



# The experience behind our Caregivers supporting you

Our Caregivers are supported by a team of professional and qualified Case Managers and Co-Ordinators committed to providing a quality in-home care service for our clients. *Daughterly Care* has a team of Registered Nurses on staff who oversee the clinical management of all our clients (as below).

Let us introduce *just a few* of our team:

## Clinical Management Team



**Verlie Hall**, Bachelor of Nursing, Registered Nurse, Co-Founder & Managing Director

Verlie is a Registered Nurse with over 25 years' experience caring for people who are frail, aged, have disabilities or dementia. We have a team of 10 Registered Nurses to assist in our clients' care. Verlie was formerly employed by one of Sydney's leading Dementia Day Care Centres – the *Tom O'Neill Centre at North Sydney* as an Enrolled Nurse, In-home Community Worker and Diversional Therapist. Verlie has co-owned *Daughterly Care* for over 21 years. Verlie was awarded *Enrolled Nurse of the Year 1992*. Verlie is an *Accredited Aged Care Montessorian* & *Daughterly Care Montessori Trainer*.



**Charmayne O'Regan**, Bachelor of Nursing with Clinical Honours, Bachelor of Health, Ageing and Community Services & Master of Project Management

Charmayne has over 7 years' experience working in aged care. Passionate in the promotion of healthcare in the home, Charmayne completes assessments, manages wound care and provides practical support to help Elders stay in their own home. Charmayne is responsible for all our clinical care standards.



**Jenny Smith**, Master of Social Work, Registered Nurse & Adv. Dip in Mental Health Nursing

Jenny has over 20 years' aged care experience; 6 years as a *Co-ordinator for Home Care Service of NSW*. Jenny has a *Master's Degree in Social Work*, is a Registered Nurse and has an *Advanced Diploma in Mental Health Nursing*. Jenny has a special interest in dementia/delirium as well as palliative care.

## High Care and Live in Care Managers – Manage long shifts, Live in Care, 24 hours care, Palliative & End of Life Care



**Ann Smith**, High Care and Live in Care Team Leader

Ann trained as a Registered Nurse in the UK and worked in both hospitals and nursing homes for over 10 years. Following further study, Ann moved into Community Services within Local Government working as a Family Day Care Co-ordinator for 19 years. She joined *Daughterly Care* in 2015 as a caregiver and transitioned to her current role in 2019 bringing an extensive variety of experience and skills to our Live in Carers.



**Suzanne Crow**, Enrolled Nurse, High Care & Live in Care Manager

Suzanne has been an Enrolled Nurse for 30 years and has worked in aged care residential settings for 10 years. While her 7 years in Parramatta as a Community Nurse working with chronic and complex care clients and Northern Sydney Home Nursing was very fulfilling, Suzanne is now happy to be helping the Elders of our community to retain their dignity and independence with the In-Home Care that *Daughterly Care* provides. Suzanne is highly experienced with complex difficult to heal wounds.



**Jean Parlane**, Registered Nurse Trained, High Care & Live in Care Manager

Jean has over 45 years' aged care experience as a Registered Nurse. Jean was also a Co-ordinator of the *Wesley Gardens Dementia Day Centre* at Belrose and Diversional Therapist at *Tom O'Neill Dementia Day Care Centre*. Jean has managed Live in Care clients for *Daughterly Care* for over 21 years. She is passionate about our Elders living with dignity and being heard.

## Hourly Care Co-Ordinators Pay by the Hour Care (low care)



### **Eleanor Latta, Hourly Care Team Leader**

Eleanor has worked in disabilities with the 'House with No Steps'. In addition, she gained Elder care experience having taken care of her elderly Mother. This exposed her to general elder care tasks and the knowledge for the importance of service, strength and patience when caring for others. It was during this time Eleanor decided she would like to work in aged care. Joining the *Daughterly Care* team enabled to focus her energy and compassionate nature on providing high quality care to Elderly people.



### **Kayleigh-Jane Ryder – Hourly Care 2iC, Bachelor Degree in Social Work**

Kayleigh-Jane has over 10 years' experience in the Community Services Industry. Kayleigh-Jane has a *Bachelor Degree in Social Work and Advanced Diplomas in Community Welfare, Community Services and Counselling*. Kayleigh-Jane has gained extensive experience in the in-home aged care sector. Before joining the *Daughterly Care* family, Kayleigh-Jane was running a Home Care business within an Approved Provider to assist Seniors who wished to stay at home. Kayleigh-Jane has a bubbly personality and enjoys supporting families on their journey.



### **Jill Nicol, Hourly Aged Care Manager, Diploma of Community Services in Case Management**

Jill has over 10 years' experience working in aged care on the Northern Beaches and Lower North Shore. Jill holds a *Diploma of Community Services in Case Management*, and has worked as a Case Manager for Home Care Package clients, a High Care Co-ordinator and scheduler of services, and in office administration. Jill enjoys assisting clients and their families to achieve the best of care in their own home.



### **Madalyn Ryan – Hourly Aged Care Manager, Bachelor of Social work with Honors**

More than a decade ago Madalyn was inspired to pursue a passion for community welfare, completing a Diploma of Community Services. Madalyn has completed her *Honours Degree in Social Work at the University of New South Wales*, and during this time she gained experience working in both public and private sectors. Madalyn is motivated to promote social justice in the Aged Care industry and to deliver a consistently high quality of service to the Daughterly Care Community.



### **Jessica Llewelyn – Hourly Aged Care Manager, Advanced Diploma in Community Services**

Jess has close to 20 years' experience working in the private sector, 12 of which were in the Health Care industry. Since starting with Daughterly Care Jessica has worked as a caregiver prior to changing over to an office role as, an Aged Care Manager which gives her a unique perspective when working with our clients to give them the best care. Jessica has an Advanced Diploma in Community Services which focuses on Case Management. Jessica has also obtained multiple qualifications in aged care, mental health first aid and community services, just to name a few.



### **Katrina Harland – Hourly Aged Care Manager**

Katrina has 25 years' experience in the financial sector, delivering high level customer services and extensive customer services support. Katrina later started as a caregiver after joining the Aged Care industry and grew a passion for building relationships with her clients. After 1 year supporting clients in their homes, Katrina developed dementia caring skills, certification and hands on care experience prior to starting as a Care Manager in the head office. Katrina's unique skills and experience in aged care, administration and customer service enables her to manage a high level of care and support to clients and their families.



### **Anita Ovenell – Hourly Aged Care Manager**

Anita has over 10 years' experience in the Community Care Sector. Anita started her career in the UK Aged Care by working as a direct Community Care Worker with both Hourly and Live-In care clients. While overseas, Anita also completed multiple certificates and training in Aged Care. After returning to Australia, Anita worked with Children while running her own family day care business. Returning to the Aged Care Sector she strengthened her scheduling, rostering, administration and customer skills. Over the last 5 years Anita's role of Senior Care coordinator consisted of managing DVA and HCP clients before moving on to work for Daughterly Care in 2020. Anita has a passion for assisting people and especially helping older people stay at home and to do so comfortably. Anita loves challenges and has strived to constantly improve and grow to enable her to come up with innovative and creative solutions providing the best care possible.



### **Rose Rene-Burke, Assistant in Nursing & Office Administration**

Rose holds a *Certificate III in Community Care* and a *Certificate IV in Disability Services*. She has completed a *Business Administration Medical Course* and has worked in Pathology for 7 years. Prior to commencing with *Daughterly Care*, Rose worked as an Assistant in Nursing (AIN) for the *Red Cross Blood Bank* for 3 years and has 8 years' experience in aged care. Rose still provides in home care to some of our most complex high need clients.

**Lauren Chaney, Administration Assistant in the Hourly Team**

Lauren has over 10 years' experience in customer service and management in the private sector. Prior to working for *Daughterly Care*, Lauren obtained multiple qualifications in Social Welfare & Child Care. Lauren utilises her office and time management skills and experience to ensure the Hourly and Rostering Teams are able to work efficiently.

**Rostering Team - Pay by the Hour Care (low care)****Jenna Quartermain, Rostering Team Leader, B.Dem (cur.)**

Jenna comes from an extensive background in sales, having worked as a travel agent for several years before deciding to finally pursue her passion for helping the elderly and completed a *Certificate III in Aged Care* and a *Certificate IV in Leisure and Health*. During her 6 years in the Aged Care industry, Jenna has gained experience in direct care roles, primarily working as a Lifestyle Coordinator for several aged care facilities, including several years coordinating a busy day respite centre for elderly people still living in the community. Jenna is currently completing a *Bachelor of Dementia Studies* through the University of Tasmania.

**Mandy Taylor, Rostering Co-ordinator**

Mandy has 20 years' experience working in aged care and has a *Certificate IV in Training and Assessment*, plus a *Certificate IV in Advocacy and Community Services Delivery*. Her Caregiver experience includes caring for aged persons with intellectual disabilities, high care physical disabilities and mental health. While living in the UK, Mandy gained her *Certificate III in Aged Care* and made the transition from the field to the office as a *Co-ordinator and Occupational Health and Safety Officer*. Mandy worked at *WG Taylor Village Narrabeen* as a personal care assistant before joining *Daughterly Care* in August 2010. Mandy rosters and trains our Caregivers. Mandy is an *Accredited Aged Care Montessorian & Daughterly Care Montessori Trainer*.

**Samantha Gataulu, Rostering Co-ordinator**

Samantha started her career in New Zealand prior to moving to Australia. She has an extensive background in customer service and administration. In a quest to have a career change Sam started working in Aged Care after arriving in Australia. She has worked in various fields of this industry, including high and low care case management after hour's rostering and working out in the community where she excelled as a care worker. This hands-on experience really helps her relate to the care workers she coordinates at *Daughterly Care* and gives her a deeper understanding of what clients need.

**Recruitment****Vera Hannan, Recruitment & Training**

Vera has been working for *Daughterly Care* for 4 years. She is currently employed as our Recruitment & Training Manager. As Recruitment Manager, Vera is responsible for recruiting new Hourly & Live-in Caregivers. Vera has great empathy and has an excellent understanding of needs of older people in our community. She is responsible for advertising, screening, shortlisting, interviewing and reference checking only the highest quality Caregivers to support our clients. In addition, Vera has over 25+ years' experience developing and delivering Accredited Training and has her Certificate IV in Training & Assessment TAE40116. As Training Manager with *Daughterly Care*, Vera is responsible for organising new Caregiver Orientation, plus offering internal and external training options for all our Caregivers. Vera is an *Accredited Aged Care Montessorian & Daughterly Care Montessori Trainer*.

## Mosman, Double Bay & Turramurra Aged Care Advice Centre



### Robin Bower, Mosman Aged Care Advice Centre Manager

Robin has over 25 years' aged care experience supporting Elders, especially people living with a dementia and also spinal cord injury. Robin has used her *Diploma of Reflexology, Massage Therapies and Meditation*, and also *Holistic Counselling* skills for over seventeen years in private practice including four years with *Paraquad Australia*. Robin continues to work as a Caregiver with *Daughterly Care* as well as managing *Mosman Aged Care Advice Centre*. Robin has a *Certificate IV in Training and Assessment* and educates *Daughterly Care* Caregivers working in the Mosman area.

Robin presents [seminars](#) at the [Mosman Aged Care Advice Centre](#) in Mosman on Sydney's Lower North Shore, sharing strategies with families on how to care for loved ones living with dementia. Robin provides no-cost/no-obligation private consultations for people requiring one-on-one advice. Robin has worked in association with *Daughterly Care* since 2003. Robin is passionate about helping Elders to live their lives as they wish, in the comfort of their own homes.

Robin is an extremely valuable resource for residents of Mosman and the surrounding Lower North Shore suburbs of Sydney. Robin can explain [Government Funding Home Care Packages](#) to you, including reviewing your existing provider's monthly statements and comment on the fees you are paying and how you can lower your fees and increase the number of hours of care that your *Government Funded In Home Care Package* pays for. A good starting point is to attend Robin's [free seminar](#) that explains how you avoid the Nursing Home using your *Government Funded Consumer Directed Home Care Package* and the 9 new rights of Elders.

If you are wanting to travel, speak to Robin Bower about your travel plans and care or companion needs, Robin is responsible for our Travel Carer / Companion Service. To find out more about it [Click Here](#).

## Management



### Nicole-Anne Hickey, Operations Manager, M.Comm (Mngt Org), Dip. Fin Mks, Grad Dip. Fin Planning, B.Dem (cur.), MPhil (cur.)

Nicole-Anne has a unique and extensive set of skills, which she brings to all *Organisational Human Resources* she has been associated with. Prior to joining the *Aged Care Industry*, Nicole-Anne worked for 2 ASX listed organisations; 5 years as a *Business Analyst* for [IRESS](#), an *International Organisation* which provides financial services solutions and 10 years as a *Compliance Auditor* for [Count Wealth Accountants](#). During the tenure of both roles compliance, regulation and industry change featured heavily and positioned Nicole-Anne with the skill set needed to move into the now and ever changing industry of Aged Care. With 4+ years' experience as the *Operations Manager*, running all aspects in this role of *Daughterly Care*, this is uniquely supported via her post graduate qualifications such as her Master of Commerce, majoring in *Management and Organisational Human Resources* from the [University of New South Wales \(UNSW\)](#), *Diploma of Financial Planning*, and *Graduate Diploma of Financial Markets* and is RG146 compliant.

Nicole-Anne is currently enrolled at *UNSW Business Research Management School*, to complete her second Masters by Research Thesis (Philosophy), which is the stepping stone to a Ph.D. However, her current enrolment with the [University of Tasmania \(UTAS\)](#), whereby she is half way through completing a *Bachelor of Dementia Care* via the Faculty of Health will give her further specialisation in this field. With her role as the *Operations Manager and Director of Daughterly Care Community Services*, she is responsible for overseeing the management and delivery of all high, complex and low care services performed by the Caregivers who are employed through the organisation. Nicole-Anne's goal is to make a difference to the lives of individuals living with a dementia. Nicole is an *Accredited Aged Care Montessorian & Daughterly Care Montessori Trainer*.



### Verlie Hall, Bachelor of Nursing, Registered Nurse, Co-Founder & Managing Director

Verlie is a Registered Nurse with over 25 years' experience caring for people who are frail, aged, have disabilities or dementia. We have a team of 10 Registered Nurses to assist in our clients' care. Verlie was formerly employed by one of Sydney's leading Dementia Day Care Centres – the *Tom O'Neill Centre at North Sydney* as an Enrolled Nurse, In-home Community Worker and Diversional Therapist. Verlie has co-owned *Daughterly Care* for over 22 years. Verlie was awarded *Enrolled Nurse of the Year 1992*. Verlie is an *Accredited Aged Care Montessorian & Daughterly Care Montessori Trainer*.



### Kylie (Kate) Lambert, CEO & Co-Founder, B.Ec F.Fin

Kylie, known to friends and colleagues as **Kate** for the last 30 years, was *Deputy Managing Director* of [Count Wealth Accountants](#) for over 13 years prior to joining *Daughterly Care* in January 2004. She retired from *Count* after it was listed on the ASX. Kate was responsible for the *Reserve Bank Reporting for HongKongBank Australia* and was an auditor for *Ernst and Whinney (UK)*.

Kate has the perfect skill-set to help Elders navigate through the financial aspects of *Consumer Directed Care*. Due to her thorough understanding of the new *Living Longer, Living better* Reforms including the 1/7/2015 introduction of 'Consumer Directed Care', Kate is well suited to assist her clients in achieving the best possible outcomes from their *Government Subsidised In Home care*.

Kate was on the Board of the [Australian Private Nurses Association](#) in 2015 and 2016, is a member of [COTA](#), [ACiA](#), Australian [Her Business](#) and other associations. Kate is very proud that *Daughterly Care* is a highly sought out, highly regarded and highly recommended private care 'provider of choice' for In Home Care and Private Nurse services. Her



	Joyful Living Approach™ to care means <i>Daughterly Care's clients can live joyfully, their way, with dignity, independence and choice in their own comfortable home.</i>
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*Daughterly Care chooses only the very best Private Nurses and Caregivers to provide safe and compassionate care for your parent or loved one.*

We have been providing *Consumer Directed Care* for private care clients for over 22 years. We have earned a reputation for providing compassionate, professional and kind Caregivers & Live-In Carers trained to support people living with forgetfulness, memory loss and dementia, Parkinson's, MS, MND and other chronic illness. In addition, we also provide many hours of private nursing and aged care for frail Elders and people with disabilities. *Daughterly Care* enjoys an outstanding reputation and receives referrals from the Medical Profession, Trustee Companies and most importantly, our existing private clients and their families.

*This is why our experience really makes a difference to the private care we provide.*

[Click here](#) to view more about Consumer Directed In-Home Care for the Elderly as shown on Channel 9.



**Need more information?** To know more about us, read [why we started Daughterly Care](#), and take a look at [our services](#). Meet the stars of our business, [our in home Caregivers](#) and [case managers and operations team](#).

**Read unsolicited feedback** from [our clients](#). We're always thrilled to receive such kind words.

The next step is easy ... contact us for a confidential chat about your needs or to organise your, [free no obligation consultation](#) email [claireg@daughterlycare.com.au](mailto:claireg@daughterlycare.com.au) or call us on [\(02\) 9970 7333](tel:(02)99707333).