

Opal moments

WINTER 2022



Ageing is living

Acknowledgements

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Opal HealthCare acknowledges the traditional owners of the land on which we live and work. We pay our respects to Elders past, present, and emerging.



COVER IMAGE

Resident Sheila, pictured with Zack, and her friends in the Tweed River Care Community Cooking Club are dishing up joy for animals living in local shelters after flooding impacted their homes in northern NSW. Read more about their wonderful contribution on page 38.



Residents Ray and Robert from Berkeley Vale Care Community enjoying the first grade competition between Berkeley Vale and Wyong.

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Chiswick Manor resident Jo celebrates reaching Level 94!

Message from our CEO



Opal Moments Winter 2022

A new level of respect

One of our team shared with me an idea that I love. In many ways it exemplifies our Opal HealthCare approach to living with purpose, dignity and respect as we age.

It's the concept of looking at age as 'Levels' rather than years – similar to the way computer games recognise 'experts'. Each level in a computer game may present new challenges to navigate, lessons to learn and concepts to explore, and advancement is rewarded with a higher level of achievement. The higher the level, the more respect is gained!

So, rather than thinking of Gerald as 91 years 'old', or Margeaux as 103 years 'old' – reaching Level 91, or Level 103 – or even Level 107, as one of our residents has – is an impressive proposition. This simple change in language challenges stereotypes of ageing. It presents advancing age as a badge of honour – something to be respected, especially by those at lower Levels.

Language is powerful. The words we use can change perceptions and mindsets. By thinking about age in this way we honour the lived experience, knowledge and wisdom of the people in our care. Across our Care Communities we currently have 114 residents on or above Level 100. That's an extraordinary 11,535 years of life, love, achievement, loss, opportunity, hard work, family raising, careers, skill building, community contribution and collective wisdom between them!

And that's just the tip of the iceberg. How lucky we are to have the privilege of caring for each and every one of our remarkable residents, to whom our society owes so much.

Making a difference matters

As a purpose-led organisation, CARE reflects our values – Compassion, Accountability, Respect and Excellence – and is our reason for being. It's represented also in the way we name our residences 'Care Communities'.

Our core service is to provide the best care that we can for people we care for and their families. It's what we focus on every single day. In doing so, we support and improve quality of life for older people, and help alleviate anxiety for families and pressure on health systems.

We recognise how much more society and business, including our own organisation, has to do to build a sustainable future for our people, places and planet.

Our Social Impact Report 2021 highlights some of the big and the little things we do to make a difference for our community and the world at large. In 2022 we're setting targets to advance our efforts and we look forward to sharing those with you later in the year.

Warm regards

Rachel

Stories from our Care Communities



BERKELEY VALE

When Ray and Robert wanted to go to the footy, we made it happen. Ray, a Balmain Tigers fan, and Robert, who follows the Canterbury Bankstown Bulldogs, rugged up and braved the rain to catch a first grade match at Berkeley Vale Rugby League Club. They got a real kick out of their afternoon with the boys!



SPRINGWOOD TERRACE

A Covid outbreak didn't stop Max and Joy finding ways to have fun, bringing to life the expression "when life gives you lemons, make lemonade!". The lovely couple think of their bedroom as more than just a room, it's their home. To brighten each day while in isolation, they imagined their bedroom to be a fancy restaurant where they dined together, naming it "Tiffany's on the Path."



CAMERON PARK

Residents in our Green Thumb club love getting outside to nurture our community garden, and eating the fruits of their labour!



RUTHERFORD PARK

They say laughter is the best medicine. This sure is the case for our residents at Rutherford Park Care Community who had a ball dressing up in costumes and posing for our photo booth. With residents playing the part of pirates, go-go singers and island ukulele players, there was no shortage of entertainment.



BROADWATER GROVE

Having spent many years painting backdrops and scenery for Myer stores, Ron loves to share his artistic abilities with his fellow residents, teaching them all sorts of techniques such as contouring or making 2D images come to life. In his latest project, Ron taught residents how to paint an ombre effect onto a clock. The impressive clocks are now proudly displayed on their bedroom walls.

Stories from our Care Communities



MANDURAH COAST

On International Nurses Day our residents wrote messages to express their gratitude to our team for their expertise, kindness and compassion. Reading them brought a smile to everyone’s face.



TINGIRA HILLS

The ladies in our Memory Care Neighbourhood have been very busy making baby clothes. The outfits are either gifted to families, worn by dolls in our nursery or sold at our seasonal fair where we raise funds for a local charity each year. As a favourite pastime for many of our ladies, they are happy and confident putting the patterns and fabric together.



BANKSTOWN TERRACE

As a fun way to keep in touch, Irene’s family created a photo book full of messages from her family living all around the world, with maps showing where everyone was born and where they live now. Irene was delighted to read them with her Meaningful Mate. This special gift helps Irene remember that her family are always in one another’s hearts.



BUNBURY GARDENS

To celebrate Harmony Day we held a “Harmony Parade” where, much to the delight of our residents, team members wore their traditional dress to work and explained the meanings behind their colourful outfits. Lifestyle Coordinator, Mary, treated everyone to a performance combining songs representing different nationalities. We are lucky to have such a fabulous and diverse team here at Bunbury Gardens Care Community.



SALE GARDENS

Our Men’s Group took a trip to the Gippsland Armed Forces Museum to learn all about the region’s military heritage. From diary entries to photographs and equipment, our lads enjoyed the exhibits and captivating stories told by soldiers at the battlefield.



LAKES ENTRANCE

Our residents were thrilled to arrange flowers donated by Wombat Gully Flowers on International Flower Day. They looked beautiful displayed through our Care Community.



Personalised Care

We explore how thoughtful conversations about palliative care with ageing loved ones can enable better living, dying and grieving. We also recognise our teams' bravery and resilience in the face of natural disasters and the global pandemic.



Courage in the face of floodwaters

Navigating across floodwaters in a tinny. Hitchhiking after their car flooded. Wading through knee-deep streams that once were roads. Walking around mud slides. Car-pooling in loaned 4-wheel drives. When Northern NSW was inundated with floodwaters our team did whatever it took to get to work to care for our residents and make sure they were safe, dry and comfortable. At Tweed Valley Care Community all roads were cut off. *"The flooding came in at 2am, so our night shift team stayed and continued working while others were ferried in by boat",* says General Manager James. *"Some team stayed onsite for days because many others affected by flooding in their area couldn't get through. We moved residents into dry areas of the building and everyone came through it with very good humour. It was an amazing and tireless effort by everyone involved."* Followed by a solid few days of cleaning up once the water receded.

Personalised Care

APPRECIATION POST

When the going gets tough –
our team keep going!

Raging bushfires. Devastating floods. A three-year global pandemic. The one thing that is certain in these uncertain times is the dedication, resilience and compassion of our extraordinary team.

When General Manager Alex arrived at her Care Community last September to the news that a resident had tested positive to Covid-19 it came as a devastating blow. She and her team had worked tirelessly since the start of the pandemic, doing everything they could to protect our residents from Covid.

Well prepared with tried and tested Covid plans in place, our team act swiftly and expertly to manage outbreaks. Constantly donning and doffing full sets of PPE and following stringent infection control processes. Creating activity packs for residents to keep them busy in isolation. Organising Zoom calls. Coming up with innovations such as the toaster trolley so team could cook individual servings of toast outside residents rooms and serve it to them hot and buttery. Our team continue to inspire one another with their energy, ingenuity and relentless spirit.

At the heart of their efforts is personal leadership and commitment to our purpose 'to bring joy to those we care for'.

"From day one we made a conscious decision to focus on the positive", says Alex. *"Small things like having a coffee cart onsite every day gave everyone something to look forward to, and we ran competitions like trying to guess the 'snack of the day' to give people a laugh."*

"We also focused on communicating with our residents and families every day to keep them reassured while they weren't able to visit".

General Manager Prena led her team through an extended outbreak in Sydney. *"The best way to bring joy to our residents was through our Wishing Well",* says Prena. *"Something as simple as a request for watermelon brought a huge smile to one resident's face. Our Chef created a special texture-modified kebab for another gentleman who enjoyed it so much. Our coffee cart became famous with residents and our ladies loved having hair makeovers done by our nurses and lifestyle team while they were isolating."*

Behind the scenes too, our team have rallied. Since the pandemic began in March 2020 countless frontline team members have volunteered to be part of our 'surge' team, willing to be deployed at a moment's notice to Care Communities in outbreak to support across all kinds of roles, including nurses, carers, chefs, cleaners, lifestyle team, admin and leadership.

And an army of 68 Family Support Volunteers from across Opal HealthCare's Home Office and regional support teams has made over 11,000 phone calls to families during outbreaks.

It's true that real superheroes don't wear capes. They wear PPE, chefs hats, running shoes, gum boots – whatever necessary to care for and bring joy to our residents.

SUPPORTING A POSITIVE END OF LIFE EXPERIENCE



*“The end of life deserves
as much beauty, care and
respect as the beginning.”*

Anonymous

For most people, it’s much easier to talk about living than about dying. But with our support, having thoughtful conversations with ageing loved ones about their end of life care and preferences enables a better living, dying and grieving process for everyone.

Having a positive end of life experience means different things to different people. While each person’s care will differ depending on their individual circumstances, the best that we can do for the people we care for is support them to live as fully and as comfortably as possible for as long as they’re in our care.

The terms “palliative care” and “end of life” care are often used interchangeably but they have different meanings. Palliative care supports quality of life for people facing a life-limiting illness and aims to enable them to live well, pass away according to their wishes, and support the grieving process for loved ones. This kind of care may continue for an extended period of time.

End-of-life care is a specific element of palliative care, which provides support and quality care to a person in their last few hours, days or weeks of life so they can pass on peacefully and with dignity.

Quality of life in palliative care is holistic – it supports all aspects of wellbeing, and gives the person ample opportunity to be involved in their care in line with their wishes and capacity.¹

People who are nearing the end of their life typically require care in four key areas: physical comfort, mental and emotional needs, spiritual needs, and

practical tasks. At Opal HealthCare, our team also offer emotional and practical support to families and friends.²

Physical comfort is anything carers can do to make the person more comfortable; for example, helping with pain management or fatigue.

Mental and emotional needs refers to helping the person manage psychological and emotional distress, such as emotions of fear or depression that the person may be experiencing. Carers can provide emotional support in many ways, including physical contact, creating a comforting atmosphere or simply being present and talking with them.

Spiritual needs is helping the person find peace or meaning in life. An individual may find comfort in their faith, particularly through prayers and conversations with someone from their religious community. Resolving matters with loved ones can also provide relief, as can reminiscing on joyful moments in their lives.

Support with **practical tasks** can alleviate a person’s concerns about who will manage things that they can no longer look after. Family members and friends can be of great support to the person and their caregiver by providing reassurance that everything will be taken care of.

¹ Dignity and Quality of Life (palliaged.com.au)

² Providing Care and Comfort at the End of Life | National Institute on Aging (nih.gov)



Personalised Care

Our approach to palliative care

In our experience, for residents who are nearing end of life, the most comfortable place to be is in their Care Community with familiar carers and loved ones by their side.

Palliative care training is part of our core clinical training at Opal HealthCare. Nurses wishing to further their skills can elect to become a Palliative Care Champion, with specific training and support from our experienced clinical team. Each Care Community aims to have two Palliative Care Champions who are able to build the team's collective capability in recognising deterioration early. In doing so, we are better able to partner with residents and families to plan care options and support them through decision making and emotional strain.

Arnold's story

We believe care should be deeply personal and tailored to meet our residents' physical and emotional needs. At Geraldton Shore Care Community in Western Australia, our team worked together with Arnold and his family to create a palliative care plan that met Arnold's wishes and care requirements.

Arnold's physical care included pain management, full assistance with activities of daily living, and a focus on nutrition so that Arnold could continue to enjoy eating for as long as possible.

To support Arnold and his family emotionally, our team had regular conversations with them, providing comfort and ensuring everyone was aligned around his care and preferences. Our team also focused on Arnold's physical environment. As he neared the end of life stage, creating a peaceful atmosphere was very important. They kept his room at a temperature comfortable for him, with sensitive lighting, a scented diffuser with an aroma he liked, and gentle music playing.

A devoted Jehovah's Witness, Arnold's church community comforted him and his family with regular visits and church services, both in person and virtually via an iPad.

Our team respected Arnold's privacy and any practical concerns were addressed in their regular conversations. Through these discussions, Arnold and his loved ones became well prepared for the emotional and practical support necessary through end of life.

Arnold passed away peacefully and comfortably in our care and with his loved ones by his side. His family expressed their appreciation and gratitude to our team for enabling Arnold's wishes to be fulfilled and in doing so, caring for all the family with dignity and compassion.

Talking about palliative care and end of life care can be difficult but planning ahead is important. If you or a loved one would like to learn more about advanced care planning at an Opal HealthCare Care Community near you, please reach out to us at communications@opalhealthcare.com.au

"Thank you for creating a calm, peaceful environment for Arnold's passing. The salt lamp, scented diffuser and gentle music was such a nice touch. The team who were working with us treated Arnold with dignity and respect, and ensured that we were all comfortable."

– Richard and Kerri



Health & Wellbeing

We delve into the power of anticipation and its role in wellbeing, meeting Meaningful Mates Jemma and Bevan at Alfred Cove Care Community. And we explore the importance of physical activity and how our Wellness Centre programs can improve feelings of self-fulfilment, confidence, independence and happiness.



ALWAYS LOOKING FORWARD

How anticipation benefits residents' wellbeing

The power of having something to look forward to cannot be underestimated – even if that something is as simple as enjoying a cuppa with a friend, or sharing a joke and a laugh with someone like-minded.

We all need things to look forward to in life. For our residents and team, their relationships with one another are often a source of anticipation and happiness. Each day in our Care Communities we look for ways to bring our residents joy and encourage human connection. Our Meaningful Mates program is designed to enable deeper relationships between resident and carer that support wellbeing.

Anticipation is an important part of life. It can be both energising and a powerful motivator to help us manage the ups and downs of everyday life. Research tells us that having something to look forward to benefits wellbeing and mental health.¹

- Anticipation can make us feel **optimistic** because it helps us focus on possibilities.
- It can be a **pleasant distraction**, filling us with **excitement** as we think about these potential experiences.
- It can **motivate** us when we feel like giving up, teaching us that if we're patient we can experience a greater reward.
- It can add **meaning** to our lives because we're imagining a brighter future.

As we age, anticipation becomes even more important to wellbeing. It becomes less about big occasions and more about moments of joy that can happen on any given day. Studies show that anticipating positive events is a convenient and powerful way to induce positive emotion, which in turn improves our ability to cope with stress.²

For our residents, particularly those who have few visitors, anticipating the simple pleasures in life, such as arranging fresh flowers from the garden or having a piece of cake with a friend, enhances belonging and makes them feel valued.

¹ Frontiers | Well-being and Anticipation for Future Positive Events: Evidences from an fMRI Study | Psychology (frontiersin.org)

² The Impact of Anticipating Positive Events on Responses to Stress | Request PDF (researchgate.net)



The joy of friendship

One way we nurture anticipation is through our Meaningful Mates program. A Meaningful Mate is someone who looks out for someone else in their Care Community by spending dedicated time together to connect, listen and build friendship. Team members and residents act as Meaningful Mates to one another.

Our goal is for every team member to have a Meaningful Mate. Interactions might include participating in an activity together, bonding over mutual interests, chatting over walks in the garden, or sharing special moments such as birthdays. Underpinned by a mutual level of respect and care for one another, these connections are mutually rewarding.

Jemma and Bevan are Meaningful Mates at Alfred Cove Care Community in Perth. A perfect match who share the same cheeky sense of humour, they instantly bonded when Jemma started working at Alfred Cove and are now firm friends. *"I think Jemma is a nice, kind and thoughtful lady, who sometimes has her moments but don't we all, ha-ha,"* jokes Bevan. *"I'm very happy and grateful to have Jemma as my true meaningful mate".*

They enjoy teaching one another about the finer things in life and constantly share dad jokes. Jemma goes out of her way to make Bevan feel special, bringing him his favourite treats or small gifts.

Bevan framed a photo of them together which he proudly shows fellow residents and friends.

The importance of nurturing friendships between residents and carers is widely observed by our team. We continue to encourage our team to participate in Meaningful Mates, recognising that these friendships are a simple way to give residents something to look forward to each day.

How you can give a loved one in care something to look forward to:

- If you can't visit in person, send a message and a photo to a resident via our website: **www.opalhealthcare.com.au/contact-us/send-message-to-resident**
- Do they love fresh flowers? A few blossoms in a small jar can bring smiles and brighten up a bedroom next time you visit.
- Special birthday or anniversary coming up? Talk with our team and set up a video call so all the family can send their best wishes to your loved one.
- Pull out the family photo albums and bring one in to page through with your loved one, reminiscing over happy memories can be a lovely way to spend time together.
- Send a card via snail mail letting your loved one know you're thinking of them.

TAKING STEPS TOWARDS BETTER WELLBEING

As we age, regular physical activity is one of the most important things we can do for our health. Our in-house Wellness Centres in 19 Care Communities around Australia offer programs primarily designed to meet a resident's physical goals, however the benefits go far beyond to overall wellbeing and happiness.

As well as achieving improved mobility, residents who engage in our wellness programs have experienced psychological benefits, including feelings of self-fulfilment, confidence, independence and a general sense of happiness. Their stories are a powerful reminder that a little wellness goes a long way.

Len joined our Wellness Centre at Murdoch Gardens Care Community in April 2021. Having suffered a stroke many years ago, Len relied on a wheelchair and required a full hoist transfer to move around. At 93 years young Len's goal was to stand up independently using a Sara Steady so he could move around faster and more easily. A Sara Steady is a sit-to-stand transfer aid which encourages more mobile residents to pull themselves up and minimises manual support required from caregivers.

Initially Len found it difficult to find motivation to participate in his sessions. Team members from our Wellness Centre allied health partner, Concentric Rehabilitation, used fun and creative strategies to encourage Len, including playing games along the way and celebrating each milestone he reached.

A turning point for Len was attempting to walk on his own at the bar for the very first time – when he realised he did indeed have the potential to walk again. With the support of Len's family, Concentric's physiotherapists began to incorporate more meaningful and functional exercises into his daily routine, such as standing up from his bed or walking to Happy Hour.

Over time our team observed a definite shift in his attitude. At first glance Len was a serious and private person but as his mobility improved and he became more comfortable he expressed his great sense of humour more often. He now smiles and jokes during his sessions and engages in banter with our team.

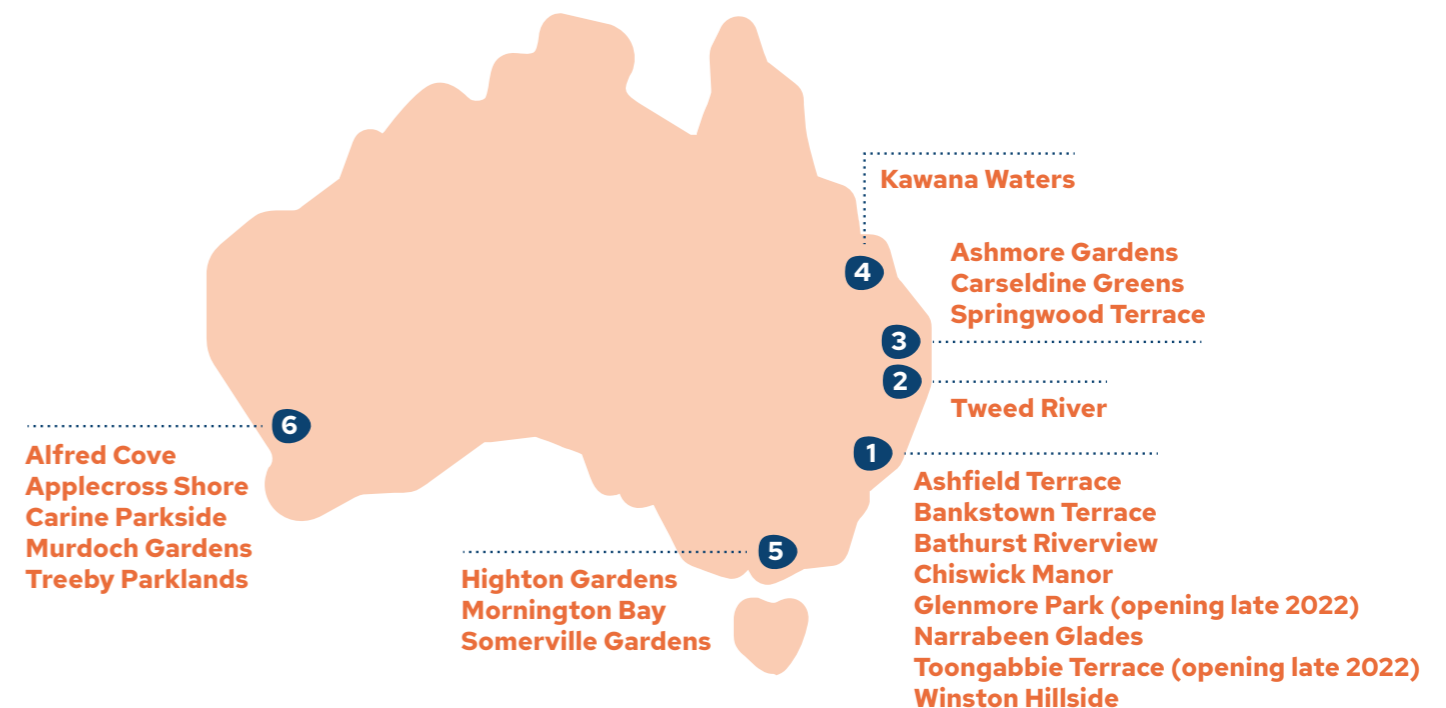
In a matter of weeks Len achieved his goal to mobilise using a Sara Steady. Now, rather than being sedentary during the day, Len pedals himself around his room, reaching for items and keeping himself busy.

"Len is more confident, he seems brighter in spirit, and perhaps is even regaining his old-self. We enjoy spending time with him and we hope that we can help Len further achieve his independence," says Khang, Len's physiotherapist from Concentric. He added, *"We're currently working with Len on his transition to step transfers with a two-person physical assist and a wheeled Zimmer frame."*

Five benefits of participating in our Wellness Centre programs:

1. Improves mobility and prolongs independence
2. Creates a sense of purpose through achieving goals
3. Social engagement and creating friendships
4. State-of-the-art equipment in a purpose-built environment
5. Enhances quality of life

We currently have Wellness Centres in 19 Care Communities around Australia, most of which are also open to families and the local community. For more information visit www.opalhealthcare.com.au or enquire via: www.opalhealthcare.com.au/contact-us





Enjoyment

We travel to the NSW Riverina to meet Gary, Narrandera Homestead Care Community's very own resident artist, who's turning a lifelong hobby into a source of joy for fellow residents. And have you ever wanted to turn the volume down at your house?

We're using resident feedback to create more noise-sensitive environments in our Care Communities.

THE FINE ART OF ENJOYING LIFE

With a love of drawing stemming from his early childhood, Gary has become Narrandera Homestead Care Community's very own resident artist.

Gary's love for drawing began at a very young age, inspired by his father's natural talent for the arts. At the age of six Gary's school teacher encouraged him to draw on the blackboard in the classroom. As he grew up, whenever something caught his eye Gary would take a mental picture then go home and begin creating. As he honed his drawing skills he also began to dabble in painting.

Fast forward quite a few decades and Gary has an impressive body of work to his name, including murals and landscapes, many of which are inspired by his passion for wildlife from a young age. He has also donated many original artworks to charity.

"Both sides of my family were farmers – orchards and beef cattle – and I developed a love of wildlife from being on the farm," says Gary.

"It makes me feel very proud that I was asked to donate art works."

With no formal training, Gary says he feels lucky to be able to draw anything from memory and then paint it. It appears the apple doesn't fall from the tree as two of his daughters and many of his grandchildren have inherited his artistic talents.





Sharing his love of art with others

Since moving to Narrandera Homestead Care Community in 2021, Gary has been instrumental in encouraging fellow residents to take an interest in art and birdlife.

A keen breeder of birds, Gary has taken responsibility for caring for Narrandera Homestead's pet rosellas. Together, Gary and team member Cassy installed a bird feeder in the gardens and it has become a hive of activity for residents who like to save apple cores and fruit peels for the birds.

"Feeding the birds gives me great pleasure and I love seeing the birds come towards me to receive the food, whether it's an apple, a thistle or seeds," says Gary.

"Cassy supports me by making sure there's seed within reach for me, and shows a great interest in my care of the birds and progress."

"She makes sure I have the right tools and a place to work, sometimes giving me paint brushes from her own art supplies."

Gary's feathery friends are a welcome inspiration for his artworks, with different types of birds he sees in the garden often featuring in his drawings. And residents and families are benefiting from his talents. Gary creates a new artwork each month to publish in the Care Community's newsletter, and residents enjoy using copies of his drawings as colouring in sheets.

Now Gary's working on an exciting new project – compiling enough original drawings to create a colouring book. Once the drawings are complete our team will have them printed in booklets to give to residents and friends – a true expression of his talents and a wonderful way to share them and bring joy to others.

"The colouring book is a work in progress and I enjoy working on it," says Gary. "I'm glad other residents enjoy my pictures to colour as an activity."

A LITTLE BIT OF HUSH

Creating noise-sensitive living environments

In any household there are times when all you want is a little peace and quiet. While we strive to create thriving communities for our residents, we recognise that noise created by systems and services can sometimes be disruptive. That's why we're using feedback from our residents and team to create more noise-sensitive environments.

Improving noise levels means understanding where the most disruptive sources of noise are coming from and exploring how those noises can be limited or removed. To do this, we're implementing a set of noise reduction principles which take into account the size and complexity of each Care Community.

Head of Dementia Care at Opal HealthCare, Dr Simon Pedzisi, is leading the project. "Almost 80% of our residents live with varying levels of cognitive impairment and we know from research that noise levels have a huge impact on orientation, hearing, anxiety and increased confusion," Simon explains.

In stage one of the project we ran trials in a number of Care Communities to:

- Reduce continuous noise from nurse call bells, doorbells and public address systems (PA) across neighbourhoods
- Create quiet zones in areas where residents eat and relax
- Decentralise alerts and create nurse call zones between specific neighbourhoods
- Standardise the nurse call escalation protocols

Noise reduction trials in Queensland and parts of NSW have been successful and changes are being fully implemented in those Care Communities.

Improvements include redirecting all call alerts from annunciators (which everyone in the vicinity can hear) to cordless phones carried by team members, emergency calls are now escalated to the leadership team, and PA announcements have been ceased.

Trials are now underway in Care Communities with different environments and complexities in other parts of NSW and Victoria, to be followed by Western Australia.

"In the results so far, we're seeing more tranquil environments which have improved residents' ability to concentrate, enjoy activities and feel relaxed. They're better able to hold conversations which enables them to build meaningful relationships," says Simon. "Our team and residents have also commented that it's much quieter at night, which helps to have a better and more peaceful night's rest."

Our team play a vital role in the success of the program and Simon regularly engages with them to coach and support the process. He explains, "As we implement these principles across our Care Communities we also envisage improved ways of working where our team are better able to anticipate and plan care needs, rather than relying on call bells to respond when residents need assistance."

It's often the small changes which can make the biggest impact. We believe by reducing disruptive noise in our Care Communities we can help make life at home more enjoyable and comfortable for our residents. If you'd like to know more about the noise-friendly environments project, please contact us at communications@opalhealthcare.com.au



Safety & Security

Learn how we use building design and innovation to create safe spaces that feel like home and help new residents settle in more easily to their Care Community. Through wayfinding aids, accessibility principles, security and new technology, we're continually challenging ourselves to create physical environments that enhance quality of life for our residents.



FEELING SAFE AND SECURE AT HOME

For many of us there’s no safer place than home. To help our residents settle in more easily and create safe spaces which feel just like home, we give careful consideration to the design and functionality of our new, purpose-built Care Communities. At the same time, we’re progressively updating our older Care Communities to enhance the resident experience.



Calming and cosy atmosphere

Familiar environments are important for a person living with dementia. Creating cosy and intimate spaces, like a kitchen or a garden, that look and feel like home help our residents know where they are and can help them find where they want to go. Arranging furniture simply and consistently, and keeping the environment uncluttered can also support independence and wellbeing.

Wayfinding

Knowing your way around is key to feeling safe in a new place. We use visual cues to help residents navigate their way independently and become comfortable and confident in their new surroundings as quickly as possible.

Colour, lighting, and the design and placement of furniture are just a few of the wayfinding fundamentals we incorporate, all chosen to meet the various needs and preferences of our residents. We use clear internal signage, and each wing has its own colour scheme and decorative decals so residents can more easily find their way to and from their room.

For potentially hazardous areas we want residents to avoid, such as medication and storage rooms, we use subtle colours and signage so as not to attract their attention, but are easily distinguishable for team members.

Accessibility

Creating accessible spaces enables residents to be more independent and feel safer in their surroundings.

One very intentional design feature that visitors may not notice, is ‘smooth entry’ at every Care Community. This means the ground surface is level from the moment a resident steps out of a vehicle in the car park all the way inside the Care Community. This is an important safety measure that minimises risk of falls.

Each Care Community entrance features secure front doors. To gain entry, visitors need to call our reception team or use a specific code. Once inside there is plenty of freedom to move around. Many residents have physical or cognitive conditions and require extra care when mobilising. To avoid the potential hazards of heavy manual doors we use automatic doors that minimise risk of injury. Our multi-storey buildings are fitted with elevators for residents to move between different floors.

Memory Care Neighbourhoods

Our Memory Care Neighbourhoods are dedicated, secure environments featuring cues and memory supports to help keep residents living with dementia feel safe and sound. Light-filled outdoor spaces, carefully selected décor and memory supports such as activity stations, create a sense of homeliness and familiarity for residents.

Security and technology

To monitor people coming and going we have CCTV cameras installed in entrances and common areas. For privacy, CCTV is not fitted in resident rooms.

Our nurse stations are usually positioned at a corner point in a wing or close to the dining room so our team can easily observe and be available to residents.

Care Communities we design and build ourselves feature brand new radio frequency identification (RFID) self-locking door systems with wearable technology. Residents are given a personal RFID tag to wear around their wrist to come and go from their room knowing the door will safely lock behind and be easily reopened using their RFID tag.

We recognise how important feeling safe and secure is to wellbeing. That’s why we’re continually challenging ourselves to create physical environments that enhance quality of life for our residents.



Loving Community

We share a truly joyful story from Tweed River Care Community, whose Cooking Club makes delicious fare for animals displaced in the floods. We hear from Jas, loving son to Oma of Oma's Applesauce fame, who's continuing her legacy to help normalise dementia. And why being friends with the neighbours makes life better for residents at Winston Hillside Care Community and The Willows Retirement Village.

TWEED RESCUE COMMUNITY COOKING

Caring for animals in need

When Chef Deb at Tweed River Care Community wanted to expand their popular Cooking Club to involve residents, team and the greater Tweed Heads community, she considered the two ingredients proven to bring our residents joy – cooking and animals.

Cooking Club is a time for residents to throw on their aprons and cook their favourite meals with our chef and kitchen team. Every meal is meaningful and each month residents put their heads together and select a special recipe. During these meetups residents enjoy sharing stories from their younger years, especially those who have worked as chefs or caterers in the past.

Deb's idea was to expand the Club to make a meaningful impact on the wider community. Tweed River regularly welcomes team members' pets, among them dogs, chickens and rabbits. Knowing how much

our residents love the animals, and thrive on helping others, Deb decided to put the Cooking Club to work baking special treats for animals in need. She contacted a number of local animal shelters who were delighted at the prospect.

Deb aims to have as many residents as possible participate, using all their different skill sets. It has become a true team effort, with the Cooking Club, lifestyle team and craft group collaborating to make blankets and dog toys.

Calling themselves *Tweed Rescue Community Cooking*, each club member has a lanyard featuring their photo and a business card which they wear with pride.

Once a month they work together to prepare and cook treats and the following day they visit a local shelter to deliver them to animals in need of a forever home. So far they've made three visits and are busy planning more at their regular Cooking Club logistics meetings.



For our residents, the highlight is watching the animals express pure joy when they receive their goodies.

"Seeing the joy on our residents' faces and observing how the animals respond to them with so much unconditional love in their eyes makes everything worthwhile", says Deb.

Major flooding in February and March devastated the local region. Feeling heartbroken for all the lost and stranded animals the group got to work making toys, blankets and hundreds of treats.

Cabarita Beach Pet Resort, a local pet boarding facility, opened their doors to people who lost their homes in the floods and needed temporary care for their pets. Our Cooking Club gifted 20 boxes of homemade peanut butter, oat and parsley cookies, 20 boxes of apple and carrot muffin bites, as well as blankets and chew toys. The Cabarita team does a wonderful job caring for animals and welcomed our residents' contribution with open arms.

"Seeing our residents give back to the community makes all the worries of the world melt away", says Deb. "This is the reason we do what we do. It puts everything in perspective and it gives our residents a purpose. They talk about it for days after each visit and then start planning and making things for the next one. It's a magical experience and I'm so proud they let me be a part of it."

Tweed River Care Community team and residents are also raising money by recycling cans and bottles, with all proceeds going to local animal shelters.

If you'd like to support Tweed River Care Community's fundraising efforts, please reach out to tweedriver@opalhealthcare.com.au

EVERYBODY'S OMA

The legacy of a life lived with love

Oma's enchanting smile brought joy to countless others around the world. Followers of her Facebook page, Oma's Applesauce, were uplifted by her stories, and touched by her family's unwavering dedication to ensuring Oma continued to live with love, purpose and joy through Alzheimer's and dementia.

Our team at Killarney Vale Care Community were privileged to care for Oma in the last year of her life. Following Oma's passing in February, son Jas and his wife Megan continue to advocate for people living with dementia and in June premiered a documentary film inspired by his mother, 'Everybody's Oma'. Together, they are on a mission to 'normalise' living with dementia in society.

Conversations about dementia

Jas and Megan cared for Oma for many years after her initial diagnosis of Alzheimer's. "As a family, it was really important to find ways to stay connected with Oma," Jas says. "Anyone living with dementia deserves for their friends and family to make the effort to stay connected with them."

"When we started talking about dementia we were shocked to find so many misunderstandings about what someone living with dementia is capable of enjoying or interacting with."

Jas and Megan started 'Oma's Applesauce' after a video he shared of Oma on his personal page went viral. Receiving millions of views and unexpected media attention, they realised there was a much bigger story to tell.

"Establishing Oma's Applesauce on Facebook was an opportunity to honour Oma's journey as a family, and create a community of people which gave a voice to living with dementia."

A 'home away from home'

Jas knew it was time to consider residential aged care when they could no longer keep Oma safe at home.

"We wanted a place nearby that could feel homely for Oma," he says of their decision to choose Killarney Vale Care Community on the Central Coast of NSW.

"The people were beautiful and friendly and we really felt it was a 'home away from home' where we could entrust Oma into the care of another 'family' who would be able to give her around-the-clock care."

"We were impressed that the room was big enough to replicate a version of her lounge room. We oriented her photos and favourite keepsakes around the centre of the room so it felt very much like living in her granny flat here with us."

Moving into care can be as big an adjustment for the family as it is for the resident. Jas says the way our Killarney Vale team established Oma's daily routine and kept them up to date with her progress enabled a smooth transition for everyone.



Loving Community



"They made sure we knew that she was ok, she'd had a meal, that she'd eaten, that she was safe, she'd gone to bed, that she'd woken up. All those touchpoints were fantastic," he says.

"There was a great transparency with the team at Killarney Vale and we felt we were still very much an equal part of her life and we were welcome 'family' walking in the door."

family-centred care approach that Killarney Vale Care Community steeps itself in."

And Jas is determined to keep the conversation going about people living with dementia. 'Everybody's Oma' will open in theatres around Australia in August.

"It's a story filled with a lot of heart, hope and love, tempered with the reality of our journey," says Jas.

"We wanted to share our story because we all have a vital part to play in normalising dementia. Going through the journey with Oma has opened my eyes to so many things about life. If we just choose to lean in, love a little harder and make the effort, we can grow so much more as people and we can make dementia an inclusive part of family life."

For more information on dementia care at Opal HealthCare Care Communities visit our website: www.opalhealthcare.com.au/aged-care-explained/dementia-care/living-with-dementia

Experiencing joy while living with dementia

One of Oma's biggest joys in life was people. Always a social creature, she loved the company of others.

"Through the veil of dementia we had conversations and words would escape her, but people's presence, smiling and eye contact, animals, babies and kids lit her up," says Jas.

"Even when your mind is having trouble processing who's sitting around you or who's present in your space, there's a lot to be said for the heart having its own memory – and for the heart feeling the presence and the warmth and the happiness of those around you."

Oma's legacy lives on

Oma's devoted cat, Hailey, who moved with her to Killarney Vale Care Community, continues to live there, bringing joy and comfort to residents.

"It's lovely to know Hailey is happy and all the residents get to enjoy the many wonderful things that a pet brings. It's a beautiful testament to the real,





WHEN GOOD NEIGHBOURS BECOME GOOD FRIENDS

Creating thriving communities

At Opal HealthCare, being a truly connected community means knowing our neighbours and nurturing meaningful relationships both inside and outside our Care Communities. It's being a valuable part of a support system with people who genuinely care for one another. It's connecting through the simplest of exchanges, such as a chat over a cuppa or a friendly wave across the street. Through these neighbourly exchanges residents find enjoyment and often experience a better quality of life.

Many of our Care Communities enjoy close relationships with residents of nearby retirement villages. These friendships have endured throughout the pandemic.

Winston Hillside Care Community is located among The Willows Retirement Village in Winston Hills, New South Wales. June, who lives at The Willows, regularly visits her neighbours and friends at Winston Hillside to see how they are doing and spend quality time together.

June often chats with our residents over a cup of coffee in our café and participates with them in activities and games. Sometimes June brings home-baked cupcakes to share, sitting with residents on the veranda waving to other friends who walk by. June finds comfort in having Winston Hillside Care Community so close by and having made good friends in our care, arranged for her husband David to have respite care with us following a stay in hospital. *"The good thing is that they're just a wave away from my unit, so I've never felt any gaps,"* says June.

As Covid restrictions were put in place across Sydney over the past 18 months, June and our residents found other ways to stay in touch. June dropped off flowers, newspapers and baked treats and they kept in touch through phone calls and hand-written cards.

"Despite the restrictions our connections continued and we never lost touch, especially on special occasions that we'd normally celebrate together," says Audrey, who lives at Winston Hillside Care Community.

"The human touch had gone missing but never the friendship."

When our residents hadn't heard from June for some time, they learned she was in hospital recovering from a fall. They were concerned for her health and asked about her progress. To support their friend they signed cards and sent June a potted flower – delighting her with their thoughtfulness. These caring gestures became the talk of the retirement village and remind us how small acts of kindness can have a big impact.

Thankfully June returned home from hospital and is enjoying the simple pleasures of life with her friends at Winston Hillside Care Community. Encouraging friendships with our neighbours is part of living in a thriving community – where human connection is at the heart of wellbeing.

BUILDING CARING CAREERS THROUGH THE OPAL HEALTHCARE ACADEMY



"No matter where you work across Opal HealthCare, all of our team have access to the Opal HealthCare Academy to transform the way they learn and grow."

Yolande Nealon, Director, People and Culture

As Australia's ageing population grows so does the need for capable and competent aged care workers who can deliver the highest standard of care. To us, continually investing in training and developing our current and future team is essential, that's why we launched the Opal HealthCare Academy in 2021.

The Academy brings our extensive suite of training and development programs together under one umbrella and supports career pathways across every aspect of residential aged care. It's how we provide sustainable career pathways for our team and deliver high quality care for our residents now and into the future.

"The Opal HealthCare Academy will ensure that Opal HealthCare is the place for people to come for career building, knowledge, learning and development," says Rachel Argaman, CEO Opal HealthCare.

The Academy comprises of six schools of education encompassing every area of residential aged care: Nursing and Health Services, Hospitality, Wellbeing and Meaningful Engagement, Business Services, Research, and Leadership. Each school has career development pathways mapped, including the required qualifications and role capabilities for our team to guide their development. As our team complete courses and progress along their desired pathways they can acquire the knowledge and confidence needed to advance in their careers.

"This sector at this time, more than any other, demands the best of the best of us and our development pathways are here to guide our team to be just that – their best." – Shannon Young, National Learning and Organisational Development Manager

Some of our internal programs are delivered in partnership with others, for example our sector-leading Graduate Nurse Program, which we deliver in partnership with the Australian College of Nursing.

Jessica joined Opal HealthCare as a registered nurse straight after graduating from university. She found the program a valuable bridge between theoretical learning and the practical application of skills. *"The Graduate Nurse program greatly benefitted me. It touched base on things that I never learnt at university, as well as communicating in practice, so I was learning every day and I was applying those skills in my day-to-day work life."* – Jessica, Registered Nurse

In addition to our bespoke programs, our team can access learning programs provided by our tertiary education partners, including Western Sydney University, the University of Tasmania, Torrens University, the University of Wollongong, University of Sydney, TAFE colleges, the Australasian College for Infection Prevention and Control and the Australian Apprenticeship Support Network.

Online learning programs can be accessed via the Opal HealthCare Academy website, where team can enrol in bespoke, transitional or leadership programs, or apply for an Opal HealthCare Scholarship to undertake external study. Our courses are delivered online and in-person to meet the different needs and learning styles of our team.

This year we will launch digital badging through Credly, which provides team who successfully complete our development programs with verified credentials – the digital equivalent of paper certificates – to recognise their achievements.

The Opal HealthCare Academy is a community where *Learning is living*. By investing in the education and training of our team and creating exciting and sustainable career pathways we are better equipped to deliver the best possible care for our residents.

Visit academy.opalhealthcare.com.au to watch our video and learn more about the Opal HealthCare Academy.

Nursing and Health Services School

Courses include our Nurse Graduate Program and Elevate Program, designed to increase our team’s competence and scope of practice. By completing clinical courses our team can expand their impact and take on higher level responsibilities.

Hospitality School

Underpinned by a commitment to quality customer experience, our hospitality courses support career pathways across the scope of catering, cleaning and general service delivery.

Wellbeing and Meaningful Engagement School

Programs are designed to build higher level capability and skills to support our residents to live with meaning and purpose. Through our courses in Health and Wellbeing and Dementia Care, our team can gain in-depth knowledge in person-centred care.

“I’ve learned how to model the way for my team, give them the opportunities and the resources to challenge each other and themselves.”

Deb, Chef

Business Services School

Programs are designed to build the expertise of our team in roles which provide backbone support to our Care Communities, such as Information Technology, People and Culture, Communications and Finance.

Research School

The focus of this school is partnering with tertiary institutions to undertake research programs which improve the way residential aged care is delivered and raise the bar for the aged care sector.

Leadership School

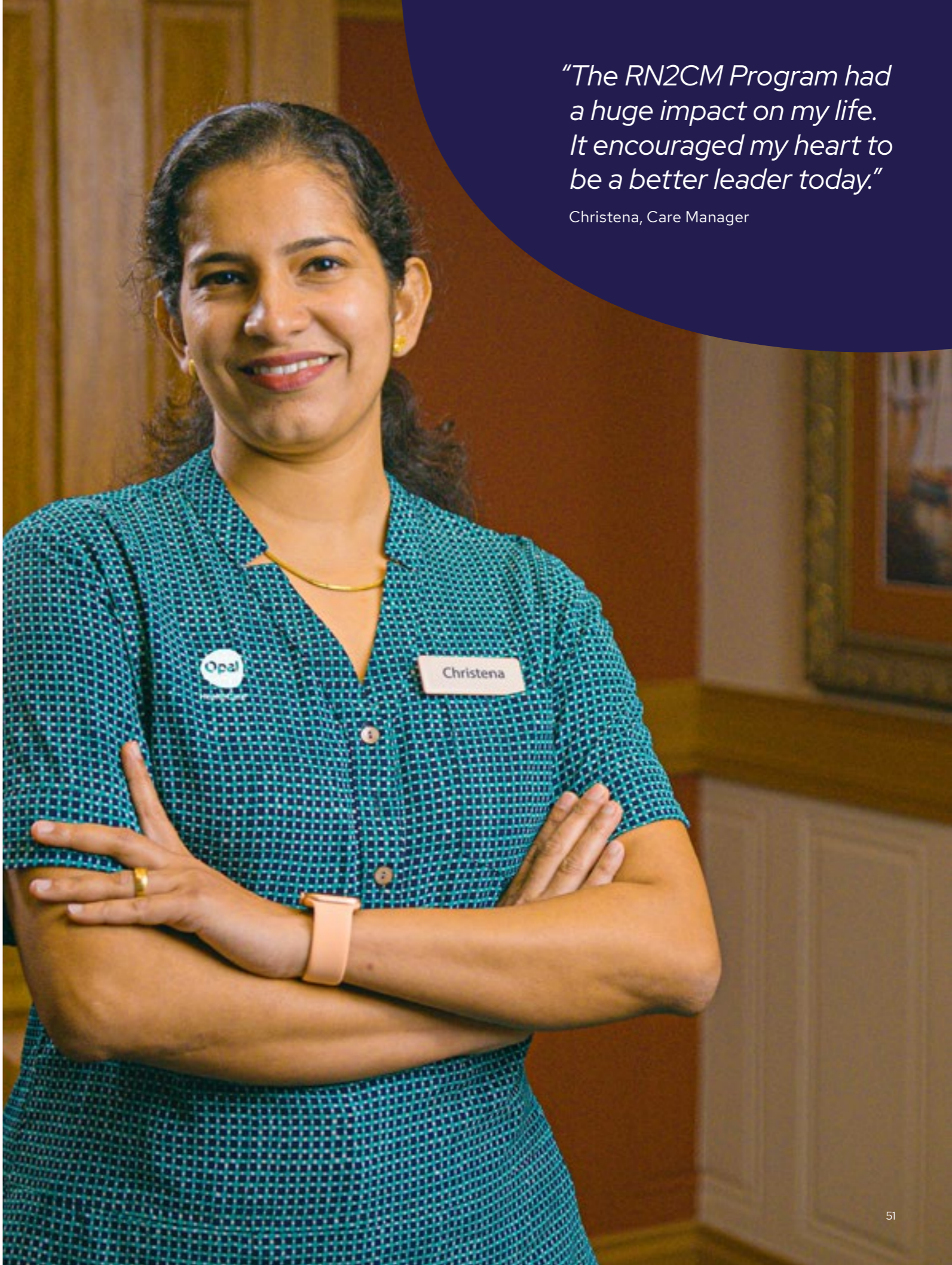
With three signature Opal HealthCare Leadership Programs and a variety of multi-modal leadership short courses, this school is designed to maximise the potential of our team and support career progression.

“The Opal HealthCare Senior Leaders Program gave me the opportunity to reflect upon and hone my skills across a broad range of leadership practice areas.”

Peter, Project Portfolio Manager

“The RN2CM Program had a huge impact on my life. It encouraged my heart to be a better leader today.”

Christena, Care Manager



THE GOOD COOK

Perfect for a warm and cosy evening at home, this comforting vegetarian recipe is one for the whole family.

Recipe by Chef Samira, Quakers Hillside Care Community, NSW



VEGETARIAN MOUSSAKA

INGREDIENTS

2 medium eggplants (about 680g), sliced length-wise

3 Russet potatoes, peeled and sliced lengthwise (about 1cm thick)

2 large zucchini, sliced length-wise (about 1 cm thick)

Extra virgin olive oil

Salt

Preheat oven to 200°C. While the oven is heating, spread the eggplant slices on a large tray lined with paper towel, sprinkle with salt and set aside for 20 to 30 minutes. Rinse the eggplant and pat dry with paper towels.

BÉCHAMEL SAUCE

1/3 cup + 2 tbsp extra virgin olive oil

2/3 cup plain flour

½ tsp salt

Pepper

¼ tsp group nutmeg

4 cups low-fat milk, warmed

2 large eggs

While the eggplant is sitting, make the béchamel sauce. In a large saucepan, heat the extra virgin olive oil over a medium-high heat until simmering but not smoking. Stir in flour, salt and pepper. Cook until golden (if needed, add a little more olive oil). Gradually add the warmed milk, whisking continuously. Continue cooking, stirring occasionally, over medium heat for 5 to 7 minutes. Add nutmeg. In a small bowl, whisk a small amount of the hot béchamel mixture with 2 eggs. Then return all to the pan with the remaining béchamel mixture. Continue to stir or whisk the mixture and bring to a gentle boil for just 2 more minutes. Add salt and pepper to taste. Remove from heat and allow to cool and thicken a little more.

LENTIL SAUCE

1 yellow onion, chopped

2 garlic cloves, minced

1 ¼ cup cooked black lentils (from ½ cup uncooked black lentils. See notes)

400g can crushed tomatoes

½ cup vegetable stock or water

1 tsp dry oregano

½ tsp nutmeg

Pinch cinnamon

In a cooking pot or large non-stick pan, heat 1 tbsp extra virgin olive oil over medium heat. Saute onions and garlic for 3 to 4 minutes till fragrant, tossing regularly. Stir in the COOKED black lentils, crushed tomatoes and vegetable stock (or water). Season with a pinch of salt, and add oregano, nutmeg and a small pinch of ground cinnamon. Bring to a boil, then lower heat and cover only part-way. Simmer for 15 to 20 minutes.

ASSEMBLE THE MOUSSAKA

While lentil sauce is simmering, bake the vegetables. Arrange the potatoes, zucchini and eggplant slices on lightly oiled baking sheets. Brush with extra virgin olive oil. Bake in a heated oven for 15 to 20 minutes until tender.

Assemble the moussaka in a 33cm x 23cm baking dish. First, pour a bit of the lentil sauce on the bottom of the baking dish and spread. Layer the vegetables on top. Add the remainder of the lentil sauce. Finally, spread the béchamel sauce on top, making sure to smooth out well with the back of a spoon.

Place the moussaka on the middle rack of your heated oven. Bake for 45 minutes or until top béchamel layer turns golden brown.

Remove from the heat and let sit for at least 20 minutes before cutting and serving. Cut into 12 squares.

Serves up to 12 people

If you have a favourite recipe you'd like to share, send it to us at recipes@opalhealthcare.com.au

Words of thanks

Our Care Communities often receive thank you letters from families and friends expressing their gratitude for our team. Here are some letters.

QUAKERS HILLSIDE CARE COMMUNITY NEW SOUTH WALES

Your team were so kind and caring to both mum and my family. Disney claims that Disneyland is the happiest place on earth however Quakers Hillside Care Community rivals this claim. Your team also had a smile for everyone and nothing was ever too much trouble for them. I will miss my mum and I will also miss coming to your Care Community. My visits to Quakers Hillside provided me a short period of relief from the stress of the outside world. You are all are doing a wonderful job and you all should be very proud of yourselves.

CALOUNDRA PLACE CARE COMMUNITY QUEENSLAND

As a visitor to this Care Community, I would like to say how wonderful the afternoon team are. They are always laughing, happy and willing to go the extra mile for those they care for. As an observer it is honestly such a joy to see how the residents interact with them and the joy they bring to our most vulnerable. Well done afternoon team and thank you from the residents.

ALTONA GARDENS CARE COMMUNITY VICTORIA

I want all the team who cared for Jean to know how very grateful we are for the love and care she received in your care for so many years and I know she could be difficult at times, so my heartfelt thanks to you all.

KILLARNEY VALE CARE COMMUNITY NEW SOUTH WALES

I would like to thank you and your team for all your kind and compassionate care given to my mother during her short time at your Care Community. She did enjoy her time there and loved her room and the facilities, she made a few friends and she had her favourite nurses and team who looked after her wonderfully.

MURDOCH GARDENS CARE COMMUNITY WESTERN AUSTRALIA

Murdoch Gardens Care Community feels like home. We are eternally grateful for the exceptional standard of care in this beautiful Care Community. Mum regularly comments 'I want for nothing, everything I need is here'. After our initial meeting/tour we realised Murdoch Gardens ticked all the boxes. The team's aged care knowledge, advice, compassion for residents and patience with us, was key to us choosing this 'home' for Mum. Murdoch Gardens truly captured the magic of Christmas 2021 for residents and family. I would highly recommend Murdoch Gardens Care Community. Seeing is believing, we only wish we had made an appointment sooner.

NORTH LAKES TERRACE CARE COMMUNITY QUEENSLAND

I would like to give the amazing and caring team at North Lakes Terrace the biggest thank you for going above and beyond what was expected of them when looking after my sister. The team are so friendly and caring. The chef has been fantastic going the extra mile with special menu options. I would like to spread the word that this team are role models.

NORAH HEAD CARE COMMUNITY NEW SOUTH WALES

I'd like to say a huge thank you to Megan, Ally, Sharon, Cheryl, May and all the team who cared for my mum. The love and care shown to me in my mum's last days will never be forgotten. I can't say thank you enough!

BOSSLEY PARKSIDE CARE COMMUNITY NEW SOUTH WALES

Thank you so much Bossley Parkside team. I love the Care Community, the team is amazing, caring, and proactive in reaching out to residents. The atmosphere, lounges, and bedrooms are all wonderful and perfectly kept, giving the impression of being at home. A very secure environment surrounded by loved ones.

MORAYFIELD GROVE CARE COMMUNITY QUEENSLAND

To the team at Morayfield Grove – thank you for the loving care you gave our mother during the time she was with you. It was a great consolation to know she was in such caring and capable hands.

Our Care Communities

General enquiries 1300 048 519

NSW — Sydney Metro

Annandale Grove Care Community	02 8585 1900
Ashfield Terrace Care Community	02 8799 7000
Auburn Glen Care Community	02 9643 3200
Bankstown Terrace Care Community	02 9708 9400
Bayview Treetops Care Community	02 9979 9066
Belmore Place Care Community	02 9784 3100
Blacktown Terrace Care Community	02 9852 9600
Bossley Parkside Care Community	02 9426 1500
Canterbury Place Care Community	02 9784 2111
Chiswick Manor Care Community	02 9370 0600
Katoomba Views Care Community	02 4780 0600
Killara Glades Care Community	02 8467 3200
Manly Hillside Care Community	02 8925 6400
Meadowbank Grove Care Community	02 8878 5200
Mona Vale View Care Community	02 9910 7100
Narrabeen Glades Care Community	02 9910 7600
Narraweena Grove Care Community	02 8978 3100
Quakers Hillside Care Community	02 8818 6500
Stanmore Place Care Community	02 8594 6900
Wahroonga Place Care Community	02 9372 3800
Winston Hillside Care Community	02 9865 1800

NSW — Central Coast, Hunter and North Coast

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

NSW — Blue Mountains, Western Regional and South Coast

Bathurst Riverview Care Community	02 6334 7000
Denhams Beach Care Community	02 4412 3400
Dubbo Homestead Care Community	02 5852 1600
Mudgee Grove Care Community	02 6370 6200
Narrandera Homestead Care Community	02 6959 5300
Orange Grove Care Community	02 6363 4300
Shoalhaven Place Care Community	02 4429 1200
Springwood Greens Care Community	02 4754 6000

Queensland

Ashmore Gardens Care Community	07 5510 1800
Berrinba Greens Care Community	07 3809 1400
Broadwater Grove Care Community	07 5557 7700
Burpengary Gardens Care Community	07 3481 6100
Calamvale Parklands Care Community	07 3723 0400
Caloundra Place Care Community	07 5390 0200
Carseldine Greens Care Community	07 3500 9300
Kawana Waters Care Community	07 5390 5100
Kirra Beach Care Community	07 5587 5500
Morayfield Grove Care Community	07 5495 9000
Nambour Gardens Care Community	07 5444 9700
Newstead Grand Care Community	07 3024 3500
North Lakes Terrace Care Community	07 3384 2700
Oxley Grove Care Community	07 3716 9700
Springwood Terrace Care Community	07 3722 9400
Varsity Views Care Community	07 5554 8100

Victoria — Gippsland

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



Victoria — Melbourne Metro and Surrounding Regions

Altona Gardens Care Community	03 8325 7600
Croydon Grove Care Community	03 9723 8088
Epping Meadows Care Community	03 8405 5200
Highton Gardens Care Community	03 5223 0900
Meadow Heights Care Community	03 9303 6800
Mornington Bay Care Community	03 5958 6600
Somerville Gardens Care Community	03 5977 9922
Wantirna Views Care Community	03 9847 2500
Warrandyte Gardens Care Community	03 9844 8000
Warrnambool Place Care Community	03 5563 0600
Warrnambool Riverside Care Community	03 5559 0600

Western Australia

Alfred Cove Care Community	08 6330 0400
Applecross Shore Care Community	08 6159 9800
Armadale Place Care Community	08 9234 3300
Bunbury Gardens Care Community	08 9726 6300
Carine Parkside Care Community	08 9378 5500
Geraldton Shore Care Community	08 9921 5010
Melville Parkside Care Community	08 9424 0500
Murdoch Gardens Care Community	08 6332 6200
Mandurah Coast Care Community	08 9550 2500
Treeby Parklands Care Community	08 6172 2400

Ageing is living

When your local Care Community is supported by Opal HealthCare, you can feel confident that we're doing all we can to deliver high quality eldercare.