AIN/PCA Nurses with the knowledge and skills to understand and effectively manage continence, the 4-hour seminars attract 4 CNE points each. Sessions are conducted face-to-face by our team of qualified Clinical Nurse Advisors - Continence.



1. Basic Introduction to Continence Management:

- Overview & Recognition of Incontinence
- Maintaining Continence
- Skin Care & Incontinence
- Continence Challenges

2. Age-Related Continence Education:

- Conditions & Contributing Factors to Incontinence
- Mobility, Cognitive Impairment & Incontinence
- The Ageing Urinary System
- Medications & their Effects on Incontinence

3. Core Continence Education:

- Anatomy & Physiology: Overview of the Urinary System
- Types & Causes of Urinary Incontinence & Interventions
- How to Assess a Person with Urinary &/or Faecal Incontinence
- Managing Faecal Incontinence/Constipation

4. Specific Conditions Affecting Continence:

- Dementia & Incontinence
- Falls Prevention & Continence
- UTI: Prevention & Management
- Incontinence After a Stroke

We come to you at a venue of your choice and supply all course materials, which participants keep.

Call us now to become part of this exciting program!

For more information:

Ph: 1300 788 872

Web: www.lilhealthcare.com.au

E: austcustomerservice@lillehealthcare.com



DPSGuide.com.au/37056

Comfort and mobility – Iona has it all!



Volker 3080 series

Iona Medical Products (IMP) offers extensive knowledge, service and advice for the distinct requirements within the health care sector. IMP supplies an extensive range of quality health care products including a wide range of beds and accessories suitable for all ages with carers and nursing staff in mind.

Our aim is to ensure practical comfort. The Volker range of beds and overbed tables achieve this aim.

The **Volker 3080 series** of healthcare beds have two-part adjustable assist rails in a round profile design that helps promote mobility.

Many aged care facilities have a small percentage of residents who are at risk of, or have demonstrated a previous experience of falling out of bed. The **Volker 5380 Ultra Low Height Bed** has been designed especially for these residents. The model combines all the existing benefits of the Volker lying surface and frame with a new ultra low undercarriage.



Volker 5380 Ultra Low Height

A complete system of head and foot section assist rails allows the resident to use both hands to get into or out of bed. These rails can be used individually, telescoped to a lower height or hidden away under the lying surface as needed.

All Volker Healthcare beds offer electronic height adjustment, backrest & knee bend options plus an additional special feature that can tilt the bed into a virtual chair or 'comfort position'.

Sitting up in a conventional bed can be very painful, especially after abdominal surgery. The new **Vis-a-Vis** model supports the patients



Volker Vis-a-Vis

mobility at an early stage by enabling a proper seating position, with feet firmly placed on the ground. The patient can be mobilised in a forward direction by only one caregiver; this promotes faster convalescence.

All our products are available in a range of colours and finishes.

Volker Overbed Table

These are the ideal working surface used over and around healthcare beds. They are mobile, flexible and extremely stable.

Features include:

- Auto lift function - a light touch raises the table and a gentle push lowers it
- Significant height range and an ability to tilt in both directions make it very versatile
- A generous, vertically and horizontally adjustable table top and an ample storage shelf that remains horizontal
- C shaped base makes it very stable
- Can be used as a table with a chair or armchair - the base leaves plenty of space for legs and feet
- Complements our Volker healthcare bed range



For more information about our product range:

Ph: (03) 9761 4617

E: sales@ionamedical.com.au

Web: www.ionamedical.com.au

Using career planning as a staff retention strategy



Robert Stocks - Integrated Coaching Solutions

For more information:

M: 0403 843 604 E: robertstocks@integratedcoaching.com.au

W: www.integratedcoaching.com.au

Staff retention is key to business success. Many employers fear that career planning activities only highlight the lack of internal career pathways and may trigger an employee to begin external job-searching.

At best, they pay only lip service to employee career planning. They fail to utilise an opportunity to engage their workers and tangibly demonstrate one way in which staff are valued. Disengaged employees seek their career progression elsewhere.

Integrated Coaching Solutions provides leadership coaching programs that enhance a manager's ability to maximize team and individual performance. They learn to utilise staff development planning to build commitment and release discretionary effort.

They learn to partner with their people, creating cost effective professional learning opportunities to provide each employee with a sense of "moving forward". Increased employee engagement means less people are looking to leave, ultimately, increasing staff retention levels.



DPSGuide.com.au/37061

The Cultural Care Kit: A useful resource for all health and aged care services

Elder Rights Advocacy (ERA) has produced an information resource for service providers designed to identify the needs of people from culturally and linguistically diverse (CALD) backgrounds.

The information contained will assist care givers to better understand individuals' needs based on their cultural background. Areas covered include:

- Food and diet
- Religion
- History of migration
- Death and burial rites
- Attitudes to residential care, sickness, hospitals and pain
- Role of family in caring for the elderly
- Traditions and special days
- Language, including phrases relevant to care

The *Cultural Care Kit* provides information on each community in a loose-leaf format which can easily be inserted into care plans.

Communities covered include Arabic, Aboriginal, Chinese, Croatian, Dutch, Greek, German, Indian, Jewish, Russian, Serbian, Vietnamese and many more.

There is also a section on the Anglo-Australian culture for staff that come from a CALD background.

The information will assist any service provider to deal with their CALD clients, and seeking to meet accreditation standards. The *Cultural Care Kit* is also applicable to a range of community and health care settings.



Elder Rights Advocacy

ERA promotes and upholds the rights of older people receiving aged care services.

For more information or to order a kit, contact ERA on
Ph: (03) 9602 3066 or E: era@era.asn.au
Web: www.era.asn.au



DPSGuide.com.au/37017

Free guide makes aged care finances easy



Your Free Guide to
AGED CARE FINANCE



SPONSORED BY:



Seniors First is an award-winning provider of financial solutions to seniors and the aged. Through their national alliance with Genesys Wealth Advisers, they've established a network of specialist aged care finance professionals who guide residents and their families through the complex world of aged care, delivering better financial outcomes with real benefits.

In response to feedback from aged care industry, they've now published Your Free Guide to Aged Care Finance. This unique booklet is written in clear, simple language and provides residents and families with an easy-to-understand summary of the options for payment of aged care costs, with real-life examples. A big time saver for admissions staff, the guide ensures your residents are well-informed and is perfect for information packs.

Seniors First will refer you to Genesys Wealth Advisers for provision of financial planning services or advice, as Seniors First is not licenced to provide financial advice. In respect of customers Seniors First refers to Genesys, Genesys pays SeniorsFirst referral fees (see Genesys' Financial Services Guide for more details). Genesys Wealth Advisers Limited ABN 20 060 778 216 Australian Financial Services Licence no. 232686 Principal member of the FPA

To order a FREE supply for your organisation today, contact:

Ph: 1300 745 745 E: info@seniorsfirst.com.au

W: www.seniorsfirst.com.au



DPSGuide.com.au/37067

Take the stress out of complaints

Are these terms familiar – bullying, harassment, elder abuse, rostering system disputes?

How do you respond when you receive a complaint about the care or services your organisation provides?

Do your staff take it as a personal attack?






Are you reactive or proactive?

An effective complaints management system for any organisation requires the commitment of the whole organisation. There needs to be an understanding that all complaints will at some stage escalate and cause significant stress to those staff handling complaints.

In certain circumstances, complaints may be identified as a significant risk to your organisation, which may involve further risk management strategies to be considered as a result of the complaint being identified.



Proactive Complaints Management can take the stress out of complaints by:

-  Training
-  Coaching
-  Case management
-  Independent Investigations
-  Legal advice

Contact Proactive Complaints Management so that we can discuss your specific organisational requirements.



**PROACTIVE
COMPLAINTS
MANAGEMENT**

For more information:

Ph: 1300 403 676

E: steve@proactivecm.com.au

Web: www.proactivecm.com.au



DPSGuide.com.au/37011

Stay connected with the telephone that makes life easier

The Telstra Big Button Multi Purpose Telephone SP817 BBT makes life easier for people with hearing, visual and dexterity impairments. It was specifically developed by Trillium Technologies Pty Ltd for Telstra's Disability Equipment Program with input from peak national disability consumer organisations.

Offering a number of features which make using the telephone much easier, the phone is ideal for older people living at home or in residential aged care settings. Trillium's commercial manager, Joe Raimondo, is proud that the telephone offers a number of valuable benefits which improves telephone access and the quality of life for a wide range of people who find using a normal telephone difficult.

"It helps people keep in touch with family, friends and the outside world," he explains.

- **Extra loud handset volume with +25db boost**
Allows you to adjust the earpiece volume to very loud levels
- **Hearing aid compatible**
Works with Hearing Aids with T-Coils
- **Ringer with ring flasher**
Loud ringer with pitch and volume control also provides a visual indication when ringing
- **Large easy to use buttons**
Easy to see and use
- **Hands-free operation**
Allows you to make and receive calls without lifting the handset
- **3 one touch memory keys & 10 two touch memories**
Store frequently used numbers with press of one or two buttons
- **Auxiliary input**
Connect Jelly bean, puffer, panic button or lever switch for people with impaired dexterity to call emergency services
- **Line powered telephone**
Works without the need of any extra power



Telstra Disability Equipment Program

Through Telstra's ongoing commitment to provide equal access under the Telstra Disability Equipment Program, the Telstra SP817 BBT is available to eligible Telstra rental customers, at no additional cost to the standard telephone rental. For more information call Telstra on 1800 068 424.



The Telstra Big Button Telephone can also be purchased directly from **Trillium** by phone or online. For more information:
Ph: (03) 8413 0400 E: support@trillium.com.au
W: www.trillium.com.au

Designed and engineered in Australia for Australians

For 10 years, Unique Care has specialised in the manufacture and direct sale of medical and aged care beds. It's the proud boast of co-owners Mark and Wendy Hardcastle that their beds are designed with "Australian Made Toughness and Reliability".

SafeCare Floor Bed

Australia's best selling SafeCare Floor Bed is now even better. The all new redesigned bed is packed with the latest in safety features, but perhaps the most important addition is the new optional folding feature. Seven minutes is all you will need to fold or unfold this impressively engineered SafeCare Floor Bed.



HomeCare Bed

At last, a home care bed that supports the care givers as well as the patient without that institutional look. These attractive beds come with solid timber sides, headboards and footboards and are available in a wide selection of timber stains to complement any decorating style and are available in a full size range.

Unlike many others, Unique Care beds are fully manufactured and assembled in Australia. Unique Care is 100% Australian owned ensuring Australian jobs and wealth stays in Australia.

UNIQUETM
Care

Manufacturer of Quality Care Products

For more information on Unique Care's extensive range of products and accessories call us or visit our website.

PH: (03) 5248 8369

E: office@uniquecare.com.au

Web: www.uniquecare.com.au

DPSGuide.com.au/37046 – 37047

Aged care education at your fingertips!

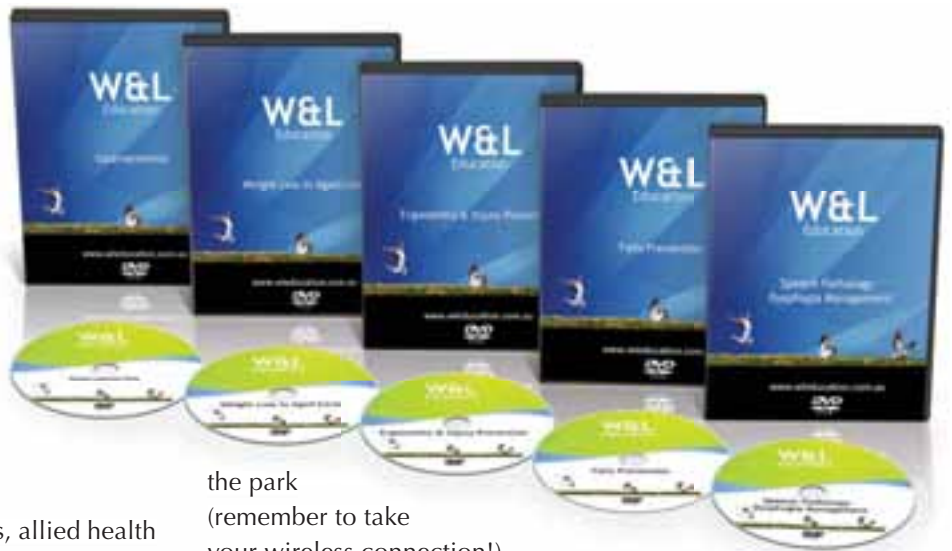
Wellness and Lifestyles e-learning modules can provide in-house education and training programmes for your staff to meet their continuous professional development needs.

The challenges of poor staff attendance and the management of floor staff during group education and training sessions are a thing of the past with the Wellness and Lifestyles e-learning modules from Wellness and Lifestyles web-based research library.

Education and Training e-learning modules for nurses, allied health and other care staff include:

- Pain Management
- Aged Care Clinical Diagnosis
- Falls Prevention
- Podiatry The Diabetic Foot
- Exercises for Residents
- Ergonomics and Injury Prevention
- Weight Loss
- Equipment Used in Aged Care
- Gastroenteritis
- and many more...

Imagine the ease with which your staff can access self-training modules on any computer with an Internet connection – at work, at home, using the local library's computer, even sitting in



the park
(remember to take your wireless connection!)

A variety of complimentary posters offer the opportunity to strategically place essential information around the facility as prompts for important reminders as part of the Education and Learning process.



For more information go to www.wleducation.com.au/dps
E: contact@wellnesslifestyles.com.au Ph: 08 8331 3000

DPSGuide.com.au/37051 – 37055

Training the key to scooter safety



With a focus on mobility scooter safety, Scooter Smart reviews each client's needs separately to ensure the most appropriate scooter is provided along with training on scooter use, maintenance and navigation. All training is provided within the end user's local environment to ensure the scooter suits their needs.

In line with such training, Scooter Smart works directly with retirement village management groups to ensure mobility scooters provided to their clients suit each retirement village's local environment and policies. This is important, particularly as all villages are different in many aspects including access, terrain (pathway use & kerb access), speeds, indoor scooter usage and storage.



Scooter Smart, a mobility scooter supplier, provides a special service working hand in hand with management groups of retirement villages, occupational therapists, physiotherapists and other industry professionals to ensure mobility scooter users are provided with important knowledge and training on key aspects of scooter use.

SSSCOOTERSMART
Independence & safety in lifestyle mobility

To make an appointment to discuss the needs of residents in your retirement village, please contact Scooter Smart:

Ph: 1800 420 971 E: info@scootersmart.com.au

Web: www.scootersmart.com.au



DPSGuide.com.au/37044

Denture Man to the rescue!

Mobile dental prosthetist, Anthony Kleopa, has over 20 years experience working as a dental technician and laboratory owner. He brings his mobile denture services to a location convenient to you, whether it is to the residential care facility, retirement village or a private home visit.

This mobile service is convenient for patients who find it difficult to leave home or their facility to visit the dentist/prosthetist.

The fully equipped van enables Anthony to fabricate new dentures from start to finish onsite. He works with full dentures, partial dentures, chrome dentures, implant dentures, repairs, relines, mouthguards and all things denture including cleaning and polishing.

Denture Man is based in Brisbane, servicing all of southeast Queensland.



Denture Man
Mobile Dental Prosthetist

For more information:

Ph: 0434 142 440 E: info@dentureman.com.au

Web: dentureman.com.au



DPSGuide.com.au/37028

Providing solutions for aged care



HARTMANN is a leading supplier of skin friendly continence products, continence-friendly skin care products and wound care products. Our aim is to enable residential aged care facilities to provide their residents with cost effective, best practice continence, skin care and wound care.

Our quality products are complemented by **HARTMANN solutions** which address the specific education, ordering, supply and management needs of residential aged care facilities.

HARTMANN currently offers an extensive endorsed education program for aged care, including face-to-face as well as e-learning modules. Our **HILMAS** online ordering and continence management system helps manage incontinence costs while our supply chain solutions assure your deliveries are in-time and products are available when you need them.



For further information on the HARTMANN Solutions
 PH: 1800 805 839 or contact your HARTMANN sales consultant.

E: info@au.hartmann.info

Web: www.hartmann.com.au



DPSGuide.com.au/37020 – 37023

Reduce the risk of devastating hip injury with HipSaver™

Hip fractures can be prevented – but not all hip protectors are the same! *HipSaver™* is a proven hip protector with soft *AirPad™* technology and has been the market leader in soft hip protection for many years.

Studies show that the effectiveness of any hip protector relies on the compliance of the user. Designed with the user in mind, *HipSaver™* products are incredibly soft and comfortable to wear, whilst offering the most effective superior protection against hip fracture.

They are available in a variety of designs to suit all types of wearer's needs, ranging from the elderly in nursing home settings to seniors who participate daily in exercise programs or even jogging. Whether you need hip protection for your personal use, for your loved ones, or you are seeking hip protection for your nursing home, hospital or other institution, many styles are available to provide the right hip protection product for your needs.



HipSaver SlimFit

HipSaver Shorts



HipSaver Track Pants



Contact HealthSaver today for your free information pack and DVD called "Protecting people from the effects of falling":

Ph: 1300 767 888 E: info@healthsaver.com.au

W: www.healthsaver.com.au



DPSGuide.com.au/37064

Delivering efficient care with *ComCare*

Silver Chain, after 25 years of development, has commercialised its enterprise community care solution. The platform allows nurses to build detailed e-health records including care plans and a sophisticated wound management module. Aged care providers can use the application for reporting and finance services.

ComCare is being offered through Silver Chain's social enterprise EOS Technologies. The solution includes community care, mobility, a 24x7 call centre service, residential care and Docobo telehealth.

ComCare has a new user interface that gives the application a fresh look and feel, making it even easier for carers to navigate the system. A key component of *ComCare* is its mobility solution, which is one of the best in the industry. Through this, *ComCare* is able to scale robustly across a large workforce using the latest smart phone technology.



For more information on *ComCare* contact Emma Pate, Sales & Marketing Manager:
M: 0419 286 572
E: epate@eostech.com.au or epate@silverchain.org.au
W: www.eostech.com.au or www.silverchain.org.au

DPSGuide.com.au/37068

Mobility solutions – Sensor Mats

Does your facility

- have problems with sensor mats?
- need new sensor mats?
- need repairs?
- want better quality and pricing?

The Department of Health and Ageing says management strategies and harm minimisation plans can include, but are not limited to, sensor mats to monitor particular residents who may have a tendency to wander and cause harm or discomfort to other residents. This enables staff to monitor the resident with minimal intrusion for both the resident and other residents who may be affected.



At Mobility & Healthcare Products, we offer great service and advice. Mobility is our speciality.

We stock a range of mobility aids that help residents be more independent and also assist carers to do their job in a safe and practical way. You have the option to buy or hire any of our extensive range of products including daily living aids, wheelchairs, adjustable seats, toilet and shower aids and bedroom equipment.

Enquire with us today:
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Free* delivery with the BrightSky Card

BrightSky Australia is a one-stop-shop that offers home delivery of specialist healthcare products such as continence aids. BrightSky delivers Australia-wide and can provide you with all of your healthcare product needs in small or large quantity including:

- Disposable and washable pads, pants and pull-ups
- Catheters and leg bags
- Urinals and other continence accessories and aids
- Traditional and advanced wound care
- Skin care
- Pressure management and bedding
- Bowel care
- Nutrition, supplements, vitamins and other home-based therapies

You can order over the phone, via fax, email or from our webstore at www.brightsky.com.au and discreet packaging is available on request.

CAPS made easy with the **BrightSky Card**

BrightSky can also supply all of your product needs if you are eligible for the Continence Aids Payment Scheme (CAPS). To make CAPS easy, BrightSky has introduced the **BrightSky Card**. Deposit your CAPS funds on your BrightSky Card and get up to \$50 extra product value, free delivery* and competitive pricing.

BrightSky Australia is a leading supplier of specialist healthcare products supporting primary healthcare. Proceeds support people with disabilities.

*conditions apply



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specialist healthcare products at your door

For further information:

Ph: 1300 88 66 01

E: orders@brightsky.com.au

Web: www.brightsky.com.au

DPSGuide.com.au/37036

Triple action soothing cream

Sudocrem® Healing Cream is a soothing emollient cream which aids and assists in the management of incontinence dermatitis, pressure sores, stomal therapy, wound care, eczema and other minor skin irritations.

Sudocrem® has a triple action, which helps, soothe, heal and protect the skin.

Sudocrem and incontinence dermatitis

Urine and faecal acids can lead to skin irritation, breakdown and infection. A light application of **Sudocrem® Healing Cream** provides barrier protection against moisture and because only a thin layer is required, Sudocrem® does not interfere with absorption of incontinence pads and briefs.



Sudocrem and pressure sores

Sudocrem® helps to provide barrier protection against moisture which aids and assists in the management of pressure sores. The emollient effect can help to maintain the condition of the skin, leaving it soft and supple.

Sudocrem®
HEALING CREAM

For further information, stockists and samples:

E: healthcare@nicepak.com.au

Ph: 1800 506 750

W: www.nicepak.com.au

DPSGuide.com.au/37035



Music makes a world of difference to the elderly



Familiar melodies can be vital links to the past, capable of rekindling precious memories and creating feelings of joy, connection and relaxation, even in those with dementia.

This collection of 12 CDs by Australian pianist John Sidney pays tribute to a time when the people in your care were young, when the piano was treasured entertainment and dancing and sing-alongs were keys to community life.

This collection is like a precious time capsule. It contains musical memories of an artist whose repertoire of piano classics embraces great tunes, sing-a-longs and show stoppers as well as evergreen and relaxing music that will bring back many memories for all.

“Our John Sidney CDs are nearly worn out. The residents really love them and I feel they are the best collection of music for those I

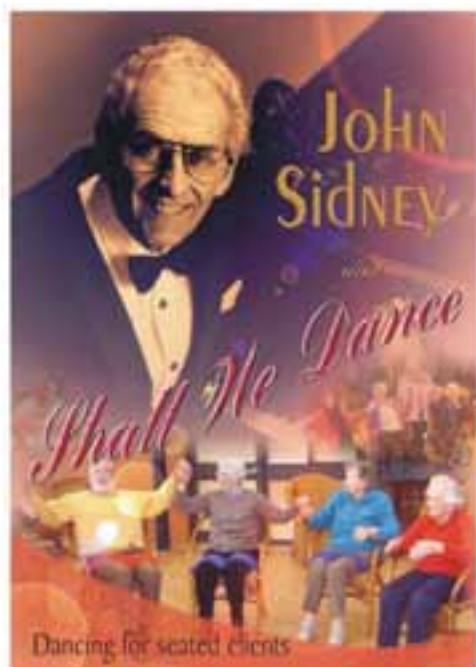
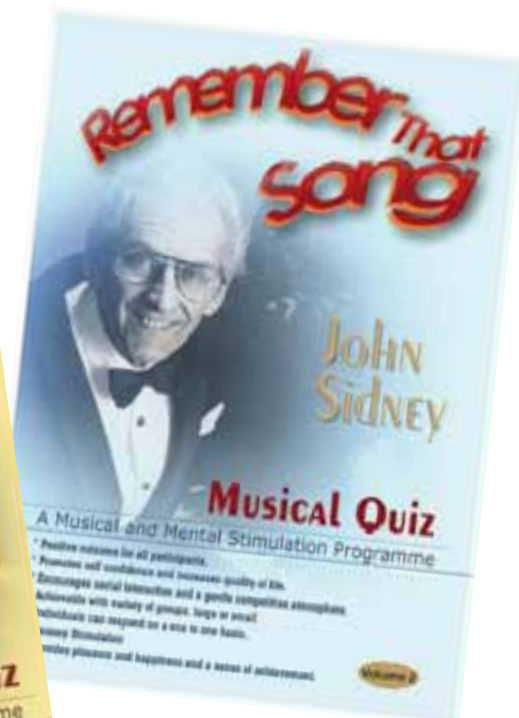
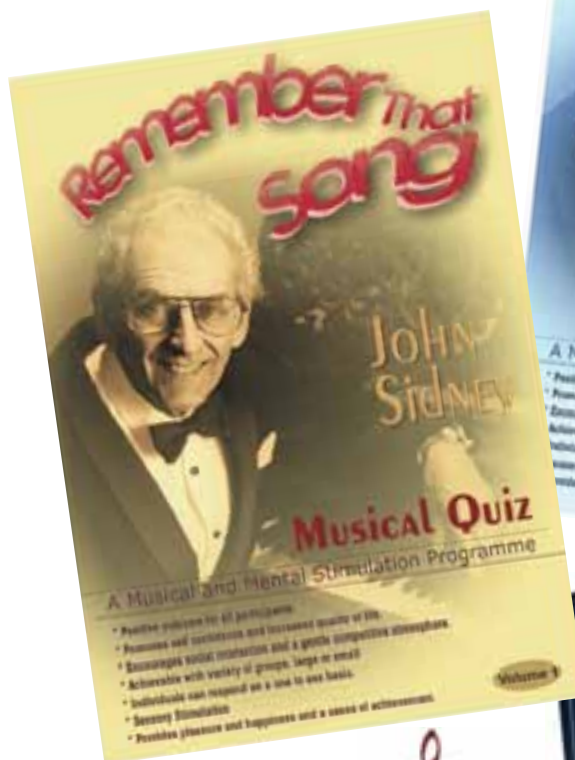
care for. The CDs are on in the background on most days. This music makes my work of providing quality resources to those I care for much easier.” Marlene Charnock, diversional therapist, MacQuarie Care Centre, Bathurst, NSW.

For the people currently in residential aged care, the music of the early to mid 1900s is the most relevant as it can evoke the most autobiographical, vivid and important memories.

“Our residents are very appreciative of this music. It reminds them of the old-time dances they attended. Sing-a-longs happen spontaneously, with a few dance steps here and there. John Sidney’s music is a valuable contribution to aged care and the set of 12 CDs is a valuable resource for any aged care facility.” Sister Rosemary, diversional therapist, Little Sisters of the Poor, Northcote, Victoria.

Realising the relevance of John Sidney’s music for the elderly, diversional therapist, Ann Rogers, incorporated the music into two aged care resources: The Musical Quiz, Remember That Song and the seated dance program, Shall We Dance.

“The value of music such as this in our recreation and leisure programs for the frail aged and people with dementia is immeasurable.” Ruth Wilson, diversional therapist, Waminda Care Centre, WA.



To sample John Sidney’s music go to www.evergreenmelodies.com

To enquire about a specially priced package for facilities within your organisation, please contact Graeme Pope:

Ph: (03) 5428 7071 or M: 0430 760 556

E: graeme@evergreenmelodies.com W: www.evergreenmelodies.com

Architectural inspiration

Calder Flower represents the merger of Flower and Samios and Lara Calder Architects, a specialist architecture practice dedicated to delivering superior quality and value in aged care, retirement living, commercial, religious and community development, residential and master-planning.

The merger is our response to the need to continue to strive for excellence in the design of high-quality environments for the aged.

Our team blends the most experienced professionals in this sector with cutting-edge technical and design ability. We are based in Chippendale, NSW, with completed projects ranging in scale and scope across NSW, ACT and QLD.

We believe the best built environments result from close collaborative relationships with our clients and we welcome you to speak to our reference clients, tour our projects, and see for yourself.



For further information:

Ph: (02) 9460 8846 E: info@calderflower.com.au

W: www.calderflower.com.au



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Impartial financial advice from an actuary!

Your typical suburban financial adviser is licensed as an authorized representative of a major bank or financial institution, to distribute its investment products. Clients pay for advice by means of commissions, or fees, set as a percentage of the clients' money invested. Christine Hopper of Financial Care Services is different!

Christine Hopper has 35 years experience as a senior qualified actuary providing high quality advice based on years of understanding both financial matters and the uncertainties of life. Christine has the professional qualifications and expertise, which allows Financial Care Services to hold an Australian Financial Services Licence and provide client focused investment advice.

An actuary is a professional who deals with the financial impacts of risk and uncertainty. Actuaries are the key professionals for insurance contracts, pensions and superannuation funds. An actuary enables seniors and their families, to take a wider look at the implications of moving into a supported living environment. For clients with complex situations, careful analysis of their family situation, care needs and financial implications can influence the choice of a new home.

Christine offers help to consumers with an understanding of the various fees and charges for residential aged care including the Centrelink means testing. Finally, when the former home is sold, Christine recommends appropriate "no commission" investments, which ultimately benefit the client.

Christine Hopper is an authorized representative of Financial Care Services Pty Ltd ABN 66116544471 AFSL 299570



The actuary service is also available to the management of residential aged care facilities and other seniors' living environments. Understanding the financial risks and uncertainties is good governance as is paying for astute independent financial advice.

Call Christine Hopper today regarding your clients' needs or to discuss your business's financial care needs.

For more information

Ph: (03) 9808 0338

christine@financialcareservices.com.au

www.financialcareservices.com.au



**FINANCIAL
CARE
SERVICES**



DPSGuide.com.au/37019

Southern Cross Care delighted with furniture fit-out by the James Richardson Group



This is the new face of aged care living – think boutique hotel rather than drab retirement village.

There’s no reason why aged accommodation should be dull. But never fear, contemporary design does not mean forgoing industry standard quality, or health and safety compliance. James Richardson’s both stylish and functional furniture for aged care providers is testament to this.

When the company was assigned the challenge of helping Southern Cross Care create brand new retirement apartments in Adelaide, it sought to bring the ‘**wow**’ factor to aged accommodation.

James Richardson supplied a range of furniture for the lounge and dining areas at The Waterford luxury retirement apartments in Myrtle Bank, South Australia. The chairs, including bar stools and sofas, meet design benchmarks for seat height and depth, and angle of back rests. They also feature Crypton™ Fabrics that are stain-resistant and offer antimicrobial protection against bacteria, algae, fungi and mould.

The end result is a space where residents can enjoy fine dining or a café-style lounge in sleek and luxurious surrounds. The well-appointed furnishings also provide the perfect setting for formal functions and social gatherings.



JR / **SIT**
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WEAVE
JAMES RICHARDSON EST.1892 **LMI Concepts™**

For more information about James Richardson:

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Locations: Melbourne/Sydney/Adelaide/Brisbane/Perth

