

Opal Moments

Welcome to
Opal Aged Care

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

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specialist aged care



Meet Ken, one of our residents and hear his story.

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

Highlights



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Corporate Office Level 27/135 King Street, Sydney NSW 2000 | **P** 02 8241 1600 | **F** 02 8241 1690

E communications@opalagedcare.com.au | **W** opalagedcare.com.au

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Welcome to our sixth edition of Opal Moments

Welcome to the sixth edition of Opal Moments. There has been a lot happening here at Opal and across the sector in general. It would be fair to say that the aged care sector, including providers like ourselves, have been under particular scrutiny for the past six months.

The world of aged care is changing as our customers and their families rightly take the lead in advocating for their own journey in aged care. We know the importance of listening to our customers, and the organisations that advocate for them. This is something we have begun, but will be a continued priority in the future. We have committed to our own independent review, which will focus on clinical leadership, customer service and complaints management, and to ensure transparency, we will make these results public.

As part of our focus on continued improvement, in this edition,

you will see the ongoing work to support our staff on page 13. I'd like to take this opportunity to say a heartfelt thank you to all of our 7,000 plus staff who come to work every day, and do an incredible job, in an extremely challenging sector. As well as a focus on our staff, we continue to look at ways to improve our resident's experience, and on page 7 you can read about our first ever rehabilitation centre opening at Opal Cardinal Freeman, which is transforming the lives of residents living with pain and disability.

On page 3 you can hear about the Windward Art Gallery Opening Night, a very special event where we celebrated the amazing talent of our residents and understood the real benefits of lifestyle activities such as Art-Based Cognitive Therapy while raising vital funds for Alzheimer's Australia NSW.

On page 21, you can read about the positive impacts of the refurbishment and growth of one

of our Victorian homes, Opal Meadowglen, which tells the story of Facility Manager, Yvonne Bull, and her vision to provide opportunities for better services and care for the local community.

And, finally, thank you to our residents for sharing their experiences of living in our homes, from Mary at Kawana Waters on page 11, to all our staff, residents and family, who have been keeping us up to date on what's happening across the organisation on page 27.

I hope you enjoy this edition of Opal Moments.

Best wishes,

Gary

Gary Barnier
Managing Director



Above: Gary with Alzheimer's Australia President Graeme Samuel AC at the opening of Opal Kawana Waters.

Below: Gary with Art-Based Cognitive Therapist Viktoria Maksymova (right) and colleague Polina Gavria (left) at the Opal Windward Manor Art Gallery Opening Night.





Our residents had created quite the art collection, and so an idea was born to raise funds for Alzheimer's Australia NSW by hosting a silent auction for the artworks.

Opal Windward Manor's Gallery Opening Night

When people first hear that aged care residents are creating art, they might underestimate the levels of talent and creativity. When given the tools and support, you would be amazed to find many of our residents are undiscovered, talented artists. This was certainly the case for residents at Opal Windward Manor who hosted their first ever Gallery Opening Night, showcasing a collection of over 30 amazing artworks.



Providing the right support through Art-Based Cognitive Therapy

Research around the benefits of Art-Based Cognitive Therapy, specifically in residential aged care homes have been shown to have real and positive impacts, especially for people living with dementia.

Art-Based Cognitive Therapy (ABCT) combines art alongside cognitive therapy delivered by a trained therapist. Opal has been working with art therapist Viktoria Maksymova and her team across a number of our homes for the last five years. As Viktoria explains, "The main benefit from Art-Based Cognitive Therapy is to your brain. To be healthy our body needs to be exercised, and our brain also needs regular exercise and stimulation too. Art is one of the best ways to do this."

The classes at Opal Windward Manor run weekly, with a new

subject selected each week. This could be anything from dancing, to animals, or mystical creatures, like mermaids. Viktoria believes there's real opportunities for the residents in the classes "When you do an art class, it's an opportunity for each resident to create their own artwork. They get the chance to talk, to express themselves and communicate, and discuss the subject."

Resident's family members have noticed the positive impact of the classes, referencing an improvement in cognitive function. John, whose mother Norma has been at Opal Windward Manor for two years, has started attending the weekly classes, and commented, "Since mum's been doing art classes I've found that her hand and eye coordination has actually improved."



Above: Margaret (left) and Pauline (right) stand next to the Little Mermaid artwork.

Below: A great night was had by all.



Feature: Opal Windward Manor’s Gallery Opening Night

Creating unique masterpieces

The classes provide an opportunity for self-expression and creativity in a supportive and social environment. For residents that may struggle to paint with brushes and apply delicate touches, they are still able to get involved in the art, with the therapist encouraging them to take part in different stages. When it comes to the larger canvas paintings, all the residents have been involved. Taking The Little Mermaid, as an example, this was inspired by the classic Hans Christian Andersen fairy tale and it was created in mixed media. Some residents started by applying the texture in the modelling paste, before others applied the acrylic paint, with final touches, including gold leaf being applied by residents Margaret and Pauline, who are particularly good at the final touches! Margaret spoke about the classes “I really enjoy being with Viktoria, if you make a mistake, she’ll just walk behind you, and fix it up with a little dash... which makes you feel great!”

Raising the artists profile and funds for a good cause

With the residents creating quite the art collection, and with over 50% of our residents living with some form of cognitive impairment, an idea was born to raise funds for Alzheimer’s Australia NSW by hosting a silent auction for the artworks.

The Gallery Opening Night provided a fitting showcase for the beautiful artworks residents had created. Attendees at the event included family and friends of the residents and Opal, including Mr John Sidoti, MP, Local Member for Drummoyne.

Facility Manager Damien Rosengren explained to the guests that attended, “Residents have been working with our art-based cognitive therapists for a number of years, and each year they’ve been doing something more ambitious. I was so impressed with the quality of their work that I really felt it was important for us to celebrate it.”

The night ran as a silent auction with stiff competition for the seven large artworks – the top fundraiser the ‘Silver Birch’ artwork, raising \$1,500. On the night, with the artworks sold and donations made, a total of \$16,000 was raised for Alzheimer’s Australia NSW.

Artists Pauline and Margaret said they were extremely happy they were able to raise funds for such a good cause. Margaret said, “It was a brilliant night, giving us the opportunity to show people the work that we do.”

Nooreen Dossa, Corporate Partnership & Engagement Coordinator, accepted the cheque on behalf of Alzheimer’s Australia NSW on the evening. “It’s fantastic to see such an amazing event, where the resident’s beautiful artwork has raised vital funds and awareness for such an important cause,” she said.

Opal Windward Manor plans to turn the successful Gallery Opening Night into an annual event, with residents already planning their next masterpieces.



Above: Mr John Sidoti, MP, Local Member for Drummoyne welcomes guests.

Below: Residents, staff and attendees at the event.





We are excited to announce our first ever rehabilitation centre is now open at Opal Cardinal Freeman. It offers specialist services to enhance the health and wellbeing of our residents. Here’s the story behind it...

Transforming the aged care experience for our residents

When the new Opal Cardinal Freeman home was launched in July last year, Opal Aged Care Managing Director, Gary Barnier, spoke of the vision for the home, “Aged care should not been seen as a one-way street. Opal Cardinal Freeman in Ashfield will be one of the first residential aged care homes to offer rehabilitation, re-ablement services and restorative care, as well as high quality permanent care. This means we can help people stay in their homes longer. That is a complete reimagining of residential aged care.”

This vision became a reality, when Opal engaged with Concentric Rehabilitation, an expert team of physiotherapists, exercise physiologists and occupational therapists who also had a vision to change the aged care experience for residents.

Angeline Violi is a qualified exercise physiologist and a director at Concentric Rehabilitation.

Angeline’s grandmother fractured her hip, had surgery and returned to her aged care home. Her surgeon recommended that she receive comprehensive physiotherapy to support in her rehabilitation, but these services weren’t available. Angeline’s grandmother continued to decline, eventually passing away. From this sad event, an idea was born.

Angeline was convinced that bringing rehabilitation services into aged care homes could transform the lives of residents living with pain and disability. She knew that by working intensively with residents on tailored programs, her team could achieve and deliver real and measurable benefits, helping the residents reach their goals.

Bringing rehabilitation services into aged care homes could transform the lives of residents living with pain and disability.

Together with her co-directors including Nicholas Young, she came up with the concept for Concentric Rehabilitation: a patient-centred clinic offering physiotherapy, rehabilitation and exercise programs tailored for older people. By bringing services into aged care homes, they would support the care already offered in the home, but instead of just focusing on pain management, they could offer specialist services and expertise that would fundamentally enhance the overall wellbeing and health of residents.

Opal and Concentric Rehabilitation were aligned in their vision – the next step was to establish Opal Cardinal Freeman in Ashfield as a pilot site for the concept. The Opal Property and Development team converted an area of the home into the new rehabilitation centre, which was fitted out with treatment rooms and specialist equipment.



Above: Concentric Director, Nicholas Young with members of the Stockland Retirement Village.
Below: Residents make the most of the equipment in the new rehabilitation centre.



World-class equipment

The Concentric Rehabilitation centre boasts equipment specially designed for older people. This includes the first FitMi interactive stroke rehabilitation device in Australia. The device focuses on the basic principle that following an event like a stroke, repetition is key to engaging the brain and stimulating neuroplasticity, the mechanism that rewires the brain after stroke. The centre also has a PhysioGait – a device that

“Opal talks a lot about reimagining aged care, and this is it. I’m so enthusiastic about it because I know it’s worlds apart from any other aged care home, it’s truly trailblazing.”

helps patients with hip and knee replacements or recovering from strokes, to start walking again. According to Nicholas Young, Director at Concentric Rehabilitation, “Opal is committed to this concept, and they’ve fully supported us in providing the facilities needed to make a real impact. No aged care facility in Australia that I know of would have a rehabilitation gym staffed with professionals offering the standard of care Concentric Rehabilitation provides. Opal talks a lot about reimagining aged care, and this is it. I’m so enthusiastic about it because I know it’s worlds apart from any other aged care home, it’s truly trailblazing.”



What does the new Rehabilitation Centre offer?

Tailored treatment programs for our residents

Working together, the Opal and Concentric teams have developed programs that provide real results, supporting residents’ complex neurological, cardiac, metabolic and orthopaedic conditions. Residents who have had a stroke or a hip replacement – or who suffer from conditions such as Alzheimer’s or Parkinson’s – can now access dedicated, specialist care without having to leave their home. The new centre has been open two months and a quarter of the residents have already had their assessments completed and have signed up to a program that will help them meet their goals.

Support for the local community

The new centre is helping the local community as well as Opal Cardinal Freeman residents. Opal Cardinal Freeman is positioned next to Stockland’s Cardinal Freeman Residences, where more than 200 people reside in retirement living. The Concentric team offered people living at the Cardinal Freeman Residences a free month of access to exercise classes, including pilates and yoga. This initial offer had a great response, and a number of the residents have signed up to a longer-term treatment program.

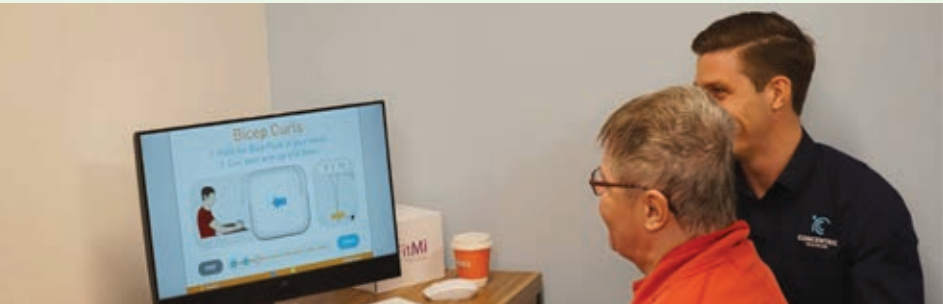
With treatment, the plan is to ensure they can retain their independence and mobility, and stay in their home as long as possible. For the broader community, the centre can offer cutting-edge expertise for complex diseases and conditions. Patients at the centre benefit from the expertise of Dr Kate Scrivener, head lecturer on neurological physiotherapy at Macquarie University. A published author and expert on rehabilitation after stroke and other neurological conditions, Kate is on-site at the centre regularly. She works with therapists and patients to advise and provide hands-on support.

Kye’s story

Residents and members of the local community are already making good use of the new centre. Kye Poirrier is just one Opal Cardinal Freeman resident who has experienced life-changing results. In 2015, Kye was a teacher living in Vietnam when he suffered a stroke that affected his left side. Brought back to Australia for treatment, Kye received some physiotherapy to help him with his rehabilitation immediately post-surgery, but it ended there – leaving Kye to spend his days in a wheelchair. At the Concentric Rehabilitation Centre opening in September, Kye introduced himself to Nicholas, saying “I want to walk”. Nicholas explains what happened next,

“We asked Kye when he had last stood up – and it had been a long time, because since his post-stroke rehabilitation, nobody had the qualifications to support him to do it. I spent four weeks assessing Kye, and then Dr Kate saw him for a session. Based on the tests we did, we established that Kye would be able to stand up. In our

next session we helped him to do it – and of course, he was over the moon. We were too!” A video of Kye standing up was posted to Concentric Rehabilitation’s Facebook page. The clip went global as Kye proudly shared it far and wide, including with his Vietnamese friends.



Kye, tries out the first FitMi in Australia. A fantastic interactive tool to help people with neurological conditions.

The Opal Kawana Waters team received this delightful letter from a resident, Mary, who eloquently takes us on a tour of the home and gives us a wonderful insight into what life is like there.

Clinical Manager, Hamoun, expressed gratitude to Mary for sharing this letter and describes it as a reminder of the privilege of being able to impact our resident’s lives in such a positive way.

Opal Kawana Waters, our cherished home

Recently, when my caring partner, Neville was diagnosed with asbestos on the lungs and I was, at the same time recovering from aggressive cancer – we were forced to leave our country home and seek help. I tell you dear reader we were secretly afraid, cautious and devastated. Our prayers were answered!

We were welcomed into Opal Kawana Waters, the crown jewel, the keys to our enigma. This brand new contemporary, ultra modern, five-storied complex became our haven. The property is strategically fortified by the largest new Sunshine Coast University Hospital in the southern hemisphere, just ten minutes from our amazing tropical Sunshine Coast beaches and the bustling charming city of Caloundra.

The spacious floor plan repeated on each of the four floors is accessible by twin lifts. All bedrooms come with luxury

appointments and with an ensuite. Some single rooms, and suites on the fourth floor have their own balconies. The whole building is well-planned for maximum comfort. It’s safe, clean and regularly maintained.

Neville and I have single rooms, each boasting a well-appointed ensuite, built-in wardrobes and television. All beds are hospital standard and can be electronically adjusted. There is sufficient room to comfortably accommodate some personal vintage pieces of furniture – priceless heirlooms, photographs, books and other sentimental pieces. The entire building is air conditioned and quality shines in every corner. From the balconies and through the picture glass windows, we see seasonal changes, the changes in the skyline, the distant grey blue mountains and the winding sheer water canals of Birtinya.

Before we continue our tour of inspection, I have to pay tribute to the exceptionally gifted and talented staff. They are the true heart of this beautiful symphony. Without doubt they are all cheerful, encouraging, patient, conscientious and caring. Naturally loving people that we have had the good fortune to meet, from the administration, caterers and chefs, cleaners and laundry staff, maintenance team and most importantly our diligent, empathising medical and nursing staff. Together they bring joy and peace to our daily lives. ‘Angels without wings who are anxious to please’. Here at Opal, we have all been promoted to heaven on Earth.

We went from nothing, to a beautiful place where all our needs have been provided for, pre-planned and anticipated. We enjoy great freedom, honest quality communication and dignified respect, constantly.



This caring capacity is not just for the residents; compassion is also extended to our precious pets who favour us with short delightful visits.

Resuming our tour, the entrance foyer designed to admit maximum light is breathtakingly beautiful! The entire property is decorated in country shades of parchment with rustic neutral tones creating a calming sense of quiet serenity. All the furniture is custom built; imperial and colonial in soft textured fabrics, velvets, linens, leather and polished woods. Gleaming glass containers full of mixed shells and eye catching Mother of Pearl. Masses of cream and scented orchids, reflected in mirrors, bring nature into the home.

For those with a passion for coffee, there is a delightfully enticing café, and for celebrations, a very large reception room, where catering can be booked in advance. A salon style boutique, can offer complete hair, make up manicures. Nearby there is a casual outdoor ‘living’ zone offset with stylish, versatile chairs, tables and a barbeque. A perfect place to

escape to read, reflect and chat and to soul-search and socialise. Neville and I enjoy reading our Sunday papers there, and bird watching in the low maintenance garden with soft verdant lawns, hardy shrubs and fragile frangipani.

Each floor has a nurse’s station open 24 hours, a common room and a growing library; an entertainment room and a spacious craft area. Entertainment with a live artist, brings joy to all of us regularly. There is never a dull moment. Sharon and her lifestyle team keep us busy developing skills in art, craft, cards and games – daily and free. Voluntary tutors further our education. Together we accomplish excitingly new achievements and learning developments. Our volunteer Master of Ceremonies, Mr Murray Downie has captivated us with a great selection of movies, art, musicals, murder mysteries, satire and operas. Some extremely funny and humorously entertaining. There is even ‘happy hour’ on Fridays!

Before closing, much credit must go to our excellent catering staff

and chefs. Everything here is scrupulously clean and aesthetically pleasing – the highest of standards. Congratulations! No laundry to do, no cooking, no shopping, no cleaning, what more could we ask for? Fresh produce all prepared in-house, with a choice of Australian and International cuisine.

We, my partner and I, are very, very happy residents. We love the lifestyle and all these precious people who make our load lighter. We have nothing but praise for the combined forces that make Opal such a success!

“The Flag Staff of the Fleet” Long may she sail, God always answers true prayers, with grateful thanks dear readers, and very best wishes to each and all of our very special friends in retirement. God bless us all.

Mary M. J. Jansan-Lindenmayer, Opal Kawana Waters resident

– Retired Diplomat, London, Bristol, San Francisco
– Member of the Court of St. James, London



A career in aged care can be demanding but highly rewarding, find out how we’re supporting our people to succeed.

Building a stronger team for tomorrow

Opal’s vision to become the most attractive aged care employer in Australia begins by building a culture of listening to our employees, encouraging development of our leaders and supporting every team member to learn new skills and take on new challenges.

It’s estimated that there are over 235,764¹ people working in residential aged care in Australia today, a number that will continue to rise as our population continues to age. With over 7,000 employees, Opal, like all aged care providers, has a growing challenge to recruit and retain the right people. When we ask our staff how to describe working in aged care, they say that it can be one of the most demanding, but also one of the most rewarding industries to work in.

We are proud of the way our staff go above and beyond to make a difference to our resident’s lives each day. From the cleaner, who

takes extra care to keep their home hygienic and safe, to the busy Assistant in Nursing, who goes out of their way to make a new resident feel welcome and a little less nervous in their first few days in their new home. We look for people who share our values of compassion, accountability and respect, and who are committed to enhancing the lives of our residents.

We know that our people are our greatest asset, and we value their insights on how we can support them, and continually improve the way we deliver aged care. This year, more than 70 per cent of our employees took part in our employee survey. One of several themes from the survey was a request for more development and training opportunities. Taking this feedback on board, we’ve been looking at ways to support and develop our staff, to help them build a long-term career at Opal. We’ve designed new staff development programs which are currently being

rolled out across the organisation. This includes new professional development opportunities for our leaders, Registered Nurses (RN), chefs and lifestyle team.

¹ 2016 National Aged Care Workforce Census and Survey



Investing in our staff has a positive impact on our residents.



Opal’s Facility Managers busy planning at this year’s Leadership Conference.

Opal Leadership Scholarship Program

As part of our focus on developing and supporting leaders across our homes, Opal has partnered with Western Sydney University (WSU) to offer Clinical and Facility Managers the chance to further their leadership skills and knowledge through formal studies.

The Leadership Scholarship Program represents a significant financial investment over the next five years with WSU. Through this collaboration, we have co-designed a bespoke course for Opal staff; the Graduate Certificate in Aged Care Management. The first intake of 19 Opal managers commenced the Graduate Certificate in July 2017.

The course is made up of four modules over 12 months. Topics covered include financial management and contemporary issues in aged care. Interactive online tutorials and study groups mean that students get face-to-face time with their professor and fellow students each week.

The Graduate Certificate in Aged Care Management offers a pathway to further qualifications for those who choose to continue their studies, including a Graduate Diploma and ultimately a Masters Degree.

The program is led and taught by Professor Leigh Wilson, Director of Academic Programs, Post Graduate Study. Dr Wilson’s research is focused on improving the health of the aged population.

This is the first time WSU has collaborated with an aged care provider and Dr Wilson is an advocate of the approach, “I applaud Opal for having the far-sightedness to see how education will benefit the organisation, the aged care sector and of course the people who access aged care services.”



Dr Leigh Wilson, Director of Academic Programs, Post Graduate Study WSU

“I’m very impressed with how engaged the Opal students are – I’ve learned a huge amount from them, and they are learning a lot from each other. It’s great to see how we are all building on each other’s knowledge and ideas. There are so many things we can consider in our approach to aged care that will make things better, long into the future.”



Our Registered Nurses hard at work during a training session in Sydney.

Developing Clinical Leaders

Australian College of Nursing: Platinum Affiliation

This year, Opal became the first aged care provider to be a Platinum Affiliate of the Australian College of Nursing (ACN). The ACN’s affiliate membership program helps organisations to support their nurses with leadership development and education.

Registered Nurse (RN) Leadership Program

As part of our affiliate membership, we’ve partnered with the ACN to offer a new Registered Nurse (RN) Leadership Program.

This two-day course helps RNs to become more confident, build a resilient team, inspire team

members, and lead change within the organisation. Opal is covering the course fees and providing study leave for eligible team members to undertake the training.

The course ran for the first time in Sydney this July, with 40 attendees. In October and November, RNs took part in this training across Queensland, Victoria and Western Australia with approximately 120 attendees. Further training is scheduled for New South Wales with the aim that approximately 200 RNs will get the opportunity to undertake the leadership program as part of the initial rollout.

We encourage our RNs to enquire with their Facility Manager to find out if they are eligible to apply for 2018 programs.



Amrita Pariyar, Registered Nurse, Opal Lourdes

“Training has been extremely informative and I have been able learn many things including leadership, time management and communication in the workplace. I have been with Opal for over five years now and have really enjoyed it. Opal looks after their staff and provide education and career pathway opportunities.”



We have been working hard to provide a better experience for our residents.



Raising the standard of food in aged care

For the past two years, Opal’s chefs have attended a series of masterclasses, culminating in the annual Opal Chef Masterclass Competition in Sydney. The aim of these events is to continually raise the standard of food in aged care, and recognise the skills which the chefs already have, as well as developing new skills through training to help them deliver the very best dining and food experience for our residents.

Opal’s Head of Hospitality, Justin Wilshaw spoke about the importance of the masterclass, “This is an extremely important event in our calendar. It brings our chefs together to inspire creativity and further improve on the fresh, healthy and delicious meals delivered in our homes.”

This year’s event was held at Sydney’s Fish Market over two days. Chefs took part in specific training on texture-modified diets, as well as learning more about Indian and Thai cuisines.

They then battled it out, in an individual and group Mystery Box style challenge. The clock was ticking as they received a budget to go to the markets, buy ingredients, prepare and cook their dishes before serving them to the Executive Hospitality team, who

critiqued the dishes on creativity, texture, taste and presentation.

Nathan Griffiths, Hospitality Development Manager said, “We’re extremely pleased with the quality of dishes cooked by our chefs over the course of this week. They showed a great ability to work under pressure and deliver meals that were nutritional and full of flavour”.

The two overall winners, were Manuel from Opal Netherby and Andy from Opal Geraldton. They each took home the highly-coveted Best Chef Award for their fantastic dishes and overall performance throughout the week. Manuel said, “This is the highlight of my career. I can’t wait to take this award back to my home, and continue working to create meals our residents will love”.



Gerry Grogan, Chef, Opal Melville

“I first trained to become a chef in London back in the 70’s and since then I have worked in hotels and restaurants around Europe and America. I enjoy working in aged care as I get to interact with residents one-on-one and build special relationships with them. I love working with the team in my home, it feels like one big family. To anyone considering working in aged care as a cook or chef, I would highly recommend it!”



A beautiful soup prepared during the Chef Masterclass.

“This is an extremely important event in our calendar. It brings our chefs together to inspire creativity and further improve on the fresh, healthy and delicious meals delivered in our homes.”



Building a lifestyle program residents love

From singing to sewing to day trips to the local Rotary Club, Opal’s lifestyle activities are a vital part of our resident’s day. Lifestyle activities help residents to establish and maintain supportive social networks, stimulate and enhance their cognitive function by acquiring new skills, and continue to enjoy their favourite hobbies.

Of course, none of this would be possible without the creativity and commitment of lifestyle team members, who are constantly working to find new and interesting activities for residents to enjoy.

According to Lifestyle Coordinator Jane Emms from Opal Amadale, “The activities in the homes are so important to the residents, as it gives them something to look forward to each day. My favourite lifestyle classes are the monthly dress up parties, where all the staff get involved. The residents love it, and talk about it for days afterwards.

“I love seeing the reaction of residents – the joy on their

faces and hearing how much fun they had. I would absolutely recommend lifestyle as a career choice, it is so fulfilling and of course it’s great fun. The activities can be life-changing for residents.”

To support this dedicated team, Opal held our first Lifestyle Leadership Forum in October. The event brought together lifestyle leaders from around the country to work on a shared vision for a resident-led lifestyle program. Discussions at the two-day event focused on creating memorable, resident-chosen experiences.

The forum was run in small group sessions that allowed maximum participation and input into developing our upcoming refreshed lifestyle program.

Attendees brought their passion and creativity to the task, generating innovative ideas for group activities, ways to keep residents connected with their communities, and incorporating cultural, spiritual and heritage activities within the program.



Sharon Donnelly, Lifestyle Coordinator, Opal Kawana Waters

“I love the diversity of our residents, every one of them has a story, and of course we all want someone to hear our story. I am lucky enough to be that person for our residents, and the range of their stories is incredible. My favourite moment from a lifestyle activity was during a gardening session. I cut a piece of lavender and handed it to one of our residents who hadn’t spoken for several months – that’s when she said, “that’s lavender”. It is a beautiful memory and one I will treasure.”



THANK YOU!

We extend a heartfelt thank you to all our wonderful Opal staff and residents who came out in droves to support the Alzheimer's Australia Memory Walk & Jog fundraising events this year. 2017 was Opal's second year as the major sponsor and we could not be more proud of the fantastic effort made. Together we helped Alzheimer's Australia raise vital funds to continue to provide much-needed support services, education and social research for people living with dementia.

At each event our Opal teams shone brightly with custom t-shirts, tutus, capes and even onesies! A special thank you to Jane Thew from Opal Varsity Rise who organised the home's very own Memory Walk with a police escort and marching band! Thanks to Arlie Ambas-Scutts and her team from Opal Netherby who ran the Bunnings BBQ sausage sizzle fundraiser, and to Damien Rosengren and the Opal Windward team who raised over \$3,000!





Opal Meadowglen supports the local community with new dementia and respite facilities.

Turning a vision into reality

Opal’s Meadowglen home has been a feature of the local Epping community for almost 20 years. Built in 1999 to the north of Melbourne, the home is situated among some of the fastest-growing suburbs in Australia. Yvonne Bull, Facility Manager at Opal Meadowglen, has been the driving force behind the home since 2003. The positive culture Yvonne’s created has resulted in a long-standing team, creating a stable environment where residents are supported by familiar faces.

Since the beginning, the vision has been to provide more respite services and dementia care to a community that desperately needs it. Of the 104,000 Victorians living with dementia, 2,703 are in the Whittlesea region, where the home is located. This August, Yvonne’s dream became reality, when Opal Meadowglen opened a new building, providing an additional 68 aged care beds. This brings the total beds to 123 – with a quarter dedicated to dementia-specific care.

Dementia is a challenging condition, but the Opal Meadowglen team works together to support residents and families providing calming and enriching activities alongside care. The new building has now enabled the team to make the most of indoor and outdoor spaces and they have specially developed areas to provide specialist activities and care. The new home now has two specialist memory support areas which provide 34 single rooms with ensuites and offer a large outdoor



Photos of the new building include the new dining room and beautiful outdoor decking area.



Opal Meadowglen resident Dulcie Lotherington unveils the plaque with Facility Manager, Yvonne Bull and Alzheimer’s Australia CEO, Maree McCabe.

deck, perfect for outdoor activities, including gardening and holding BBQs. Doors can be left open, so residents can safely enjoy the outdoor area as they choose.

The lifestyle team and residents are already making good use of the new safety-adapted kitchen to cook together. They recently made pancakes, an activity which was greatly enjoyed by all. Yvonne said, “We try to get everyone involved in familiar activities that make them feel at home. We have one resident who loves to feed our cats, he finds it very relaxing and rewarding.”

As part of a total \$13 million investment, Opal Meadowglen will also complete a dedicated day respite centre in 2018. The centre will provide a vital service to the

local community, offering clinical care, lifestyle activities, meals and specialist services including physiotherapy and podiatry. It means that more carers within the local area will be able to take a much-needed day off, knowing their loved one is well looked after. The new centre is in addition to existing day, overnight and longer-term respite services already offered at the home.

Yvonne explains, “Dementia is a complex and devastating disease, not just for the person diagnosed, but for the carer as well. Having

It means that more carers within the local area will be able to take a much-needed day off, knowing their loved one is well looked after.

somewhere to bring your loved one where they will be safe and happy means that you can go home, rest, relax and get the things done you need to do. It also acts as a stepping stone into overnight or permanent care, ensuring that everyone can transition comfortably, at their own pace and with minimal stress.”

Alzheimer’s Australia Chief Executive Officer Maree McCabe, who attended the official opening of the new building, congratulated Meadowglen’s team, saying, “It was a pleasure and a privilege to be able to officially open the new building. My congratulations go to Opal Meadowglen for the difference they make the aged care sector and to seniors in our community.”

This time in ‘a resident’s story’ we hear from Ken Hipwood, a resident at our Opal Kawana Waters home, opened earlier this year.

A resident's story – Ken Hipwood

Following a serious health scare and major surgery, Ken needed extra support and care. His search for a place he would love brought him to Opal Kawana Waters, where he’s been an integral part of the community since it opened in February this year. Ken and his son Brad were kind enough to chat with us about Ken’s life and his joint passions of AFL and family.

Q. Ken, let’s start at the beginning. Where did you grow up?

Ken: I was born in Lutwyche in Brisbane and at home growing up there were four of us; myself, my two brothers and my younger sister. I met my future wife when I was at primary school, so once we were married and raising a family, it made sense that we continued to live in the area.

Q. What was your first job?

Ken: My wife and I set up and ran a business called Paramount Catering that catered for events like weddings, 21st birthday parties and

the like. On one special occasion, we catered the civic reception for Queen Elizabeth’s arrival in Brisbane in 1963. I’ll never forget the Royal Britannia sailing into Brisbane with thousands of boats lined up to greet her.

Q. You’re the proud granddad of Brisbane Lions AFL forward Eric Hipwood – did he inherit his passion for AFL from you?

Ken: As a family, we developed the love of the Australian game and it’s flowed on from father to son, daughter and grandson. The whole family has been involved over the years. My wife Flora was the first lady life member of the AFL Queensland, which was known as the QAFL in those days. Of course, we feel we’ve reached a pinnacle now that we have Eric playing the great game!

Brad: Dad was one of the first people to get paid to play AFL. He and Mum were among the founders of the Aspley Football Club, which started as a junior club because there wasn’t one close to where

they lived. Dad was also president of Kedron Football Club.

Before moving into Opal Kawana Waters, Dad already had his spot picked in front of the big TV to watch all the AFL games!

Q. What do you like about living at Opal Kawana Waters?

Ken: It’s great to be able to settle close to my family – after all the ups and downs it’s a fairy tale ending to have moved into Opal Kawana Waters.

Brad: When you think of aged care, you think of people going in because it’s close to the end of their life. But when you see this home, it’s more like a whole new chapter; instead of being the last one, there’s still a fair few to go. You can’t compare it to anything else out there.



“As a family, we developed the love of the Australian game and it’s flowed on from father to son, daughter and grandson.”



We sat down with Jackie Alvarez from the lifestyle team at Opal Windward Manor, to talk about her time at Opal, and what she loves about her role.

Meet Jackie Alvarez

Q. How did you come to work at Opal Aged Care?

A. Almost six years ago, a friend from my church was working at Opal Windward Manor, and she told me they were recruiting. I was quick to apply, and I started work in the laundry. From the laundry I moved into the kitchen, then on to reception. After four months, I started training as an Assistant in Nursing. Then, one year after starting at Opal, I was asked if I'd like to join the lifestyle team. Initially, it was a three-month assignment – but that was in 2013, and I'm still here!

Q. What can you tell us about your role?

A. It's such a varied role, and we get the opportunity to make a huge difference to residents' lives. When residents first arrive at the home, it's a big change for them. So we make sure we introduce them to people, introduce them to how the lifestyle program works, and sometimes provide emotional support. We try to come up with new activities all

the time – with the wide range of things we do, I joke that in any one day I can be an artist, a listening ear and an exercise teacher!

Q. Why do you enjoy working in aged care?

A. I like supporting people to do activities they didn't have the opportunity or the confidence to try before. It's so nice seeing residents smile and laugh, and sharing a joke with them. I love helping people to enjoy this stage in their life. This is not just a job, and it's important to be part of the residents' lives, so they can come to you and share their highs and lows. As a lifestyle team, we all work really well together – Chantal helps us coordinate all the activities and Nina brings lots of energy; she's always making us laugh.

The time that we spend with residents is crucial to their happiness and wellbeing. It helps them to feel more comfortable with their fellow residents and in their home.

Q. What's the most challenging aspect of your job?

A. It can be emotionally challenging at times. For example, we might have a resident who's feeling a bit down, and it's our job to help them feel happier and ready to participate in the activities. Other times, we may have to deal with challenging behaviours, due to complex conditions such as dementia. Developing a strong connection with the residents helps us understand how to support them during these times.

Q. What's a typical day like for you?

A. We do lots of varied activities, so every day is different. But, we do follow a similar routine each day to help the residents feel settled. At 9am we plan for the day, talking through the days activities. Before the activities start, we go into each resident's room to let them know what's happening and encourage them to come along.

At 10am, we start by reading the main news headlines to the residents to keep them up to date on what's going on; and at 10:30am we start our first activity. Depending on the day, we can have up to three more activities in the afternoon.

Today, we've got book club, so we're reading short stories from a funny book. That's followed by craft time, which lasts a long time, as everybody gets excited and nobody wants to stop! On Thursdays we have our art-based cognitive therapy classes.

Q. What's the most surprising thing about working in aged care?

A. Well, it's definitely a surprise to be featured in Opal Moments! But I would say that I am regularly surprised by the amazing achievements of our residents.

For example, a resident with arthritis might say "I'll never be able to do craft." I always just say,

"Well, let's try it and see what you can do" – of course they're able to accomplish far more than they realise, and it's amazing to see the look of pride and happiness in their eyes.

Q. What's been the biggest highlight of your time at Opal?

A. A stand-out moment was working on the art auction event we held recently at Windward Manor (featured on pages 3-6). We raised \$16,000 for Alzheimer's Australia, by auctioning 30 artworks created by the residents in their weekly art-based cognitive therapy sessions.

We were working together with the residents for months to get everything ready in time and in the end, all the hard work paid off. It was an incredible night and it was great to see how happy and proud the residents were.

Q. What are your hopes for the future of aged care?

A. The time that we spend with residents is crucial to their

happiness and wellbeing. It helps them to feel more comfortable with their fellow residents and in their home. The best thing is when someone says, "I have my family back in my country, but now I have my family here too." So, in the future, I would love to see continued support for our residents. It would be great to have even more one-on-one time with them, to help them to feel more settled and at home, especially when they first arrive.

Q. What do you enjoy doing in your spare time?

A. Looking for activities! At home, I like to look up new projects for craft time and figure out what materials we need, if it's going to be easy or hard for our residents and how long it would take. We're currently finishing a pack of six Christmas cards which we made using a technique called quilling. For Melbourne Cup we made hats and I already have lots of ideas for next year.



Jackie (left) and Chantal (right) present the cheque to Alzheimer's Australia NSW.

Outings ahoy, thanks to new bus

The family of Opal Narrandera resident, Brian White, have donated a fantastic new bus to the home, complete with wheelchair access via a hydraulic lift. Thanks to this generous donation, residents have enjoyed visits to local points of interest, including Leeton, Grong Grong, and the banks of the Murrumbidgee River. Being able to visit the local town and surrounding areas is the highlight of everyone's week. A big thank you to the White family from all the staff and residents at Narrandera!



Brian's son Graham with his wife Vicki present the bus to the home.

Getting crafty at Narrandera

Residents at Narrandera have been enjoying craft mornings organised by Recreational Activities Officer, Cassy Patterson. Old jewellery, beads, buttons and buckles donated by members of the community were 'upcycled' by the residents to create beautiful works of art.



A sample of the detailed artwork.

Keeping up to date with best practice

Being at the forefront of best practice is vital to providing great quality care at Opal. Representatives from several homes attended the National Nursing Forum Conference in August, taking part in three days of discussions on current health trends for acute and aged care.



Pictured at the Conference: Damien Rosengren (Facility Manager, Cardinal Freeman), Lee Cooke (Clinical Manager, Raymond Terrace) and Wendy Sievert (Relief Facility Manager, Cardinal Freeman).

A day at the races

Opal Rutherford residents enjoyed a mid-week race day, in the member's stand at Newcastle Jockey Club. Great food and great company were only improved by a stroke of luck when resident Jeff Young picked a first-place winner. Opal Rutherford's avid pony punter Des Fren assisted everyone in placing their bets, and with seats directly in front of the finish line everyone got into the spirit, cheering on their horses.



Raising funds for children with visual and hearing impairments

Keen knitters, Robyn Fairhall and Joyce Anderson, residents of Opal Rutherford, have put their talent to good use. The duo worked on a collection of knitted items for more than six months, including teddies, toys, clothes, tea cosies and tea towels. The items went on sale, raising more than \$350, which was donated to the Royal Institute for Deaf and Blind Children. A spokesperson for the organisation expressed their gratitude for the funds, and praised Robyn and Joyce's hard work.



Robyn Fairhall and Joyce Anderson show off their work.

Raising funds for Alzheimer's Australia

Staff and friends from Opal Gracedale took part in the Alzheimer's Australia Memory Walk and Jog in Templestowe in April. Residents and families were able to get involved too, with an Easter morning tea at the home. Everyone enjoyed the baked goods and raffle, while raising funds for this important cause. Participants in the Memory Walk & Jog were thanked on the day by Alzheimer's Australia's Chief Executive Officer, Maree McCabe.

Keeping our Diggers warm

Afghanistan is typically associated with searing hot temperatures, but did you know the mercury can drop to -9°C in the winter? Luckily, our troops will soon receive a shipment of warm beanies knitted by local students with help from residents at Opal Quakers Hill. Year 9 and 11 students from St John Paul II College have been visiting the home each week to learn knitting from experts Kathleen Freeman, Ruth Johnsson and Phyllis Pereira. Once enough beanies are made, the school will ship them off to our Diggers to keep the chill out.

Surf life saving for 70 years

What a milestone! Opal Berkeley Village was honoured to help celebrate resident Kevin Stanford's 70th year as a Surf Life Saving Club Member. Also there to recognise Kevin's contribution were Bob Graham, former Mayor of Wyong, and proud members of Kevin's family.



A Titanic experience

Residents from Opal Rutherford enjoyed a trip to the Titanic Exhibition at Moore Park, where they explored astonishing restorations of the ship's deck, first and second class cabins, the boiler room and even the iceberg! On arrival, each visitor received a boarding pass with details of a passenger on the real Titanic, finding out at the end of the exhibition what the fate of their passenger was. The trip was deemed well worth the journey by all the residents and staff who took part.



Joan Priestley taking a look at how first class passengers travelled.

Vitrual walk around Australia

Residents and staff at Opal By The Bay are taking on an exciting new initiative called Walk Around Australia, in which participants wear a pedometer and walk around the facility each day. 50 residents and 20 staff have taken part, clocking up hundreds of kilometres each week, which add up to milestones on a virtual trip around Australia. On reaching the Barossa Valley milestone, the group celebrated with wine tasting and cheese from the region. We can't wait to hear where they end up next!



The team cut the ribbon marking the distance reached.

Green fingers and thumbs



Residents at Opal Berkeley Village have been hard at work rejuvenating the home's raised garden beds in the north and south courtyards. With the help of Bunnings Tuggerah, who generously donated plants, hats, gloves, small shovels and watering cans, residents have been able to transform the home's garden. A range of flowers and herbs such as basil, coriander and rosemary, as well as carrots, lettuce and cucumbers can now be seen growing outside. Upon harvest, the herbs and vegetables will be used in the kitchen for cooking and will be enjoyed by residents.

Knitting for the community



The Knitters Circle work together to complete the blankets.

The Knitters Circle at Opal Gracedale has been recognised by the local newspaper for its contribution to the community. Residents and volunteers knit scarves and blankets every Wednesday and Friday which are donated to organisations including the Safe Future Foundation, Rotary and the RSPCA. Last year, the Knitters Circle was honoured with a Certificate of Appreciation from Rotary. They knitted and donated a total of 23 blankets during the year, including five which went to the Safe Futures Foundation to help families fleeing domestic violence.

Ukulele story – music to my ears

The residents at Opal Coffs Harbour have turned their hands to ukulele playing. Lifestyle Coordinator, Maria Darcy has passed on her love and passion for music to residents in the home, by forming a ukulele and singing group. The group is open to residents, family members, staff and the local community, with the number of members in the band growing to twelve. Each Monday and Tuesday the group meets, to choose songs they would like to play and to rehearse for upcoming performances. If you walk into the home you will often hear the melodic sounds of "G'day G'day" and "Pokarekare Ana" drifting down the hallways. Over the last year the group has risen in prominence and is now entertaining residents for their monthly birthday parties and happy hours. A special performance was recently conducted, with the group raising over \$1,200 for World Alzheimer's Day.



The band perform one of their favourite songs.

Bringing generations together

Once a fortnight, children aged between two and three years visit Opal Rutherford from the Learning for Life Childcare Centre and Preschool. There is always something different to do, from decorating cupcakes to creating pet rocks and learning each other’s favourite songs. The popular intergenerational program gives residents the chance to give back to their community, drawing on their experience with young children. Both generations have much to teach and learn, making each visit a magical experience.

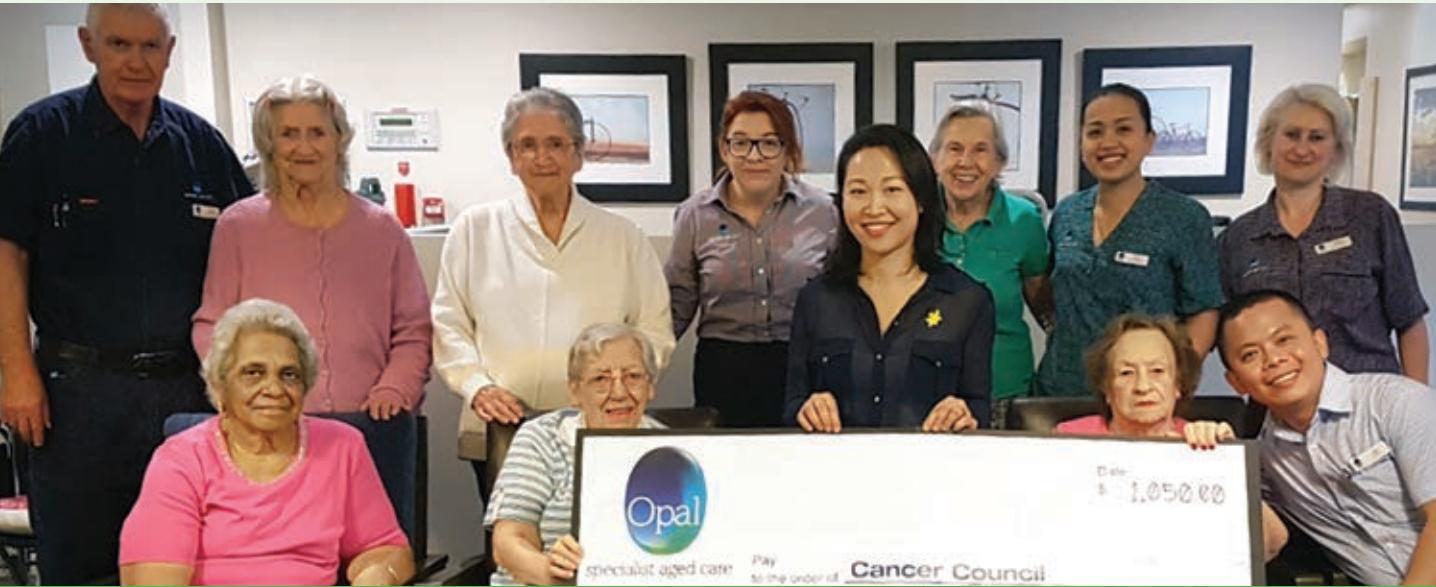


Quakers Hill Art and Craft Exhibition

Residents at Quakers Hill have a wide range of creative and artistic talents, which were on full display in July at the homes annual Arts and Crafts Exhibition. The event showcased paintings, knitted clothing and

blankets all created by residents during their lifestyle classes, together with delicious baked goods and preserves provided by families. The afternoon exhibition was well attended by residents, family, staff and members of

the general community. All the items were on sale, raising more than \$1,000 for the Cancer Research Council. The Mayor of Blacktown, Stephen Bali spoke at the event to thank residents for their contributions.



Quakers Hill residents present the cheque to Cancer Research Council Coordinator, Natalia Atcha.

The history of Opal Hillside

The original owner of our Opal Hillside home, Valerie Ryan, attended the opening of the new Paterson building in June and was kind enough to share with us the history of the home.

Mrs Ryan bought the original building with her husband in the 1980’s to house a residential nursing home, combining two existing smaller facilities that the Ryans had operated since the 1950’s. At that time, the building was flanked by a goat farm and the home of a circus family.

Over the coming years, the Ryans purchased the goat farm land; and after a fire destroyed the circus family’s home, they made a generous offer to purchase that land too. Their foresight has made the growth of Hillside possible, and the new Paterson facility now stands where the little house owned by the circus family once did.



A photo of the new Paterson building.

The achievement of a lifetime

Congratulations to Opal Salford Park resident, Dr Noel Burley, who recently received an Order of Australia at Government House. Dr Burley was recognised for his immense service to the community via pioneering social welfare initiatives, engineering, and scientific research and development. This community service included serving on the Board of The OTIS Foundation (2002-2006), which was inspired by his late daughter, Judy Burley. The OTIS Foundation is a

national charity providing retreat accommodation at no cost to people experiencing breast cancer and their loved ones.



Knitting up a storm

Residents at Opal Nambour have worked hard to create a beautiful ‘knitted tree’.

The homes craft group became inspired after being shown an image of a yarn bombed tree and decided it was something they would like to replicate in their local community.

After months of tireless knitting by residents, volunteers, family and friends the vision became a reality, with the first tree covered in colourful flowers, spiders and a variety of insects.

The homes Lifestyle Coordinator Kim O’Keefe noted that the decorated tree has fast become the talk of the town, “Everyone is quite excited; visitors come and take photos and it’s a real talking point”.

The activity has not only been fun for everyone involved, but it has been beneficial in engaging the residents social and motor skills.



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

Opal Macquarie Place (NSW)

Dear Staff,

After having been a resident for three years, I am about to relocate to Adelaide and so am writing this letter of appreciation.

I have found each and every member of staff who works here in whatever capacity deeply committed to making it feel as if nothing is too much trouble. I always receive a welcome smile and greeting whenever I pass staff in the corridor, this makes me feel appreciated. The help you offer has no bounds. I will miss the arranged entertainment and outings we did together, and for all your support in general. I have had my down days but knew I was not alone and help was near, thank you.

Former Resident

Opal Florence Tower (QLD)

My sister and I want very much to thank all the Opal Florence Towers staff, especially the nursing and general staff that work in high care on Level 1. You provided highly professional care, attention and sympathy to our mother, who passed away recently. It was all exemplarily.

Sincerest best wishes,
Family Member

Opal Gracedale (VIC)

Dear Staff,

Thank you so much for making our sister Judy feel so welcome at Gracedale. She felt safe, happy and well cared for in her new home with you. We can't thank you enough for all your loving care.

Family of Judyth

On behalf of the extended family members of Sushila I would like to express my heartfelt gratitude for the excellent service and care your home has given to her during her stay. It is greatly appreciated and acknowledged.

Thank you for everything you have done to make her life comfortable under trying circumstances.

Family of Sushila

Opal Raymond Terrace Gardens (NSW)

To all the wonderful caring nurses at Opal Raymond Terrace Gardens, thank you so much for all your care and looking after my dad. You are all truly angels from heaven.

Family Member

Opal Killarney Vale (NSW)

Dear Staff,

As a sister of the late Margaret, I want to thank you all for your very warm, and professional care given to Margaret during her terminal illness.

I think you would have seen that she was a special person who had spent most of her life caring and giving to others. To end up bed-ridden with a failing body but a sharp mind was not easy. But she was not a complainer, I think you will agree.

She was very fortunate to be in a room with Marie and Doreen. They were good friends, and that probably doesn't happen very often.

Whenever we visited, we felt Margaret was given first-class care. The nurses and carers were always warm and friendly.

We will all miss her but we feel relieved her struggle is over. On behalf of the rest of my large family, both here and in New Zealand, I thank you.

Sister of Margaret

Thank you!

Every year, we host our staff service awards to say thank you for the incredible difference our staff make to our residents lives. This year over 800 staff members from across the nation will be celebrating five years or more of service with each receiving a certificate and a hand-crafted bespoke design Opal badge. Staff members receiving awards for 25 years or more were presented with a badge encased with a real Australian Opal gemstone. Opal presented 64 badges for service of over 20 years this year including Opal Maitland's Facility Manager, Julie Lewis who received her 35 year service award. We want to thank our staff again for their continued hard work and dedication.





Congratulations to Opal Armadale who took home the top accolade at the 2017 Opal Leadership Awards.

Opal Armadale – Home of the Year 2017

The Western Australia home was presented with the Home of the Year Award at the Leadership Conference held on the Sunshine Coast earlier this year.

The annual Opal Leadership Awards is a unique awards program designed to recognise and reward true aged care excellence across Opal’s homes.

Up against over 70 other Opal homes from across Australia, the prestigious award recognises the highest overall performance of a facility.

Opal Armadale demonstrated exemplary leadership across key indicators including work health and safety, staff retention and clinical care.

Opal Armadale Facility Manager, Hayley Crespi said staff had worked very hard in achieving the

The annual Opal Leadership Awards is a unique awards program designed to recognise and reward true aged care excellence across Opal’s homes.

recognition and were thrilled with the award. Ms Crespi also said health and safety was one of the top priorities at Opal Armadale. “It is very important to us,” she said. “We make sure our staff and residents are safe.”

She said that Opal Armadale have a health and safety committee, which she described as a family who look after each other. General Manager, Daymon Johnson said the award was also in part to great leadership within the facility. “The staff are really committed to making the lives of our residents better,” he said.

Opal Armadale Clinical Manager, Jemma Edwards said it was a proud moment bringing the award back to the facility. “We were very overwhelmed,” she said. “It’s absolutely great and we are all really proud”.



The Opal Armadale team proudly accept their award.

Our homes around the country

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 Raffin Place	07 3723 0400
Opal Raynbird Place	07 3500 9300
Opal Varsity Rise	07 5554 8100

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	02 4904 0100
Opal Hillside ALA	02 4904 0100
Opal Killarney Vale	02 4345 2700
Opal Killarney Vale ALA	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 6333 2500
Opal Cherrywood Grove	02 6363 4300
Opal Dubbo	02 5852 1600
Opal Denhams Beach	02 4412 3400
Opal Endeavour	02 4754 6000
Opal Endeavour ALA	02 4754 6000
Opal Mudgee	02 6370 6200
Opal Narrandera	02 6959 5300
Opal Shoalhaven	02 4429 1200

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 Bossley Park	02 9426 1500
Opal Canterbury	02 9784 2111
Opal Cardinal Freeman	02 8799 7000
Opal Fernleigh	02 9809 3217
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

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 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 Sale	03 5142 1600
Opal Seahaven	03 5671 6000

Western Australia

Opal Applecross	08 6310 8300
Opal Armadale	08 9234 3300
Opal Bunbury Gardens	08 9726 6300
Opal Geraldton	08 9921 5010
Opal Melville	08 9424 0500
Opal Murdoch	08 6332 6200
Opal Murray River	08 9550 2500

