

OPAL

moments

EDITION 10
2020



COMMUNITY

Meet Jim who is back on the airwaves and building connections in his care community.

FRIENDSHIP

See how our graduate nurses benefit from mentor support as they embark on their careers.

CONNECTION

Learn how an innovative approach to dementia care is helping people connect.



Learn how an innovative approach to reminiscence is helping people living with dementia find purpose.

[Read more on page 15](#)



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Welcome to Opal Moments

I am delighted to announce an exciting milestone for our Opal family. On Monday, 16 November, we will rebrand our organisation to become Opal HealthCare, representing our focus on whole-of-person health and wellbeing for residents, and providing broader allied health, reablement and restorative care services in-home in the future, in addition to the Wellness Centres already available in many of our care communities. Our care home names are also changing – so that they make more sense for the community and better explain who we are, where we're located and what we do. All of our homes continue to be integral to our Opal family and the same caring team, who you know and trust, will keep providing the excellence in care that you have come to expect for our residents. You'll notice we're using our new names in this issue and have included a quick guide on page 43.

In a year that has seen bushfires in Australia, and a global pandemic, many heroes have been made. But the fact is, all across the aged care sector, every single day, heroes come to work. Those who care for others are a special class of person. At Opal, I see how our team embody the very essence of humanity.

Throughout these most challenging of times we have experienced incredible support from our wider Opal family. Our relatives and friends of the elders in our care have been quite extraordinary. We understand how difficult it has been for you to be apart during this time and we thank you for entrusting your loved ones into our care.

Recently we compiled some of the wonderful messages of support from our families and partners in care into a short video. Visit this link to watch the full video opalhealthcare.com.au/news/our-community-says-thanks

In this edition of Opal Moments, we explore the vibrancy of life in an Opal care community.

We meet Jim who lives at Berrinba Greens Care Community (formerly Opal Greenfern Place) and has reignited a distinguished radio career by becoming the much-loved voice over the airwaves in his care community. We also learn of the extraordinary community spirit and friendships made through adversity during the catastrophic bushfires that affected Denhams Beach Care Community (formerly Opal Denhams Beach) on the NSW South Coast, Springwood Greens Care Community (formerly Opal Endeavour) in the NSW Blue Mountains and Lakes Entrance Care Community (formerly Opal Lakeview) in Victoria's East Gippsland.

On the technology front, we discover all the ways our residents and their loved ones are keeping in touch, from Zoom calls to Skype and FaceTime, together with an innovative virtual train experience at Blacktown Terrace Care Community (formerly Opal Blacktown) which is helping our residents living with dementia find purpose and connection.

In partnership with the Australian College of Nursing, we're excited to share in the success of our inaugural cohort of graduate nurses from our Opal Graduate Nurse Program as they achieve the first milestone of what will no doubt be a wonderful career filled with lifelong learning.

I hope you enjoy reading the news from across our care communities. Our featured recipe this edition comes from Ujwal, Head Chef at Winston Hillside Care Community (formerly Opal Winston Hills). His recipe is so loved and frequently requested by residents that we just had to share – comfort food for the heart and soul!

Finally, we'd love to hear your thoughts about the magazine and the stories it contains. Get in touch at communications@opalhealthcare.com.au



CEO

An unexpected return to the airwaves

During Jim Fleming's 43 year career in broadcasting, his breakfast show became something of an institution as his dulcet tones rang out across the regional Queensland airwaves each morning.





Jim has a wonderful collection of photographs which chronicle his long career.

As a youngster, Jim always had the gift of the gab. He knew early on that he wanted to be a radio announcer and at the age of 16 attended radio broadcasting school. It was apparent right away that he had quite a prodigious talent and before long he landed his first gig on ABC Radio in the Queensland country town of Warwick.

Jim went on to work at numerous radio stations across rural NSW and Queensland – as far south as Tamworth, west to Longreach and north to Mackay, and many places in between. Throughout his career, Jim's charismatic manner and quick wit kept countless country families informed and entertained as they shared breakfast or got on with the chores of the day.

Jim's final career move was to Brisbane for a successful stint on 4BH. Following his retirement in the early 1990s, Jim enjoyed the extraordinary luxury of being able to sleep in when

the mood took him, together with being able to spend more time with his wife Bobbie. Unfortunately the idyllic retirement he'd hoped for was short-lived as a significant health setback meant that Jim had quite a battle on his hands. It soon became apparent that he would need more assistance throughout his recovery than he could access at home. It was during his convalescence, that Jim moved to Berrinba Greens Care Community (formerly Opal Greenfern Place) where he gradually regained his health and settled into his new community – but for Jim, there was something missing.

"It means that I'm still talking to the people. I absolutely love it!"

Learning of his former career, General Manager, Victoria South, suggested that Jim may like to take over the home's daily announcements. He took on his new role with relish and was

soon broadcasting four mornings a week, regaling his listeners with his own unique take on news, weather and events around the home. His honeyed tones emit from speakers around the home each shift and everyone looks forward to hearing what Jim has to say.

For his part, Jim is thrilled to be back on the airwaves. He says he still gets a kick from flicking the *On the Air* switch each shift and being able to bring together his community. He says, "I must confess that I enjoy doing it. It means that I'm still talking to the people". The role gives him purpose and a way to build meaningful connections within his community. Jim has a real spark in his eye when he says, "I absolutely love it!"



Watch Jim's story
opalhealthcare.com.au/jims-story

Nurturing meaningful relationships through virtual visits

Life as we know it has changed significantly for everyone in 2020 and particularly for our residents, whose connection to loved ones and community has usually centred around having visitors and making excursions out into the community.

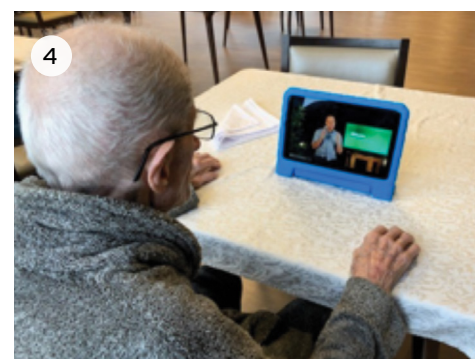
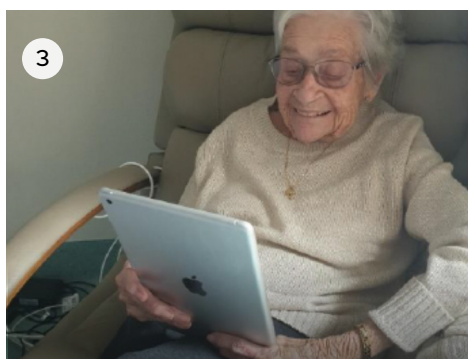
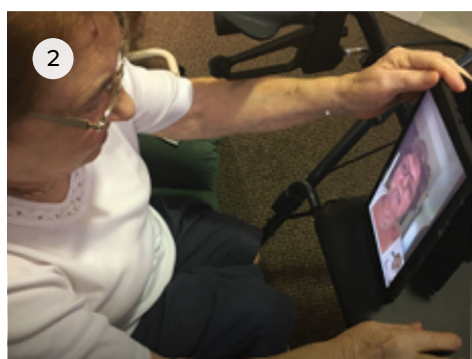


Reducing the number of people coming into our care communities during the peaks of COVID-19 has been vital to protect the health and safety of our residents, team, and all frontline health workers. At the forefront of our minds during this period, has been ensuring our residents maintain the relationships that are important to them, and that their families have different ways to stay connected with their loved ones.

We have accelerated our tech program and are successfully using a variety of different applications for telehealth consultations with doctors, and for virtual visits between residents and their families. Stories have poured in from our care communities, sharing the new ways in which our residents and their loved ones are now able to connect through technology. We have seen FaceTime, Skype, Zoom, the ancient art of letter writing and board messages written and sent around the globe.

Rolling out Zoom across our care communities, supported by hours of Zoom training with our team, we have logged thousands of minutes of call time with hundreds of residents and families, truly changing the nature of our social connections. We have improved our access to technology at speed, to ensure that through COVID times and beyond, our residents have every opportunity possible to engage both socially and in stimulating ways with the people who are most important to them.

Savi at Wahroonga Place Care Community (formerly Opal Netherby) in Sydney is enjoying some quality on-line conversation with her daughter, son-in-law and grandchildren who live in America. Elva (image 3) lives at Berkeley Vale Care Community (formerly Opal Berkeley Village) on the Central Coast of NSW. She tried out a Skype video call for the first time with her daughter and shed a few happy tears. Her daughter was even able to make a video call on her phone to Elva's son and granddaughter



so that Elva could say hello to them as well. We have since set up a family conference chat for all three generations. Joseph (image 4) lives at Blacktown Terrace Care Community (formerly Opal Blacktown). His connection with the church is an essential part of his connection to the community and we were conscious that this would become challenging during COVID when visitors to our care communities were reduced. Joseph's church group had been visiting our home once a month and conducting a church service. During COVID, Joseph first used one of our tablets to watch a live service, then the team were able to set it up on a big screen in the lounge room.

Frances (image 2) who lives at Quakers Hillside Care Community (formerly Quakers Hill Nursing Home), was hesitant about using FaceTime, she had never experienced talking with her family this way. Now Frances enjoys it so much that her family has given her a brand new iPad of her own and their FaceTime chats have become a regular thing.

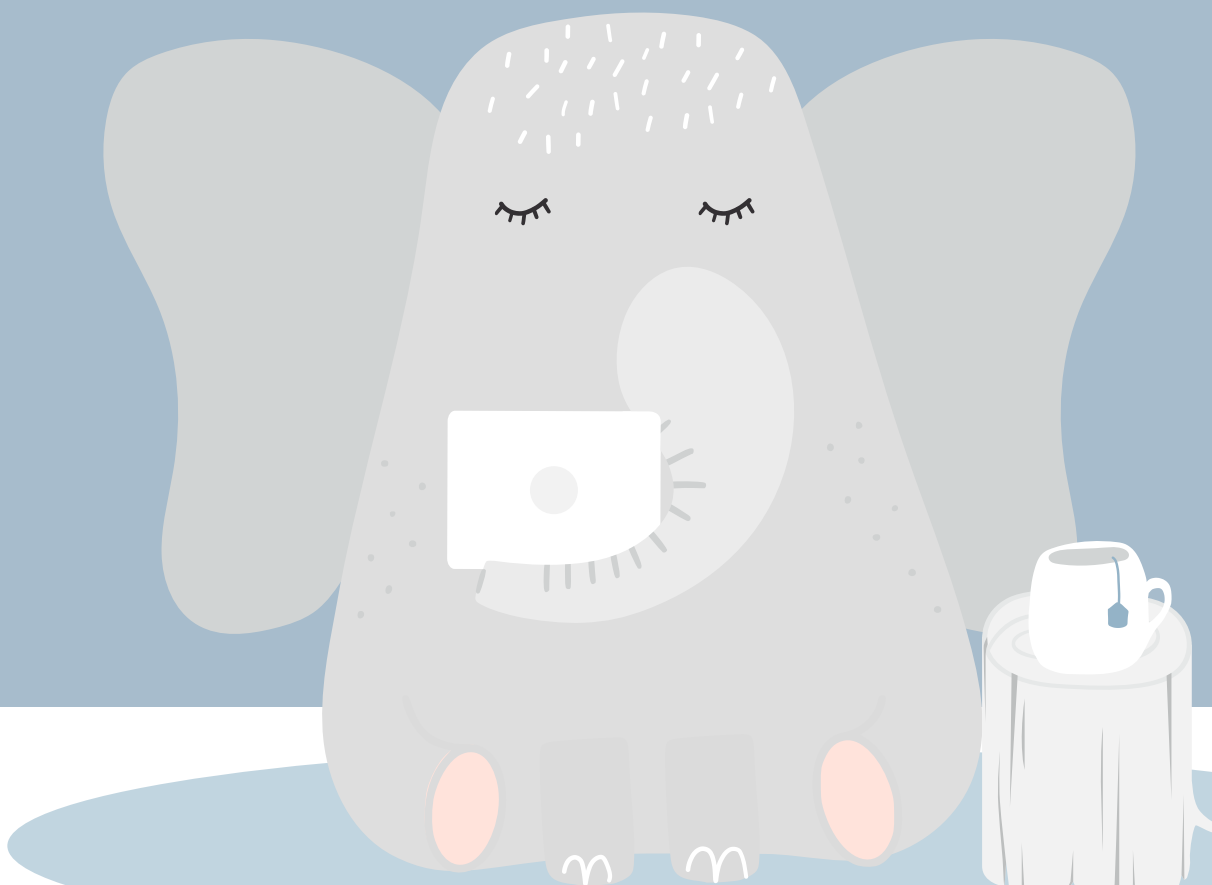
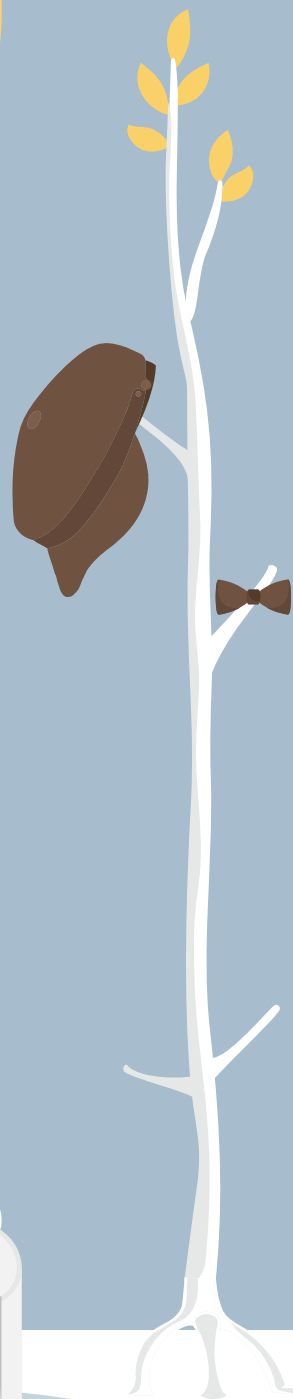
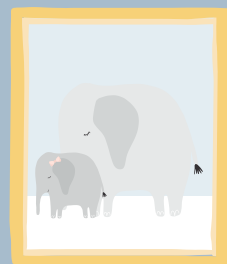
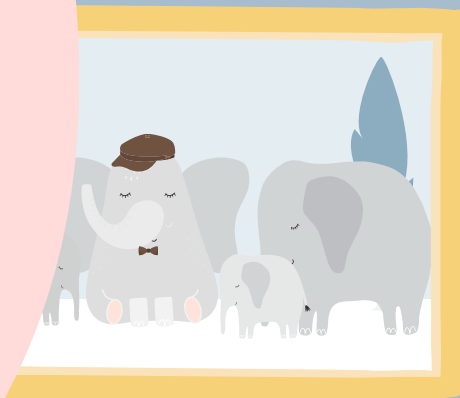
Ray (image 1) at Alfred Cove Care Community (formerly Opal Alfred Cove) in Western Australia celebrated his birthday learning how to use FaceTime for the very first time! It was a wonderful experience for both Ray and his family, and their joy at seeing him blow the candles out on his birthday cake was something they'll never forget.

With tablets available to our residents in every care community and our teams fully trained to use them, virtual visits have become a regular part of life, even as visitors have returned to our homes. Learning to engage with technology through the pandemic has meant we can now connect and engage with our community in many more ways than before.

1. Ray from Alfred Cove Care Community (formerly Opal Alfred Cove).
2. Quakers Hillside Care Community (formerly Quakers Hill Nursing Home).
3. Elva from Berkeley Vale Care Community (formerly Opal Berkeley Village).
4. Joseph from Blacktown Terrace Care Community (formerly Opal Blacktown).

Max stays connected

With every challenge comes opportunity and the pandemic has given us an opportunity to extend the way we connect with our families and community.





Jean (L) and Hazel (R), Manly Hillside Care Community (formerly Opal Austral House), enjoy exchanging postcards with their families.

Have you met Max the elephant yet? Originally developed to help bring to life the changes to the Aged Care Quality Standards for our team, Max's story continues as he helps to connect our residents and their families during restricted access.

Our residents and families have been enjoying keeping in touch with a little help from Max and his animated video and accompanying postcards. Julie, Administration Officer at Sale Gardens Care Community (formerly Opal Sale), says residents and their families have really enjoyed finding new ways to stay in touch during these challenging times.

She says, "Max the elephant has brought smiles to our residents' faces as they write cards to their families letting them know they are safe, well and enjoying life, albeit missing their loved ones." When the postcard is received by families, there is a QR code which can be scanned to play Max's animated story. Max has certainly been a hit with young and old alike.

We've also been thrilled to be recognised by the Aged Care Quality and Safety Commission as an example of innovation in communications during the pandemic.



Take a look at what the Commission has to say here

[agedcarequality.gov.au/
providers/visitor-restrictions-
residential-aged-care-services](https://agedcarequality.gov.au/providers/visitor-restrictions-residential-aged-care-services)



Watch as Max stays connected here

[opalhealthcare.com.au/news/
max-stays-connected](https://opalhealthcare.com.au/news/max-stays-connected)

Building on community

Our commitment to providing high quality elder care continues with the opening of four brand new and two refurbished care communities.



David is the first person to call Meadowbank Grove Care Community (formerly Opal Fernleigh) home.

Our beautiful new and refurbished care communities have been designed to meet the needs of our local communities and to provide the very best in elder care services including permanent, respite and dementia-specific care.

Our focus is on creating vibrant communities where every aspect of our residents' wellbeing is nurtured. Each care community has been thoughtfully designed to offer both private and communal spaces, with landscaped gardens and relaxing shaded areas to enjoy time with family and friends, as well as hairdressing and beauty salons, cafés and entertainment lounges. Some care communities will feature a Wellness Centre offering on-site physiotherapy, rehabilitation and reablement services.

Meadowbank Grove

Close to abundant parkland and 15km north-west of Sydney's CBD, our state-of-the-art new home promises a new experience in elder care. The building design creates an intimate home-like environment and promotes a lifestyle where residents can pursue their interests and find enjoyment in each day. There are a range of room types, including spacious suites with sun-filled balconies and sweeping district views, and rooms with private garden terraces. Residents can also enjoy coffee and cake with loved ones in The Grove Café.

Our first resident to call Meadowbank Grove Care Community (formerly Opal Fernleigh) home is David who is thrilled to be able to remain in his local community. With family nearby, David says moving to Meadowbank Grove made perfect sense when he decided he needed a little more help. During his career in the RAAF, David travelled extensively throughout Asia and lived all over Australia but he's happy to now have firm roots in his local community. David says Meadowbank Grove "really feels like home and the food is exceptionally good."

Treeby Parklands

Located 25 kilometres south of the Perth CBD, our new Treeby Parklands Care Community will provide quality elder care services in one of Perth's fastest growing areas. With Melville Parkside Care Community (formerly Opal Melville), Murdoch Gardens Care Community (formerly Opal Murdoch), and Alfred Cove Care Community (formerly Opal Alfred Cove) nearby, our new home provides further choice for elder care services in a growing area of Perth. Treeby Parklands also offers a Wellness Centre, providing reablement and rehabilitation services for both residents and the local community.

Wallarah Point

With stunning views across Tuggerah Lake and fresh, contemporary design features, Wallarah Point Care Community sets a new bar in residential aged care accommodation in the region. Together with a leadership team of some of our most experienced Opal team members who are known for their exceptional care, our new care community will offer a lifestyle to suit every individual.

Narrabeen Glades

Our well established care community on the Northern Beaches of Sydney, Opal Seaside, is undergoing an exciting transformation, including the opening of a new building and a name change to Narrabeen Glades Care Community in November 2020. As well as spacious new bedrooms, inviting living areas and a social hub with a cafe, the home will feature a Wellness Centre open to residents and the local community.

Warrnambool Riverside

Located in regional Victoria, our existing home, Opal Gillin Park, is being refurbished, renovated and re-named to become Warrnambool Riverside Care Community in November 2020. It will offer an additional 38 new single rooms with ensuites and lovely landscaped gardens.

Killarney Vale

An extensive refurbishment at Killarney Vale Care Community (formerly Opal Killarney Vale) opened in August, offering 82 single rooms with ensuites, all set within tranquil gardens on the shores of Tuggerah Lake.



Killarney Vale Care Community (formerly Opal Killarney Vale) offers a range of welcoming spaces, perfect for spending time with friends.

A spark of magic

There's something pure and heartfelt about the connection between the generations at each end of the age spectrum.





Winmalee Public students Harrison and Lainey share a laugh with resident and retired history teacher, Hilary.

For children who often experience busy lives full of activities and routine, there can be little time to connect in a meaningful way with the adults in their lives. Conversely, our elders find themselves at a stage of life where they have time on their hands but don't always have an outlet for building community connections. When these intergenerational relationships spark a connection, strong community bonds are forged.

Springwood Greens Care Community (formerly Opal Endeavour) in the Blue Mountains, west of Sydney, has developed a special relationship with their local primary school, Winmalee Public. Children ranging from years 3-6 are regular visitors, collected from school by our Opal bus and ferried the short distance to meet with their older friends.

School Principal, Kate Ford, is a great believer in the benefits of intergenerational connection for her young students. She loves to see the children happily interacting and sharing stories with our residents.

“Young minds and old minds interacting really does create magic!”

For their part, the children revel in the undivided attention and opportunity to learn about the different lives our residents have led. Harrison, 11 sums it up simply by sharing, “It’s just really fun.”

For Hilary, a retired history teacher at nearby St Columba’s College, the visits are particularly special.

“I love seeing them all and hearing the chatter”, she shares. “It’s the whole

vibe and the energy and something different, and interesting people to talk to.”

General Manager, Mary Lomnicki, is always looking for ways in which residents can continue to maintain and build on community connection both inside and beyond the home. Mary says the student visits are a highlight for our residents, really lifting everyone’s spirits and energy levels. She shares, “They talk about it for a good 24 hours afterwards. Young minds and old minds interacting really does create magic!”

Igniting community spirit

Many of our care communities across Australia have been deeply impacted by the unprecedented bushfire conditions experienced throughout our summertime.

The effects of the devastating bushfires were deeply felt in our care communities in NSW's Blue Mountains and South Coast together with Victoria's East Gippsland and surrounding communities. We have since heard countless stories of generosity and selflessness which beautifully reflect the spirit in which we care for our elders and each other.

In December, we acted on advice from local Emergency Services to urgently evacuate our residents from Springwood Greens Care Community (formerly Opal Endeavour), located in Springwood in the lower Blue Mountains. Ten of our care communities across metropolitan Sydney opened their arms and their hearts to welcome Springwood Greens Care Community residents and team members as guests for an extended stay. It was wonderfully heart-warming to see the loving arms of each care community wrapped around these new family members.

On New Year's Eve, as the situation on the NSW South Coast escalated, an Emergency Control Centre was set up at our Sydney Home Office to coordinate our response and work with emergency services on the ground to ensure the safety of our residents and team members at Denhams Beach Care Community (formerly Opal Denhams Beach). Regular phone and text updates were made to relatives, many of whom were dealing with the loss of their own property and livelihoods. The extraordinary efforts of our team at Denhams Beach Care Community, supported by our Home Office team and family volunteers was a true example of our values in action.





Shortly after the escalation of the NSW South Coast bushfires, our care communities south of the border in Victoria's East Gippsland region came under threat. Although our homes including Lakes Entrance Care Community (formerly Opal Lakeview), Bairnsdale Parklands Care Community (formerly Opal Bairnsdale) and Paynesville Gardens Care Community (formerly Opal Paynesville) were not in immediate danger, many of our team members were affected. An extraordinary effort across our care communities ensured that our residents continued to receive the very best of care and vital supply channels were enabled despite local road closures.

Adversity often brings out the very best in the human spirit and this has shown through countless occasions during our difficult summer. Keen to contribute to the bushfire response in their local community, Springwood Greens Care Community residents created potted succulents, baked cookies and created hand-crafted items which were sold at the NSW Seniors Expo to support WIRES in their work with devastated native wildlife populations. It was a tangible way that our residents could extend their gratitude to all those who supported them during the fires.

Another heart-warming story is the friendship that has developed between Springwood Greens Care Community resident, Hillary and Bossley Parkside Care Community (formerly Opal Bossley Park) resident, Phyllis who spent time together during the evacuation. The pair have kept in touch via mail, sharing special notes and gifts as a beautiful representation of the love and care expressed across our Opal family.



1. Springwood Greens Care Community (formerly Opal Endeavour) residents with homemade biscuits ready for sale.
2. Denhams Beach Care Community (formerly Opal Denhams) residents and team present proceeds of their fundraising to local RFS.
3. Bossley Parkside Care Community (formerly Opal Bossley Park) resident, Phyllis reads a card sent by new friend Springwood Greens Care Community resident (formerly Opal Endeavour), Hillary.

All aboard!

Reminiscence involves sharing thoughts and feelings of past experiences. Recalling and reflecting upon important events and memories helps to link the past to the present. In this way, encouragement to reflect on past experiences helps people living with dementia to establish their identity in the present.







Kathy and Lifestyle Assistant, Valli enjoying their journey.

While we were investigating innovative ways to bring reminiscence to life for our residents, inspiration came from a UK care home that had transformed a room into a vintage train carriage for their residents to enjoy. With its location overlooking the railway line, Blacktown Terrace Care Community (formerly Opal Blacktown) seemed the natural choice to pilot this idea. Many of our residents have developed an affinity with trains and enjoy engaging in the daily activity on the rail line, identifying the commuter and freight trains as they pass by.

The project began using proven principles of design in consultation with experts in dementia care. The team identified a physical space in the home that could be easily adapted to a train-like setting, and created a mixed-media video collage displayed on digital screens that serve as train windows, displaying an ever-changing view of the journey. The space was brought to life with station boards, ticket booth, luggage racks and old suitcases to complete the immersive experience. Residents enjoy playing bingo and board games together during their journey, while others enjoy engaging in conversation over refreshments or even just taking the time to read the paper. The setting is also ideal for intergenerational activities.

"Any experience that stimulates reminiscence and stories of past days is invaluable for people living with dementia."

Our Innovation and Design Manager, Brad Sebastiao has led the trial and implementation of the project and is enthusiastic about the outcomes for our residents. Brad says, "I worked closely with our team and residents to refine the end result to ensure we met the needs of those participating. It is such a privilege to be able to work so closely with our residents, team members and families, looking for new and innovative ways we can all get to know each other a little better."

Care Manager, Santosh Poudyal is equally enthusiastic, "Our residents are really enjoying the experience. One particularly positive example we've seen is with a gentleman who is living with dementia. He rarely engages with others and generally prefers to walk by himself in the garden. When we introduced him to the train experience he joined the group and engaged for over 45 minutes, happily chatting about the landmarks, birds and cars he



Changing views.

was seeing on the screens. It was a wonderful thing to witness."

An expert in the field of dementia care, Anne Kelly of Montessori Consulting commented, "Any experience that stimulates reminiscence and stories of past days is invaluable for people living with dementia. The joy of riding a Sydney train, with familiar sights and sounds is sure to provide a meaningful experience to those who board. Congratulations to Opal for taking this concept and creating a whole new pleasurable experience for those living with dementia - all aboard for the 2020 journey!"

"We travel not to escape life, but for life not to escape us."

– Robyn Young



Learn more about the Train Experience

opalhealthcare.com.au/news/the-value-of-reminiscence-for-dementia-care



Fingerprints in time

At 94 years of age, although no longer on active duty, former Chief Superintendent, Allan "Doc" Snow still clocks on each day at his specially equipped desk at Chiswick Manor Care Community (formerly Opal Windward Manor).





Doc at work at his desk at Chiswick Manor Care Community (formerly Opal Windward Manor).

Doc is living with dementia and with the help of our lifestyle team and some special assistance from NSW Police, he still finds purpose in his days.

Delving into the details of his former career, our lifestyle team hit upon a creative way to ensure Doc continues to lead a meaningful life. As an expert in the analysis of fingerprints, Doc is recognised for his significant contribution to NSW forensic policing practices. With the help of Doc's family and the Fingerprint Operations team at NSW Police, our team was able to set up a workstation full of the familiar tools Doc used throughout his long and distinguished career.

Detective Senior Sergeant Wayne Miller was delighted when he was contacted by our team at Chiswick Manor Care Community (formerly Opal Windward Manor) and jumped

at the chance to help out with the equipment Doc needed in order to get to work. "We sent a comprehensive exam kit and found some period correct posters and envelopes that he would be very familiar with, and a retired officer's badge. Now he pins the badge on every morning and gets to work", Sergeant Miller said.

"It has really given him something to focus on and provided him with purpose again."

Our care team has noticed quite a change in Doc since he's been spending time each day at his desk. General Manager, Damien Rosengren shared, "It has really given him something to focus on and provided him with purpose again." Now that Doc has a familiar routine he is much

happier and engages more readily with people around him.

Recently, Doc and his family were invited to NSW Police Headquarters where they had the opportunity to get acquainted with current forensic techniques. "Doc was shown our displays, including historic fingerprint equipment. He also inspected our honour roll of names which lists all officers who have attained fingerprint expertise since 1903", Sergeant Miller said. "Doc was fingerprint expert number 53 and he coincidentally was qualified in 1953", he said.

As a special honour, Doc presented a new fingerprinting specialist graduate with his badge. It was a poignant moment to witness NSW's most senior fingerprinting specialist congratulate its most recent graduate.



Delving into the details of his former career, our lifestyle team hit upon a creative way to ensure Doc continues to lead a meaningful life.

The Future of Ageing Awards

We are excited to announce that together with our wellness partner, Concentric Rehabilitation, we have been awarded first place in the Reablement and Restorative Care category of the Future of Ageing Awards.



The Future of Ageing Awards recognise leadership and innovation across Australia's aged care sector. These awards bring together organisations dedicated to driving change to improve the lives of ageing Australians.

This award recognises our innovative partnership, which reimagines healthcare delivery for people living in Opal care communities and the wider community. Our centres are uniquely designed to provide physical reablement and rehabilitation services that encourage intergenerational and community socialisation.

We know that quality of life for older people is closely tied not only to mental wellbeing, but also to physical independence. Co-locating Wellness Centres within our residential care communities ensures that residents can focus on their wellness goals with easy access to individual programs and regular sessions without the need to travel to external locations.

At least one-third of people aged 65 and over fall once or more annually. Falls can result in injuries, loss of confidence and a subsequent reduction in activity levels and social participation. There is evidence that appropriate exercise-based interventions can help prevent these falls¹. Our Wellness Centres provide specific programs, which combine high-level balance and moderate intensity progressive resistance training which has been shown to be effective in reducing the rate of falls and help our residents lead their best life in care.

George lives at Ashfield Terrace Care Community (formerly Opal Cardinal Freeman). Following a stroke which left him in a wheelchair, George is now experiencing the benefits of our integrated Wellness Centre.



George uses the FitMi Stroke Rehabilitation System.

Through consultations with George and his family to agree on desired outcomes, the Concentric physiotherapy team put together a tailored rehabilitation program to help him improve his limited leg and upper-body strength.

Together with physical therapy, the FitMi: Full-Body Stroke Rehabilitation System - which is designed to assist people with neurological injuries to improve strength and dexterity - formed part of his program.

"In many areas where rehabilitation services are difficult to source, our Opal Wellness Centres provide valuable support for our local communities."

George's goal was to regain the ability to stand up out of his wheelchair and transfer into a car, so that he could more easily visit his much-loved children and grandchildren.

Following a three-month program to regain upper-body strength and increase stability in his torso, George achieved his goal.

For George, regaining some independence meant restoring his dignity and maintaining his family connections. As a result, George's overall health and wellbeing has significantly improved. George's wife says the program has had a very positive impact on his wellbeing. She shares, "The service is wonderful and the team are very encouraging and patient. It also gives George more social interaction, which he doesn't normally aspire to, especially since his stroke."

Most of Opal's Wellness Centres are also open to the wider community, providing a valuable resource for both privately funded patients and those supported by the NDIS. This enables our homes to become a more integrated part of the local community.



Find out more about our Wellness Centres

opalhealthcare.com.au/about-aged-care/types-of-care/wellness-centres

¹ Australian Commission on Safety and Quality in Health Care, Guidebook for Preventing Falls and Harm From Falls in Older People.



Lifelong learning

Lifelong learning begins the moment a nurse begins their career at Opal as part of our Graduate Nurse Program.

Our inaugural program began in 2019 and in the International Year of the Nurse and Midwife – as our first cohort approaches graduation – we are reflecting on what this means to Opal and to our nurses coming through the program.

In our structured 12-month program, learning is achieved in a variety of ways through online modules, in-person workshops, mentoring, and on-the-job training. The program has been developed as part of our long-term partnership with the Australian College of Nursing (ACN)

and is tailored for nurses to receive the specialist development they need to deliver better quality care, right from day one. Diva, Nurse Educator with ACN, describes the program as essential for building the skills for providing holistic care to our elders.

“It provides context to what has been learned at university in a real-life setting.”

Our graduate nurses from around the country regularly attend residential

workshops as a cohort throughout the program, giving them the opportunity to build the relationships that are the foundation of our care communities. Our in-place learning environment enables our nurses to learn from one another, accelerating their skills development and building their network at the same time.

Mentoring is a key part of the program. Each nurse graduate is connected with a mentor who guides them on their journey through the program and beyond. Nurse graduate, Jessica says this is the most valuable



part of the program for her, “When you are just starting out your career in nursing, support is key.”

Caitlin, one of our first cohort of graduates describes the program as, “Putting all the pieces together. It provides context to what has been learned at university in a real-life setting.” Our graduates build on the theory they learned in university and put that together with the practical experience gained in our care communities. This helps develop a holistic person-centred approach that enables the best quality of care.

From a resident’s perspective, Esperanza who lives at Blacktown Terrace Care Community (formerly Opal Blacktown) says of Sushma who is part of the nurse graduate program, “She is such a warm and gentle person. I really feel loved and cared for.”

By providing an in-depth development program for our nurses, we are building strong career pathways for nurses through aged care. For Opal, that means enabling our nurses to provide better quality care, earlier in their career, by giving them access to the tools, skills and support that

will help them to succeed. This is only the first step in their development pathway at Opal. All of our nurses with the drive and potential to succeed are encouraged to continue their journey through our leadership career pathways to achieve their career goals and deliver the best care outcomes for our residents and families.



Watch and learn more

opalhealthcare.com.au/careers/scholarships

Sweet passion

Many chefs have a signature dish. For Samira, our head chef at Quakers Hillside Care Community (formerly Quakers Hill Nursing Home), that special dish is mouth-watering baklava.



Samira says that baking the decadent Middle Eastern treat instantly takes her back to her mother's kitchen, where as a 12 year old her passion for cooking first emerged.

The aroma of the lighter-than-air filo pastry, fresh from the oven, smothered in warm honey syrup regularly fills the dining room at Quakers Hillside Care Community (formerly Quakers Hill Nursing Home). Samira's baklava is a special favourite with residents and she receives regular requests for a batch to celebrate special occasions and often "just because."

Born in Egypt, Samira moved with her husband to Australia in 2008. She found that her role as a physical education teacher didn't transfer readily from Egypt to the Australian

education system and had some decisions to make as a result. Samira describes this as a pivotal moment in determining her future career path. Her love of cooking and background in education and nutrition meant that a role as a childcare cook seemed a good fit. She followed this path for a while before branching out with her own catering business, often cooking for 200 people at a time. Although she thoroughly enjoyed running her own business, with two small children Samira realised that something would have to give.

It was around this time that she noticed an advertisement for a General Services Officer at Quakers Hillside Care Community, only a few minutes from home. Visiting for



the first time, Samira said she immediately felt at home and knew "it was simply meant to be." Never one to rest on her laurels, Samira began training at TAFE to obtain qualifications to enable a promotion to the role of Cook and ultimately her current role as Head Chef, leading the hospitality team.

"I want to put the feeling of happiness in my cooking."

One of Samira's great loves is celebrating the cultural diversity of her residents through food. Each month Samira, her team and residents prepare delicacies from a different cultural background. Samira says, "Everyone

dresses up and has a ball, learning a bit more about each other while exploring different cuisines." Samira says she's really found her calling as a chef, preparing meals with love for our elders. Her incredible passion is evident as she says, "When I come into our home in the morning, I want to put the feeling of happiness in my cooking. I believe if you cook with this attitude, the love really comes through."



Watch Samira's story

opalhealthcare.com.au/careers/aged-care-hospitality

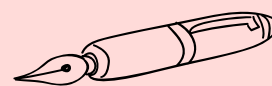
From our care communities

Our care communities are vibrant places full of life and laughter. We've captured some of the special moments shared between our residents and team on the following pages.



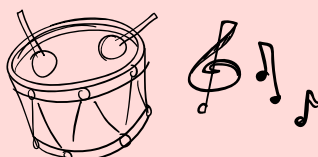


Alfred Cove Care Community

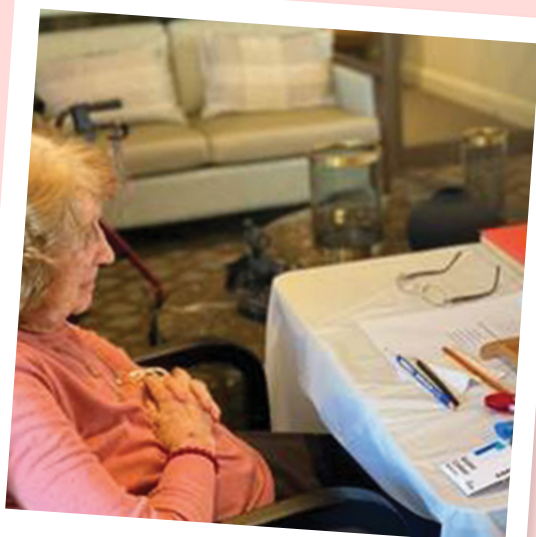


Yvonne is turning 99 this year and is very active. She enjoys reading and delights in doing quizzes and activities. Each morning she reads the newspaper, taking in the news and current events of the day. Yvonne worked as a nurse before completing her secretarial training. She has become a valued member of our Alfred Cove Care Community (formerly Opal Alfred Cove) team and is thrilled to be assisting with administrative tasks.

Ashmore Gardens Care Community



Music can stimulate the senses and promote better overall wellbeing. Our residents at Ashmore Gardens Care Community (formerly Opal Ashmore) love to beat the drums and release their inner tribal spirits! They make some amazing music in their groups using not only drums, but maracas and xylophones too.



Bankstown Terrace Care Community



We have some talented artists in our midst. Bankstown Terrace Care Community (formerly Opal Bankstown) residents were introduced to a variety of art forms, trying their hand at water painting, sketching, charcoal drawing and clay modelling. They have been creating 'legacy pieces' which are expressions of their lives and identities. Through art, residents can reflect on their lives and share their stories. These pieces will be displayed in a home exhibition for family and friends to enjoy.

Berkeley Vale Care Community



The Trocadero was a very popular dance hall in Sydney from the 1930s to 1970s, featuring big swing bands, plenty of dancing and debutante balls. Many of our residents at Berkeley Vale Care Community (formerly Opal Berkeley Village) would frequently visit the Trocadero every Sunday to dance the night away with their friends.

Our team arranged a 1940s style Trocadero event with several residents in attendance. We had a misty-eyed couple who were thrilled because the evening brought back such wonderful memories.



Berrinba Greens Care Community

Valmae used to live on acreage where she did her own gardening and grew all types of plants from fruit trees to shrubs. Valmae was overwhelmed with the beauty of our Berrinba Greens Care Community garden (formerly Opal Greenfern Place). She says she feels "Blessed to have such a wonderful garden. I do love the nature, scenic places, garden and plants." She especially loves taking time to smell the roses, one of her favourite flowers.



Bossley Parkside Care Community



Bossley Parkside Care Community (formerly Opal Bossley Park) celebrated Mother's Day with celebratory cake and goodies, and a beautiful concert outside in the courtyard. Everyone clapped and danced as they listened to the wonderful performances outside. This is just one photo that captured the joy and gratitude on the faces of our Bossley Parkside Care Community residents.





Broadwater Grove Care Community



Our partnership with *Thread Together* has presented our residents with the ultimate shopping experience, giving them access to new, responsibly sourced clothing of their choice, tailored to their needs. Broadwater Grove Care Community (formerly Opal Leamington) was our first care community to open a pop-up shop which was a booming success! Sylvia was delighted to have her pick of some trendy trainers!

Cameron Park Care Community

To recognise and learn more about Maureen's Indigenous heritage, we decorated Cameron Park Care Community (formerly Opal Macquarie Place) with native flowers and traditional colours, and enjoyed damper and bush tucker treats while she shared special stories from her past with us.



Carine Parkside Care Community



Through our partnership with *Cycling Without Age*, our residents at Carine Parkside Care Community (formerly Opal Carine) regularly get out and about taking scenic rides along the beautiful coast of Sorrento and Hillarys in Western Australia. Feeling the wind in their hair and chatting with the volunteer trishaw 'pilots' gives them loads to talk about with family and fellow residents. Although rides haven't been available through COVID-19, we can't wait to get back out there once it's up and running again!

Carseldine Greens Care Community

There's nothing better than a day out in the sunshine! When we all began to spend more time at home during COVID-times, Carseldine Greens Care Community's (formerly Opal Raynbird Place) new bowling green arrived just in time! With plenty of laughs, residents have been having a great time with the lawn bowls. Who knew staying at home could be so fun?



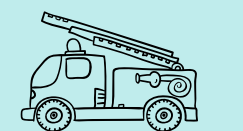
Coffs Harbour Grange Care Community



ROMPA has been a huge hit across our care communities! This immersive sensory device has opened the door to a variety of interactive activities for our residents to enjoy, supporting their mental and physical wellbeing in a number of ways. Residents in our Coffs Harbour Grange Memory Care Neighbourhood (formerly Opal Coffs Harbour) are big fans! One resident, Peter, has a lot of fun with the chicken app as he "chases" the chickens around a virtual yard, he finds it very entertaining to splat them with a chuckle!



Denhams Beach Care Community



Our Denhams Beach Care Community (formerly Opal Denhams Beach) team and residents said thank you to our fires for helping us during the bushfires. They held a morning tea and raised \$1,219 for the Batemans Bay RFS Brigade. What a wonderful fundraiser to support all of their hard work! The RFS were very grateful for the fundraiser.





Geraldton Shore Care Community



Graham who lives at Geraldton Shore Care Community (formerly Opal Geraldton), and his best friend, Lady, are inseparable. Graham required an extended stay in hospital and he was concerned that Lady would panic while he was away. Lady is loved by our Geraldton Shore family and while Graham was in hospital she vacationed with team member, Esper. Our team sent Graham photos and a message from Esper to reassure him that his companion was happy and patiently waiting his return!

Inverloch Coast Care Community

Myrtle at Inverloch Coast Care Community (formerly Opal Seahaven) will be 102 years young in December. She tends to the edible garden every morning and has even created a gardening group to help her and the team manage it properly. She is very passionate about the garden and the wonderful produce it provides us.



Kawana Waters Care Community



Every Tuesday from 8.45am, Mary at Kawana Waters Care Community (formerly Opal Kawana Waters) is visited by her sons and daughter. Even throughout COVID-19, Mary's family were present visiting from a safe distance across the street rather than coming in, often treating residents and team members to a lively musical performance. Dressed in sailor hats and Hawaiian lei while shaking their tambourines, *The Flaccos* as they are nicknamed now have a regular slot performing to our Kawana Waters Care Community residents!



Killara Glades Care Community



Our Killara Glades Care Community (formerly Opal Lourdes) team member Shristi, has a very special connection with Jean, her *Meaningful Mate*. Every day, she brings Jean the newspaper with her favourite drink of apple juice. Shristi does Jean's makeup, they chat and then head out for a stroll.



Kirra Beach Care Community



Our Kirra Beach Care Community (formerly Opal Kirra Beach) residents and team celebrated their new bus with a trip to Point Danger. They love their 'sunshine' walks with our physio team. It's the perfect way for our residents to get moving while enjoying the beauty of their local community.

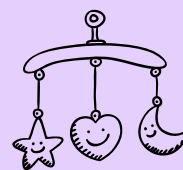
Mandurah Coast Care Community

Joyce is our Mandurah Coast Care Community (formerly Opal Murray River) champion in spelling contests, maths equations and poems. She is 96 years young and can spell any word you give her, is excellent at solving maths equations and she knows 101 poems! When Joyce was a young girl, her mother would read her poems and they would practice them daily together, and she continued with her own children. Joyce now shares her poems with our team members and other residents, and loves to get involved in brain training activities. Just the other day Joyce won a game of UNO against our work placement student, Chelsie.





Morayfield Grove Care Community



Not all treasure is silver and gold! A big congratulations to Morayfield Grove Care Community (formerly Opal Abbey Gardens) resident, Joyce. She was delighted and proud to be told she is a great grandmother to a new treasure, a healthy baby boy!

Mornington Bay Care Community



Ivy has made a new friend, thanks to her *Meaningful Mate*, Claire, at Mornington Bay Care Community (formerly Opal By The Bay). Claire, Administration Officer, knew that Ivy loved dogs so she brought Hartly in to visit her. Ivy fell in love with his warm hugs and precious smile! Ivy is always eager to spend time with Hartly... and Claire of course!



Murdoch Gardens Care Community



The need to reduce visitors during COVID-times meant we had to find new ways to spend time with our loved ones. *Windows of Love* is a beautiful sentiment that many of our care communities put in place. Issako from Murdoch Gardens Care Community (formerly Opal Murdoch) enjoyed a *Windows of Love* visit where he was thrilled to see his family and his dog. It was heart-warming to witness the love and connection Issako and his family experienced.



Murwillumbah Greens Care Community

Frank and Flora from Murwillumbah Greens Care Community (formerly Opal Murwillumbah) celebrated their 69th wedding anniversary with their daughter, Cathy, in our gardens. Frank had his first ever glass of bubbles while they enjoyed a lunch of roast lamb and vegetables, and a freshly baked carrot cake for dessert. Flora shed tears of joy as they reminisced on a wonderful life together. Frank said he was very much looking forward to their 70th!



Narrabeen Glades Care Community

Our care communities certainly know how to be creative! Narrabeen Glades Care Community (formerly Opal Seaside) turned their lounge into their very own in-home airplane flying into Australia. The 'plane' was equipped with first class, economy and window seating. Passports and boarding tickets were checked and after passengers were settled into their seats, flight attendants walked the aisles offering refreshments. Residents had a blast using their imaginations!



Narraweena Grove Care Community



Our ePAL program at Narraweena Grove Care Community (formerly Opal Palm Grove) has been a huge success, our residents have really enjoyed receiving letters from community members! Michael was all smiles as he wrote back to his new ePAL, Rebecca. He wanted to learn more about her adventures in Canada and New Zealand and was looking forward to their next catch-up!





North Lakes Terrace Care Community



As we celebrated International Nurses Day, we heard wonderful stories from our residents who had careers as nurses. North Lakes Terrace Care Community (formerly Opal North Lakes) resident Pam, was born in Pudsey, England. Her father didn't want her to become a nurse due to the low salary offered at that time so she became a dental nurse after leaving school. She met and married Bruce and after having children, saved up to put herself through nursing school. Pam still takes good care of her husband Bruce, who lives with her at North Lakes Terrace Care Community. Her advice to our Opal nurses is to "always take the time to listen to your patients."

Quakers Hillside Care Community



When in-person visits were reduced due to COVID-19, residents across our care communities began writing messages of love to show to their family and friends. There were many affectionate and humorous letters exchanged. One resident at Bairnsdale Parklands Care Community (formerly Opal Bairnsdale) made us all laugh when he said he would trade toilet paper for chocolate! Quakers Hillside Care Community (formerly Quakers Hill Nursing Home) resident Rolande (pictured) made the most of her message board, we can't help but smile at her message!



Raymond Terrace Gardens Care Community

Residents at Raymond Terrace Gardens Care Community (formerly Opal Raymond Terrace Gardens) had a fantastic time on their fishing trip to Karuah! Lorna was the only one to snag a fish, showing the men in the group just how it's done. Well done Lorna!





Sale Gardens Care Community

At Sale Gardens Care Community (formerly Opal Sale), we recently enjoyed a sports themed day. Our resident Les, got into the spirit wearing his 1982 Melbourne Marathon number and finishers medal. We're delighted Les shared such a special memory with us and we are incredibly proud of him!



Somerville Gardens Care Community

Andrew was a professional gardener before he retired and he loves to help maintain our beautiful gardens. Our Somerville Gardens Care Community (formerly Opal Somerville) appreciates Andrew's years of experience and passion for all things horticultural.



Springwood Greens Care Community

Our team at Springwood Greens Care Community (formerly Opal Endeavour) held a party in honour of our 25 residents who are all proudly over 90 years young! It was an incredible celebration with a combined 2,250 years of love, life and wisdom in one room!



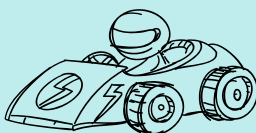


Tweed River Care Community

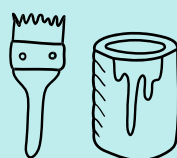
We were privileged to hear stories from our veteran residents on ANZAC Day. It was heart-warming to see old photos that captured those unforgettable moments in the lives of our residents. Beautiful Irene "Nina" Fordham at Tweed River Care Community (formerly Opal Florence Tower) shared her story with us. She met the love of her life while they were both serving in the Air Force. Nina is now 100 years old and remembers the war years well. Thank you for your service Nina.



Wahroonga Place Care Community



Ian who lives at Wahroonga Place Care Community (formerly Opal Netherby) is in love with cars, especially as his daughter used to race them. He wished to ride in a V8 race car so our team took Ian to Sydney Motorsport for a thrill ride. His driver was John Bowe, a gentleman Ian remembered from his younger years. After John realised Ian is 99 years of age, he promised Ian a free drive when he turns 100, so Ian is looking forward to going back next year!



Winston Hillside Care Community

The men at Winston Hillside Care Community (formerly Opal Winston Hills) are at it again! Our Gentlemen's Club spent the week with our Maintenance Officer staining our weatherworn benches - they were so dedicated to the project they spent their whole morning finishing just one bench. There's nothing better than a bit of handy work to put a spring in your step!

Ujwal's Lamb Shanks



Enjoy shanks with creamy mash accompanied by seasonal vegetables or a crisp salad.

Ujwal, our head chef at Winston Hillside Care Community (formerly Opal Winston Hills), has a signature lamb shank dish that residents ask for time and again. Ujwal says the secret is the slow cooking method that turns this humble cut of lamb into a tender and succulent delight that melts in the mouth. We can't wait to try it!

Ingredients

- Lamb shanks
- Vegetable or olive oil
- Plain flour (substitute cornflour for GF)
- Salt
- Black pepper (crushed)
- Brown sugar
- Fresh thyme or rosemary
- Bay leaf
- Fresh garlic (crushed)
- Brown onion (roughly diced)
- Carrot (peeled and roughly diced)
- Celery (roughly diced)
- Red wine (optional)
- Tinned tomato (crushed or chopped)
- Beef stock (optional - use only one item)
- Water as required

Method

1. Heat a non-stick frypan over medium to high heat. Seal floured shanks using some oil for 3-5 minutes or until browned all over. Transfer shanks to a baking or casserole dish.
2. Wipe the pan and use some fresh oil on the same pan. Over medium heat, sauté onion, garlic, carrot and celery stirring occasionally for around 5 minutes until translucent.
3. Add crushed tomato, water, brown sugar, seasoning and herbs of your choice to make enough cooking liquid to cover the shanks. Note: In this step you may substitute water for red wine or beef stock if desired.
4. Add extra fresh thyme or rosemary and season the lamb shanks with salt and pepper.
5. Evenly ladle cooking liquid from step 3 over the lamb shanks. Cover with lid or aluminium foil.
6. Cook it on low heat for a minimum of 1.5 - 2 hours or until the meat is tender.
7. Allow the sauce to thicken while it is cooking, which will be the delicious gravy/sauce to serve.

Words of thanks

Our care communities often receive thank you letters from families and friends expressing their gratitude for our wonderful team. We value their feedback, here is a selection.

Springwood Terrace Care Community

(formerly Opal Springwood)

"I met with my father's doctor, Anju and Talia yesterday along with my mother. I just wanted to say a big thank you to all team at Opal. I walked away after the meeting knowing very confidently that my father is cared for. What really struck me was the compassion that I constantly see from team members when I visit my father and this was demonstrated again during the meeting."

Tweed Valley Care Community

(formerly Opal Tweed Heads)

"We would like to thank all the team at Opal Tweed Heads who have been involved in our father's care over the last 13 months. It has been a huge weight off our minds to know that he had been very well looked after with a caring, compassionate, empathetic and professional attitude. Dad had a pretty good and long life. It was good to know that in his time of need, Opal Tweed Heads delivered everything that we could have hoped for."

Inverloch Coast Care Community

(formerly Opal Seahaven)

"The very first day my mum went into Opal I felt the weight lift off my shoulders. I especially want to thank the following people: the carer that sat with her arm around mum when she was upset, the beautiful lady who delivers the morning tea and mum introduces as 'my friend', the chefs/cooks who make fabulous meals that mum always rings to tell me about, the lifestyle team that go above and beyond to keep mum engaged and active, the carer that gives mum a head massage when washing her hair, the reception staff that are working in very difficult times but always have a smile and are truly exceptional, managing to redirect mum in a really loving and caring way, the nurses that treat mum like she is their own, and the doctors that spent the time with me when I was stressed. Thank you for the amazing work that you do every day. You are very special."

Tingira Hills Care Community

(formerly Opal Hillside)

"We had heard so much about the downside of the quality of care received in some aged care homes that it caused us to be apprehensive about taking the next step with any degree of confidence. Good fortune led us to Opal Hillside. We were told that Opal Hillside provided quality care and quality care is what was received. It was the best decision we could possibly have made."

Raymond Terrace Gardens Care Community

(formerly Opal Raymond Terrace Garden)

"On behalf of our family, I would like to thank all the team at Opal Raymond Terrace for the wonderful care and attention they afforded Mum and all our family over the last two years. Her medical condition proved to be challenging but you were proactive in seeking solutions to accommodate her particular needs. Her demeanour proved difficult at times and did not reflect the woman we loved but you accepted this as symptomatic of her illness and not her normal personality. I truly appreciated the credibility you gave my opinions on how to best provide for her needs."

Our care communities

General enquiries 1300 362 481

Feedback 1800 767 074

We've made some changes to our care home names so that they better explain who we are, where we're located and what we do. All of our homes continue to be integral to our Opal family and the same caring team, who you know and trust, will keep providing the excellence in care that you have come to expect for our residents. For easy reference, you'll find our listing below sorted alphabetically by our new name alongside the former name.

Victoria – Melbourne Metro and Surrounding Regions

Altona Gardens Care Community (Opal Hobsons Bay)	03 8325 7600
Epping Meadows Care Community (Opal Meadowglen)	03 8405 5200
Highton Gardens Care Community (Opal South Valley)	03 5223 0900
Meadow Heights Care Community (Opal Roxburgh)	03 9303 6800
Mornington Bay Care Community (Opal by the Bay)	03 5958 6600
Somerville Gardens Care Community (Opal Somerville)	03 5977 9922
Wantirna Views Care Community (Opal Salford Park)	03 9847 2500
Warrandyte Gardens Care Community (Opal Gracedale)	03 9844 8000
Warrnambool Place Care Community (Opal Warrnambool)	03 5563 0600
Warrnambool Riverside Care Community (Opal Gillin Park)	03 5559 0600

Victoria – Gippsland

Bairnsdale Parklands Care Community (Opal Bairnsdale)	03 5153 7200
Inverloch Coast Care Community (Opal Seahaven)	03 5671 6000
Lakes Entrance Care Community (Opal Lakeview)	03 5179 5500
Paynesville Gardens Care Community (Opal Paynesville)	03 5153 8400
Sale Gardens Care Community (Opal Sale)	03 5142 1600

Queensland

Ashmore Gardens Care Community (Opal Ashmore)	07 5510 1800
Berrinba Greens Care Community (Opal Greenfern Place)	07 3809 1400
Broadwater Grove Care Community (Opal Leamington)	07 5557 7700
Burpengary Gardens Care Community (Opal Burpengary Gardens)	07 3481 6100
Calamvale Parklands Care Community (Opal Raffin Place)	07 3723 0400
Caloundra Place Care Community (Opal Caloundra)	07 5390 0200
Carseldine Greens Care Community (Opal Raynbird Place)	07 3500 9300
Kawana Waters Care Community (Opal Kawana Waters)	07 5390 5100
Kirra Beach Care Community (Opal Kirra Beach)	07 5587 5500
Morayfield Grove Care Community (Opal Abbey Gardens)	07 5495 9000
Nambour Gardens Care Community (Opal Nambour)	07 5444 9700
North Lakes Terrace Care Community (Opal North Lakes)	07 3384 2700
Springwood Terrace Care Community (Opal Springwood)	07 3722 9400
Varsity Views Care Community (Opal Varsity Rise)	07 5554 8100

Western Australia

Alfred Cove Care Community (Opal Alfred Cove)	08 6330 0400
Armadale Place Care Community (Opal Armadale)	08 9234 3300
Bunbury Gardens Care Community (Opal Bunbury Gardens)	08 9726 6300
Carine Parkside Care Community (Opal Carine)	08 9378 5500
Geraldton Shore Care Community (Opal Geraldton)	08 9921 5010
Melville Parkside Care Community (Opal Melville)	08 9424 0500
Murdoch Gardens Care Community (Opal Murdoch)	08 6332 6200
Mandurah Coast Care Community (Murray River)	08 9550 2500
Treeby Parklands Care Community	08 6172 2400

NSW – Central Coast, Hunter and North Coast

Berkeley Vale Care Community (Opal Berkeley Village)	02 4337 0000
Cameron Park Care Community (Opal Macquarie Place)	02 4944 1300
Coffs Harbour Grange Care Community (Opal Coffs Harbour)	02 6659 4800
Kanwal Gardens Care Community (Opal Glenmere)	02 4393 1888
Killarney Vale Care Community (Opal Killarney Vale / Killarney Vale Assisted Living)	02 4345 2700
Maitland Grange Care Community (Opal Maitland)	02 4015 3000
Murwillumbah Greens Care Community (Opal Murwillumbah)	02 6670 9700
Norah Head Care Community (Opal Norah Head)	02 4352 8900
Raymond Terrace Gardens Care Community (Opal Raymond Terrace Gardens)	02 4980 0000
Rutherford Park Care Community (Opal Rutherford)	02 4015 3800
Tingira Hills Care Community (Opal Hillside / Hillside Assisted Living)	02 4904 0100
Tweed River Care Community (Opal Florence Tower)	07 5590 2800
Tweed Valley Care Community (Opal Tweed Heads)	07 5599 6900
Wallarah Point Care Community	0408 265 643

NSW – Blue Mountains, Western Regional and South Coast

Bathurst Riverview Care Community (Opal Bathurst)	02 6334 7000
Denhams Beach Care Community (Opal Denhams Beach)	02 4412 3400
Dubbo Homestead Care Community (Opal Dubbo)	02 5852 1600
Mudgee Parklands Care Community (Opal Mudgee)	02 6370 6200
Narrandera Homestead Care Community (Opal Narrandera)	02 6959 5300
Orange Grove Care Community (Opal Cherrywood Grove)	02 6363 4300
Shoalhaven Place Care Community (Opal Shoalhaven)	02 4429 1200
Springwood Greens Care Community (Opal Endeavour / Endeavour Assisted Living)	02 4754 6000

NSW – Sydney Metro

Annandale Grove Care Community (Opal Annandale)	02 8585 1900
Ashfield Terrace Care Community (Opal Cardinal Freeman)	02 8799 7000
Auburn Glen Care Community (Opal Glen Lynn)	02 9643 3200
Bankstown Terrace Care Community (Opal Bankstown)	02 9708 9400
Belmore Place Care Community (Opal Wallgrove)	02 9784 3100
Blacktown Terrace Care Community (Opal Blacktown)	02 9852 9600
Bossley Parkside Care Community (Opal Bossley Park)	02 9426 1500
Canterbury Place Care Community (Opal Canterbury)	02 9784 2111
Chiswick Manor Care Community (Opal Windward Manor)	02 9370 0600
Katoomba Views Care Community (Opal Anita Villa)	02 4780 0600
Killara Glades Care Community (Opal Lourdes)	02 8467 3200
Manly Hillside Care Community (Opal Austral House)	02 8925 6400
Meadowbank Grove Care Community (Opal Fernleigh)	02 8878 5200
Mona Vale View Care Community (Opal Oceanview)	02 9910 7100
Narrabeen Glades Care Community (Opal Seaside)	02 9910 7600
Narraweena Grove Care Community (Opal Palm Grove)	02 8978 3100
Quakers Hillside Care Community (Quakers Hill Nursing Home)	02 8818 6500
Stanmore Place Care Community (Opal Stanmore)	02 8594 6900
Wahroonga Place Care Community (Opal Netherby)	02 9372 3800
Winston Hillside Care Community (Opal Winston Hills)	02 9865 1800

