

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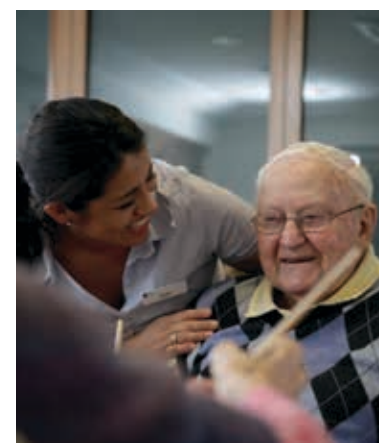
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Thank you to our Residents, families and staff for allowing us to use their photos in our publications

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Opal Aged Care stands for excellence and fresh thinking with a heart. This means being honest and transparent about how difficult and emotional the decision to go into residential aged care can be.

Welcome from Gary

Welcome to the first edition of Opal Moments, our new quarterly magazine replacing our Gazette newsletter. This change reflects the look and feel of our new brand, Opal Aged Care.

The rebrand, which has taken place over the last three months, is the culmination of a journey that began when Domain and Principal merged more than six years ago. Our new brand is much more than a new name – it’s a new identity, and reflects our determination to provide the highest quality residential aged care in Australia, specialising in dementia and palliation.

Opal Aged Care stands for excellence and fresh thinking with a heart. This means being honest and transparent about how difficult and emotional the decision to enter residential aged care can be. It means delivering high care through our people.

I have the privilege in my role of spending time with our Residents and our staff in our Homes,

including recently visiting two of our newest Homes in Victoria, Opal Salford Park and Opal Gillin Park. I am proud to be part of a team that cares for our Residents with compassion and empathy.

At our brand launch, I was pleased to be able to stand alongside The Hon. John Watkins, CEO of Alzheimer’s Australia, New South Wales and unveil our new education partnership, where all 5,500 Opal Aged Care employees will be trained in specialist dementia care.

As well as investing in training for our staff, we are making significant changes to the way we deliver our hospitality and customer service offering. Our Head of Hospitality, Justin Wilshaw has begun a range

of exciting new food initiatives which are featured on page 10. News about what is happening in our Homes in hospitality and customer service will become a regular feature in this magazine.

The name Opal Moments reflects the importance of this time in our Residents’ lives – our aim is to create a residential aged care environment that provides space and time for our Residents and their families, friends and local community to connect and share special moments together. I am sure our new magazine will communicate how we are transforming residential aged care.

I hope you enjoy our first edition of Opal Moments.

As well as investing in training for our staff, we are making significant changes to the way we deliver our hospitality and customer service offering.

Gary Barnier

Managing Director



Gary Barnier, Managing Director with the Hon. John Watkins, CEO of Alzheimer’s Australia, New South Wales



The new brand was introduced by Managing Director, Gary Barnier and as part of his speech, Gary shared his own family experience of his grandfather living with dementia and the mix of emotions he felt at the time.

Welcome to our new brand and identity

Launched internally to all staff through a national roadshow, the new brand and education training partnership with Alzheimer’s Australia was unveiled at an event at The Pavilion near Sydney’s Botanical Gardens on June 3rd, in the company of more than 300 people, including representatives from our Homes and key leaders in the aged care industry.

The new brand was introduced by our Managing Director, Gary Barnier and as part of his speech, Gary shared his own family experience of his grandfather living with dementia and the mix of emotions he felt at the time, showing how dementia touches so many of our lives. He also ran a short movie featuring our Residents, staff and families showing how, as Opal Aged Care, we want to have an open and honest dialogue about some of the unspoken emotions

of aged care – such as sadness, fear, guilt and even relief. He reinforced that we want people to stay at home as long as they can. However, when they need residential care or if they are confused about options, then we are here to help.



Opal brochures from around the country



Unveiling the brand at The Pavilion near Sydney’s Botanical Gardens

Our Mission

Our mission is to deliver the highest quality care and services to our Residents and their families at an important time in their lives.

Our Values



Our strategy

Our strategy is to deliver high care through our people and our mission is to deliver the highest quality care and services to our Residents and their families at an important time in their lives. We will do this by understanding the needs and feelings of our Residents, families and by specialising in dementia and palliation. We will be known for our commitment to delivering the highest quality care through our

staff, by investing in training and development. We will hold transparency and honesty as the cornerstone of how we communicate and act in every circumstance. It is the people that represent Opal Aged Care who bring our values of Respect, Compassion and Accountability to life – and ensure the quality of care we deliver is always of the very highest standard. Opal Aged Care stands for excellence and fresh thinking with a heart.

Overview of our brand

The new brand is much more than a new name – it’s a new identity and reflects our determination to provide the highest quality aged care in Australia and to stand out as unique. For that reason, perhaps it’s not a great surprise we named ourselves Opal Aged Care – an opal being a gemstone that’s not only quintessentially Australian, but like each of our Residents, is unique and special.

Introducing the Opal Uniform

Being leaders in residential aged care means reflecting this in what we wear. The overall look of the new uniforms is smart, professional and makes it easier for our Residents to recognise our different staff and their role. The range caters for all body shapes and sizes and is comfortable and easy to look after. The colour tones complement our new brand image with the key colours consisting of charcoal, blackberry, green, blue, purple and navy.



L-R: All other staff uniform (general services, catering and hospitality), Other care staff uniform (nurse assistant, personal care worker and lifestyle)



Staff at Opal Glenmere show off their new uniforms



The Opal Aged Care website: www.opalagedcare.com.au

Caring for our staff

We’ve never been more committed to developing our people so that they have the skills, training and understanding of the values we believe will make us a better, more effective and more empathetic aged care provider. That’s why, as part of the launch of Opal Aged Care, we launched Opal Thrive – our wellbeing program for staff. This concept was suggested by our staff in our employee engagement survey. It includes individual confidential health assessments, as well as an online portal full of information, hints, articles and programs to help people target key areas they want to improve from weight loss to mindfulness and even meditation programs.



The Opal Thrive Wellbeing Program booklet and Opal Thrive web portal

You’ll see the change everywhere

In physical terms, you’ll notice a change in the signage of our Homes. This reflects the new look of Opal Aged Care – with a fresh, floral design and easy to read Home names which demonstrates the refreshing perspective we’re bringing to residential aged care. All our Homes now have ‘Opal’ alongside their previous name, such as ‘Armadaale’ or ‘Maitland’.

A fresh, floral design and easy to read Home names demonstrate the refreshing perspective we’re bringing to residential aged care.



Regional Admissions Manager (VIC), Gael Wright setting up for a Seniors’ expo



Examples of our new signage



Opal brand banner

Discovering Opal’s flowers

One of the exciting features of our new brand is the imagery that’s displayed across all our communications.

Our ‘patterns of nature’ imagery consists of a suite of eye-catching flowers that bring a unique freshness

to all of our communications. These flowers were created specifically for the new brand. This involved developing unique flower designs put together by a florist and photographer. These have been used in

collaboration with the beautiful photos of our Residents, and we’d like to thank them and their families for letting us use these in our publications.

There are 12 flowers in the suite and we’d like to introduce you to them all.



There has always been a focus on home style meals in Opal Homes but now, with Justin’s appointment, Residents will be noticing some changes to their meals.

Food for the soul
Home style, nutritious, comfort food,
prepared fresh in our Homes

There is a fresh thinking approach to our food offering for our Residents, thanks to Opal’s new Head of Hospitality, Justin Wilshaw. There has always been a focus on home style meals in Opal Homes but now, with Justin’s appointment, Residents will be noticing some changes to their meals. Justin is a fourth generation caterer and has a background in hospitality management, working for major national organisations such as Alliance Catering and Delaware North. Justin has begun working with our kitchen teams to enhance the quality of food served in our Homes. “We are absolutely determined to serve freshly made, home style, nutritious comfort food to our Residents” Justin says, “and that starts from where we source our ingredients.”

“We are pleased to share that we serve only wild caught fish to our Residents, from the Southern and

Pacific Oceans. Most of our fish is caught off the West Coast of the South Island of New Zealand with the remainder caught in the Pacific Ocean, all from MSC certified sustainable fisheries.”

Together with our meat and poultry being 100% Australian and sourced locally, our vegetables are now always sourced from Australian farmers.

Residents can be guaranteed that all meals are designed to provide the calories, vitamins and minerals needed for a healthy diet as well as looking good and tasting delicious. As Justin is keen to remind us, “Just because our meals are cooked in larger quantities doesn’t mean they can’t enliven the senses and nourish the soul.” Dishes such as Atlantic Salmon with Prawns (pictured), Chicken with Figs, Honey and Vinegar, Lamb Ragu and High Country Beef Hot Pot, are just some of the new menu



innovations that Residents will receive at meal times over the coming months. We are very keen to hear your feedback on the new menus and receive suggestions of dishes you would like to see in your Home. Please email Justin: justin.wilshaw@opalagedcare.com.au

Residents can be guaranteed that all meals are designed to provide the calories, vitamins and minerals needed for a healthy diet.



Our staff are continually learning about new ways to care for Residents who live with dementia

As part of our rebrand as Opal Aged Care, we announced an educational partnership with Alzheimer’s Australia (the largest ever of its kind with an aged care provider) – to further develop our staff’s understanding of the disease, and how best to care for people living with dementia.

Partnering with Alzheimer’s Australia: better ways to care for our Residents living with dementia

There is nothing more important to us than providing every one of our Residents with the very best care. And we believe that one of the best ways we can do it is through educating our staff to have the greatest understanding, and most up to date knowledge about the issues our Residents face in their lives.

Right now, there is perhaps no more pressing issue than that of dementia. It is close to epidemic proportions in Australia and will only get worse as our population continues to age. In fact, it’s estimated that the number of Australians living with the disease will almost triple to 900,000 by 2050.

You mightn’t realise it, but dementia is currently the fourth leading cause of death for Australians with 320,000 already

living with the disease. It’s such a concern that the Federal Government has just committed a further \$200 million over five years to Australian scientists and researchers looking to find a way to cure dementia.*

Tackling it together

That’s why, as part of our rebrand as Opal Aged Care, we announced an educational partnership with Alzheimer’s Australia (the largest ever of its kind with an aged care provider) – to further develop our staff’s understanding of the disease, and how best to care for people living with dementia. Everyone will be involved – with all 5,500 of our staff receiving specialist dementia training over the next two years.

It’s a vital part of our mission to offer specialist, high quality aged

care to all Australians – and is particularly important in light of how many of our Residents are affected by the disease and will be in the future. As Opal’s Managing Director, Gary Barnier, said: “With this epidemic upon us, we’ll see more and more Residents living with dementia in our care, and we have a responsibility to provide high quality support to them. Our new partnership with Alzheimer’s Australia will allow us to help these Residents maintain their independence and dignity.” “Understanding and respect is integral to the wellbeing and care of people living with dementia, and it is vital for staff in aged care to have specialist training. That is why we’re delighted to partner with Opal Aged Care on this initiative,” said Alzheimer’s Australia NSW Chief Executive Officer, The Hon. John Watkins.

*The Coalition’s Policy to Boost Dementia Research
<http://lpaweb-static.s3.amazonaws.com/The%20Coalition’s%20Policy%20to%20Boost%20Dementia%20Research.pdf>



Staff at Opal Cherrywood Grove attending the Enriched Dementia Care Foundation Workshop

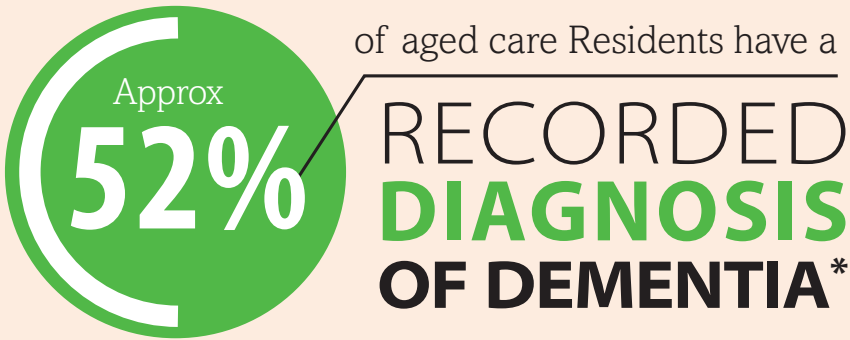
A great start to our Alzheimer’s Australia training roll-out

We’ve already had a very successful start to the program – with six of our Homes in NSW’s Central West being chosen to pilot the Enriched Dementia Care Foundation Workshop in June. The four hour, hands on workshop covered important

topics including the impact of communicating positively and effectively and how to care for Residents living with dementia. The workshop was a great success, with the staff gaining a much better understanding of their Residents and growing closer as a team as they learnt and practised together.

Fiona Johnson from Opal Mudgee said: “The workshop gave me a better understanding why some of the Residents do what they do. I understood before that they couldn’t help themselves, but now I know why they do it.”

Lindsay Danby from Opal Narrandera stated: “I always thought that by doing everything for my Residents living with dementia I am helping them. I realise based on this workshop that I am doing the opposite.” Workshops will be rolled out nationally over the next 18 months.



*Department of Social Services August (2013).
Available at <http://www.myagedcare.gov.au/health-conditions/dementia>



The acquisition of these four new Homes takes Opal Aged Care's portfolio to 60 Homes across Australia, and is an important step in being able to meet Australia's growing need for residential aged care.

We're growing to meet Australia's increasing aged care needs

The last couple of months have been big ones for our company. Rebranding as Opal Aged Care is the culmination of a great deal of belief and effort – as we continue to be one of the leading providers of residential aged care in this country.

But while we've certainly made strides in becoming a better organisation, we've taken an equally significant step to becoming a bigger one.

More Opal Homes to choose from

On 26th June this year, we announced an agreement with Stockland to acquire their aged care portfolio – including 366 operating beds across four Homes in New South Wales and Victoria, and a further 92 offline licences assigned to the development of a potential new aged care Home in Winston Hills, New South Wales.

It's a major move, and one that signals the start of a longer term partnership with Stockland through cooperation on future, co-located retirement living and aged care sites. It also makes a strong statement of our intent to remain as one of Australia's leading providers of quality aged care.

The acquisition of these four new Homes – two in Sydney and two in Victoria (in Melbourne and Warrnambool) – takes Opal Aged Care's Homes to 60 across Australia, and is an important step in being able to meet Australia's growing need for residential aged care.

A seamless transition

While it's a big move for us, we're working hard to make sure it won't feel like a big change for our Residents and staff.

We've ensured all existing Resident and employee agreements were transferred to Opal Aged Care without change. We're making the smooth transition to our Homes

for both staff and Residents our primary concern.

"We're committed to ensuring a smooth transition for both Residents and staff of the Homes we're acquiring, and look forward to a long term partnership with Stockland," Opal Aged Care Managing Director, Gary Barnier said at the announcement.

We'd like to take this opportunity to warmly welcome Residents, their families, and staff to Opal Aged Care. We hope you enjoy the exciting new brand and fresh thinking we're bringing to what are already excellent Homes.

"The staff are very excited to be a part of such a progressive residential aged care organisation. As the Home's Facility Manager, I'm excited about the support and direction from Opal and look forward to being part of the Opal team."

Kaylene Baird,
Facility Manager,
Opal Gillin Park



Extending the Opal Aged Care family to include Opal Gillin Park





Run by the St Vincent de Paul Society, and set at Sydney’s Carriageworks, the Sleepout is all about raising awareness of homelessness, and raising money to support people doing it tough.

Taking it to the streets for our elderly homeless at the St Vincent de Paul Society’s CEO Sleepout

As you get older, everything gets a little more difficult. But nothing can compare to the struggle of our senior citizens who are forced to live on the streets.

Approximately 14 per cent of Australia’s homeless are over 55, and it’s a thought that prompted Opal Aged Care’s Managing Director, Gary Barnier, to once again join thousands of CEOs and business leaders for the annual ‘CEO Sleepout’ on 19th June across Australia.

Run by the St Vincent de Paul Society, and set at Sydney’s Carriageworks, the Sleepout is all about raising awareness of homelessness, and raising money to support people doing it tough.

Now an Ambassador for the St Vincent de Paul Society’s CEO Sleepout, Gary ‘slept rough’ for the third year in a row and raised more money than he ever had before.

He said, “I think about those people who live on the streets who are over 65 years of age and find themselves homeless as a result of either an acquired brain injury, through alcohol or drug abuse, or just simply because their community and family lives have broken down and they’ve got no other place to go.”

He continued, “But thankfully, Opal Aged Care’s support for the welfare of homeless older Australians goes well beyond my participation in this event. We are in the fortunate position where we can provide a safe and warm home for many homeless people in NSW alone. We don’t operate a formal program, rather we approach this from a compassionate perspective and we embrace and respect the older generation regardless of their circumstances, and will continue to do so.”

It was cold, and it was uncomfortable – but Gary’s participation in the Sleepout raised \$18,200 for the St Vincent de Paul Society, and helped build a much needed understanding and awareness of the thousands of senior citizens living on the streets. “I want to thank everyone who sponsored me and the team from our Corporate Office who assisted on the night,” he said.



The makeshift tents at Sydney’s Carriageworks

Aged Care Reforms – an overview

On 1st July 2014 the Australian Government implemented new legislation for aged care in response to the growing population of older people and the challenges facing the current aged care system in Australia.

This critical reform will enable the sector to continue to invest in the development of more residential aged care homes to meet the expected demand for aged care beds into the future, anticipated to be an additional 74,000 beds by 2022. (*Living Longer, Living Better April 2012*).

Some of the changes for Residents considering residential aged care include:

- New accommodation payment models
- Removal of the distinction between high and low care
- Changed means testing

How will these changes affect me or my family member?

The changes will mean greater choices for you or your family member in terms of what you can afford and how your residential aged care is funded.

The legislation is expected to increase competition in the sector, requiring residential aged care providers to focus more on the expectations of Residents with regards to customer service, hospitality and lifestyle offerings. These three elements form the foundation of the Opal aged care difference.

NB: If you were already a Resident in permanent care prior to 1 July, 2014, this legislation will not affect you. You will continue on the same arrangements as before.

How do I get more information on the new accommodation pricing models?

Accommodation prices are now published on the government’s My Aged Care website (www.myagedcare.com.au). In addition, all aged care providers are required to publish their accommodation prices on their websites to enable you to have greater transparency on pricing and an ability to easily compare the offerings of different providers.

NB: If you require government support to fund your stay in residential aged care, you will continue to have access to this support.

For more information on the reforms, please visit <http://www.opalagedcare.com.au/about-aged-care/aged-care-guide/5-easy-steps/>

Type of payment	Description
Refundable Accommodation Deposit (RAD)	This is a lump sum amount and is completely refundable.
Daily Accommodation Payment (DAP)	This payment accrues daily at an interest rate set by the Government and is paid periodically, for example monthly. This payment is not refundable.
Combination Payment	A combination payment includes both a partial lump sum and daily payments.

If you were already a Resident in permanent care prior to 1 July, 2014, this legislation will not affect you. You will continue on the same arrangements as before.



International Nurses Day

Every year on the 12th of May, the world celebrates its nurses through International Nurses Day. Set on the anniversary of Florence Nightingale’s birthday, the day has special significance as many consider Florence to be the founder of modern nursing. With their staff in mind, Opal Annandale (NSW) set up a morning tea to recognise this year’s theme, ‘Nurses: A Force for Change, A Vital Resource for Health.’

As part of the festivities, Residents and staff dressed up in nursing outfits from the past including nursing veils, hats, and uniforms. An award was given out for the best dressed. One nurse remarked, “It was nice to receive the recognition since it can be a very stressful job at times. Days like today make it all worthwhile.”

Animal therapy at Murray River

At Opal Murray River (WA), Residents benefit from a range of therapies but one of the most popular therapies is of the fluffy variety. In June, Residents at the Home had a visit from Old McDonald’s Travelling Farm. Ducks, goats, and even an alpaca were among the animals that came out to the Home for the day, providing opportunities for important tactile and sensory stimulation.

Residents had a chance to pat and cuddle the animals as well as feeding them; with some of the very young ones still being fed from a bottle. One Resident commented, “Pickles (the piglet) was my favourite and the chickens were so cheeky!”

The courtyard area was set up for the animals to make their social call and there seemed to be no shortage of chirps, oinks and of course, laughs to go around. It was hard to say who had more fun, the Residents or the animals, and it is something that is sure to be talked about at the Home for a long time.



Residents enjoying the calming effects of animals

70th anniversary for Russell and Beryl

Opal Kirra Beach Residents Russell and Beryl Wilesmith celebrated their 70th wedding anniversary on Saturday 9th August 2014. They were married on 9th August 1944, raised their children in the town of Junee NSW and later retired to Bribie Island, QLD. Russell served in the Australian Air Force and later in the Second World War. In October 2013 they both made the move to Opal Kirra Beach

to be cared for and to be closer to family. They have three children, seven grandchildren and 10 great grandchildren.



Russell and Beryl Wilesmith



Dorothy and Brida celebrate their 100th birthday

Residents of Opal South Valley (VIC) Brida Dalton and Dorothy Platts recently shared their 100th birthdays together at the Home.

Two decorative cakes were made by the South Valley chefs and a morning tea was held in the main lounge, surrounded by friends and families of both Residents. Also in attendance was Sarah Henderson, Member of the Australian Parliament for Corangamite who wished to meet Brida and Dorothy and present them both with a birthday certificate for reaching such an important milestone.



Sarah Henderson, MP, presenting certificates to Brida and Dorothy

Birthday for Graziano

Bossley Park (NSW) Resident Graziano Golotta celebrated his 103rd birthday with family and friends holding a surprise birthday party for him. Born in Calabria in the south of Italy in 1911, Graziano started as a farm worker on his family’s farm at six years old. In 1950, he and his wife moved to Australia where they bought and settled on a five acre farm growing produce to sell at Paddy’s Markets in Sydney.

Graziano has four children, 10 grandchildren, 20 great-grandchildren, and eight great-great grandchildren, many of whom came to his surprise celebration. His grandson, also named Graziano, played both

classic Italian songs as well as rock ‘n’ roll covers leading the way for a day full of dancing. “I danced with everyone,” the elder Graziano said. He also voiced his pleasure at living at Opal Bossley Park. “I am very happy here,” he said. “I’ve made lots of friends since moving in.”



A very happy Graziano celebrating with Bossley Park staff

George and Maureen celebrate their 57th wedding anniversary

Opal Florence Tower (QLD) Residents George and Maureen Bell have recently celebrated their 57th Wedding Anniversary. Maureen and George met when they were just 17 in Edinburgh, Scotland and they moved to Australia in 1980. Maureen has been a Resident at Florence Tower for four years and George for one year. George likes to keep fit by swimming and Maureen enjoys being out in the garden.



George giving Maureen a cheeky kiss at their anniversary party



Hillside Residents enjoying the Maitland Gallery

Art inspires Residents

In June, staff from Opal Hillside (NSW) took eight Residents to the Maitland Regional Art Gallery to view the current collection of paintings, drawings, sculptures, photographs and limited edition prints by Australian and international artists.

Staff enjoyed taking Residents to the gallery as it was an opportunity for intellectual stimulation. Conversations triggered by exposure to the art works were all conducted in a friendly and supportive environment.

The gallery surprised the Residents by hosting a morning tea served in beautiful crockery cups and saucers.

‘Buy a Bale’ at Glenmere

Many of the Opal Homes have been proactive in raising money for good causes and another one we are proud of is Opal Glenmere (NSW). On Friday the 6th of June, Opal Glenmere put together a market through their ‘Buy a Bale’ fundraiser to raise vital funds to support local farmers who had been affected by the recent droughts.

Despite the market being run on a cold and rainy day, volunteers from Opal Glenmere raised \$2,628 and gained coverage in their local newspaper, the Express Advocate.

Volunteer Residents at Glenmere also took the time to send cards out to the drought-affected families with messages of inspiration and a copy of the newspaper article to show the families are in their thoughts. The farmers weren’t the only beneficiaries; all those at Glenmere who got involved also enjoyed the day and were grateful for all the support they received.



Glenmere staff and Residents supporting local farmers

One Resident said, “thank you to everyone who provided support including those who donated items to sell, those who donated spare change, and those who came and bought from the market.”

Frontier Services, the charity that runs the ‘Buy a Bale’ campaign, guarantees that 100% of contributions go to farmers in need.

Despite the market being run on a cold and rainy day, volunteers from Opal Glenmere raised \$2,628 as well as gaining coverage in their local newspaper.



L-R: Mary Reeve, Margaret Ruff, Clare Beaver, Judith Wright, Rev. Keith King, Joyce Pidgeon and Shirley Williams with the teddies

Opal Endeavour ALA Residents knit teddies for NSW Rural Fire Service

Following the October 2013 bushfires, a request was made by Rev. Keith King, Chaplin for the NSW Rural Fire Service to the knitting circle at Opal Endeavour ALA (NSW) to replenishing the much depleted stock of Hope Teddies. These teddies provide a lasting keepsake gift for people affected by fires, storms and personal tragedies.

For the past five months, the Home’s knitting circle have gotten together weekly to make these little teddies, now known as Hope Teddies. Designed in various colours and fitted with different outfits, 50 of these teddies were presented

to Rev. Keith King at an afternoon tea.

The label on the back of each teddy simply states:

Made with love
Given with hope
Chaplaincy and family support
NSW Rural Fire Service

Opal Endeavour Assisted Living Apartments would like to extend a special thank you to Resident Jan Hollister and family members Beverly, Jenny and Nancy for their contribution in making these beautiful little teddies.

Blue week at Berkeley Vale

For the Residents and staff at Opal Berkeley Vale (NSW) the last week in June has a new name. They call it ‘blue week’ and use it as a time to promote awareness for prostate cancer as well as raise funds for research of the disease.

Initiated by two of the Home’s Residents, blue week entailed a different blue theme for each day of the week. On Monday, Residents made and sold blue ribbons, with all sold out by lunchtime. On Tuesday, Residents wore blue wigs and blue hats while on Wednesday Residents and staff took things up a notch by seeing who could wear the most blue clothing items. By Thursday, everyone was sporting blue noses and on Friday the Home enjoyed a ‘Blue Hawaii’ themed day with staff and Residents wearing blue leis and watching the Elvis Presley movie of the same name. The pinnacle of the week was Friday afternoon’s raffle to raise money.



Staff and Residents in blue wigs celebrating blue week

One Opal Berkeley Vale team member couldn’t believe how well it all came together. “It was amazing to see the participation of both staff and Residents in raising awareness for this terrible disease.” Together they were able to raise \$806 toward prostate cancer research showing just how much can be done with a bit of teamwork.



Seriously cute! A penguin in a hand-knitted jumper. Photo credit: Phillip Island Nature Parks

Knitting for penguins

More often seen knitting for their grandchildren, the Residents at Opal Sale (VIC) have had to vary their patterns a little for their latest subjects – penguins. Following recent oil spills, The Penguin Foundation recently issued a global callout for jumpers to be made to help penguins stay warm and to prevent them from using their beaks to clean the toxic oil from their fur.

The idea was instigated by the Sale Lifestyle Team who saw the advertisements on television.

Over 10 Residents and staff got involved and knitted 123 jumpers over a five week period. After the jumpers were knitted, the Lifestyle Team adopted a rescued penguin and ran a competition to name it. The winning name was ‘Lapo’ which is the reverse of the word ‘Opal’. The Penguin Society was very grateful for the donations and have sent their thanks to the Residents and staff at Opal Sale.

The Penguin Foundation was established to protect and preserve one of Australia’s

most important natural asset, the little penguin.



Some of the jumpers knitted by the Residents at Opal Sale



A new garden for Annandale

In May, a new garden was commissioned for our Opal Annandale (NSW) Home in Sydney’s Inner West. The impetus for the new garden came when Facility Manager, Mark Brown who recently started at our Annandale Home, had to arrange for the removal of some old trees. In their place is a verdant collection of native plants and ferns.

Managing Director, Gary Barnier, (pictured) visited the Home recently and cut the ribbon to officially open the garden, while staff put on a high tea for Residents in the new surrounds. The different greens and varieties of plants used give the space a new, vibrant aesthetic and it has been reported that Residents are enjoying spending time in the new garden.



Gary Barnier opens the new garden at Opal Annandale



Max Walker, Master of Ceremonies and Meigan Lefebure General Manager, Victoria with other Sponsors at the Alzheimer’s Australia, Victoria’s ‘A Night to Remember’

‘A Night to Remember’

On Saturday 17th May Opal Aged Care was proud to sponsor ‘A Night to Remember’, a gala charity event for Alzheimer’s Australia Victoria held in the RACV Club, Melbourne. This exclusive charity dinner helped raised \$82,730 funds to establish a program to provide information, support and to educate the increasing amount of children who have a parent or grandparent living with dementia.

Bringing together 330 guests, the event featured an auction of several exclusive holiday packages to exotic destinations and unique experiences. Every dollar raised from all these items will go towards providing support and care for those living with, and affected by dementia.

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

Opal Stanmore (NSW)

Dear Damien,

You and your team worked to ensure the final days of life for my friend, John Faulkner, would be as comfortable as possible. You achieved this goal through a quality of service of which I was privileged to witness during my daily visits. While I acknowledge that much more was happening behind the scenes and especially during times late at night or early in the morning when I was not there, during those periods when I was able to be at Opal Stanmore I observed moments of excellence.

After meeting the many staff who would look after John, it gave me confidence that not only John's medical needs would be taken care of but that the full range of emotional and social requirements had also been considered. There was nothing that was too much trouble when requested.

I miss John dreadfully but I take comfort in knowing that when faced with the daunting task of finding a suitable nursing Home I found one in Opal Stanmore.

There is an image of an Opal by your front gate but the real gems are behind the front door.

Yours in gratitude,

Neil Ray
(Friend of John)

Opal Murray River (WA)

Dear Jenny,

Every staff member I have met at Opal Murray River has not only had genuine empathy but knows how to care for Residents on an individual basis. This is our fourth nursing Home and all have their merit, but here, staff really do get it! Staff take the time to listen, even if what is said is so difficult for the Resident to communicate. Also, staff are excellent at using the full hoist and paying attention to how the Resident is reacting.

Staff should know they are appreciated for their high skill level, their lovely positive attitude and the personal touch they always provide.

Diane Cook
(wife of Barry Cook)

Opal Hillside (NSW)

Dear Pat,

A big thank you to you and your truly wonderful staff for all the friendship and loving care given to Freddy. We so appreciate everything you have done for us.

Love Betty and family
(Family of Freddy)

Opal Hobsons Bay (VIC)

Dear Wendy,

It was with a great deal of trepidation that we admitted Ev Holmes to Opal Hobsons Bay seven months ago. However, it didn't take long to realise that she was getting the best of care. She wasn't up to joining much of the program but loved the musical afternoons and the happy hours and high teas.

We wish to thank all the staff for the care, respect humour and most of all, their love.

Sincerely,

Harry, Rhonee and family
(Husband and Daughter of Ev)

Opal South Valley (VIC)

Dear Laura,

Could you please thank your wonderful staff for the care they provided mum over the weekend when she struggled with her recovery. I realise the care they provide is their job, but the extra amount of love they give is very appreciated.

Mum is still not very well and she is taking a long time to get herself mobile but she is in the best place possible. My mum is special and your staff treat her the same way we do!

Gary Ebbels (Son of Valerie Ebbels)

Our Homes around the country

North Queensland

Opal Abbey Gardens	07 5495 9000
Opal Burpengary Gardens	07 3888 5000
Opal Caloundra	07 5491 5155
Opal Greenfern	07 3809 1400
Opal Nambour	07 5441 4933
Opal Raffin Place	07 3723 0400
Opal Raynbird Place	07 3500 9300

South Queensland

Opal Ashmore	07 5597 2211
Opal Florence Tower	07 5590 2800
Opal Kirra Beach	07 5536 2766
Opal Murwillumbah	02 6670 9700
Opal Tweed Heads	07 5599 8866
Opal Varsity Rise	07 5554 8100

North NSW

Opal Berkeley Village	02 4388 5388
Opal Coffs Harbour	02 6659 4800
Opal Glenmere	02 4393 1888
Opal Hillside	02 4948 4433
Opal Hillside ALA	02 4948 4433
Opal Killarney Vale	02 4332 8855
Opal Killarney Vale ALA	02 4332 8855
Opal Macquarie Place	02 4944 1300
Opal Maitland	02 4932 6688
Opal Norah Head	02 4396 5511
Opal Raymond Terrace	02 4987 2170

Western/Country NSW

Opal Bathurst	02 6331 7599
Opal Cherrywood Grove	02 6361 9228
Opal Dubbo	02 6884 4277
Opal Endeavour	02 4751 1000
Opal Endeavour ALA	02 4754 6080
Opal Mudgee	02 6372 3977
Opal Narrandera	02 6959 2466

General Enquiries 1300 362 481

Metro NSW

Opal Annandale	02 9569 6591
Opal Bossley Park	02 9610 6200
Opal Canterbury	02 9784 3823
Opal Cardinal Freeman	02 9799 1711
Opal Edgewood Park	02 4472 8155
Opal Fernleigh	02 9809 3217
Opal Lourdes	02 8467 4550
Quakers Hill Nursing Home	02 8818 6500
Opal Seaside	02 9910 7600
Opal Shoalhaven	02 4421 5911
Opal Stanmore	02 9519 3926
Opal Windward Manor	02 9370 0600

Central Victoria

Opal By The Bay	03 5976 5700
Opal Gillin Park	03 5561 2977
Opal Gracedale	03 9879 9300
Opal Hobsons Bay	03 9318 9155
Opal Meadowglen	03 9408 4591
Opal Roxburgh	03 9308 7355
Opal Salford Park	03 9837 6500
Opal South Valley	03 5244 4106
Opal Warrnambool	03 5562 3343

Gippsland Victoria

Opal Bairnsdale	03 5152 3744
Opal Lakeview	03 5155 3995
Opal Paynesville	03 5156 7634
Opal Sale	03 5143 1433
Opal Seahaven	03 5674 1700

Western Australia

Opal Applecross	08 9364 7722
Opal Armadale	08 9399 3132
Opal Bunbury Gardens	08 9721 5333
Opal Geraldton	08 9921 5010
Opal Murray River	08 9535 7466
Opal Narrogin	08 9881 2244

Feedback 1800 767 074

