

OPAL

moments

EDITION 9
2019

COMMUNITY

Go on tour with our resident choir as they share the joy of music

FRIENDSHIP

Meet Cicely and Walter, each finding ways to build new friendships

CONNECTION

Find out how technology helps our residents make meaningful connections



Meet Cicely who lives at Opal Roxburgh and has created a program called Hands of Friendship to welcome new residents to her home.

Read Cicely's story on page 7.



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Welcome to our ninth edition of Opal Moments

In this edition, we explore the many ways in which our residents maintain important connections to their local communities. In our feature story we share the wonderful achievements of our Opal Blacktown choir. As part of their regular music sessions, our residents have written songs which celebrate their lives in ways that are often amusing and always poignant. Not content to simply write their own songs, the intrepid group have gone on the road and we share in the excitement of their ground-breaking tour. We also profile Cicely Bartley, an inspirational 90-year-old at Opal Roxburgh who has developed her own program to give newcomers to her home a hand of friendship.

On the technology front, we share two innovative approaches to improving the lives of our residents. The ROMPA® sensory room projector is being successfully trialled in a number of our homes. To complement the many creatures great and small across Opal, we have also introduced electronic pets which have provided immense comfort for many of our residents.

We meet Opal Norah Head's inspirational team member, Naomi Lavery, and learn about her commitment to learning and passion for care which even extends to the next generation. Development of our team members continues with the exciting launch of the *Opal Scholarship Program* which has awarded 55 scholarships in the first year in areas of study including nursing, dementia care, hospitality and lifestyle.

Congratulations to Opal Windward Manor, awarded *Care Home of the Year*. Read how General Manager Damien Rosengren and his dedicated team are a shining example, sharing their passion for excellence in their care home.

I hope you enjoy reading the news from across our care homes. Our featured recipe is Barbara's chocolate cake from Opal Endeavour's *Pinches & Handfuls* – truly a decadent treat!

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

Warm regards,

Rachel Argaman

CEO



Songs from the heart

Music touches a chord within us that resonates with our heart, mind and spirit. From the soothing sounds of a lullaby, to songs that mark significant life events, music creates the soundtrack to our lives. Through music therapy, comes reminiscence, social connection and feelings of belonging and wellbeing.







Opal Blacktown choir and team members on the road again in the tour bus.

Music touches our lives in countless ways. From the soothing sounds of a lullaby, to songs that mark significant life events, music creates the soundtrack to our lives. This is why music therapy can be such a powerful tool in meeting the emotional, cognitive and social needs of older people, particularly if they are living with dementia. Through music therapy, comes reminiscence, social connection and feelings of belonging and wellbeing.

Celebrating lives well lived

Opal Blacktown has had an active music therapy since opening a year ago. The group is well represented by talented residents from across the home and is a popular event that many people look forward to each week. Music therapist, Geena Cheung, has led the group from the start. It was Geena who first proposed the idea that each person could write a song, telling the story of their life. She shares that when she first made the suggestion, she was met with responses like, "I can't write a song, I've never done it before!". It wasn't long however,

before the group were confidently putting down their memories on paper and setting them to music.

"There's a large group of us and we all have different tastes in music, but we all throw our ideas out there and somehow it works."

Resident, Roy Peime shares, "We really enjoy music therapy. Geena plays the guitar and we work as a group, using a computer program to compose songs together. There's a large group of us and we all have different tastes in music, but we all throw our ideas out there and somehow it works."

With so many budding songwriters producing original songs, the group came up with the idea of publishing them in a book that everyone could enjoy. Overall, an amazing 24 songs were collated into a beautiful volume titled *Songs from the Heart*, incorporating childhood photographs and mementos with the musical scores.

Taking it on the road

Once the songs had been written and the new repertoire learnt, it seemed a shame for our musicians to keep it all to themselves. That's when the idea of forming a choir and taking their performances on the road came about. Following a spectacular launch event at Opal Blacktown attended by local dignitaries, family and friends, our Blacktown Choir embarked on a tour performing at other Opal care homes across greater Sydney, together with a local school and hospital.

The performances included original works together with some old favourites that everyone could sing along to. One of the highlights was a magnificent duet of *My Way* performed by Roy Peime and General Manager, Geoff Stone, that even Ol' Blue Eyes would be proud of.

Pacita, a spritely 93-year-old who accompanies the choir on piano, sums up the feeling of the group, "Music is a special part of my life. I feel a spiritual connection when I play. It's a way of spreading happiness and sharing love with others."



“Music is a special part of my life. I feel a spiritual connection when I play. It’s a way of spreading happiness and sharing love with others.”

Extending the hand of friendship



To help her fellow residents ease the transition into their new home, Opal Roxburgh resident Cicely Bartley has launched a program she calls Hands of Friendship.



Cicely and Mandy love sharing time together and chatting about Mandy's latest addition to her amazing doll collection.

Moving into residential aged care can carry with it a mix of emotions for different people and these feelings can be increased if it's an unexpected or unplanned event that brings about the need to move.

Having experienced these emotions herself, Opal Roxburgh resident Cicely Bartley decided there were ways that she could help her fellow residents ease the transition into their new home.

At 90 years of age, Cicely certainly isn't showing any signs of slowing down. She volunteers within the home, including sitting on the food focus group and the health and safety committee, together with spending time with people living with dementia. It's this energy and desire to be part

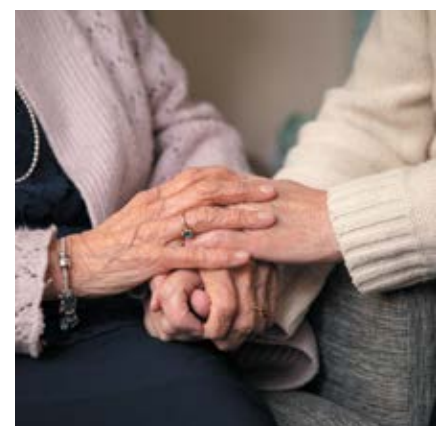
of a community where everyone has a voice that led her to launch the program she calls *Hands of Friendship*.

"I love to spread that positivity to people around me. It's what keeps me young!"

When asked about her program, Cicely says, "It's simple really, when someone new moves into our home I ensure that they have someone to talk to and ask any questions they might have. I provide them with simple things to make them feel at home, like magazines and word puzzles, and most importantly, a friendly ear to listen."

Cicely says she likes to find out about each person and their individual interests. She continues, "Often it's as simple as finding something that they're interested in around our home and getting them involved and feeling like they are part of the community."

Cicely also makes time to spend with other residents who don't have family or friends nearby to visit them. One of Cicely's granddaughters, Bianca is a psychologist. She says that after a career in business and production planning, her grandmother has finally found her true calling and would have made a wonderful therapist herself. Cicely is not so sure, she says, "I'm just a positive person and love to spread that positivity to people around me. It's what keeps me young!"



The stitches that bind friendships *together*



Making new friendships can seem more challenging as we age, but our wonderful knitting groups at Quakers Hill and Blacktown have discovered that shared interests, coupled with a desire to contribute to the community has helped close connections flourish.





There's nothing Phyllis and Kathleen enjoy more than catching up for a chat while working on their knitting projects.

Across our Opal family, knitting groups are about much more than producing garments – they're about creating a sense of community, friendship and purpose.

We chatted with Kathleen and Phyllis, two founding members of the knitting group at Quakers Hill Nursing Home. It's easy to see the warmth between Kathleen and Phyllis and glimpse the close friendship they've forged over countless hours of clicking needles.

A shared passion

When Kathleen moved into the home more than four years ago, she missed her circle of friends. Looking for a pastime to occupy her mind and ease her initial feelings of loneliness, she suggested a knitting group.

The idea was met with enthusiasm, and our Opal team organised all the materials that would be needed.

Before long, the knitting group became one of the most popular activities available. In fact, the group was so prolific they needed an outlet for all the knitted toys and garments they created. They began the search for worthy recipients of the countless items knitted with love.

"It feels good to be able to do something for the community."

Helping the community

Kathleen explains what happened next, "We started out knitting teddy bears to give to local ambulances,

police stations and hospitals." In fact, the knitting group has donated more than 1,000 bears to emergency services, providing comfort to children in times of crisis and trauma. As Kathleen says, "It feels good to be able to do something for the community."

In complete contrast to the teddies, the ladies have also knitted skull caps for Australian soldiers, to help them face bitterly cold winters in the Middle East. Kathleen says, "It's nice to know our knitting is helping to keep our soldiers warm."

Phyllis agrees, describing how knitting together gives them a shared interest and purpose, "It's great to have the companionship of friends, and doing something worthwhile means we've always got something to talk about."



Crafting a warm welcome

Opal Blacktown is one of the newer homes in our Opal family, and its knitting group has only recently been formed. Led by dedicated volunteer Jo, the group's first project was to create a knitted blanket for every new resident as a house-warming present. According to Lifestyle Coordinator, Irene, "The blankets have been so warmly received and have created a real sense of family even when everyone is new to the home."

"It's great to have the companionship of friends and doing something worthwhile."

Francis, also part of the Opal Blacktown knitting group, says the group has helped her settle into her new home, "When I first moved in I wanted to go home; but being part of the group has helped me to make new friends." She goes on to say, "It feels good to knit because I'm starting to remember things from my past, especially when my mother used to knit with me as a child."



Quakers Hill knitting group present their latest bears to the local Fire & Rescue team.

Passing on skills

Not content with supporting emergency services and our soldiers overseas, the knitting group is also passing on knitting skills to local school children. As part of Quakers Hill Nursing Home's intergenerational program, the ladies meet with a group of local school children every week.

Kathleen says, "It's good to be able to pass on a skill to the younger generation. They spend all their time on their electronic devices so it's good for them to do something creative with their hands."

Start your own knitting group



If there isn't a knitting group in your home, and you'd like to start one; we encourage you to speak with your lifestyle coordinator, who will help you get started.



Watch Kathleen and Phyllis' story:
opalagedcare.com.au/news/knitting

Embracing friendship across generations



Intergenerational programs form part of the beating heart of many of our Opal care homes. While the age groups involved span the spectrum from babies and pre-schoolers to school and university students, the one thing in common is the tremendous benefit that all participants receive, regardless of age.





Tasch and Gary have developed a wonderful rapport (left). Betty and Rory deep in discussion (right).

Opal Annandale and International Grammar School (IGS), located in the nearby suburb of Ultimo, are currently participating in the trial of a unique intergenerational program called *Seniors & Teens Empathy Program (STEP)*, which is based around the principle of story-sharing. Passionate program designer, Sam Heron, describes herself as a facilitator of stories. Through the program she seeks to connect participants across generations to help them explore, share and examine their stories. The aim is to foster empathy, promote a sense of community, increase resilience and wellbeing and help encourage inspired and soulful lives across generations.

“The children are so keen to visit their new friends every week and I’ve seen such maturity in their interactions and genuine connections being formed.”

IGS Head of Academic Care, Margaret Borger, says the program fits well with the school’s core values of connectedness, diversity, authenticity, personal achievement and vibrancy

and with the IGS motto, *Unity Through Diversity*. She says, “The children are so keen to visit their new friends every week and I’ve seen such maturity in their interactions and genuine connections being formed.”

Opal Lifestyle Coordinator, Kathleen Teaupa, is enthusiastic about the program’s benefits for our residents. She shares, “The anticipation and excitement among our residents before the students arrive is electric and the buzz lasts for days as everyone discusses the latest session and then looks forward to the next.”

Speaking with both elders and teens it’s clear that their experiences really back that sentiment. IGS student, Tasch, who is paired with Gary, was surprised that they have such similar taste in music. She shares, “I really missed Gary during the school holidays and was so happy to come back and catch up on what he’d been up to. We both love music but I think I might be able to update his collection a bit.” The pair went on to do well in the music quiz that day – helping each other with questions closer to their own eras and learning a thing or two about each other in the process.

Over the past weeks Rory and Betty have also come to know each other

well. Rory shares that he’s amazed that Betty travelled all the way to Australia on a ship, just 12 days after marrying her husband. He says, “It was such a brave thing to do. I can’t imagine leaving my family behind and travelling to the other side of the world.” Of her new young friend, Betty says she loves chatting with Rory and his energy gives a spark to her day.

Everyone looks forward with mixed feelings for the final day of the program when the teens will present a tribute to their elder, such as a poem, painting or even a song. Given the bonds that have been formed so far, it seems certain that the final day of the program won’t be the end of these special friendships.

STEP

SENIORS & TEENS EMPATHY PROGRAM

▶

Learn more about the STEP Program: heartandsoulstory.com/intergenerational-programs

Creature 🐾 comforts

From cuddly kittens to colossal Clydesdales – in every Opal care home we see daily interactions with animals both great and small which bring immense comfort and joy to our residents. While everyone can benefit from these moments, for people living with dementia, the positive impact can be life-changing.



Edith and Lifestyle Coordinator Edie share a quiet moment with Champ (left). Rozika with her treasured Lucky (right).

Studies have shown that interacting with animals can produce a measured decrease in feelings of tension, fatigue and confusion and can help to ease the stress of social interaction for people living with dementia. Just a few minutes of connecting with an animal triggers an amazing reaction in the body which lowers the stress hormone, cortisol, and increases the feel-good hormone, serotonin. There really is science behind that warm and fuzzy feeling.

A pet project

But what happens when there's no furry friend around to provide much needed comfort?

That's when electronic companion animals really come into their own. Also known as ePets, they come in a number of different forms and look and feel remarkably lifelike, responding to touch in much the same way as a real animal. For people living with dementia, tending to an ePet can be as fulfilling as if it were the real thing.

They can provide comfort, especially for residents for whom pets have been a very special part of their life.

They also have the benefit of not requiring feeding or a litter tray, and even have an off switch if they make too much noise – as anyone dealing with a neighbour's barking dog would no doubt appreciate!

An innovative approach

In late 2018, we introduced electronic cats and dogs to our care homes and have seen wonderful stories of the comfort and pleasure they have brought to our residents.

Rozika lives at Opal Meadowglen. Her daughter Jenny explains that as her dementia has progressed, Rozika has found communicating more and more difficult, and at one stage would repeat, "understand me!" to her family and carers. Attempting to communicate her needs was causing her distress and a solution had to be found.

Nurturing rekindled

Our care team introduced Rozika to Lucky the electronic dog. They

knew that Rozika had always loved animals and had a particular affinity with dogs. The calming effect that she experienced as a result of having Lucky to talk to and care for was immediately apparent. Rozika and Lucky are now inseparable. Lucky has a special basket to travel in when Rozika uses her walker, as well as his own dog bed and brushes. Jenny shares, "Mum has always been a very nurturing person, caring for everyone around her. Now that she has Lucky she has a way to express her caring side and she is much happier now that those needs are being met."

Reminder of a faithful friend

Edith moved into Opal by the Bay some years ago with her own Golden Retriever, Dixi. Sadly Dixi is no longer around but Champ the eDog has become a wonderful substitute companion. Although Edith no longer communicates verbally, Lifestyle Coordinator, Edie, says "Edith's facial expressions say it all. It's clear when she's happy and Champ the eDog gives her so much joy and a fabulous smile to boot!"

Technology creating connections



Augmented reality has arrived in Opal care homes, posing new ways for residents living in aged care to connect with others using the latest interactive technology.





We have begun trialling ROMPA® interactive projectors in a number of our homes. These immersive sensory devices enable a whole world of opportunities for people to interact alone or in a group environment.

The dynamic displays are controlled using gestures and movements by participants, enabling opportunities for learning, imagination, reminiscence and interaction with others. With over 500 apps, including games, meditative experiences, quizzes and programs based around hobbies and interests, residents have a virtually endless choice of activities to engage in.

Interacting with the ROMPA® system might involve pushing a virtual ball across a field, sweeping a hand through a pond to make fish swim,

or scattering fallen autumn leaves with an arm gesture.

"You can discover more about a person in an hour of play than in a year of conversation."
– Plato

Research suggests that the pairing of mental and physical stimulation in a familiar environment can release dopamine in the brain and has the potential to positively affect memory management. Opal's Design Manager, Brad Sebastiao, is leading the trial and is enthusiastic about the benefits of the technology for our residents.

Brad shares, "I recently introduced the ROMPA® projector to a group of our residents. We started with the fish pond app and I could tell by the look in her eyes that it had really touched one resident, Dorothy." He says the device provided a link for Dorothy to reminisce and share her life as a teacher, living in Queensland some years earlier.

"We spent another hour together and used several of the apps which had a similar effect of evoking a special memory that she could share. It was such a powerful thing to be able to share in her life, triggered through the visual cues she was experiencing with the system."

BUILDING NEW FRIENDSHIPS

Following a lifetime in the construction industry, Walter is now enjoying a well-earned retirement with the opportunity to do the things he really loves. Recently, he decided the time had come for him to join his wife Vilma at Opal by the Bay.





Lily and Grace, daughters of General Manager Jamie Broadfoot, put family dog Jax through his paces for the dog show judges.

Recently, Walter decided the time had come for him to join his wife Vilma at Opal by the Bay. He says, "I've spent a lot of time here with Vilma over the past year. It seemed like the time was right for me to move in as well and I'm so glad I made the decision. It now means we can spend our days together and it's taken a great weight off my mind knowing that we are both receiving the best of care."

"It's been quite a surprise to be building new friendships at this stage of life."

Having worked all his life in an industry largely consisting of other men, Walter found that following retirement he missed the camaraderie and companionship that he had

experienced throughout his career. Upon moving into his new home, Walter was pleased to discover a community of like-minded men. Walter shares, "There's always a friendly ear happy for a chat and plenty of willing candidates for an impromptu card game. It's been quite a surprise to be building new friendships at this stage of life."

Always one to stay active in both body and mind, Walter has found great enjoyment in the range of activities and pastimes available. Whether it's keeping fit in the indoor pool or enjoying a tipple or two with his mates at the bar, Walter says there's something for everyone. However, something quite out of the ordinary has been his highlight so far. He was asked to judge at the second annual Opal by the Bay Dog Show and it

proved to be a great deal of fun. Walter shares, "The dogs are drawn from family, friends and the local community and as none of them are trained, the agility course was quite the comedy of errors!"



Hear Walter's story:
opalagedcare.com.au/news/walter

Watch the dog show fun:
opalagedcare.com.au/news/dogshow

A career in caring is a family affair



On meeting Naomi Lavery, her warmth and infectious sense of humour are immediately apparent and it's not long before her passion for caring for others really shines through.



It's been 14 years since Naomi started her first role at Opal Norah Head as a General Services Officer, working in the home's kitchen, laundry and cleaning functions. She immediately felt an affinity with the people she was caring for and before long decided she would do all she could to make a difference in their lives. With the support of her General Manager, Helene Zotter, Naomi enrolled in

a course that would set the path for her nursing career to follow. Nearly 10 years of study have seen Naomi progress from being an Assistant in Nursing to an Endorsed Enrolled Nurse, and finally this year earning a Bachelor of Nursing degree, achieving her nursing registration in March. It's been quite a journey for Naomi, but one she is so glad to have taken.

"Naomi's great strength is her ability to connect with people and form strong relationships."

Naomi says going back to study was a daunting experience at first. She shares, "It was 30 years since I'd left school so the thought of picking up the books again was quite overwhelming.



Naomi enjoys a chat with resident, Kathleen (above) and daughter Eilish (right).

I received so much encouragement from my general manager and the Norah Head team, which really gave me confidence to believe in myself." Opal Norah Head GM, Helene, said, "Naomi's great strength is her ability to connect with people and form strong relationships. Her compassionate nature and dedication is evident to everyone she interacts with and families know that their loved one is receiving the very best of care."

It turns out that Naomi isn't the only one in the family who has answered a calling for a career in caring. Having been a regular visitor at Opal Norah Head throughout her childhood, it seemed natural for Naomi's daughter Eilish to follow in her mother's footsteps. Eilish commenced her nursing training this year and Naomi couldn't be more proud.

"I received so much encouragement from my general manager and the Norah Head team, which really gave me confidence to believe in myself."

A new chapter in life



What is it like to live in one of our beautiful new homes? We spent some time with our new residents listening to their stories.





Sharing a song with friends is a favourite pastime at Opal Alfred Cove.



Dorothy and Hugh are overjoyed to be reunited in their new home.

At Opal, we are growing to meet the need for quality elder care in communities across Australia. As part of our ambitious growth program, between June and August we opened three brand new, purpose-built care homes and we have a further four homes either about to open or under construction across Australia including Springwood (QLD), Treeby (WA), Toukley (NSW) and Seaside (NSW).

Lennard, Opal Alfred Cove, WA

Previously residing at Opal Applecross, Lennard moved into our luxurious new 145-bed Opal Alfred Cove care home located in south Perth earlier this year. He was among the first residents to call Opal Alfred Cove home.

Asked what he enjoys about his new home, Lennard shared, "What makes me really happy is having a lovely room to provide privacy so I can do what I like, while also having the ability to socialise when I want to." He goes on to say, "I really enjoy sharing meals with my friends. I would say, it's not just about the new building and the lovely furniture; it's about the people and the great care you get. I can't say enough about how chuffed I am."

Dorothy and Hugh, Opal Bathurst, NSW

Opal Bathurst is a beautifully appointed care home located in the central west of New South Wales with magnificent views across the Macquarie River to the Blue Mountains. Many residents lived nearby in our former Opal Kelso home, which closed to make way for our new state-of-the-art Opal Bathurst home.

Among our new residents are Dorothy and Hugh. It's clear that they are as in love as they were as newlyweds, however sadly, until recently, the two were forced to live apart. Hugh had been a resident at Opal Kelso but the limited availability of places typical of many regional areas meant that they were not able to live together and Dorothy lived in a neighbouring care home.

It is fair to say they are now overjoyed at being reunited. Dorothy and Hugh share a beautiful companion room with a balcony where they love to sit together and enjoy the view and each other's company. Hugh shares, "It means so much having peace of mind that we will be together always." Dorothy says they have made some really nice friends and are enjoying attending church services and going on bus trips.



The new Aged Care Quality Standards are here

On July 1st this year, the highly anticipated new Aged Care Quality Standards came into effect.

The eight new quality standards, announced by the Aged Care Quality and Safety Commission, are intended to guide every aged care provider in Australia to focus more intently on helping residents maintain as much independence as possible when they enter into care. In a nutshell, the standards remind us that people are happier when they have more choice and freedom and when they have regular access to the people and things that bring them joy.

"It's good to recognise that just because we're old and need some help, it doesn't mean we've given up on living," says John, a resident at Opal Windward Manor and Sapper veteran who served in the Vietnam War. John feels supported by his home to continue his involvement with the local Five Dock RSL where he sat on

the Committee and always attended monthly meetings and events. "Visiting the RSL brings back lots of memories," he says. "I know the doorman and I get to see my old friends."

"People who feel a sense of safety, belonging, purpose and connection, can have a really wonderful residential aged care experience."

Opal's Head of Operational Excellence, Stephanie Hechenberger, couldn't agree more, "The new standards confirm what we already know to be true at Opal, and that's that people who feel a sense of safety, belonging, purpose and connection, can have a really wonderful residential aged care experience," she says.

Given Opal's strong commitment to placing our residents at the heart of everything we do, the new standards offer us an opportunity to formalise

our practices around providing greater resident choice and autonomy. "What will probably change most as a result of the new standards is the types of conversations we'll have with our residents and relatives," says Ian Burge, Opal's Chief Operating Officer. "We're now asking more questions about how our residents feel about their experiences in their home and inviting them to be much more active and vocal partners in planning their care and their services."

John, who always wears his RSL jacket when he leaves his home on bus trips, helps remind us why the new standards are so important. "I still need to be a part of things that are important to me – like war commemoration services – and I count on my home to help and encourage me do them."

Residents and relatives who want to learn more about the new standards should speak to an Opal team member or visit agedcarequality.gov.au and click on the resources button.

Welcome ~ ~ ~ Opal Somerville



The month of August marked a significant milestone for Opal as we extended a warm and heartfelt welcome to our new team, residents and relatives at Opal Somerville.

We are delighted to have Somerville as our 15th care home in Victoria, and 75th home nationally.

Opal Somerville is a beautiful home in the Mornington Peninsula, with 125 residents and over 140 team members. It has been a valued part of the local community for more than 15 years. Opal already has close ties with the area through our Opal by the Bay care home which is only a short distance away – this enables these two homes to create close connections together.



(Left to right) Jamie – General Manager, Cheryl – Care Manager, Noriebelle – Care Manager, Jerome – Regional General Manager, VIC

We recognise the dedication and commitment of the newest members of the Opal team, many of whom have been caring for our residents in the home for many years.

Partnering on purpose

At Opal, we believe the best care is delivered in partnership with others. Our partnerships inform our training, development and customer experience in ways that enable our residents, communities and team members to thrive.

We choose to work with partners who share our values and our purpose to *bring joy to those we care for*, and help us enhance the emotional and physical health and wellbeing of our residents.

We are very proud of our long-standing partnerships with universities, colleges and training organisations. Along with Western Sydney University, our relationships with the Australian College of Nursing, the Laureate Network of International Universities – including Torrens University, Think Education Colleges and William Blue School of Design – Explore Careers, HESTA and Selmar Institute of Education are essential to attracting the best people and developing our teams.

Our research partnerships with Torrens University and the University of Melbourne focus on evidence-based studies that will inform our practices and care delivery. We are collaborating with them on research into communication practices among care teams, and the use of technology to enable social inclusion in residential aged care.

This year we are thrilled to have formed partnerships with Montessori Consulting to train our teams in dementia care; Career Trackers to provide pathways into careers at Opal for Indigenous university students; and we have recently become a member of Meaningful Ageing Australia, whose important work is to develop capability in emotional support for our elders.

Beyond education, we also partner with Concentric Rehabilitation to provide wellness centres in some of our homes, which include an expert team of physiotherapists, exercise physiologists and occupational therapists on-hand to help our residents meet their health and wellbeing goals.

We continue to build partnerships with organisations that help us to build our Opal talent, deliver exceptional customer service and enrich the lives of our elders.





2

1. Concentric Director, Nicholas Young with Opal Cardinal Freeman resident, Ian.
2. Opal Raynbird Place residents loved the special pamper treatment provided by the Torrens University Health Faculty.
3. CareerTrackers intern, Adina with Opal Annandale resident, Kevin.

Opal Scholarship Program launches

We're very excited to have launched the Opal Scholarship Program this year with the inaugural award recipients announced in June.



With a total value of \$250,000, the program is designed to provide all important financial assistance for our team members towards gaining nationally recognised qualifications. The ultimate goal is to ensure that our outstanding team members are recognised and supported to realise their potential.

There was extraordinary interest among our team with a high calibre of applications received and 55 scholarships awarded across the following areas of study: 28 Bachelor of Nursing, 17 Diploma of Nursing, 1 Bachelor of Dementia Care and 9 VET courses including hospitality, lifestyle and leadership.

Scholarships awarded

28 Bachelor of Nursing

17 Diploma of Nursing

1 Bachelor of Dementia Care

9 VET courses including hospitality, lifestyle and leadership



Applications will open in 2020 for the next round of scholarships so we would encourage all team members who are interested in furthering their studies to consider applying.

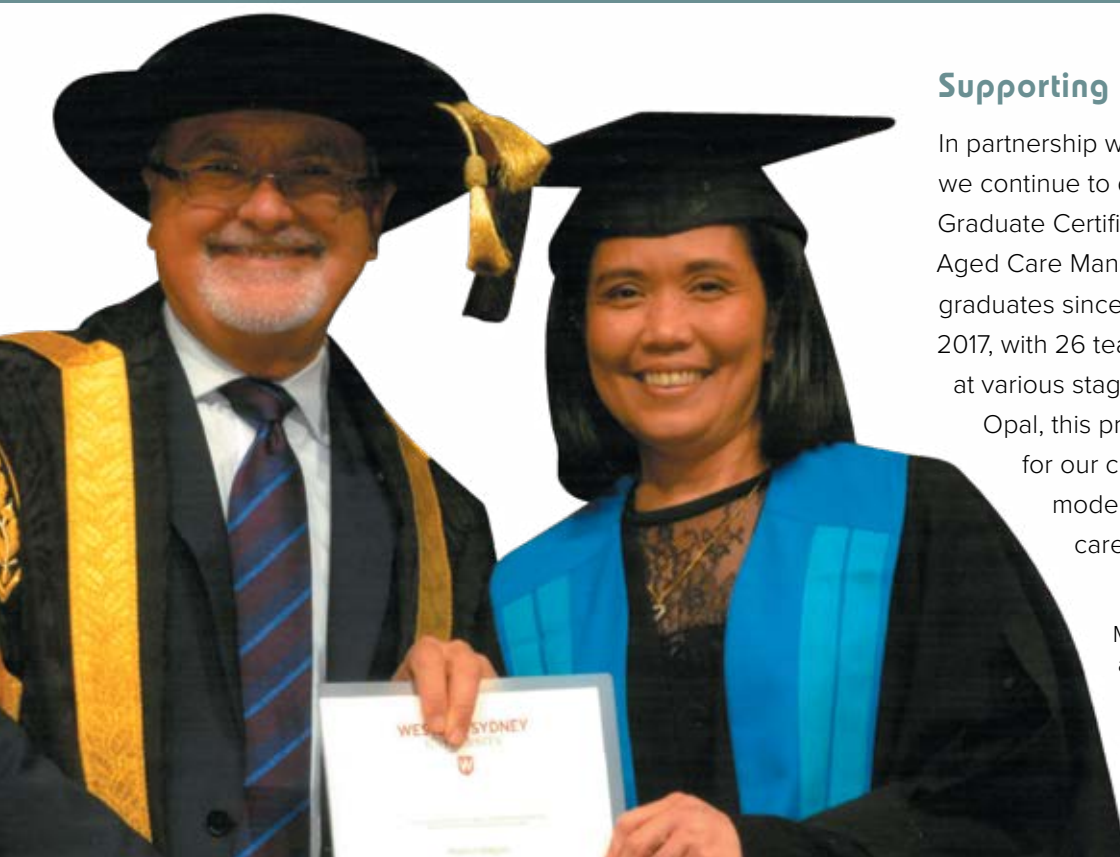
Angela Wright is currently working as a General Services Officer (GSO) at Opal Norah Head and was thrilled to be awarded a scholarship to complete a Bachelor of Nursing at the University of Newcastle.

“ I started at Opal Norah Head in 2017. I remember on that first day, walking into the home, that this place felt so right and as if this job was meant to be mine. I was wearing a purple GSO shirt and was working in the kitchen. I enjoyed the conversations I had with our residents and the stories they would share but most of all the smiles they had when I would hand them a coffee, a tea or their dinner.

I remember hearing their beautiful singing voices, as they gathered in the dining room before dinner and knew all I wanted to do was be out on the floor as close as I could to learn as much as I possibly could. I then decided to enrol into a course so I could become an Assistant in Nursing (AIN). I am so glad that I did! I have so many memories and so many stories about things our residents have done or said that if I'm having a difficult day, I think back on and it makes me smile.

A good nurse can make the people in their care smile, even if they're having a hard day. This is why I decided to enrol in a Bachelor of Nursing to further my nursing education and become a Registered Nurse. I can't wait until the day I can wear the green shirt and tell my fellow team mates how I started by wearing the purple and a blue one.”

Angela



Supporting our future leaders

In partnership with Western Sydney University, we continue to deliver the well-respected Graduate Certificate and Graduate Diploma in Aged Care Management. We have celebrated 11 graduates since the inception of the program in 2017, with 26 team members currently enrolled at various stages of the course. Fully funded by Opal, this program aims to provide the skills for our current and future leaders to model the way for excellence in the care of our elders.

Marilyn Magtoto, Care Manager at Opal Palm Grove, proudly receives her Graduate Certificate in Aged Care Management from Prof. Peter Shergold AO.

A Night to Shine

Each year, at Opal we host our Night to Shine awards where we come together to celebrate the success and achievements of the year.

and the winners are...

Opal Care Home of the Year Opal Windward Manor

Innovation Award
Opal Endeavour

Safety Award
Opal Victorian Care Homes

Best Support Team Award
Accounts Payable Team

Team Engagement and Development Award
Opal Wallgrove

Excellence in Clinical Leadership Award
Opal Nambour

Encourage the Heart Award
Narelle Bath – GM,
Opal Seaside

Inspire a Shared Vision Award
Chris Armstrong – GM,
Opal Kirra Beach

Challenge the Process Award
Victoria South – GM,
Opal Greenfern Place

Model the Way Award
Cynthia Bartolo – GM,
Opal Quakers Hill

Continuous Improvement Award
Opal Bairnsdale

Community Engagement Award
Opal Geraldton

Enable Others to Act Award
Bernadette Brannan – GM,
Opal Palm Grove



Opal Windward Manor residents proudly present a cheque for the proceeds of the annual art auction to Dementia Australia.



Opal Windward Manor team and residents enjoy their Royal Gala Ball.

Each year, at Opal we host our *Night to Shine Awards*, where we come together to celebrate the success and achievements of the year and recognise outstanding examples of innovation, community engagement and excellence in clinical leadership. The most prestigious and coveted is *Care Home of the Year*, and this year, Opal Windward Manor took home the big prize. “Opal Windward Manor is a shining example of excellence, setting the highest standard in care and culture,” says Ian Burge, Chief Operating Officer. “Every team member is prepared to go that extra mile to uphold Opal’s purpose to bring joy to those we care for.”

Damien Rosengren, who has been General Manager at Windward Manor since 2015, says that building the right team has been a keen focus for him.

“We have a culture here of engaging with our residents and relatives and that makes us feel like one big family,” he says.

“Opal Windward Manor is a shining example of excellence, setting the highest standard in care and culture.”

Although Opal Windward Manor is located only 10km from the Sydney CBD, it feels a little like landing in a secluded village complete with neat courtyards, hedged gardens and quiet walkways. “We love our physical space but it’s the people – our team and residents who make Windward Manor a great place to live and work,” says Maria Dell’Arte, Administration Officer, who has been at the home since it opened in 2011.

And there’s a lot going on at Windward Manor. In addition to their celebrated annual art show, which showcases resident artworks that have been auctioned to raise funds for Dementia Australia, the home is always coming up with new ways to engage residents and the wider community. “We’ve raised over \$40,000 for dementia support initiatives through various events but mostly these are just great opportunities to get people together and create community,” Damien says.

Many people were involved in the decision to select Windward Manor as *Care Home of the Year*, but perhaps the loudest voice of support belongs to its residents. “We love the friendships, all of the activities, especially going out for lunch on the bus trips,” shares resident, Margaret. “It’s the whole community feel here that we all really love.”

From our hōmes

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



Opal Abbey Gardens celebrates Philippines Independence Day



Opal Abbey Gardens

Opal Abbey Gardens recently celebrated Philippines Independence Day with an afternoon of festivities. Our team and residents were treated to a Philippine dance and a feast of delicious traditional food. It was a highly enjoyable day for all, which gave our residents and team the opportunity to experience and celebrate this unique culture.



Opal Alfred Cove

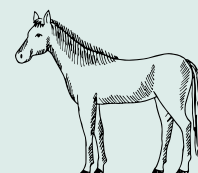
One of Opal Alfred Cove's favourite visitors is Black Jack the Clydesdale. He loves to give whiskery kisses and only asks for a carrot in return. If a favourite resident can't come down to the garden, it presents no problem. Black Jack just travels up in the lift to see them! It's quite a sight indeed to see a Clydesdale inside a lift but he is always impeccably behaved and never disgraces himself. Black Jack's next visit is eagerly awaited by everyone.



Black Jack is in the house at Opal Alfred Cove



A petting zoo at Opal Annandale



Opal Annandale

At a residents and relatives meeting at Opal Annandale, one of our residents suggested having a petting zoo visit the home. Our team made this their mission and contacted a local petting zoo that could be set up both indoors and outdoors so that everyone could get involved. The little pony is a favourite with everyone and just the right size for bedroom visits. Everyone was extremely excited to see the animals and eagerly await the next visit.



Opal Ashmore

There wasn't a dry eye in the house as Nada and Daniel renewed their wedding vows at Opal Ashmore after 47 years of marriage. Their extraordinary love is plain to see. Guests were treated to a beautiful vintage picnic themed day organised by our fabulous Opal Ashmore team and volunteers. Congratulations to a beautiful couple.



Wedding Bells at Opal Ashmore



Opal Bankstown

Walter Scott-Smith was the Chief Custodian of the Martin Place Cenotaph for 78 years, and is currently a resident at Opal Bankstown. In 1940, Walter first came to the Cenotaph at the age of 17 as a Rover Scout working to clean the monument. In 1947 he was asked to become a custodian. Retiring only last year at the age of 95, Walter missed just one service, standing guard over the Cenotaph more than 5000 times.

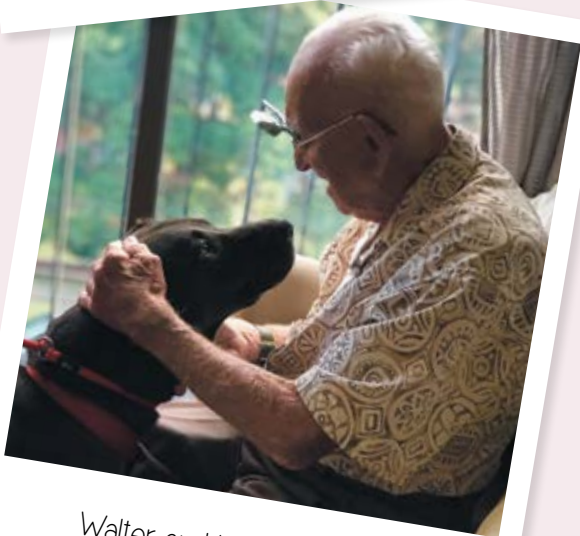
Walter was extremely dedicated to his role. One year in particular, he attended the service with a drip still in his arm, having undergone triple bypass surgery only a fortnight earlier. He has received many awards for his service to the country including an Order of Australia for his service to the community in 1999 as well as being named one of the ANZACs of the year in 1998 and 2013. His last service as Chief Custodian of the Cenotaph also marked the 100th anniversary of the end of WWI.

Walter ensured that the Martin Place Cenotaph was a place that provided sanctuary for people to remember those that have fallen. Now a resident at Opal Bankstown, Walter enjoys participating in morning exercises, his daily afternoon stroll around the home and playing Uno with the ladies. Even though Walter is retired he still attends every ANZAC Day to ensure that the new Custodians are working hard.

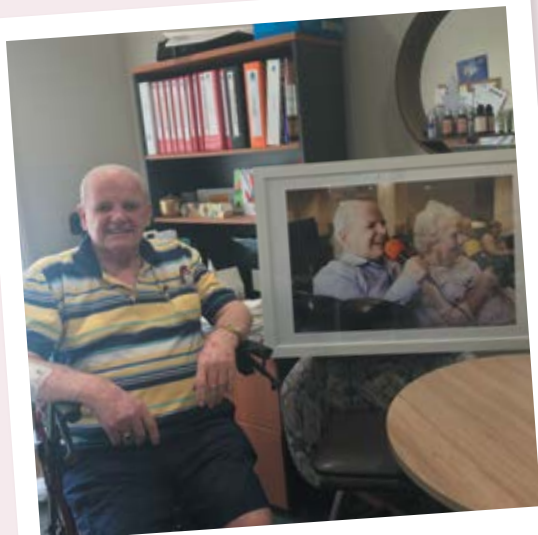
Walter sadly passed away during the production of Opal Moments. He is greatly missed by everyone at Opal Bankstown and we thank his family for allowing us to share the story of this extraordinary man.



A story of service at Opal Bankstown



Walter and his special mate



Residents on show at Opal Bairnsdale



Opal Bairnsdale

Opal Bairnsdale hosted an exhibition featuring beautiful portraiture of residents in their favourite settings. It was a wonderful experience for residents and families to have their photos professionally taken and then see them displayed throughout the home. Darryl was overjoyed when his exhibition picture arrived, and was excited to show all of his family and friends.

Opal Berkeley Village



Opal Berkeley Village recently held a debutante ball with a difference. For many this was the second time around, which provided an opportunity to reminisce. There were canapés to enjoy with flowers and balloons, creating a magical atmosphere. King and Queen of the ball were crowned and everyone had a wonderful time dancing and enjoying the company of friends.



Residents have a ball at Opal Berkeley Village



A trip to China with Opal Blacktown

Opal Blacktown



Residents from Opal Blacktown experienced Chinese culture in April with a trip to Nurragingy Reserve. Our residents had an amazing day visiting the Chang Lai Yuan Chinese Gardens located within the reserve. The group had the chance to explore the gardens and enjoy afternoon tea in the picturesque setting.

Opal Burpengary Gardens



After speaking with Jocelyn, who lives at Opal Burpengary Gardens, about her love of painting, Lifestyle Assistant, Amanda was intrigued. Jocelyn mentioned that she had painted an artwork for a competition in 1978 that was now hanging in an unknown government building. After some clever detective work, Amanda located the artwork and copies were made for Jocelyn and her family to hang in their homes. Jocelyn was overjoyed to have been reunited with her artwork after so long.



Detective work at Opal Burpengary Gardens



Rock 'n Roll at Opal Caloundra

Opal Caloundra



Opal Caloundra residents and team members recently held a Rock 'n Roll dance party. Everyone loved the opportunity to dance and sing along to some classic tunes. Themed milk bar favourites like hotdogs, hamburgers, milkshakes and iced coffee were a real hit. Everyone had a blast reminiscing and dancing with friends.

Opal Cardinal Freeman



Opal Cardinal Freeman initiated a wonderful program called *Wishing Well*, which has been adopted across our Opal care homes. Residents have the opportunity to nominate a special wish that they would love to have fulfilled. One of the first to have her wish granted was Enid, who had always wanted to experience a helicopter ride. With her daughter Adele, she enjoyed a magnificent sightseeing flight across Sydney Harbour and the northern beaches. Dreams really do come true!



Flying high at Opal Cardinal Freeman



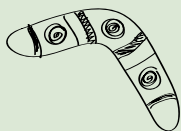
Mother's Day at Opal Coffs Harbour

Opal Coffs Harbour



This year Opal Coffs Harbour celebrated Mother's Day in style. Our team and residents hosted a high tea with delicious cakes and desserts as a way to celebrate all mothers. Our residents and their families spent the afternoon enjoying each other's company and reminiscing about the vital role that mothers have played in their lives.

Opal Denhams Beach



Opal Denhams Beach recently celebrated NAIDOC Week and cultural diversity amongst our team and residents. Kobi Russell from Aboriginal Awareness, stopped by to play the didgeridoo and speak about his culture. He also taught our residents and team all about the different types of didgeridoos, how they are made and the trick to playing them. Later in the week, residents participated in dot painting and painted the Aboriginal flag. It was a great week learning about and celebrating Indigenous Australian culture.



NAIDOC Week at Opal Denhams Beach



Loving hands at Opal Geraldton

Opal Geraldton



Life is not forever. This is why it is so important to live well and to be the best version of ourselves. When the time comes, life should end well, surrounded by peace and love. This poignant image shows the hands of four people. Two of the hands belong to our residents, a husband (93) and his wife (92), who sadly passed away not long after this photo was taken. The third hand belongs to one of our team members who ensured that there was always someone there to offer support during this difficult time. The other was the local Anglican minister whose parish ensured that the love expressed by the church community was also close at hand. Our team at Opal Geraldton feels so privileged to be able to care for our elders.

Opal Geraldton



Opal Geraldton recently hosted 84 health professionals and community members to hear noted Geriatrician and Public Health Physician, Prof. Joe Ibrahim of Monash University, speak on the challenging topic of "Dignity of Risk". There was lively discussion and many participants took the opportunity to ask some thought-provoking questions on the subject.

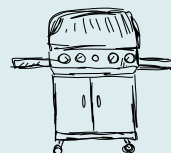
Opal Geraldton was extremely proud to be awarded the Community Engagement Award at this year's Opal leadership awards. The award enabled our home to sponsor Prof. Ibrahim's presentation and offer it to the wider community and health professionals in the Midwest Region free of charge, helping to promote a collaborative, multi-discipline approach to care in the region.



Opal Geraldton hosts Prof. Ibrahim community forum



Aussie, Aussie, Aussie! at Opal Melville



Opal Melville

Opal Melville celebrated Australia Day in style, decorating the home with Australian objects and photos from around the country. To celebrate, residents participated in a cooking class, making and decorating koala biscuits. Throughout the month, our residents learnt about primary industry and its role in Australia. They focused on where the fresh produce for the home is sourced, especially locally within WA. Everyone enjoyed a BBQ lunch and had an incredible time celebrating our wonderful country and the diversity that makes it unique.

Opal Mudgee



David, a resident who lives at Opal Mudgee had the opportunity to visit Taronga Western Plains Zoo. He spent the day exploring the zoo and learning about all the animals that live there. This trip was a wish-come-true for David, who was able to see and interact with the animals and even feed a giraffe. The day included a safari tour, followed by lunch with a view of the ring tailed lemurs and spider monkeys. David said, "This was a very good trip and I can't wait to go back again. Thank you to Cheryl and Peter for a great day." This was truly an experience that he will remember forever.

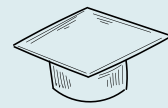


Tall tales at Opal Mudgee



A special bond at Opal Murdoch

Opal Murdoch



Earlier in the year, Joyce, a nurse at Opal Murdoch, graduated from her Bachelor of Nursing degree. At her graduation, Joyce had a very special guest, Hilda, who is one of our residents at Opal Murdoch. Hilda has known Joyce since she joined the home as an Assistant in Nursing and came to show her support on this special day. Joyce and Hilda have formed a special bond over their time together. Joyce says that it's the close and meaningful relationships that she has formed that makes her role so rewarding. Hilda, along with the other residents and team are extremely proud of Joyce's achievements.

Opal Murray River



On Monday the 6th of May, Opal Murray River hosted a Clean Hands Day as part of the World Health Organisation's annual *SAVE LIVES: Clean Your Hands* campaign. Our residents spent the morning with some fun activities reinforcing why hand hygiene is so important. Everyone was intrigued to be able to actually see if their hands were clean with the UV Light and Glo-Germ system. They practiced newly learnt techniques following correct hand washing procedures to get rid of the nasties. This was a great day for our residents and team members to remind everyone of the importance that proper hand hygiene plays in keeping everyone in the community healthy.



Residents get hands on at Opal Murray River



Upcycling at Opal Narrandera

Opal Narrandera



Opal Narrandera is well known for creating amazing works of art from recycled materials. Lifestyle Coordinator, Cassy, works with our residents to create beautiful works of art out of materials donated by the community. The men in the home spend time painting the cut-outs of the animals and then the ladies work to adorn them. This has become a group project that everyone is truly proud of.



Opal Netherby

Opal Netherby resident Savi thought the home's outdoor area could use a bit of a lift. With the assistance of the lifestyle team, Savi put her design flair to work and created a beautiful Indian themed lounge area. Beautiful fabrics, cushions and artworks were used to great effect. Our residents and team members alike are enjoying having such a bright and colourful area to relax in. Cup of chai anyone?



Subcontinental flair at Opal Netherby



Opal Oceanview

Recently Eloise Touw, Acting General Manager at Opal Oceanview, was nominated for the Channel 7 Young Achievers Award. The purpose of this award is to acknowledge, encourage and promote the achievements of young people in NSW and the ACT. A shining example to those around her, Eloise is an active member of the Mental Health Networking Program, Dementia Australia Friends Program and advocacy programs for our elders in the community. Eloise has been appointed General Manager of Opal Austral House and will be joining the team at the end of September. Congratulations Eloise!



Young achiever at Opal Oceanview



Opal Paynesville

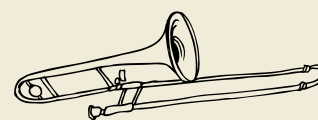
Christmas wouldn't be complete without a spot of snow, even in Victoria's beautiful Gippsland on a sunny July day. In quite an unexpected experience, our residents at Opal Paynesville enjoyed walking in the gardens with the feel of snow on their faces. They celebrated Christmas with all the trimmings, including a sumptuous dinner, crackers and decorations. Christmas is so much fun, why stop at one celebration each year!



Let it snow at Opal Paynesville



All that jazz at Quakers Hill



Quakers Hill

Eve from Quakers Hill Nursing Home visited Penrith RSL to see the Mulgoa Road Jazz Band as part of the *Wishing Well* program. This was a dream come true for Eve who said that it was one of the best days of her life. Eve had a lovely dinner before the show and had a great time enjoying the music and meeting new people. The band even made an announcement welcoming Eve to the show. Eve said that she felt “thoroughly spoilt” by the experience.



Opal Raynbird Place

Recently our residents at Opal Raynbird Place had a visit from our education partners at Torrens University’s Health Faculty for some pampering before their big dance. Everyone thoroughly enjoyed being spoilt and loved their new looks. Thanks to the wonderful aesthetics team at Torrens University for all your incredible work!



Pampering at Opal Raynbird Place



Opal Rutherford celebrates Harmony Day



Opal Rutherford

Opal Rutherford celebrated Harmony Day with our multicultural Opal family. In the spirit of the day, everyone enjoyed food from a variety of different cultures including Nepal, the Philippines, Zimbabwe, Bangladesh and India. It was a great opportunity to taste new foods or reminisce over foods that they grew up enjoying. The celebrations continued with a Biryani cook-off that featured three incredible entries. Everyone had a wonderful time celebrating the cultures of the world.

Opal Salford Park



Opal Salford Park is a shining example of the joy that strong community connections can bring both residents and volunteers alike. Our 104 (yes, 104!) extraordinary volunteers share their skills in music, flower arranging, art and craft, exercise groups, pet visits, pastoral care, outings and so much more! Pictured are some of our wonderful volunteers enjoying a well-deserved thank you afternoon tea.



Volunteers Day at Opal Salford Park



Queens Birthday honours for John at Opal Seahaven

Opal Seahaven



Congratulations to Opal Seahaven resident, John, who was recognised in the Queens Birthday Honours List with an Medal of the Order of Australia. He has had a lifelong commitment to his local community of Wonthaggi, serving on the local council, CFA and Lions Club. Typically humble, John said, "You don't do these things for the gongs, you do it because you want to – you do it for the community." Thank you John for your extraordinary service.

Photo credit – The Star

Opal South Valley



Elva from Opal South Valley was thrilled to be a poster girl recently, with her photo on the side of a bus as part of a promotional campaign. Elva has enjoyed being quite the local celebrity around her hometown of Highton in Victoria. The bus made a special stop at Opal South Valley so that Elva could be photographed with the larger than life version of herself. Family and friends have been delighted to see Elva's bus around town.



First Stop, Opal South Valley



Wedded bliss at Opal Stanmore

Opal Stanmore



Kathleen, Lifestyle Coordinator at Opal Stanmore, recently said "I do." In the months leading up to her nuptials, Kathleen's wedding became a daily topic of conversation around our home. Excitement grew and everyone was eager to offer advice and share ideas. On the afternoon of Kathleen's wedding day she visited in all her finery to surprise our residents before the ceremony. Everyone was over the moon to share in this special moment. Kathleen said, "The residents' genuine joy for our special day was so touching that I couldn't say 'I do' without them." Congratulations to the happy couple!

Opal Tweed Heads



Our residents and team at Opal Tweed Heads recently hosted a Rock 'n Roll day to celebrate *Coolangatta Rocks*, a month-long community promotion for the area. As part of the celebration, our team dressed up in Rock 'n Roll outfits and put on a concert for residents featuring songs from the era. The event was a huge success, with our residents, family members and team having a wonderful day. Everyone got involved in dancing and singing along.



Opal Tweed Heads rocks



Love is in the air at Opal Windward Manor

Opal Windward Manor



After 66 years of marriage, Clifford and Jessie's love for one another is as strong as ever. Her beautiful wedding dress (pictured) was hand-made by Clifford's sister and featured in an exhibition at Opal Windward Manor of our resident's wedding memorabilia. There was a range of magnificent gowns, veils, shoes and photographs. Everyone had a wonderful time reminiscing on their own nuptials and sharing in the stories of others.


Barbara's chocolate cake

Ingredients

- 1 1/2 cups brown sugar
- 2 1/4 cups self-raising flour
- 3 tbsp. cocoa
- 2 eggs
- 1/2 cup boiling water
- 3 oz butter
- 3/4 cup milk

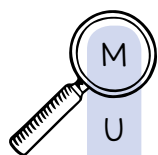
Method

Combine sugar and flour in a mixing bowl. Blend cocoa with hot water, add butter and melt. Cool and stir in milk, then add well beaten eggs. Stir liquid ingredients into flour and sugar, mixing thoroughly until smooth. Put mixture into a deep cake tin. Bake in a moderate oven for 25 to 30 minutes.

A large chocolate cake in a round tin, a bowl of chocolate chunks, and a whisk.

"My mum made the most beautiful chocolate cakes, we would eat it with ice cream, at night time. It was such a cheeky treat!" - Barbara

WORD SEARCH PUZZLE



R	B	D	N	O	I	S	S	U	C	R	E	P	O	S
K	O	S	I	N	G	I	N	G	S	J	S	S	T	O
J	I	T	B	E	A	T	B	S	S	W	O	T	T	P
J	A	S	C	X	O	Z	A	D	H	U	L	E	E	R
M	C	Z	U	U	J	B	B	O	T	R	O	M	S	A
W	U	F	Z	M	D	T	L	R	B	Y	Q	P	L	N
M	D	S	Q	G	E	N	I	W	X	W	Z	O	A	O
U	R	H	I	N	N	V	O	S	N	V	W	U	F	K
S	O	V	O	C	P	O	Q	C	E	R	O	C	N	E
I	H	R	D	S	A	U	S	O	N	I	J	I	N	C
C	C	U	E	E	A	L	V	P	S	O	D	W	C	A
D	E	T	W	V	P	I	A	N	O	H	X	L	K	E
T	O	V	E	N	E	W	Q	C	T	C	R	Y	X	U
N	J	R	U	V	C	M	I	S	L	D	R	G	Y	U
A	R	E	P	O	Z	U	C	J	A	I	Y	J	K	S

ALTO

BASS

BEAT

CHOIR

CHORD

CONDUCTOR

DUET

ENCORE

FALSETTO

JAZZ

MUSICAL

NOTES

OPERA

PERCUSSION

PIANO

QUAVER

SINGING

SOLO

SONG

SOPRANO

TEMPO

TENOR

VIRTUOSO

VOICE

Words of thanks

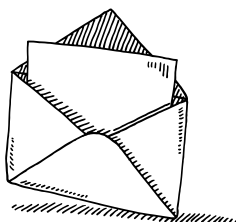
Our homes often receive thank you letters from families and friends expressing their gratitude for our wonderful team. Here is a selection.

Opal Paynesville (VIC)

You've helped me go from sick to fit, despite me being frail. You've taken care of me and for that I will be forever in your debt. The standard of your care has been top notch and the benchmark has been set. I miss you all already and wish you all the best. You've helped me be well enough and I am happy back in my nest.

Opal Murray River (WA)

On behalf of the family we want to thank you so much for the care, tolerance and friendship that you offered Dad. You became an extension of our family and I will miss walking in to be greeted with Eleanor's friendly smile. Much of my praise for Opal Murray River ultimately belongs with its leaders and the willingness of everyone to work together to build a culture that makes this a great place.



Opal Glenmere (NSW)

The team here are amazing. I am in awe of the dedication you have to your jobs. You treat people with dignity, respect and you make them feel loved and important. It's no wonder Mum loved it here as you all became part of our family. We appreciate that more than you can imagine.

Opal North Lakes (QLD)

Nanna really enjoys her new home, her room, the team and the people she lives with. This is a big deal. Having only recently moved to Brisbane to be close to my mother after my grandfather passed, Nanna had found it hard to be happy. But it seems she is finally happy and comfortable with the move to her new home. When I visited, Nanna was so proud to show me around the coffee shop, the hairdresser and her balcony where she keeps her plants.

Opal Denhams Beach (NSW)

Opal provided quality palliative care for our mother. The care she received was second to none. The entire team ensured Mum's final days were meaningful, dignified, pain free and without any suffering. The entire team went above and beyond to accommodate our needs and family. Having worked in healthcare for over 25 years I have seen many aged care homes and this is one of the best.



Our care homes

General enquiries 1300 362 481

Feedback 1800 767 074

Metro NSW

Opal Anita Villa	02 4780 0600
Opal Annandale	02 8585 1900
Opal Austral House	02 8925 6400
Opal Bankstown	02 9708 9400
Opal Blacktown	02 9852 9600
Opal Bossley Park	02 9426 1500
Opal Canterbury	02 9784 2111
Opal Cardinal Freeman	02 8799 7000
Opal Glen Lynn	02 9643 3200
Opal Lourdes	02 8467 3200
Opal Netherby	02 9372 3800
Opal Oceanview	02 9910 7100
Opal Palm Grove	02 8978 3100
Quakers Hill Nursing Home	02 8818 6500
Opal Seaside	02 9910 7600
Opal Stanmore	02 8594 6900
Opal Wallgrove	02 9784 3100
Opal Windward Manor	02 9370 0600
Opal Winston Hills	02 9865 1800

Northern NSW, Hunter and Central Coast

Opal Berkeley Village	02 4337 0000
Opal Coffs Harbour	02 6659 4800
Opal Florence Tower	07 5590 2800
Opal Glenmere	02 4356 2900
Opal Hillside / Hillside Assisted Living	02 4904 0100
Opal Killarney Vale / Killarney Vale Assisted Living	02 4345 2700
Opal Macquarie Place	02 4944 1300
Opal Maitland	02 4015 3000
Opal Murwillumbah	02 6670 9700
Opal Norah Head	02 4352 8900
Opal Raymond Terrace Gardens	02 4980 0000
Opal Rutherford	02 4015 3800
Opal Tweed Heads	07 5599 6900

Southern, Western and Country NSW

Opal Bathurst	02 6334 7000
Opal Cherrywood Grove	02 6363 4300
Opal Dubbo	02 5852 1600
Opal Denhams Beach	02 4412 3400
Opal Endeavour / Endeavour Assisted Living	02 4754 6000
Opal Mudgee	02 6370 6200
Opal Narrandera	02 6959 5300
Opal Shoalhaven	02 4429 1200

Queensland

Opal Abbey Gardens	07 5495 9000
Opal Ashmore	07 5510 1800
Opal Burpengary Gardens	07 3481 6100
Opal Caloundra	07 5390 0200
Opal Greenfern Place	07 3809 1400
Opal Kawana Waters	07 5390 5100
Opal Kirra Beach	07 5587 5500
Opal Leamington	07 5557 7700
Opal Nambour	07 5444 9700
Opal North Lakes	07 3384 2700
Opal Raffin Place	07 3723 0400
Opal Raynbird Place	07 3500 9300
Opal Springwood	07 3722 9400
Opal Varsity Rise	07 5554 8100

Central Victoria

Opal by the Bay	03 5958 6600
Opal Gillin Park	03 5559 0600
Opal Gracedale	03 9844 8000
Opal Hobsons Bay	03 8325 7600
Opal Meadowglen	03 8405 5200
Opal Roxburgh	03 9303 6800
Opal Salford Park	03 9847 2500
Opal Somerville	03 5977 9922
Opal South Valley	03 5223 0900
Opal Warrnambool	03 5563 0600

Gippsland Victoria

Opal Bairnsdale	03 5153 7200
Opal Lakeview	03 5179 5500
Opal Paynesville	03 5153 8400
Opal Seahaven	03 5671 6000
Opal Sale	03 5142 1600

Western Australia

Opal Alfred Cove	08 6330 0400
Opal Armadale	08 9234 3300
Opal Bunbury Gardens	08 9726 6300
Opal Carine	08 9378 5500
Opal Geraldton	08 9921 5010
Opal Melville	08 9424 0500
Opal Murdoch	08 6332 6200
Opal Murray River	08 9550 2500

