

Opal Moments

Welcome to
Opal Aged Care

Opal Moments is our quarterly magazine that keeps you up to date on what's happening.



specialist aged care

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Photo: Mae James,
Opal South Valley resident.

Thank you to our residents,
families and staff for allowing
us to use their photos in our
publications.

Highlights



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In this edition we update you on our continued growth, profiling our most recent projects. We also give you a summary of this year's 2015 Leadership Conference.

Welcome to the third edition of Opal Moments

Welcome to the third edition of Opal Moments. This is an exciting time for the business, and in this edition we update you on our continued growth, profiling our most recent projects on page 3.

We also give you a summary of this year's 2015 Leadership Conference. This is an important milestone in the year as we bring together the leaders from across our business to reflect on the past year and revitalise for the year ahead.

With continued growth planned, a key focus of the conference included developing Opal's service standards to ensure we deliver a great customer experience for every one of our residents in our homes, every day.

We also celebrated the past year with our Leadership Awards presented to the staff in our homes for their continued hard work. A big congratulations to all of our award winners especially Opal Stanmore for winning Home of the Year.

On page 13 we also profile the special Anzac Day commemorations that took place across our homes. Many of our residents are war veterans, or widows of war veterans, with personal connections to the day, and so the Centenary was an important date to acknowledge and remember.

On page 17 we share the story of the local community connections we are developing, with the sponsorship of local bowls clubs on the Queensland coast, and the importance of building these connections for our homes.

Finally, we hear the wonderful stories from across our homes including the activities our residents have been getting involved in and special birthdays and anniversaries taking place.

I hope you enjoy this edition of Opal Moments.

Best wishes,

Gary

Gary Barnier
Managing Director



Hanap Howe, Manager of Opal Stanmore receives the Home of the Year Award at the Leadership Conference 2015.





It's been a big 12 months for Opal. We've grown considerably, expanding from 56 homes last July, to now boasting 69 homes across Australia. It's an exciting trend we expect to continue.

Growing to meet our mission

A lot of Opal's recent growth can be attributed to two recent acquisitions – Stockland's Aevum aged care business, in July last year, and Aquarius Aged Care in January. These acquisitions alone have increased our number of operating beds by approximately 900. And while acquisitions aren't core to our growth strategy, we believe these two purchases are an important step in ensuring we can meet our mission to provide quality residential aged care to middle Australia.

We're celebrating nine new homes

Taking over the Aquarius network has had a significant impact on our recent growth. It's seen us add eight new homes in Sydney and the Blue Mountains, and one more in Queensland.

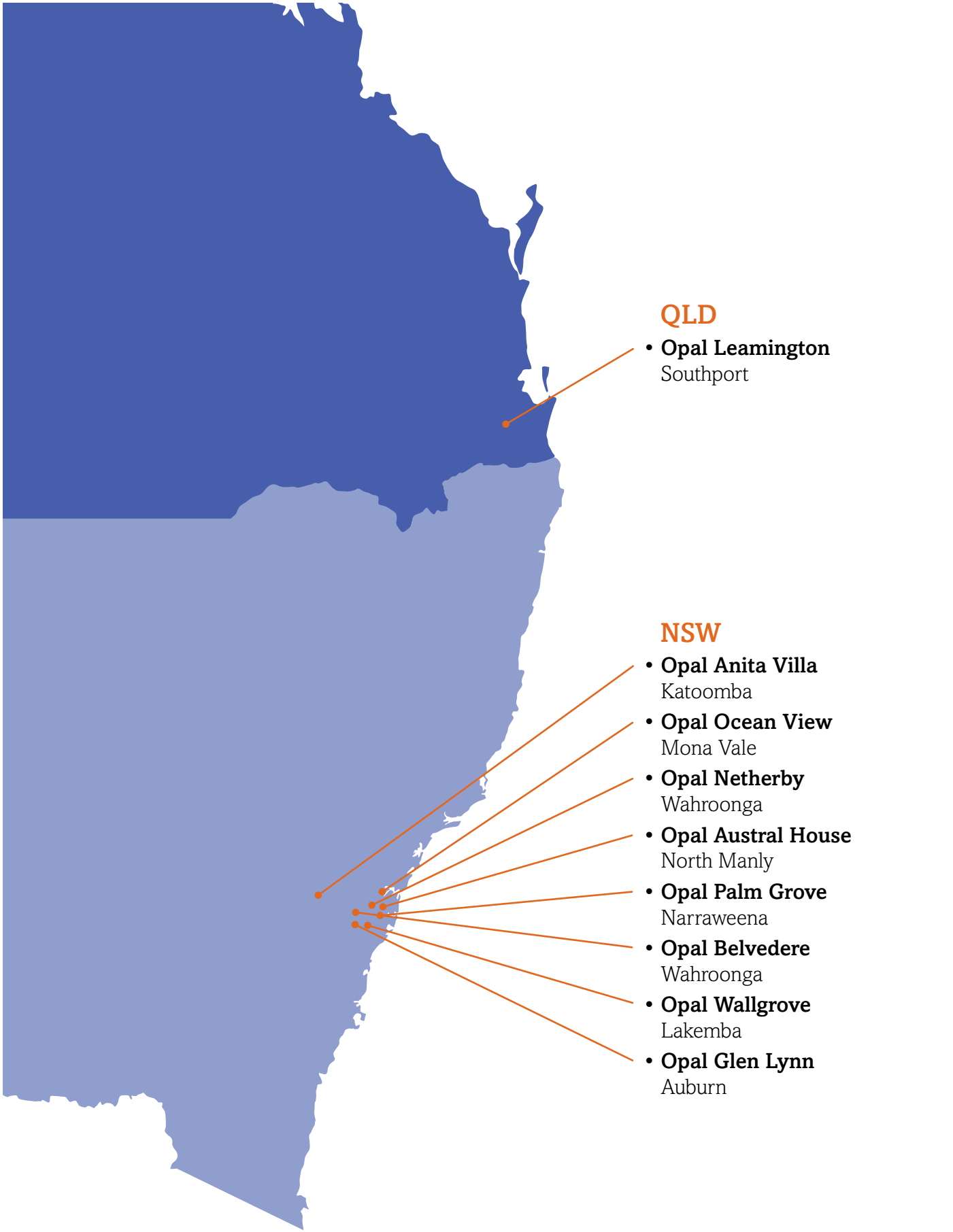
This puts us in a much stronger position to provide specialist aged care for communities that are in need of high quality and affordable residential aged care homes.

We'll be officially launching all nine homes under the Opal banner in June and will work to bring them all in line with Opal standards.

These two purchases are an important step in ensuring we can meet our mission to provide residential aged care to middle Australia.



Welcome to our nine new homes



We’re building as well as buying

One of our key growth objectives is to build new homes, and redevelop existing homes to create new beds in locations where we know the demand for residential aged care isn’t being met. Over the next 5 years, this commitment to redevelopment will see 23 greenfield and brownfield developments take place – another big step in our journey to providing another 2,500 beds in the next 5 years.

Edgewood Park

One of our existing homes, Edgewood Park, is currently undergoing significant building and redevelopment. Located on the idyllic Denham’s Beach, near Batemans Bay, New South Wales, this home has always offered a spacious, light-filled environment for residents. But in an effort to increase the number of beds available, we’ve chosen to redevelop this site, and upgrade its offering. The development is now reaching its final stages, and will launch in July.

And the results speak for themselves – a total of 130 beds in a beautifully refurbished new home, providing a variety of accommodation and a range of pricing options, so people of all needs and means can enjoy it.

Cardinal Freeman

Located in Sydney’s burgeoning inner west, Cardinal Freeman Retirement Village is a particularly exciting project for Opal. Part of the Stockland acquisition, this is the first of what will be several national partnership developments between Opal and Stockland. Standing alongside Stockland’s ‘The Residences’ retirement village which will provide 240 new retirement living apartments, this brand new, \$33 million, 133-bed Opal home with specialist dementia care is due to open in 2016.

The Village redevelopment will feature community facilities including a café, clubhouse and central village green. The entire site will be a hub for older residents of Sydney’s inner west, and will give them the chance to

stay within their local community as they grow older.

This project will go alongside another five homes being built by Opal in Western Sydney after being awarded 966 places by the Federal government in the 2014 Aged Care Approvals Round.

Tweed Heads

Located in the beautiful Terranora Valley in Northern New South Wales, Opal Tweed Heads recently underwent a significant development – the building of a new wing. Opal Tweed Heads is now much more spacious, and offers shared outdoor and indoor living areas for residents to enjoy.

Over the next 5 years, this commitment to redevelopment will see 23 greenfield and brownfield developments take place – another big step in our journey to providing another 2,500 beds in the next 5 years.

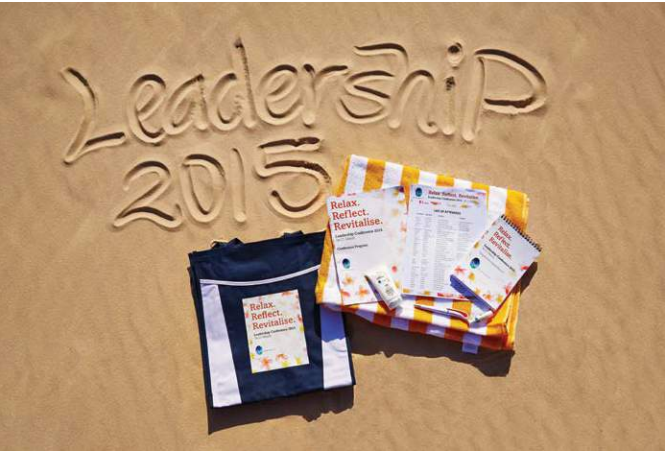


Artist’s impression of Opal Cardinal Freeman due to open in 2016.



Newly refurbished Opal Tweed Heads.





For our first Leadership in Aged Care Conference as the newly branded Opal Aged Care, we invited leaders from across the entire Opal network to the stunningly beautiful Tangalooma Island Resort in Queensland.

Leadership in Aged Care Conference 2015

Under the theme of ‘Relax. Refresh. Revitalise’, our leaders including managers from the corporate office, state offices and our homes – took stock of the successes and learnings of 2014, reflected on the challenges

of the year ahead and developed strategies that will revitalise Opal as we continue our journey to being the best provider of residential aged care in Australia. With some exciting but challenging growth plans in

development, along with the need to ensure increasing standards of service, there was a lot to discuss across the three days as we explored how to take the business forward in 2015 and beyond.



The key outcomes of the conference

Across the three days of the conference, delegates were given the chance to test, question and ultimately redefine our strategic vision. Supporting this review was a number of highly focussed presentations from key guest speakers, as well as some bigger picture presentations led by selected members of the business – including a year in review from Managing Director, Gary Barnier, and expert panels on key strategic areas for the business in the years to come.

The sessions were engaging and informative – setting out the three key areas for our business as we plan to meet our goals over the next three to five years.



Jacqui Parle presents the employee survey results.

1. Opal’s Service Standards

The customer service we deliver to our residents and their families is critical to ensuring we deliver the best care possible.

This year we want to make sure the service we deliver is consistent across our growing portfolio of homes. And so it was announced at the conference that the focus for this year would be the roll-out of Opal’s Service Standards, supported by training and recognition programs for our staff.

These standards were based around four key elements:

- **Openness**
The warmth with which we interact with our residents and customers, every day.
- **Presence**
How engaged and ‘present’ we are – spending quality time with each and every resident and customer.
- **Appearance**
The level of pride we take in the appearance of our homes, and of ourselves.
- **Language**
The way we reflect our willingness to help our customers through the language we use.

2. Franchising, without compromising

We have ambitious growth plans over the next five years – plans which could see us double in size in this period. But there’s a good reason for this ambitious goal. We’re committed to meeting our mission to provide enough affordable residential aged care homes for Australia’s ageing population.

Growth in any business comes with inherent challenges and one of these is maintaining consistency in our service levels as we grow. Opal’s approach is to use some of the key concepts of franchising. This includes agreed network wide standard systems, processes and protocols to deliver the best service to all of our residents and customers. No matter what Opal home they are in, they will be able to depend on the same reliable service that Opal will be known for.

Conference delegates heard from an expert on the subject of franchising. David Bayes (former McDonald’s executive and franchisee) spoke on the importance of leadership in a franchise model. David focussed on the importance of having protocols – as they allow you to ensure consistency in service delivery, and to regularly review your performance and keep improving service levels.

No matter what Opal home they are in, they will be able to depend on the same reliable service that Opal will be known for.

3. Listening to our people

We know that the single most important part of our business is our people. And in order to give the best care to our residents, we know we have to understand (and act on) the feelings, opinions and values of our staff.

It was with this in mind that we conducted our first staff engagement survey in November 2012 – giving our staff the opportunity to have their voice heard, and positively affect the way Opal operates and grows.

The survey was repeated again in late 2014 – and this time the results were presented at the conference by Jacqui Parle,

founder of Better Practice Australia (BPA), who conducted the survey across our corporate office and all of our homes.

Over 64% of staff responded to the survey (up from 61% in 2012). The responses reflected our recent positive shift from a culture of consolidation to one of ambition, and it was incredibly pleasing to see in real terms just how committed our people are to delivering the very best care for our residents. As a business we still have areas to work on and the information and insights gained from the surveys will help us address these. Delegates at the conference left armed with

the knowledge of how their home can continue its cultural journey.

Within the survey, there was also an opportunity for staff to supply a ‘message in a bottle’ to our Managing Director, Gary Barnier giving everyone the chance to provide honest feedback and messages, via a confidential system. Gary commented:

“I see these messages as the most valuable piece of feedback an MD can receive from their staff and as was the case with the survey in 2012 I am committed to reviewing and acting on each and every message.”



In session at the conference.

Congratulations to our Award Winners

Awarding our leaders

This year's Leadership Awards were hotly contested across each and every category. Adding to the occasion, all the finalists spoke during panel sessions throughout the conference, outlining what they'd achieved to be nominated as a finalist.

It gave all the attendees a first-hand look at the great work being done, right across the Opal network. The winners were announced on the final Gala night, with the awards handed out by members of the Opal Executive team. The big prize was the 2014 Home of the Year – awarded for outstanding leadership

in clinical excellence, occupancy, staff turnover, workplace safety and staff culture. This year the honour went to Opal Stanmore. Many congratulations to the home's manager, Hanap Howe, and her team.

The winners:



Home of the Year and Workplace Safety Award
Opal Stanmore



Home and Garden Award
Opal Gracedale



Customer Service Award
Opal Varsity Rise



Clinical Excellence Award
Opal Narrandera



Staff Development Award
Opal Armadale



Lifestyle Program Award
Opal Greenfern Place



Corporate Supporter of the Year
Bianca Walls



Community Engagement Award
Opal Salford Park

Conference activities

Team building

Conference attendees from right across our 69 homes in Australia were encouraged to come together – with a range of team building events on the beach. With everything from a tug of war, to a giant Jenga game, and even a Hawaiian-themed beach party, long time colleagues and new acquaintances got to know each other better in the island's relaxed settings.

Tai Chi

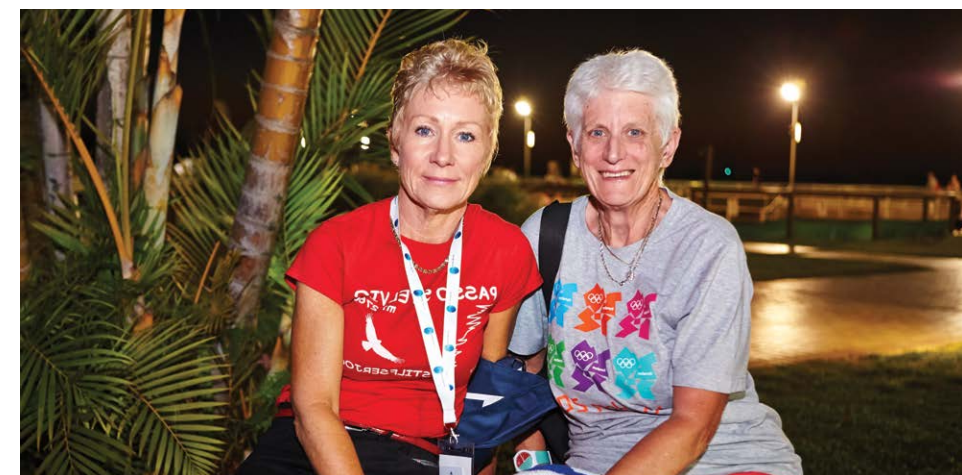
In harmony with the conference theme of 'Relax. Reflect. Revitalise', our employee well-being program Opal Thrive invited attendees to rise and shine with early Tai Chi sessions.

Dolphin feeding

Tangalooma is famous for its resident pod of dolphins; more than happy to play with, and be fed by humans. Attendees had the opportunity to get up close and personal with these majestic creatures, in a wet but wonderful 'meet and feed'.

Gala night

We celebrated the end of the conference with a Gala night – this included announcing the winners of our awards and closing the conference with a night of music and dancing as the sun set over the picturesque Tangalooma island, bringing our 2015 Leadership Conference to a close.





Every year, Anzac Day is one of the most meaningful, and memorable events on the calendar for all our homes. Many of our residents are war veterans, or widows of war veterans, with personal connections to the day.

A very special Centenary

A VC visits Opal Kirra Beach (QLD)

Leading up to Anzac Day, Opal Kirra Beach received a visit from a very special guest – Victoria Cross recipient, Keith Payne. In town to attend the local Dawn Service, Keith met the residents and staff, and shared his story – which included military action in Korea, Papua New Guinea and Malaya. During his outstanding service, Keith received over 23 medals, including the Victoria Cross for his heroic actions in the Vietnam War.



Opal Kirra Beach staff with Keith Payne.



Keith Payne sharing his story with Opal Kirra Beach residents.

This year, being the Centenary of Anzac, the occasion was particularly significant. Many of our homes held services, with residents being joined by family and friends, along with members of their local community, to commemorate our diggers.



Keith Payne meeting Opal Kirra Beach resident Beryl Whilesmith.

Three generations remember

Opal Salford Park (VIC)

If the family of resident Ken Bingham is any indication, it will be a long time before we forget the sacrifice of our Anzacs. He was joined by his son and granddaughter to pay tribute together at Opal Salford Park.

Reflecting on the services he attended with his father at the War Memorial every year, Ken put a voice to a feeling so many of us share, ‘The name Anzacs was given to the Australians and New Zealanders who fought together very well under conditions that were the worst possible, and beyond what we could understand.’



Ken Bingham, Opal Salford Park resident, joined by his son and granddaughter.

“The name Anzacs was given to the Australians and New Zealanders who fought together very well under conditions that were the worst possible.”



Opal Gracedale staff and residents with the wall of poppies.

A highlight of the day was the array of poppies crocheted by the craft ladies.

A big turnout
Opal Endeavour (NSW)

There was a very strong attendance of more than 80 people as Opal Endeavour played host to RSL local member, Trish Doyle, and Blue Mountains councillor, Daniel Myles, at their Anzac service. With many staff contributing to the day – including Karen Champion, who for the past six years has worked with the local community to build this into a special event – it was a fittingly memorable occasion.

A very special role in the service was performed by Mrs Elizabeth Langdon (whose husband served as a Navigator to famous Pilot Gosling in WWII) and Alan Carruthers (a returned soldier in WWII) who represented the ALA as wreath bearers, alongside our own Mrs Gwen Van Sommeren, whose husband was a returned soldier in WWII.

A floral tribute
Opal Gracedale (VIC)

Residents from Opal Gracedale’s arts and crafts groups worked together to create a ‘wall of poppies’ to commemorate the day, as well as hosting a service with many residents, families and staff in attendance.

Stories for the Examiner
Opal Raymond Terrace Gardens (NSW)

In the week leading up to Anzac Day, the Port Stephens Examiner came calling on Opal Raymond Terrace Gardens, to uncover the stories of our WWII veterans. And what stories they had to tell... Bob Anson is one of the last remaining Rats of Tobruk, and told of the Germans’ eight-month effort to take the city. Patricia Mason spoke of how proud she was of her time in service, reaching the position of sergeant as a stenographer in the Women’s Auxiliary Australian Air Force. And Ron Farley and his son recalled his deployment on the steep slopes of Shaggy Ridge as part of the 2/16th Battalion.



Geoff Borham with Opal Hillside resident John McDougall.

A certificate of appreciation
Opal Hillside (NSW)

As part of their Anzac Day commemorations, Opal Hillside paid special tribute to Geoff Borham (Ex-President and life member of Adamstown RSL Sub Branch) presenting him with a thank you certificate for conducting the Anzac services at the home for the last 30 years. Geoff turned 93 in May and is a member of the extended Opal Hillside family, with his first wife residing at the home several years ago.

Opal Hillside is also home to digger, Donald ‘Don’ Burchell, who started his career at 15 years old in the merchant navy. In the years following, Don trained as a gunner, and at 17, was the only living survivor of the ‘Iron Chieftain’ sinking. Don’s story is acknowledged by Newcastle Maritime Centre on their wall of remembrance.

Crocheting memories
Opal Gillin Park (VIC)

To conduct their Anzac Day service, the residents of Opal Gillin Park welcomed Ken and Heather from Warrnambool RSL. Among several commemorative activities, a highlight of the day was the array of poppies crocheted by the craft ladies – each with a personal message for a loved one.

An Anzac BBQ
Opal Canterbury (NSW)

Residents at Opal Canterbury commemorated the Centenary of Anzac in a particularly Australian way – with a barbecue. With a perfectly set table positioned in the hallway alongside a commemorative display, residents shared their memories – all agreeing how much we owe our diggers for the freedom we have today.



Ken and Heather from Warrnambool RSL, with Opal Gillin Park residents Shirley Goldstraw and Joan Gould.



Opal Aged Care is a proud sponsor of local bowls clubs across the country.

Building partnerships with our local communities

Russell Grey from Victoria was a life time member of his local bowls club. When he moved to our Sydney, Opal Annandale home to be closer to his family, he could no longer attend his local club. Russell would often tell staff his fond memories of the club and the good mates he made when playing a game. The lifestyle team at the home organised a trip to the local bowling club for Russell and his fellow residents where they enjoyed lunch, listened to some fifties rock & roll before taking to the green for a game of lawn bowls.



Russell showing off his skills.

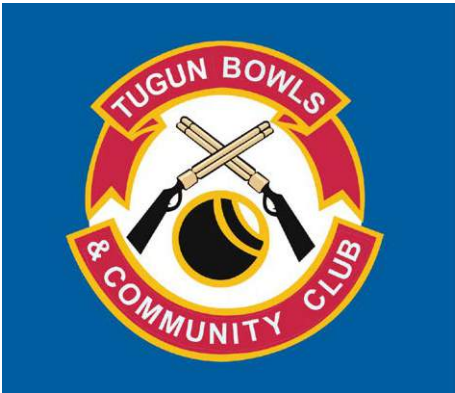
The iconic game

Lawn bowls is one of Australia’s most popular and iconic sports, enjoyed by over 600,000 Australians. Over 90,000 of these are 75 years and over, and for many of our residents this sport was a key past time of theirs. Opal Aged Care is a proud sponsor of local bowls clubs, involved with many of our local bowling clubs across the country.

Tugun Bowls Club, QLD

Opal Aged Care has sponsored Tugun Bowls Club in Queensland for the last two years. The partnership came about as we looked to strengthen our ties with the local community and raise awareness of our homes, particularly our Kirra Beach home. The home is only a block from the main beach, yet many locals didn’t even know it existed.

For many of our residents in the area, lawn bowls was a key part



of their social calendar and like Russell, they belonged to clubs in the local area. This partnership offers our residents and staff the opportunity to be a member of the club, take part in a game of bowls and enjoy the amenities on offer.

For the other members of the club, being connected to Opal Aged Care gives them access to information and the right people to talk to about aged care. For some members, this may be an issue they need to start to consider, and our team are on hand to support.



Opal Kirra Beach residents enjoy a day out on the green.



A social hub

The club is very much a social hub and a connection to the community for our home. To date Opal Kirra Beach has held their Christmas party and other social events there. The club also has an Opal branded community bus, which is on offer to our home when not used for bowls events.



A resident is given tips from a Club member.

An ongoing partnership

The members and staff at the club go out of their way to engage with our Kirra Beach home, offering up their time at our open days. The bowls club hosts several large tournaments each year which is when the Opal team lends their support, including presenting the prizes and supporting at morning teas and lunches and of course, displaying our Opal brand on the green’s flag, and tournament scorecards. Members can also come and chat to the team if they need any support or information on aged care services. The Opal team also attend the ladies and gentlemen’s meetings, resulting in some past members now moving into our homes.

The club is very much a social hub and a connection to the community for our home.

The Open is on its way

The Australian Open, the most prestigious bowling event in Australia will come to the Gold Coast this year and will see the tournament play at local clubs, including a visit to Tugun club from the National Squad for training. For the club’s members and our residents, this will be the chance to see bowling at its best. Opal would like to wish everyone the best of luck for the tournament.



A resident bowls his first ball of the game.



This edition we meet Graham Renwick, General Manager of our Queensland and Western Australia homes. Graham is originally from New Zealand, but now lives in Queensland with his wife and two daughters.

Meet Graham Renwick

Welcome to meet the team. In each edition of Opal Moments you will get to meet a member of the Opal team, find out what it's like working in their role, gain insights into their daily lives and what they do in their spare time.

Q. Tell us a little about your role as General Manager for Queensland and Western Australia.
A. After working 11 years for an aged care company in New Zealand that saw growth from 12 to 45 facilities, I had worked in Australia from time to time and was looking to make the permanent move to Australia. Soon after being contacted about the General Manager

role based in Queensland, I officially made the move. During the Christmas break last year, Gary, Opal's Managing Director, contacted me to consider taking on the Opal Western Australia homes. I was really excited by the challenge and opportunity and accepted the role. I am now responsible for 20 Opal homes – 14 in the Queensland region (including three on the NSW border) and six in Western Australia.



Graham presenting service standards at the 2015 Leadership Conference.



Graham at Opal Kirra Beach's open day, trying out his bowling skills.

Q. What's a typical day like for you Graham?
A. Most days start bright and early with the kids' school sport drop off at 6:30am. I am often then on the road visiting homes, attending various staff or resident meetings, and supporting the home's managers. Planning and preparation is key, however this role requires me to be adaptable to all the different challenges that present on a daily basis. Most weekday evenings involve responding to the emails I've been unable to get to whilst on the road!

Q. What did you like when you first started working at Opal Aged Care?
A. I liked the opportunity to be part of a growing, national aged care company that wanted to improve the care outcomes

for residents as well as the staff working environment.

Q. Tell us one of your favourite things about your job and working at Opal Aged Care?
A. I really like spending time sitting down and talking to the residents. They have some fantastic stories - you'd be surprised at the diversity of their backgrounds.

Q. What's an example of something you've worked on that you're most proud of?
A. I'm most proud of working with our staff that have been promoted and seeing them develop into successful leaders as they start to fulfil their potential.

Q. What's the most challenging aspect of your job?
A. Working in both Queensland and Western Australia, I don't get

out to all the homes as much as I would like to, along with balancing the support requirements of the home's managers.

Q. Tell us a little about what you do in your spare time?
A. My kids take up most of my spare time - rowing drop off at 4:45am isn't too much fun! I tend to go to most of their sports games at the weekend and when needed, ferry them around to their various social events.

I follow rugby and I'm quietly confident the All Blacks can win the World Cup later this year! And walking the dog allows me to get some exercise in most days.

Q. What are your hopes for the future at Opal Aged Care?
A. That the Opal Aged Care brand will be nationally recognised by the public as the leading provider for aged care in Australia.

Taronga Zoo visit

Opal Narrandera (NSW) had some unlikely visitors arrive at the home one afternoon, from Sydney’s Taronga Zoo. Residents enjoyed a visit from Ryan, Taronga Zoo’s educator and a wonderful variety of Australian animals, including an echidna, ring tail possum, green tree frog, stumpy tail lizard, stick insect and a snake.

After learning about the animals’ habits, feeding and the areas of Australia they come from, each resident took the opportunity to pet the native animals, reptiles and insects.

Opal would like to thank Taronga Zoo for such a wonderful experience which was thoroughly enjoyed by the residents and staff.



Opal Narrandera residents taking the opportunity to pet Taronga Zoo’s visitors.

Sounds classical

Philip Evans, Maintenance Officer at Opal Armadale (WA), along with his wife Fiona and a group of their friends, kindly donated their time to come and perform at the home. The group call themselves “Sounds

Classical” and sing a variety of songs from Elvis to modern day songs. Philip says that the group gets together once a month to sing and have a bit of fun, and decided to entertain Opal Armadale’s residents.

This was the group’s first time singing in public. They received rave reviews from residents and staff, and the group also kindly handed out roses to the residents.



“Sounds Classical” perform for the residents at Opal Armadale.

Happy first birthday to the new Quakers Hill Nursing home

It’s been a big birthday season at Quakers Hill Nursing home (NSW), with the home celebrating its first birthday as well as a few special birthdays for residents. A delicious Opal designed cake was shared amongst residents and staff in the lovely surroundings of the new home, including Beryl Land who was welcomed into the home on the day it opened. It was a double celebration for Beryl as she celebrated her 102nd birthday.



Quakers Hill celebrates its first birthday.



Quakers Hill resident Beryl Land celebrates her 102nd birthday.



Opal Fernleigh staff Mayada Adam and Johanna Cardozo.

Opal Fernleigh staff increase their knowledge on specialist dementia care

Mayada Adam and Johanna Cardozo, two staff members at Opal Fernleigh (NSW) recently undertook MOOC, an online course to further increase their knowledge on dementia following Opal’s company wide Alzheimer’s Australia training. The women have taken their studies a step further and are now both enrolled in a Bachelor of Dementia Care, with the aim of providing the best care to current and future residents, and their families, who have been affected by dementia.

Opal Mudgee residents receive art and craft awards

Residents Hazel Hawkins, Paul Martin, Grace Dixon and Joan James entered art and craft into the Seniors Week craft competition and all were awarded a prize. Paul Martin received first prize for his water colour green parrot, Joan James received second prize for her water colour galah, Hazel Hawkins received third prize for her knitted red scarf and beanie and Grace Dixon received highly commended for her crotchet beanies.

Hazel also entered last year and was awarded highly commended for her knitted coat hangers and scarves. In previous years, Opal Mudgee residents have competed against the wider community. However this year, Mudgee



Opal Mudgee residents with their awards.

Seniors Week organisers decided to create a new category in the competition for people in aged care accommodation to even out the playing field.

This year Opal Mudgee residents competed against two other facilities in the area, so there was great competition and excitement all round.

Paynesville fundraising for cancer research

Opal Paynesville (VIC) displayed their commitment to Opal’s value of compassion. Upon hearing an Opal staff member at a neighbouring home in East

Gippsland had been diagnosed with breast cancer, they decided to lend a helping hand. Putting on their best pink frocks, they held a pink gold coin donation day.

Not only was the day a lot of fun for both staff and residents, but all the money raised will be going towards breast cancer research.



Opal Paynesville raise money for breast cancer research.

Sharing with the generations

Residents at Quakers Hill Nursing home (NSW) have been enjoying the opportunity to assist in teaching the next generation while making new friends through weekly visits from students at St John Paul II Catholic College (formerly known as Terra Sancta).

As part of her society and culture subject, HSC student Abileigh Dillon has started a project to explore the perceptions that teenagers have of aged care facilities and the positive impact visiting programs have on changing negative perceptions. Abileigh will also explore the health and well-being benefits of young people visiting the elderly in aged care homes on a regular basis.

Throughout the year, school students will regularly visit the home to engage with residents in activities including discussion groups, bingo, arts and crafts and sing-alongs. The partnership has proved to be a great success, providing a fantastic learning opportunity for the students and providing great enjoyment for the residents.



L-R: Quakers Hill Lifestyle Coordinator and Quakers Hill resident Leo Portelli with Abileigh Dillon and Leader of Learning Robert Feeney from St John Paul II Catholic College.



Students and residents enjoying the program.

Celebrating the decades

Each month this year, Opal Armadale (WA) are taking a trip down memory lane, celebrating the decades and incorporating special events. In February, the residents enjoyed a 1920’s style Chinese New Year with special visitors from Opal Murray River (WA). The ladies wore their head pieces and feathers which they had made themselves in craft club the week before, while the gentlemen wore stylish top hats.

All residents enjoyed the delicious Yum Cha feast accompanied by some 1920’s music, whilst chatting with new friends.



Opal Armadale and Opal Murray River residents and staff enjoy the festivities.

Opal Fernleigh residents enjoy holiday celebrations

Opal Fernleigh (NSW) love to keep residents up to date on major occasions. So far in 2015, staff and residents have enjoyed an Aussie style BBQ for Australia Day, residents received roses and chocolates on Valentine’s Day, and a traditional Chinese banquet lunch was held to celebrate Chinese New Year. At the lunch, residents learnt about the year of the goat, and each resident found out which animal their birthday belongs to following the Chinese calendar.



Opal Fernleigh residents enjoying the celebrations.

Mudgee couple celebrates 60th Wedding Anniversary

Hazel and John Hawkins recently celebrated their 60th Wedding Anniversary. Hazel is a resident of Opal Mudgee (NSW) and her husband John comes to visit. Hazel and John met in 1954 at the Rylstone Catholic Ball. Hazel recalls seeing John dance around the room and then coming over and asking her to dance. John invited Hazel to join him for supper and then drove Hazel and her girlfriend home to Mudgee (a one hour drive away). John and his friend visited Mudgee the following weekend and as they say, “the rest is history”. John and Hazel have 6 children, Christine, Sallyanne, Malcolm, Andrew, Belinda and Monica, 14 grandchildren and 10 great grandchildren. Hazel and John received congratulatory letters from The Queen, The Prime Minister, The Governor General, The Premier of NSW and their local MP. Congratulations on a wonderful 60 years!



John and Hazel Hawkins celebrate their 60th Wedding Anniversary.

69th Wedding Anniversary for Pam and Jim Hammond

Pam and Jim Hammond celebrated their 69th Wedding Anniversary at Opal Paynesville. Flowers and balloons were used to celebrate the occasion, and they shared a special meal together. Congratulations Mr and Mrs Hammond!



Jim and Pam Hammond celebrate their 69th Wedding Anniversary.

Residents knitting gifts for those in need

Opal Raymond Terrace Gardens (NSW) knitting group are lovingly knitting toys for children at the Ronald McDonald House at John Hunter Hospital. They are also sending toys to children in Kenya, the Philippines and Thailand. Using wool donated by family and friends, the group has been able to make nearly 100 toys to date. The latest group of toys was sent to a multi-generational residential care home in Thailand, Glory Home (pictured). Located in Chang Ri with 18 residents, many grandparents have their grandchildren living with them. The group not only enjoy their rewarding time together, knowing the toys they make will be a loved gift to a child, but they are also receiving great feedback and gratitude for their efforts. They most recently received a thank you card for their latest parcel sent to Ronald McDonald House and are currently preparing to send another 30 toys. If any other Opal home is interested in making these toys, the knitting group will happily send through the simple knitting patterns.



Residents at Glory Home in Thailand with toys knitted by the group at Opal Raymond Terrace Gardens.

Enid Farrell’s 100th birthday

Enid Farrell has been a resident at Opal Fernleigh (NSW) for a number of years. This year Enid celebrated her 100th birthday. The home’s staff surprised Enid in the morning with a cake and Enid’s birthday celebrations lasted a whole week, with her family hosting a party for 80 family and friends, which Enid greatly enjoyed.



Enid celebrating her 100th birthday with the Opal family.

William Lawson’s 102nd birthday

Opal Shoalhaven (NSW) resident Bill Lawson turned 102 in April and celebrated with a garden party with his daughter, son in law and grandchildren.



Bill Lawson celebrating his 102nd birthday with his family.

Each month we receive thank you letters from families and friends expressing their gratitude for our wonderful staff. Here are a selection.

Opal Applecross (WA)

Dear Joy,

I really believe the main principal at Opal Applecross home is to make life less difficult for others. And that is how I see the actions of the home’s staff. From highly trained management, office staff, skilled nursing staff, to the wonderful carers, the ladies that organise the resident’s activities, through to the very friendly catering, laundry and cleaning staff as well as the smiling handy man. This is the wonderful team that contribute to the very high standard of care, our loved ones receive 24 hours a day, 7 days a week.

I could not complete this letter without offering our sincere compliments to all staff at Opal nursing home. And remember, in beauty may you walk. Wishing you all happiness.

Thank you,
The Green Family

Opal Hobsons Bay (VIC)

Dear staff,

A short note to express our appreciation with regard to the care you lavished on Jessica during the time she was a resident at Opal Hobsons Bay. Jessica was

delighted to be allocated such a nice bright and airy room and, as you will be well aware, she decorated it to her taste. While she was able, Jessica enjoyed walking the corridors and speaking with staff and fellow residents. Jessica was well looked after by all staff, and was especially grateful to Wendy who had also cared for her husband, Frank, while he was resident in the home in 2005/6. She was delighted to have someone to chat to about Frank. Thank you, Wendy.

I must say that I regard Opal Hobsons Bay as our home away from home and, while I hope we won’t require your services for many years, I would like to think that we could, perhaps, spend the final days of our lives with you.

With very best wishes,
Helene Wild

Opal Varsity Rise (QLD)

Dear Opal Varsity Rise,

I have come to stay here for respite from Robina Rehab Hospice, with the belief that respite places are not good for folk needing a break from home.

To my surprise Opal Aged Care is the most wonderful residing place possible. From the start of your stay all are made to feel so “special” in every way possible, rooms are lovely with single and

ensuites very tastefully set up, the food is very delicious and hot breakfast can be had if you wish. Social life is great! Lots to do, walks, exercises, bingo, trivia, bus outings, and theatre.

Opal have a great hairdresser (she is very good and prices are so reasonable), along with the coffee shop to enjoy with friends and family.

For those of us that need help and assistance it is next to heaven.

P Chant.
Respite Resident

Opal Salford Park (VIC)

Hello Sue,

I just wanted to send a quick email to express our appreciation of your outstanding care and kindness towards Jean. She has settled in happily and seems content. It’s lovely to visit and see everyone taking care of Jean.

The staff have been wonderful and very warm, they always make us feel welcome. Jean is enjoying her surroundings, always mentions the delicious meals and we can tell that the nourishment she is now receiving has made a huge difference physically. Such peace of mind for everyone!

Thanks again,
Leanne

Our homes around the country

Queensland		Metro NSW	
Opal Abbey Gardens	07 5495 9000	Opal Annandale	02 8585 1900
Opal Ashmore	07 5510 1800	Opal Austral House	02 9939 1288
Opal Burpengary Gardens	07 3888 5000	Opal Belvedere	02 9489 2664
Opal Caloundra	07 5491 5155	Opal Bossley Park	02 9610 6200
Opal Greenfern	07 3809 1400	Opal Canterbury	02 9784 2111
Opal Kirra Beach	07 5536 2766	Opal Cardinal Freeman	02 8799 6900
Opal Leamington	07 5571 0622	Opal Fernleigh	02 9809 3217
Opal Nambour	07 5444 9700	Opal Glen Lynn	02 9649 7746
Opal Raffin Place	07 3723 0400	Opal Lourdes	02 8467 3200
Opal Raynbird Place	07 3500 9300	Opal Netherby	02 9489 0271
Opal Varsity Rise	07 5554 8100	Opal Ocean View	02 9997 5448
Northern NSW, Hunter & Central Coast		Opal Palm Grove	02 9971 5389
Opal Berkeley Village	02 4337 0000	Quakers Hill Nursing Home	02 8818 6500
Opal Coffs Harbour	02 6659 4800	Opal Seaside	02 9910 7600
Opal Florence Tower	07 5590 2800	Opal Stanmore	02 9519 3926
Opal Glenmere	02 4393 1888	Opal Wallgrove	02 9759 2653
Opal Hillside	02 4904 0100	Opal Windward Manor	02 9370 0600
Opal Hillside ALA	02 4904 0100	Central Victoria	
Opal Killarney Vale	02 4345 2700	Opal By The Bay	03 5976 5700
Opal Killarney Vale ALA	02 4345 2700	Opal Gillin Park	03 5559 0600
Opal Macquarie Place	02 4944 1300	Opal Gracedale	03 9844 8000
Opal Maitland	02 4932 6688	Opal Hobsons Bay	03 9318 9155
Opal Murwillumbah	02 6670 9700	Opal Meadowglen	03 9408 4591
Opal Norah Head	02 4396 5511	Opal Roxburgh	03 9308 7355
Opal Raymond Terrace	02 4980 0000	Opal Salford Park	03 9847 2500
Opal Tweed Heads	07 5599 6900	Opal South Valley	03 5244 4106
Southern/Western/Country NSW		Opal Warrnambool	03 5562 3343
Opal Anita Villa	02 4782 6255	Gippsland Victoria	
Opal Bathurst	02 6333 2500	Opal Bairnsdale	03 5152 3744
Opal Cherrywood Grove	02 6361 9228	Opal Lakeview	03 5155 3995
Opal Dubbo	02 6884 4277	Opal Paynesville	03 5153 8400
Opal Edgewood Park	02 4412 3400	Opal Sale	03 5143 1433
Opal Endeavour	02 4751 1000	Opal Seahaven	03 5674 1700
Opal Endeavour ALA	02 4751 1000	Western Australia	
Opal Mudgee	02 6372 3977	Opal Applecross	08 9364 7722
Opal Narrandera	02 6959 5300	Opal Armadale	08 9399 3132
Opal Shoalhaven	02 4421 5911	Opal Bunbury Gardens	08 9721 5333
General Enquiries		Opal Geraldton	08 9921 5010
Feedback		Opal Murray River	08 9535 7466
		Opal Narrogin	08 9881 2244

