



## **Welcome to the New Year and our first *Elder Behaviour* newsletter for 2009.**

This year we will be publishing this newsletter monthly with valuable free information for care staff and managers relating to the care of elders in residential care, community and acute settings. Much of the information we include will be relevant also for people working in the retirement village sector.

2008 was a year of significant growth for us at MPS. Anne Connor joined the team in January 2008 as General Manager and has taken the reins of the Registered Training Organisation (RTO) side of the business planning and driving the increase in public training days as well as creating systems for the Employee Assistance Program of confidential staff counselling we now provide with over 25 psychologists throughout Victoria.

Scarlett Connor joined the business in November 2008, heading up our administration and will be your first contact when you phone. She can help with initial enquiries and may contact you in her role as accounts management.

Faye Cairns continues to make sense of our books and keep this vital financial dimension of business life ticking over.

Jan Hocking is a Psychiatric Nurse by profession and a Dementia Care Mapping Evaluator and Apprentice Trainer. Jan has been conducting training in person centred dementia care and supporting aged care staff and managers with her wide experience for the past six years. This year she will be developing her role with a concentrated culture change role with a number of our clients who have elected to engage us on a contract basis. This enables us to work with a long term focus to achieve the goals of positive change and improvements in the quality of person-centred dementia care.

To help you see the growth of MPS in a simple way we have put together a diagram that shows the several arms of the business. We do more than training, more than behaviour management, more than counselling. This cartwheel shows you all the ways you can use our services.



Finally and of great importance to us is we are moving offices. This will give us more space with training areas and psychological consulting rooms. We will be located in Eltham at Level 1, 43 Diamond Street. This is easy to get to as it is just off Main Road Eltham and opposite the Eltham Railway and Bus stations.

We hope this year is a time filled with growth and energising prospects. Please do not hesitate to contact us if you wish to discuss ways in which we can help you provide a better service to our elders.

**Bernie McCarthy**

CEO