

# THE ST IVES HAPPINESS REPORT





# A message from the CEO

Welcome to the second edition of the St Ives Happiness Report. In this edition we review our actions so far in 2019, the Mid-Year Survey results and discuss our next steps.

In February this year we launched St Ives' new "Live Happy" business philosophy and strategy. "Live Happy" is about making sure that St Ives is doing everything we can to make your lifestyle as content and stress-free as possible.

"Live Happy" was divided into six key areas of action – our 'Happiness Influencers' – which aim to help increase satisfaction and happiness within your Village.

In July we launched the Mid-Year Survey – a shortened version of our annual Resident Survey that focused on these Happiness Influencers. This survey provided insight into how you thought we were tracking and identified areas that require more focus. While the overall results were positive, there is still work to be done and in this Happiness Report we discuss our next steps in these areas.

I'd also like to take this opportunity to thank all those who attended our Happiness Strategy updates in July. Your feedback during these presentations was appreciated and I look forward to seeing you at the next update in early 2020.

The annual Resident Survey is a key opportunity for you to provide feedback on life in your Village, and it will arrive in your mailbox very shortly. This year, we have included additional space for you to add comments as your feedback is very important to us, as well as making the survey anonymous.

Earlier this year, St Ives launched new company values that were selected by staff: Accountability, Communication, Respect and Teamwork. These new values have inspired our staff and it confirms their genuine desire to respect and support our residents. Please let your Village Manager know if you would like to nominate a staff member for a staff award, or if you have any feedback.

We have also launched a new range of Resident Benefit Club offers, including new providers. You will find these offers starting on page 11.

I hope you enjoy this edition of the Happiness Report and I look forward to hearing your thoughts.

Regards,  
John Ford



**CEO – John Ford**



# Our Happiness Strategy in action

In February 2019, St Ives outlined six areas of strategic focus to help increase satisfaction and happiness within your Village.

Part of our commitment involved outlining our actions within each of these areas, so it gives us great pleasure to provide details of our actions since the beginning of 2019.



**Continual improvement and innovation**

## Our actions in the last 7 months

- Implemented a new data infrastructure system which allows Village Management teams to share new ideas and best practice to improve our service to you
- Commenced investigation into infrastructure and service systems upgrades and add-ons to benefit residents
- Rescoped the refurbishment process and reduced overall time it takes to get your home on the market by four to six weeks



**A compliant and safe environment**

## Our actions in the last 7 months

- Ongoing review and update of processes and systems to deliver a compliant and safe environment for residents
- Commenced process of adopting the new industry Code of Conduct which includes improving resident communication and complaint management procedures



**The backing of a strong WA business for peace of mind**

## Our actions in the last 7 months

- New 'Live Happy' positioning delivered record traffic numbers
- Maintained Village unit sales numbers despite a declining real estate market
- Revised St Ives Realty branding to stand out more in the marketplace



**A brilliant experience whenever you interact with us**

## Our actions in the last 7 months

- New company Values selected by staff: Communication, Respect, Teamwork and Accountability
- Trialled Village Happiness Stations to gather and act on real-time feedback
- Expanded the Resident Benefits Club to include 14 providers and new offers
- Refined our complaint management process to improve performance and response times



**Respectful, empathetic and amazingly talented staff**

## Our actions in the last 7 months

- Increased staff training to improve our service to residents, and to equip staff with the skills they need to help you, including:
  - Record number of online training modules completed
  - St John's mental health training courses completed



**Optimise financial performance**

## Our actions in the last 7 months

- Presented Village Budgets in all Villages with only a CPI increase (or less) in Common Services Fees
- Greater accountability in the delivery of good financial management demonstrated through the delivery of Village Budgets and good financial results across all our Villages



**Your feedback is needed**

The 2019 Resident Survey will be delivered to your mailbox shortly so keep an eye out. You also have the option to discuss any issues directly with your Village Manager or provide anonymous feedback through the Feedback Boxes.

**Thank you in advance for your valuable feedback!**

# Mid-Year Happiness

## Survey Results



Thanks to everyone who participated in the Mid-Year Happiness Survey. The results represent the views of 395 residents across all of our Villages. While we are happy to see the results improving, we acknowledge that the survey results are only a sample of all residents and their experiences. We would like more responses and have taken on your feedback for the timing and delivery of these surveys to help improve the response rate for the annual Resident Survey which will be distributed shortly. We believe that the negative results and feedback provide us with the most value by making us aware of where we need to focus our resources to improve your experience.

### We are always open to listening to your feedback!

To help us improve, please continue to send us your feedback anytime and on any area of your Village experience. You can do this by speaking with or writing to your Village Manager, via the Feedback Box (if your Village has one), by sending us a letter (Attn: GM, Operations, 22 Bishop Street, Jolimont 6014), or by email to [enquiries@stivesretirementliving.com.au](mailto:enquiries@stivesretirementliving.com.au)

## A few comments on the results



Customer service has been a huge focus for us and we are happy to see great improvements in these scores. Our quarterly and annual staff awards acknowledge instances of great customer service and we would love to receive nominations from our residents. Please let your Village Manager know if you'd like to nominate a staff member.



1-in-4 residents think that we can be doing better in service and asset management, and this will be a key focus for us the next six months. In the 'What's Next' page overleaf, we have outlined new initiatives that we've implemented, and initiatives we have planned to continue to improve in these areas.



Despite some improvement in this area, almost a quarter of our residents feel there is still work to be done on improving support for our residents in the future. We will be exploring this area in the upcoming months, as outlined on the 'What's Next' page overleaf. We're hoping that with more feedback from you and your families we can implement some new guidance and support around the time when you leave the Village.

## Our Happiness Score

Our Happiness Score is how we are tracking our progress in our six areas of strategic focus. To determine this score, we average out the positive response scores across six questions that relate to our key Happiness Influencers. To see how we're tracking, we asked you to score us on the same six questions in the 2018 Resident Survey and the 2019 Mid-Year Survey, and we will ask these questions again in the 2019 Resident Survey.

To what extent do you agree with the following statements?



St Ives provides respectful, empathetic and amazingly talented staff

July 2019

December 2018

Change



95.4%

87.7%

7.7% inc

St Ives provides a brilliant experience whenever you interact with us



88.6%

70.5%

18.1% inc

St Ives provides a safe and secure environment



91.3%

87.5%

3.8% inc

I have confidence in St Ives to protect my asset



77.6%

65.3%

12.3% inc

St Ives is continually improving their service to me



76.1%

59.4%

16.7% inc

My Village is great and will support me into the future



84%

75.8%

8.2% inc



Happiness Score:

85.5%

74.3%

11.2% inc

Note: "inc" = increase

# What's next?

The survey results indicated that there are three areas where we could improve. 20% to 25% of residents thought we need to improve our asset management, customer service and support in the future. These results allow us to focus our energies and resources on these areas of the business in the short term to improve our performance and your customer experience.



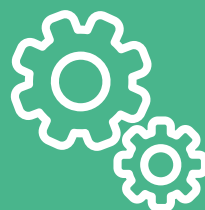
## Asset Management

- In the last seven months, all of our Villages have established long term maintenance and asset management plans of five to ten years. This enables us to take a much longer view of asset management and provide more certainty around future expenditures required to maintain your assets
- We recognise that general maintenance and repair time frames still need to get better, and we are looking at ways to improve our procurement performance and processes



## Service Improvement

- The development of our new Customer Relationship Management system is ongoing, with the implementation to commence in 2020
- We will continue to focus on improving response times to resident complaints and queries, along with improving timeframes on general maintenance and repairs



## Future Support

- We have been working to improve the experience of new residents moving into one of our Villages. From the survey responses, we can also see that we could be doing a better job of supporting you and your family when it's time for you to leave the Village
- Over the next six months we'll be working on how to improve in this area and will be seeking feedback from you and your family. We look forward to working with interested residents and their families to see how we can make this often-difficult time easier to navigate



## Congratulations to the winners of the RAC travel vouchers!

All residents who submitted a Mid-Year Survey with their name included were entered into the draw to win one of two travel vouchers. These were our lucky winners!



Kathryn from Centro with CEO John Ford



John and Gaye from Murdoch with Senior Sales Consultant Roy Paxton

## The St Ives Values



### Teamwork

We combine our individual strengths, working together to improve our organisation.



### Communication

We openly share information and our views, and actively seek and listen to the ideas of others.



### Accountability

We accept responsibility for our actions, complying with our internal and external obligations and striving to make the right decisions for our organisation.



### Respect

We acknowledge and value the diversity of opinions, abilities and feelings of our colleagues and residents.



# The Positive Effects of Staying Connected

By Dr. Tim Sharp

According to the World Health Organisation, loneliness and isolation are some of the most significant contributors to poor health and disability. Loneliness is associated with, and definitively contributes to, poor mental health, including illnesses such as depression, and even to poorer physical health, including cardio-vascular disease.

In fact, loneliness is a hidden killer that, according to many experts in the area, poses as great a health risk as obesity. Therefore, it's increasingly being recognised as a crucial variable that needs to be resolved if we're to help as many people as possible enjoy real health and wellbeing, especially as they age as this is a time of life during which it's well known many lose touch with friends and even relatives.

And the good news is that there are a number of relatively simple solutions to this widespread problem. Connectedness and good quality, positive relationships both enhance our happiness and wellness, as well as buffer against illness and distress. To be perfectly honest, if I were to sum up the most important contributors to thriving, flourishing, life success and longevity, I'd definitely put "other people" at the top of that list. In short, the quality of our connections largely accounts for the quality of our lives!

If we accept that staying connected with as many others for as long as possible is helpful, the question obviously then becomes, "how do I stay connected?" and/or "how do I develop and foster more positive relationships?"



I'm pleased to note that I have some answers. Different tips will work differently for different people; but there's a very good chance that you'll find at least a few will prove useful for you. So, read on but most importantly, give the following tips a try and see how you go:

- 1 Make an effort to meet up with other people on a regular basis, for any reason at all or even for no reason.** When it comes to building relationships, quality is certainly just as, if not more, important than quantity; but at the same time, interacting with people more often will provide more opportunities for good quality moments. Make sure you put yourself in a position to meet up with, and to interact with others, by proactively organising social and recreational events and/or frequenting places where other people will be.
- 2 Don't underestimate the potential benefits that can come from fleeting interactions.** According to Barbara Fredrickson, one of the leading researchers in this area, even brief, positive micro-interactions can boost relationships and nourish connectedness. So next time you're walking past someone, pause briefly and say hello (or at the very least, acknowledge their presence and be ready to respond to anything they might say or do).
- 3 Phone a friend; or use Skype.** Although there's much to be said for the power of real world, face-to-face interactions over other forms of communication, something is definitely better than nothing. If you can't meet up with someone in person make a call and have a chat.
- 4 Communicate regularly and positively;** if not face-to-face or by phone then write letters, send emails or text messages. In an ideal world we'd spend quality time interacting with all our favourite friends and family members as often as we'd like. But due to accessibility challenges or just busy-ness realities many of us have to settle for "the next best thing". But don't minimise this; it can still be very useful and in some ways, far easier and more convenient.
- 5 Get tech savvy and stay connected via Facebook.** This also builds on the previous point and might, for some, require a few lessons from a grandchild or local community member. But it's not as hard as many think it's going to be. Facebook and other social media channels are specifically designed to be easy to use and obviously, they're also designed to make it easier for people to stay connected. Sign up and make online friends with your real world friends, your family members and relatives.
- 6 Join a club or community, preferably one where you'll be likely to interact with others with similar interests.** This can be in the real world or online. Facebook, for example, has thousands of "groups" and communities to which you can belong, in which those who are interested in cooking, gardening, bridge or anything else you can imagine, share ideas and help each other out.
- 7 And one last idea, become part of something bigger than yourself by contributing to or volunteering for a cause about which you're passionate.** Donating your time or skills or knowledge or experience could make a big difference to a charity or worthy organisation; and it will undoubtedly boost your happiness and wellbeing too.

**Finally, if this doesn't come naturally or easily to you, then set up a schedule and make connecting a habit. This might sound a bit contrived, but it will become easier with practice and the return on investment definitely makes it worthwhile.**





# Experience the difference

## with



A coach tour is one of the best ways to make your holiday an unforgettable experience. Grand Pacific Tours are the New Zealand Coach Holiday Specialist, providing a comprehensive range of all inclusive, value for money holidays.

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Explore the breathtaking regions and intriguing history of New Zealand on your choice of unique itineraries.



## RESIDENT BENEFITS CLUB OFFER

**Save up to \$375pp on selected Grand Pacific Tours when booked through RAC Travel and Cruise**

Quote the code **ST IVES** on booking to receive your discount.  
Call 1300 655 179 or visit your local RAC Travel and Cruise Centre.



## Calneggia Family Vineyards

Our wine partner, Calneggia Family Vineyards has owned vineyards and been involved in wine in the Margaret River region for over **twenty-five years**. Their recently released Rosabrook Cabernet Merlot 2018 has already received some great reviews, one of which being from The West Australian's Wine Editor, Ray Jordan, on Thursday 25 July:

*"Smooth and most drinkable cabernet blend. Has been expertly crafted to bring these two varieties together with a light touch of oak, complemented by fine chalky tannins. Palate has good richness and delivers to a long finish. It's a very tidy wine for the short term."* 90/100



## RESIDENT BENEFITS CLUB OFFER

**20% off wine and free shipping**

Buy 12 or more bottles of wine using the code **STIVES** via the Calneggia Family Vineyards website [cvfwine.com.au](http://cvfwine.com.au)



## An exhilarating night of music with **WASO**

West Australian  
Symphony Orchestra

**WASO's Eroica Tour**

**Wednesday 30 October – 7.30pm**  
**Esperance Civic Centre**

**Friday 1 November – 7.30pm**  
**Albany Entertainment Centre**

WASO will hit the road once again, this time heading south to Esperance and Albany on **WASO's Eroica Tour** delivering a complete live symphony orchestra experience to fans in the regions. Led by Assistant Conductor Carlo Antonioli the tour will feature over 70 musicians, ensuring regional audiences receive the same experience as those attending Perth Concert Hall.



Iain Grandage and  
Leanne Glover,  
WASO Principal  
Cor anglais

## RESIDENT BENEFITS CLUB OFFER

**20% off A-Reserve tickets**

To purchase tickets, visit [waso.com.au](http://waso.com.au) and use code **STIVES** or call 9326 0000 and quote **"St Ives"** to a member of their friendly box office staff.







# What's on at



## West Australian Opera: Macbeth

19 - 26 October – His Majesty's Theatre

Lord Macbeth was a loyal General who had sworn allegiance to the King of Scotland but when a group of witches reveal a prophecy that he will one day be King, he and Lady Macbeth become consumed by greed.

They plot the King's untimely demise. Years pass and the guilt of their callous actions begins to devour them. The King and Queen find themselves entangled in a never-ending web of deceit and murder.

WEST  
AUSTRALIAN  
OPERA  
2019

## RESIDENT BENEFITS CLUB OFFER

### Save 10% on A and B Reserve tickets to Macbeth

Save on adult and concession tickets for Tuesday or Thursday night performances using the code word **STIVES**. Purchase tickets online, at the box office or over the phone – details on the next page.

# the theatre?



## OTHER UPCOMING HIGHLIGHTS AT HIS MAJESTY'S THEATRE:

WAYJO: *Jazz at the Movies* 8 – 9 November

WA Ballet: *ALICE (in wonderland)* 21 November – 15 December



WEST AUSTRALIAN  
BALLET

## DOWNSTAIRS AT THE MAJ 2019 SEASON:

Venture downstairs to experience a hand-picked program performed by cabaret royalty and rising stars in His Majesty Theatre's intimate cabaret performance space.

*Michael Griffiths: By Request* 17 – 19 October

*What's New Pussycat* 31 October – 2 November

*Carlotta: Queen of the Cross* 14 – 16 November

*It's A Wonderful Life – A Live Radio Play* 21 – 23 November

*A Festive Jamboree* 12 - 14 December

## MORNING MELODIES 2019 CONCERT SERIES:

Hosted by popular presenter David Hawkes, the Morning Melodies 2019 Concert Series has something for everyone. Come along with friends and enjoy complimentary morning tea from 10am prior to the concert. Performances begin at 11am and finish by noon. The final Morning Melodies Concert for 2019 is *Good Day Sunshine: The Lennon and McCartney Songbook* on 30 October.



PERTH  
THEATRE  
TRUST

You can find the full calendar of events at

<https://www.ptt.wa.gov.au/venues/his-majestys-theatre/whats-on/>

## How to Book Tickets

You can book tickets online at [ptt.wa.gov.au](http://ptt.wa.gov.au), in person at the box offices at His Majesty's Theatre, State Theatre Centre of WA or Subiaco Arts Centre or by calling our 6212 9292.

Venue box offices:

**His Majesty's Theatre:** 9am to 5:30pm Mon-Fri, 10am to 5pm Sat. 825 Hay St, Perth WA

**State Theatre Centre:** 10am to 5:30pm Mon-Fri. 174-176 William St, Perth WA

**Subiaco Arts Centre:** 9am to 5:30pm Mon-Fri. 180 Hamersley Rd, Subiaco WA

\*Transaction fees apply: Web: \$3.95 if cart values is \$36 or less, \$5.95 if cart value is more than \$36. Phone or mail: \$6.95. In person: \$0. Group bookings: \$8.95. Add \$4.40 for Registered Mail.



# The Benefits of Self-Care

If we want to be healthy, we have to take care of ourselves. The World Health Organisation recognises self-care as an important part of the solution to the global health crisis, due to the multitude of health benefits that come from simple stress relief. One Australian report suggests that up to 80% of heart disease, stroke and type 2 diabetes, and over a third of cancers could be prevented by people self-caring.

To truly define self-care – the kind that prevents disease, reduces stress and helps us lose weight – we need to understand how to feel well as an individual. Consciously devoting time to looking after our physical and emotional needs is something we must learn to do each and every day, throughout our entire lives.

There are a multitude of health benefits that come with simple self-care, for example, one study showed a single session of Swedish massage can reduce inflammation and stress hormone concentrations, and limit aggressive behaviour.

It's important to actively pursue the health of your body, mind and spirit. Learn to take the time you need to return balance to your body. With 1-in-2 Australians suffering chronic disease, our bodies are beckoning for us to slow down and focus on getting well.

We can't always control the circumstances in our lives, but we can insist on self-care for ourselves and our families. You might be surprised at how much change is possible by incorporating a few self-care practices into your daily routine.

Schedule a massage at endota spa, take time for a walk, focus on healthy habits, and concentrate on good sleep, and see your health and happiness improve.



## Total Denture Care's top tips to care for you and your dentures



Understanding how to best take care of your dentures not only looks after your health and wellbeing but your finances too, as correctly caring for your dentures helps extend their lifetime. Here are some top tips from Perth's highly recommended and trusted denture clinic, Total Denture Care:

-  Clean dentures in the morning, at night and after eating. Avoid hot or boiling water, as this may warp your dentures.
-  When cleaning dentures use warm soapy water over a plastic bowl in the sink – placing a bowl underneath will help to avoid any costly denture repairs if dropped.
-  Do not use toothpaste. When cleaning, use a toothbrush which has not been used with toothpaste previously (toothpaste will cause microscopic scratches which will give bacteria a place to attach and grow).
-  When dentures are removed, give your gums a gentle scrub with a soft toothbrush to help clean and stimulate blood flow. Clean any natural teeth normally with toothpaste.
-  Soak dentures in Polident if there is a heavy build-up of calculus. This should only be done every 1 - 2 weeks, as excessive use of this product may lead to dentures becoming white and brittle.
-  Handle your dentures carefully – be sure you do not bend or damage the plastic or the clasps while cleaning.
-  Do not wear dentures to bed. Removal of dentures allows the oral tissue and jaw bones to rest to prevent further tissue irritation, infection and future bone shrinkage. Leave dentures in a sealed or covered container with fresh water – change water daily.
-  If dentures are ever broken do not repair with super glue as this may cause further problems. Organise an appointment with Total Denture Care as soon as possible.
-  Over time dentures will need to be relined, rebased or remade due to normal wear, natural age-related changes to the face, jaw bones and gums; or if the denture becomes loose. Generally, standard dentures may need a reline every 2-3 years and to be replaced every 5-7 years.
-  Schedule regular check-ups with your Prosthetist to have your dentures examined and professionally cleaned.



## RESIDENT BENEFITS CLUB OFFER

**15% off endota Spa treatments and \$20 off first-time Remedial Massage.**

Valid Monday to Friday on presentation of your Resident Benefits Club card. Visit [endotaspa.com.au](http://endotaspa.com.au) to find a spa near you.



## RESIDENT BENEFITS CLUB OFFER

Residents can receive a **free denture health check and professional denture clean (valued up to \$190)** until 31 December 2019 in-house at Total Denture Care's Attadale clinic.

To book an appointment call 9317 7777. More details can be found at [totaldenturecare.com.au](http://totaldenturecare.com.au)





# Are you taking advantage of these *offers?*



## 10% off travel insurance

Call 1300 655 179 or visit your nearest RAC Travel Centre to book.



## 10% discount on storage and packing supplies

Located in O'Connor, Koala Storage has 13 different storage space options as well as car, boat, caravan and RV storage. Call 9314 7700 to have a chat with a storage specialist.



## Get 10% off your total bill

Stock up at your local Waldecks, visit their website for locations.



## 10% off plants, trees, pottery and giftware

For those in Albany, get 10% off plants, trees, pottery and giftware at Lush Garden Galley.



## 10% off select items

Get all your arts and craft supplies at Jacksons and get 10% off selected items.



## Receive a \$10 voucher for every instore spend of \$110

Be rewarded for reading at Paperbark Merchants: 240 York Street, Albany.



## 10% off online and in-store purchases

On the wide range of tasty cakes and treats at Rochelle Adonis and Cakes. Shop online with the code **STIVES** at [www.rochelleadonis.com](http://www.rochelleadonis.com) or present your card in-store.



## \$8 coffee and scone special

Grab this combo any day of the week at Three Anchors: 2 Flinders Parade, Albany.

## Do you have a suggestion for a new provider?

Please email us at [benefits@stivesretirementliving.com.au](mailto:benefits@stivesretirementliving.com.au)

For all T&Cs visit [stivesretirementliving.com.au/benefits](http://stivesretirementliving.com.au/benefits)

# TURN YOUR FRIENDS INTO NEIGHBOURS!



Refer a friend to St Ives and we'll say thanks by:

 Sending you packing with a \$2,000 RAC Travel voucher

 Putting \$1,000 towards your friend's moving costs

Chat to your Village sales team member for details

## ST IVES REALTY

Real estate agents  
you know, right on  
your doorstep.

If you, or someone you know, has a property to sell, speak to your Village Sales Rep about having a free appraisal to see where you stand.







Web  
**[stivesretirementliving.com.au](http://stivesretirementliving.com.au)**

Email  
**[info@stivesretirementliving.com.au](mailto:info@stivesretirementliving.com.au)**

Phone  
**1300 20 20 01**

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RETIREMENT LIVING

*Live Happy!*