



Our actions today



are helping
protect
our future



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About this Report

This is the second Sustainability Report (“the Report”) issued by Regis Healthcare Limited.

The Report reflects our commitment to transparency and provides detail for our stakeholders on our sustainability approach, goals, challenges and progress during the reporting period.

The data contained within the Report runs from 1 July 2018 through 30 June 2019 unless otherwise noted. The Report should be read in conjunction with the 2019 Annual Report and 2019 Corporate Governance Statement available on Regis’ website.

We welcome feedback on our strategy and commitments. If you have questions or comments on any information contained in the Report, please contact Kaushik Sridhar at sustainability@regis.com.au

Front cover: A Regis Wynnum (QLD) resident harvesting vegetables from the Facility’s Harvest Garden during a ‘Sustainability Day’ event.

Inside Front cover: Regis’ Kaushik Sridhar, Fiona Kirk and Michael Horwood with Planet Ark Power’s Shaun Scallan inspecting one of our new solar installations at Regis Yeronga (QLD).

Message from the Managing Director & CEO

The Regis Healthcare Board recognises that as one of the leading Australian aged care companies we have an important role to play in contributing towards a sustainable future.

The release of Regis Healthcare's ("Regis") second Sustainability Report signifies another important step in our sustainability journey and we value the opportunity to openly communicate our sustainability progress and performance.

In addition to delivering appropriate care for residents and returns for our stakeholders, it is also imperative that Regis proactively manages key sustainability issues including:

- managing the environmental impact of our operations and corporate activities;
- engaging with the communities in which we operate; and
- developing the skills and talents of our employees.

In 2018 Regis launched its sustainability program, including releasing the inaugural Sustainability Report. Regis' first Environmental Sustainability Statement outlines our commitment to advancing sustainability across our corporate operations and activities. Over the past 12 months we have significantly progressed on our sustainability commitments by implementing a number of projects and initiatives including:

- establishing a Sustainability Steering Committee to monitor Regis' sustainability performance;
- implemented the roll-out of over 17,000 LED lights and 1.6 MW of solar panels across more than 50% of Facilities;
- ran an employee engagement campaign encouraging environmentally conscious behaviours by our employees and residents.

Consistent with the framework in our first report, this 2019 Sustainability Report focusses on three key themes:

Our Environment

Regis has made considerable progress reducing our environmental footprint through investing in a range of sustainability projects.

Our Community

Regis has a responsibility to care for and support the communities where we operate. This year we announced a partnership with the Royal Botanic Gardens Victoria (RBGV) promoting the importance of nature for the wellbeing of senior Australians.

Our Employees

Employee engagement is integral to the successful operation of our business. This year Regis has focussed on linking our employee value proposition with sustainability through a number of behavioural change initiatives. This is driven by both our National Office as well as individual employees and residents across a number of Facilities.

This report highlights achievements that Regis has made over the last 12 months in driving sustainability across the business, based on this framework and thereby improving the living environment for our residents.

On behalf of the Board, I am pleased to share with you our 2019 Sustainability Report and we look forward to delivering on Regis' sustainability commitments and reporting our progress in future.



Ross Johnston

*Managing Director & Chief Executive Officer
Regis Healthcare*





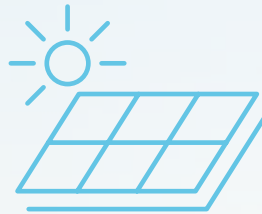
Residents, families and employees at Regis Wynnum harvested their vegetable garden with a 'Sustainability Day' event. The day saw everyone leave with a sense of achievement and community, as well as fresh produce. Initiatives like this are another successful outcome for the Regis Sustainability Program.

Environment



LED LIGHTING

22 FACILITIES
17,000 LIGHTS



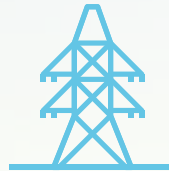
SOLAR

17 FACILITIES
1.6 MW

ENERGY EFFICIENCY



436 TONNES
CO₂-e REDUCTION



375,000 kWh
ELECTRICITY REDUCTION

Through Regis' participation in the 'Golden Opportunities' Energy Efficiency program and the subsequent energy audits, we implemented nine initiatives across four Facilities in VIC that will reduce our environmental impact by approximately 436 tonnes of CO₂-e and our energy consumption by almost 375,000kWh each year.

INDOOR AIR QUALITY



Starting February 2019, Regis joined an RMIT University research project that investigates the health benefits of filtered fresh air ventilation systems in aged care homes with the aim of improving the quality of life and resilience of older Australians.

Community

BRANCH OUT

Branch Out, a Seniors' Engagement program partnership between the Royal Botanic Gardens Victoria and Regis Aged Care is designed specifically for the older community. This program provides unique experiences encompassing health, wellbeing and nature tailored to meet the needs of an older demographic.



FOODBANK



26,000 MEALS
14,000 KG

In FY19, our employees volunteered with Foodbank and packed 14,000 kg of food (equating to approximately 26,000 meals) for distribution to 49 charities and schools.

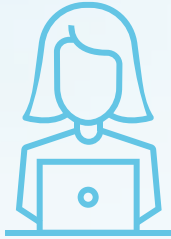
DONATIONS

In FY19 Regis employees raised approx. \$50,000 for a variety of charities and appeals including the Townsville flooding and New South Wales droughts.



\$50,000

Employees



STUDIES ASSISTANCE PROGRAM

\$73,000

APPROVED

For over 40 Regis employees to engage in external learning opportunities to further their career development.



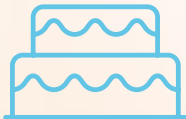
BARKUMA

3,085 HRS
9 PARTICIPANTS

Barkuma, a not-for-profit organisation, has worked alongside people with disabilities to find rewarding jobs, learn new skills, explore their talents and be included in the community. Regis has a long-standing relationship with Barkuma; currently Regis employ nine Barkuma participants across two Facilities who have provided 3,085 hours of support to date.

SUSTAINABILITY MONTH

Our first sustainability employee engagement campaign included the following initiatives:



BAKE OUR DAY CAKE COMPETITION

46 'sustainability themed' cakes



CLEAN UP AUSTRALIA DAY VOLUNTEERING

over 100 residents participated in local cleanup activities



SUSTAINABILITY IDEAS POSTER

Over 140 ideas generated on how to reduce Regis' environmental footprint

WAR ON WASTE



DISPOSABLE COFFEE CUPS

are no longer purchased at our National Office



1 TONNE ELECTRONIC WASTE

recycled



30 MOBILE PHONES

and 6 kg of other electronic equipment donated to Zoos Victoria's *They're Calling on You* campaign



87 KG OF TONER CARTRIDGES

recycled at our National Office

ENVIRONMENTAL LEADERSHIP AWARD

For years Regis has honoured exceptional employees and volunteers through our National Staff Awards. In 2018 we introduced a new category in the Awards - the Environmental Leadership Award. This award is for outstanding achievement by a Regis team/group of employees in the implementation of environmental sustainability initiatives.

Norma Crawford, Lifestyle Assistant at Regis Port Stephens (NSW) won the inaugural Environmental Leadership Award for implementing a number of environmentally-friendly projects at the Facility.



Governance

As sustainability continues to rise on our agenda, appropriate governance is important to ensure that relevant emerging sustainability-related risks and opportunities are being managed. Our approach to sustainability is led by the Regis Board which approved our Environmental Sustainability Statement. This outlines our commitment to effectively managing our material sustainability risks.

Sustainability Steering Committee

The Sustainability Steering Committee ("the SSC") was set up in October 2018 to assist in the development and implementation of Regis' Environmental Sustainability Statement and initiatives. The SSC is co-sponsored by our Managing Director & CEO, CFO and Executive General Manager, Property and includes representation from all business functions.

The SSC undertakes quarterly discussions on short, medium and long term emerging issues necessary for shaping sustainability-related strategies and goals, as well as reviewing our sustainability performance on a quarterly basis.

Further information on the role of the SSC and its members is documented in the Sustainability Steering Committee Charter which can be found on the Regis Healthcare website.

Sustainability Strategy

As part of Regis' governance process, we are also finalising our Sustainability Strategy and Action Plan. In line with the strategy, Regis is developing and finalising its energy reduction targets. The strategy development process has investigated, considered and will incorporate elements of sustainability frameworks including the Sustainable Development Goals (SDGs) and Task Force on Climate-related Financial Disclosures (TCFD) in the 2020 Sustainability Report.



Timeline of Key Milestones

Regis Healthcare Board approved Environmental Sustainability Policy & Statement

JUNE 2018

JULY 2018

Launched first Environmental Sustainability Policy & Statement

Participated in the 'Golden Opportunities' Energy Efficiency Program and secured government grants to conduct energy assessments and implementation

AUGUST 2018

OCTOBER 2018

Published first Sustainability Report

OCTOBER 2018

Established Sustainability Steering Committee

Announced First Winner of Regis Environmental Leadership Award

NOVEMBER 2018

Ran 'War on Waste' Campaign

NOVEMBER 2018

FEBRUARY 2019

Announced Regis' participation in RMIT University's Indoor Air Quality research project

Ran 'Sustainability Month', our first sustainability employee engagement campaign

MARCH 2019

Commenced LED rollout across 22 Facilities/17,000 lights

MARCH 2019

APRIL 2019

Commenced Solar rollout across 17 Facilities/1.6 MW

APRIL 2019

Launched Royal Botanic Gardens Partnership

APRIL 2019

Launched Regis Wynnum's Harvest Garden

APRIL 2019

Ran Sustainability Art Exhibition at Armadale

Our Environment

Regis is committed to responsibly managing the short and long-term impacts of our operations, including the use of natural resources such as electricity and natural gas and the production of other waste.

Regis is determined to integrate sustainability initiatives in our operations and corporate activities as well as promoting greater environmental responsibility and stewardship and resource-efficient processes.

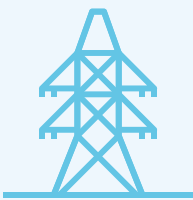
On 1 July 2018 we published our first Environmental Sustainability Statement pursuing our vision of promoting and enhancing the quality of life of residents entrusted into our care, acknowledging the environmental and social impacts of our operations and committing to actively managing and minimising our carbon footprint.

In line with our Environmental Sustainability Statement we implemented two major capital investments with a focus on reducing our energy consumption over the next few years.

Solar & LED Rollout

In early 2019 we announced two major investments including LED lighting and solar installations across 35 Regis Facilities. This rollout, supported by approximately \$1.2m in government rebates, is phase 1 with the remaining phases of upgrades across our portfolio expected to be complete in the next two years.

SOLAR AND LED ROLLOUT - ENVIRONMENTAL IMPACT



4.7 million kWh
ANNUAL SAVING



3,700 tonnes
ANNUAL CO₂
REDUCTION

EQUIVALENT OF SAVING GREENHOUSE GAS EMISSIONS FROM:



700 passenger vehicles driven for one year

OR

13 million

kilometres driven by an average passenger vehicle



EQUIVALENT OF AVOIDING GREENHOUSE GAS EMISSIONS FROM:



1,150 tons of waste recycled instead of landfilled

OR

166 garbage trucks of waste recycled instead of landfilled



OR

145,000

trash bags of waste recycled instead of landfilled



EQUIVALENT OF SAVING CARBON EMISSIONS FROM:



1.6 million

kg of coal burned

OR

420 million

smartphones charged



OR

580 homes' electricity use for one year



OR

135,000

propane cylinders used for home barbecues



EQUIVALENT OF CARBON SEQUESTERED BY:



54,000

tree seedlings grown for 10 years

Regis partnered with Planet Ark Power to install more than 4,400 solar panels, capable of generating approximately 1.6MWs of electricity.

Regis also partnered with Shine On to install over 17,000 LED lights.

The Phase 1 LED and solar rollout was completed in August 2019. The installations are estimated to see an annual reduction of around 3,700 tonnes of CO₂-e in greenhouse gas emissions across the 35 homes in New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.

The investment in the program will pay itself off in just under four years.

Golden Opportunities Energy Efficiency Program

Regis took part in the Bayside City Council-led 'Golden Opportunities' energy efficiency program, designed for Facilities, in late 2018. This in turn led to successful applications for Sustainability Victoria grants.

Detailed energy audits were completed at our Brighton, Cranbourne, Frankston and Sandringham Facilities in Victoria. These audits identified opportunities to reduce energy use and costs while improving the comfort for our residents. Along with installing an energy efficient car park exhaust system, bain marie timers were installed for kitchen catering. Lighting has also been upgraded to LEDs across all four Facilities.

Through Regis' participation in this program, and the subsequent energy audits, we implemented nine initiatives across the four Facilities. These initiatives will reduce our environmental impact by approximately 436 tonnes of CO₂-e and our energy consumption by almost 375,000kWh each year. The energy saved is equivalent to the annual use of over 60 average homes in Bayside City Council.

Research Project: Indoor Air Quality and Impact on Health & Wellbeing

In February 2019, Regis signed on to a RMIT University research project that investigates the health benefits of filtered fresh air ventilation systems in Facilities with the aim of improving the quality of life and resilience of older Australians. This project is funded through the Victoria Climate Change Innovation program.

The CSIRO has estimated that the financial impact of poor indoor air quality may be as high as \$12 billion per year. As part of the research, Regis will have monitors installed which will track enhancements in indoor air quality by monitoring a range of parameters including temperature, relative humidity, carbon dioxide concentration level, dust particles and pathogens. These measurements will be used alongside other qualitative methods to evaluate the health benefits of providing fresh air.

The research is being conducted at three Regis Facilities including Alawarra Lodge (VIC), Cranbourne (VIC) and Ringwood (VIC) and is expected to be completed in June 2020.



Photo courtesy of Bayside City Council

Our Community

Regis is committed to contributing towards supporting the needs of our communities in which we operate.

We recognise the importance of actively supporting our residents and the communities in which we work.

Regis' Lifestyle program, PIEC&S continues to help residents remain involved in their broader community. Through PIEC&S and volunteer programs, we help residents retain their life skills and interests and provide the opportunity to discover new interests and talents.

Each Facility runs an individualised PIEC&S program, based on the individual needs and preferences of its residents. There are a wide range of programs within this including:

- **Art Therapy:** This program enriches the lives of our residents and has transformative effects for some participants. The program was launched over two years ago with classes designed to cultivate creative expression. These classes utilise a variety of mediums including stencil, collage and painting whilst providing a relaxing social environment for attendees. The program currently runs at 11 Regis Facilities.

- **Music Memories:** This therapy program launched in 2018 and focuses on improving residents' moods and behaviours through individualised musical playlists designed to evoke positive emotions for residents.
- **Men's Business:** This program reflects Regis' commitment to improving the physical and mental wellbeing of our residents and has been implemented across all Regis Facilities. Examples of Men's Business programs include fishing trips, Brewers Club, Men's Shed, Car Club Visits, Snooker Group, Wine and Beer tasting, Carpet Bowls and Darts Groups.

In this report we have focussed on some of the programs that enhance Regis' connection with local communities.

Case Study Friendship Quilt

As part of our intergenerational program a small group of Regis Milpara (VIC) residents visit the Starfish (Blackburn) Early Learning Centre on a regular basis. In 2018 they participated in a sustainability art show 'Up cycling as a Lens for Art' Run by Environmental Education in Early Childhood ("EEEC"). This was a wonderful opportunity for Regis to showcase our work with the children and our commitment to sustainability.

Over a month the residents and children worked together to make a 'Friendship Quilt'. Residents and children worked on the art piece using recycled materials from op-shops.

The result was displayed in September for a month in the 'Walk of Art' Space in the MC Square Building (VIC). Our residents enjoyed the creative process and particularly enjoyed working with the young children and seeing the finished product.



Case Study Sustainability Art Exhibition

Regis Armadale (VIC) hosted an art exhibition in April looking at the environment, nature, use of recycling and making a difference to our planet. Residents, family members and employees exhibited 15 framed artworks highlighting sustainability including recycled materials and poems.



Case Study

Regis Wynnum's Harvest Garden Project

Regis Wynnum (QLD) launched their 'Harvest Garden' in April 2019. In early 2019, residents were given the opportunity to begin a sustainable vegetable garden. The idea was well received, and in autumn, residents and employees started preparing the gardens with organic fertiliser and horse manure.

In April, the residents and employees had a 'sustainability day' to celebrate the opening of the Harvest Garden. The project has been a great success with the residents enjoying going out into the garden and growing their own produce to eat in their meals. To date, the Harvest Garden has yielded 10 kg of tomatoes, 15 kg of sweet potatoes, 10 kg of silverbeet, 30 kg of bananas, pineapples, bok choy, 12 kg of mandarins as well as cucumbers, thyme, French tarragon, rosemary, mint, sage, peas, red and brown onions and spring onions and rock melons! Regis Wynnum also recently purchased a compost turning bin. The employees place kitchen scraps into the bin, in turn recycling or harvesting it back into the garden.

Scott Bailey, Facility Manager at Regis Wynnum said "Having a vegetable garden means the residents get a chance to get involved in an enjoyable activity where everyone can join in regardless of their ability. They have a sense of pride in tending to their produce, get out into the fresh air, gather in groups and talk about their garden and importantly absorb an essential vitamin, Vitamin D, that everybody needs. Fresh food tastes so much better when you grow it yourself, and the residents get a lot of enjoyment out of the produce they look after and so do their families."

Helen Auld, a resident, provided some words to describe the Harvest Garden Project, which reads:

We had an afternoon tea-party in the garden last week, which was very well attended giving people the opportunity to see our good crops of silver-beet, tomatoes, cucumbers, bok choy, and a variety of herbs.

The highlight of the outing was the digging up of the sweet potatoes. Everyone wanted to get involved, while getting their hands in the dirt! It is good to know that some of the food on our dinner plates is home-grown.

The newly planted seeds of onions and lettuce are quickly showing their colour. The flower garden is in its glory showing its vivid array of bright colours, to the enjoyment of all."



Our Community

Royal Botanic Gardens Partnership

Royal Botanic Gardens Victoria (RBGV) and Regis are proud of their partnership promoting the importance of nature for the wellbeing of senior Australians.

The partnership includes nature focused activities for Regis residents both on-site at our Facilities and at RBGV's gardens in Melbourne and Cranbourne. The incursions are hugely popular with all our Melbourne Facilities benefiting from the innovative and immersive activities. These incursions are connecting all residents, regardless of mobility, with nature.

In addition, the partnership has a Seniors Engagement Program open to all older Australians called 'Branch Out'. Designed specifically for the older community, this program provides unique experiences encompassing health, wellbeing and nature tailored to meet the needs of an older demographic. This public program takes the Regis and RBGV partnership beyond Regis homes to the broader community.

Our two brands have a natural alignment with RBGV understanding the needs of our residents and those who may one day be our residents, particularly when it comes to behaviour and lifestyle, and mental and social well-being. These are things that are at the very heart of what Regis is about in the services we offer older Australians.

Community Contribution

Regis believes strongly in being a positive influence in the community and encourages all employees to contribute to their local communities.

Regis gives back to the community through fundraising and volunteering for a wide range of charities and causes, including appeals for natural disasters, neighbourhood clean-up campaigns, children's charities, community health services and cancer research.

We also support a range of charities through donations and sponsorships. Regis National Office holds monthly luncheons for employees where Regis matches employee donations to donate to a charity of choice.

In FY19 Regis raised approximately \$50,000 for a number of charities including:

- Asylum Seeker Resource Centre
- Cancer Council of Victoria
- Drought Angels
- Edgars Mission
- Guide Dogs Victoria
- Leukaemia Foundation
- Movember
- Safe Steps Family Violence Response Centre
- Share the Dignity
- Townsville Floods Appeal

Case Study Foodbank

Regis continues to volunteer with Foodbank. In FY19, our employees donated their time volunteering to pack 14,000 kg of food (equating to approximately 26,000 meals) for distribution to 49 charities and schools.



Case Study

Farmers Appeal

Around the country Regis people have been working hard in support of the Red Cross Help Aussie Farmers Appeal. With many of Regis Facilities in and around drought affected areas this is a cause that directly impacts the lives of our residents, employees, their families and the wider community. Regis is proud to have supported the farming communities during time of distress including by raising over \$16,000.

Case Study

Share the Dignity

Regis National Office held a charity lunch to raise awareness for Share the Dignity, an organisation that brings dignity to homeless, at risk and those experiencing domestic violence through the distribution of sanitary items and funding of funerals.

As part of Share the Dignity's "It's in the Bag" campaign, Regis employees gathered over 251 handbags filled with sanitary, personal care and luxury items to be donated to some of the 85,000 homeless and at-risk women who go without over the Christmas period.

Manuela from Regis Bulimba (QLD) made an extra special contribution – utilising spare material, a sewing machine, skill and love, Manuela made more than 30 bags in her own time.

Case Study

Townsville Flooding

In February, Townsville experienced extreme weather conditions, including heavy rainfall and flooding, causing significant property damage. Regis Nedlands (WA) was sorry to hear the stories shown through the media and the effect this had on many of our Retirement Village residents' families and friends and raised over \$700 to 'shout lunch' for the Kirwan residents.



Case Study Linen Donation

As part of a linen refresh across our Club Facilities, Regis donated thousands of pieces of linen to St Vincent De Paul Society across Australia. We donated nearly 23,000 items which is the equivalent of the playing surface of the Melbourne Cricket Ground in King Single sheets and three times the length of the Storey Bridge in pillowslips.



Research

Regis is committed to supporting the development and expansion of knowledge in the field of aged care. As part of this commitment, Regis participates in research projects which meet the criteria set out in Regis' Research Policy.

Participation in research projects is overseen by the Regis Professional Standards Committee (PSC) which comprises of the following members:

- Company Secretary/General Counsel
- Executive General Manager, Quality and Compliance
- Executive General Manager, People & Culture
- National Manager, Clinical & Care Services
- Other such members may be required to provide expert opinion from time to time.

Under the Research Policy, the PSC makes recommendations to the Regis MD/CEO in relation to participation in external research projects. Key considerations for Regis when considering whether to participate in a project are:

- a. The comfort, privacy and dignity of residents;
- b. The merits of the organisation or institution requesting to undertake the research;
- c. Whether ethics approval has been granted to the research project;
- d. The arrangements in place to obtain consent from residents or their representative where relevant);
- e. The arrangements in place to protect confidential information and adhere to privacy legislation and Regis' privacy policy;
- f. The outcome of the research project and its contribution to the improvement of practices in the aged care industry and at Regis; and
- g. How the results or findings of the research project will be published.

Regis is currently participating in the following research projects with leading Australian universities:

Research Project	Study Description
Indoor Air Quality	This study with RMIT University aims to improve air quality in selected aged care centres in Victoria with the use of fresh filtered air ventilation systems. The results will develop new knowledge aimed at improving the resilience of older Australians, assisting in climate change adaptation.
Mental Health	This study aims to determine whether training a local employee member, known as a Mental Health Champion, in the use of a structured behavioural activation program enhances the benefits of the Beyond Blue e-learning Professional Education to Aged Care (PEAC) program and decreases the prevalence of depression among older adults living in residential Facilities.
Wellbeing	This study aims to explore the perceptions and experiences of community-dwelling adults regarding residential aged care; the unmet needs of people with dementia; and the unmet needs of carers of people with dementia.
Occupational Participation Needs	This study aims to explore the occupational participation (engagement in everyday activities that are individually meaningful) needs of people with early to moderate stage dementia while attending adult day services and in their home environments. The influence of day service attendance on the occupational participation of their primary carers will also be explored.
Music Therapy	This study is looking at the impact of music-based interventions on depression and neuropsychiatric symptoms in people with dementia. There are three music-based interventions being studied: group music therapy, recreational choir singing and a combination of both.

Our Employees

The quality of our people is essential to the success of Regis. We work to maintain a productive and healthy organisation, employ and develop talented people, strengthen our leadership, and enhance employee performance through strong engagement.

In 2014 Regis began work on an Employee Value Proposition (EVP), intended to encapsulate the compelling financial and non financial benefits Regis provides to our employees. This year we have updated our EVP to recognise that innovation is an underlying component of how we work with our three pillars being Opportunity; Appreciation and Community:

- **Opportunity:** Our size and steady growth means that work and advancement opportunities abound for those who seek it. We challenge and expand skills through clear objectives, shared feedback, performance measurement and highly regarded learning programs.
- **Appreciation:** We recognise and appreciate care and effort, say thank you and shine a spotlight on the best. We learn from the successful and encourage sharing between individuals, teams, departments and States.
- **Community:** Our teamwork and sense of purpose creates a powerful community of like-minded people who really care about each other, the people in our care and the work we do every day – within the community for the community, as a community.

We call our EVP “Regis Spirit”. Regis has built a national ‘Spirit’ program comprising:

- a package of employee benefits including discounts to a wide array of goods and services;
- our employee awards program for exceptional contributors and service milestones; and
- a calendar of national events focussing on teamwork.

Our People & Culture (P&C) team work towards developing and running ongoing programs and initiatives including:

- **Health & Safety:** The safety and health of our people is something we take very seriously. The nature of the work we do means safety will always be a core value. This is driven by our belief in the culture of caring about the well-being of our people, our residents and clients and our contractors. Throughout our operations, robust policies and practices are in place to ensure a safe working environment.
- **Quest Leadership Development:** In November 2017 Regis launched ‘Quest’, a company wide leadership development program aimed at the most senior 200 employees in leadership positions. This program supports the ongoing assessment, development and growth of our current and future leaders. In 2018/19 we increased the number of employees participating in Quest to include our Clinical Managers and Frontline Leaders, increasing our total participation size by 500 employees.

- **Health & Fitness:** Our Health and Fitness Initiative includes participation in the Melbourne fitness initiative, ‘Run for the Kids – Royal Children’s Hospital’ and the Queensland initiative, ‘Bridge to Brisbane’. Regis contributes to the entrance fees and also supplies Regis branded running singlet or hat for those participating. James (Jim) Osborne Robertson celebrated his 20th anniversary at Regis Musgrave in October by joining Team Regis Sandgate (QLD) and completed the Bridge to Brisbane in August. 21 Regis employees in WA did the HBF Run for a Reason event, to raise awareness of, and fund raise, for Lifeline Australia and also to show our support for people in the Regis family who are dealing with depression, crisis and coping after suicide. The Regis team raised over \$1,800 for Lifeline.
- **Employee Assistance Program (EAP):** Regis offers EAP to all employees who need support (counselling) to deal with personal matters. This confidential program allows employees to seek assistance through counselling by a professional external provider.
- **November:** In November the Regis November team took part in the November Foundation’s ‘Half-Mast Mo’. The team had half of their Mo’s shaved off to honour the 469 men we lost that month to Prostate Cancer, Testicular Cancer and Suicide. The Regis team raised a total of \$9,904 for men’s health.
- **R U OK Day:** Regis Facilities around the country took part in a themed R U OK Day campaign in September. This valuable initiative encourages meaningful conversations to support employees mental health, and closely aligns with the Regis spirit of community and connection. R U OK themed cakes, activities, BBQs and costumes all contribute to a fun day with an important underlying mental health message. Residents are encouraged to and frequently participate in R U OK activities.

Our Employees

Studies Assistance Program

The Regis Studies Assistance Program ('SAP') provides financial support to eligible employees to complete work-related education and training courses that are directly related to their current role or defined career path. The SAP has been well-received across the business in FY19 with 40 people successful in receiving funding towards their career development. The successful applicants are studying a range of courses such as Bachelor or Nursing, Diploma of Nursing, Certificate IV Leisure & Health, Emerging Leadership – Workshop, Mandarin: Elementary 1, Gerontology Level 2.

Barkuma

For over 50 years, Barkuma, a not-for-profit organisation, has worked alongside people with disability to find rewarding jobs, learn new skills, explore their talents, and be included in the community.

Regis has worked with Barkuma since 2010. Regis currently employs a total of nine Barkuma participants across two Facilities – Regis Marlestone (SA) and Regis Burnside (SA). Six Regis job coordinators have provided 3,085 hours of support to date. Barkuma participants at Regis work in a diverse range of roles, including personal care, cleaning, lifestyles food service, administration, maintenance and laundry.

Darcy is just one example of an employee who has experienced a progressive and successful employment journey during his time with Regis. Darcy started nine years ago as a maintenance assistant at Regis Burnside, studying horticulture whilst doing maintenance work at Regis Marlestone. "Darcy quickly built new skills and successes and is always very obliging, ensuring that the needs of Regis residents are met" explains Graham Neilson, Maintenance Manager at Regis Marlestone.

Nicole Gill, Facility Manager at Regis Marlestone said "we feel well supported by Barkuma and Darcy's key support worker, Kim, ensures our partnership runs smoothly and regularly communicates with us."



Sustainability Month

Our sustainability employee engagement campaign, Sustainability Month, ran in March 2019 as part of the Regis employee engagement program known as 'Regis Spirit'. The purpose of the campaign was to raise awareness of our impact on the environment. Three key initiatives were implemented during the campaign.

'Bake My Day'

Regis ran a 'Bake My Day' competition for each Facility to choose a cake theme around sustainability, encouraging residents to submit a recipe and have it cooked by the catering team. Residents were also involved in decorating the cake.

A total of 46 'sustainability themed' cakes were designed and made during the campaign. The cakes were judged by the residents, families and Facility employees. The four winning cakes were:

- Regis Burnside (SA) – Facility/ Resident Participation
- Regis Marleston (SA) – Showcasing Technical Ability and Skill
- Regis Macleod (VIC) – Cake Originality Sustainability
- Regis Como (WA) – Sustainability

One of the winning cakes, Regis Macleod (VIC) was designed by their chef Jonifer Susi. He said "it was great to put our residents and staff ideas for a sustainable future in the form of a cake model of our proud home. As a team at Regis Macleod we have steadily been building towards introducing more and more sustainable ideas and we can't wait to introduce these to our lovely residents, families and staff. The cake itself took three days to make, patience and special attention to a vast number of sustainable ideas including electric cars, water tanks, recycling initiatives and solar panels, it was a lot of fun! I'd like to thank the Regis Sustainability team for involving all Facilities in this great initiative; it's amazing to see everyone get involved."

'Clean Up'

A Clean Up Australia Day volunteering event was held with residents participating in their local clean up activity across 10 aged care homes including Regis Woodlands (WA), Regis Sandgate Griffith (QLD), Regis Armadale (VIC), Regis Port Stephens (NSW), Regis Kingswood (SA), Regis Ringwood (VIC), Regis Eastern Shore (TAS), Regis Burnside (SA), Regis Birkdale (QLD) and Regis Marleston (SA).

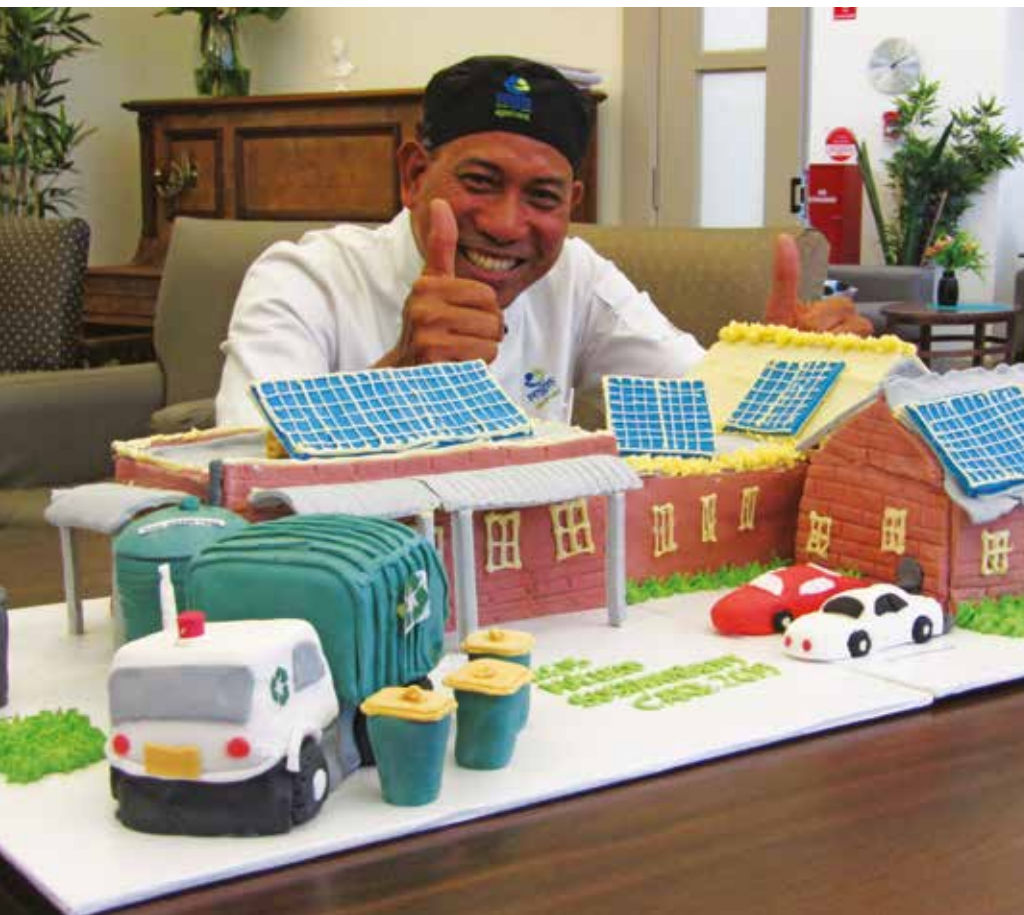
'Sustainability Ideas'

Each site held working group sessions with residents and employees and came up with ideas on how to reduce Regis' environmental footprint. A poster was developed and displayed at all Facilities for residents and employees to list their ideas.

The campaign was a success generating approximately 140 ideas relating to the following three environmental categories:

1. 40% relating to reducing our waste to landfill
2. 28% relating to reducing our energy consumption
3. 11% relating to reducing our paper consumption
4. 21% relating to other environmental areas.

As part of this campaign, we will aim to better understand our waste performance in FY20.



Case Study:

Regis Woodlands' Battery Recycling Program

Rachel Morel, Customer Service Coordinator at Regis Woodlands (WA) commenced the Battery Recycling program in December 2018, which saw the City of Stirling provide a red battery bin for the site to place in the front foyer. This initiative was then advertised on the Resident & Staff notice boards, via newsletters, web TV and memos.

The nursing and care employees have been involved and are using the bin to dispose of batteries from residents' hearing aids, batteries from equipment on the floors and also bringing their batteries in from home to dispose in the bin. Residents welcomed the idea and have requested their family members to save batteries at home and bring them in for recycling. Since December the Facility has collected over 15 kg of various types of batteries, including mobile phone batteries and hearing aid batteries.

A resident at Woodlands came out of his room with a huge bag of batteries which he said he had been saving for several years as he didn't want to bin them for environmental reasons. He said "I have been saving batteries for years wondering where I can safely dispose of them, as I did not want to just throw them in the bin. I feel better now knowing we have this bin available to recycle."

Kellie, Receptionist, sees Residents, Employees and Family members often placing their batteries in the recycling bin. She said "upon opening the bin and seeing the amount of batteries that we have collected, I feel grateful that Woodlands has saved so many batteries that could quite possibly have had a significant impact on the environment."

Dawn, Registered Nurse, said: "It's great as now we have somewhere to dispose of the residents' hearing aid batteries, camera batteries, BSL batteries and other batteries we clinically use on the floor."

Annie, Club Services Manager, feels Regis is heading in the right direction with the Sustainability Program and all the new initiatives being introduced on site. "The battery recycling idea is fantastic. My son uses lots of toys that use batteries and I bring these in all the time to recycle."



War on Waste

Regis National Office ran a 'War on Waste' campaign in FY19 with various initiatives occurring throughout the year, including:

A SMALL CHOICE CAN MAKE A BIG DIFFERENCE

In July, Regis National Office stopped buying disposable cups. Through this effort we saved:



E-WASTE

In November, Regis recycled over one tonne of e-waste through Tes-Amm. This is the equivalent of removing 88.9 tonnes of CO₂ from the atmosphere, removing 23 cars off the road or planting 98 trees.



CARTRIDGES 4 PLANET ARK

Since July 2018 our National Office, through the 'Cartridges 4 Planet Ark' initiative, have diverted over 87 kg of printer cartridges from landfill. The recovered materials from Regis' materials has contributed to achieving a circular economy, as the collected toners and cartridges are recycled into bags used for collection, into bespoke pens and rulers, or asphalt for stronger and more sustainable roads across Australia.



Regis looks forward to supporting these and other initiatives in the future.



Environmental Leadership Award

For years Regis has honoured exceptional employees and volunteers through our National Staff Awards. In 2018 we introduced a new category in the Awards – the Environmental Leadership Award. This award is for outstanding achievement by a Regis team/group of employees in the implementation of environmental sustainability initiatives.

Norma Crawford, Lifestyle Assistant at Regis Port Stephens (NSW) won the inaugural Environmental Leadership Award for implementing a number of environmentally-friendly projects at Regis Port Stephens including:

- Setting up a large tub in the staff room for employees and residents to place old newspapers, magazines and cardboard in. Every week Norma collects that paper waste and ensures it goes direct to the recycling centre.
- Setting up small coloured tubs in each of the Facility's eight wings for employees to put in used batteries and hearing aid batteries; she then takes these items to the recycling centre.
- Collecting and disposing off all the Facility's coffee pods from our two coffee machines and ensuring they are taken to the recycling centre.
- Replacing plastic bags with reusable non plastic bags and giving those to the residents.
- Sourcing native trees for the garden and replacing trees destroyed during recent storms.

Along with her role at Regis, Norma is an active volunteer in the local community. She is a volunteer wildlife rescuer, carer and rehabilitator of wildlife. This year she has been involved in numerous sea turtle rescues and is currently lobbying and organising to create a sea turtle hospital in the Nelson Bay area. Norma also volunteers with the local Sea Shelter and Port Stephens conservation group, participating in clean up days focusing in on the removal of plastics in and around their beaches.

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