

Media release

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Jessica sets the standard as LASA Retirement Village Manager of the Year

A hands on approach with an openness and diligence in responding to the concerns of residents are just some of the qualities of LASA Retirement Village Manager of the Year for 2019 Jessica Madden.

Jessica, the Operations Manager of De Paul Manor Estate, was presented with the award last night at the National Integrated Seniors Housing conference on the Gold Coast.

Since Jessica took on the role the Gold Coast village has seen a huge improvement in resident satisfaction, and this is largely due to her professional and friendly approach. You can always find Jessica out and about in the village helping residents with everyday tasks.

Along with being able to assist with residents' requests, she always manages to keep on top of the day to day operational needs, ensuring things run smoothly for the village.

"Jess is very hands on in the running of this retirement village and nothing is ever a bother. She makes us all feel involved," wrote the Resident's Committee in a testimonial.

LASA CEO Sean Rooney said Jessica embodied the high standards in customer service, sales and marketing, complaints and dispute resolution and robust operational management processes that the award celebrates.

"Jessica is passionate about supporting the residents of De Paul Manor Estate and is well liked and respected by residents, staff and management alike.

"Her award highlights the important role that retirement communities play in providing affordable, age appropriate housing and vibrant social and community services for senior Australians."

LASA also congratulates the following finalists:

Jack Greathead - Village Manager at Wesley Mission Qld's Wheller on the Park in Brisbane.
Vanessa Nugent - Manager at Bolton Clarke's Westhaven Retirement Village in Toowoomba.
Deborah Luscombe - Retirement Village Manager at Mt Eymard Retirement Community in Bowral.
Raylene Trewartha - Resident Liaison Manager at Good Shepherd Village in Mackay.

The LASA Retirement Village Manager of the Year Award aims to promote and recognise excellence across the diverse and dynamic fields of endeavour in the retirement living industry.

LASA thanks sponsors Mullins Lawyers for their wonderful support of these awards.

About Leading Age Services Australia (LASA)

LASA is the national peak body representing and supporting providers of age services across residential care, home care and retirement living. Our purpose is to enable a high performing,

respected, and sustainable age services industry delivering accessible, affordable, quality care and services for older Australians.

We represent providers of age services of all types and sizes located across Australia's metropolitan, regional and rural areas. Consistent with the overall industry profile, 57% of our Members are not-for-profit providers, 33% are for-profit providers and 10% are government providers.

Our diverse and representative membership gives LASA the ability to speak with credibility and authority on issues of importance to older Australians and the age services industry.

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