

# Opal moments

SUMMER / AUTUMN 2024-25



Ageing is living



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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**

Love is in the air at North Lakes Terrace Care Community, where residents Ron and Julie’s beautiful connection led to wedding bells. Read Ron and Julie’s story on page 16.



Our residents and team at Bathurst Riverview Care Community always get into the spirit of the Bathurst 1000. Resident Norm, wellbeing manager Kellie, and everyone at our Care Community went all out creating a fantastic display! Turn to page 48 to see how the local community helped make a Mount Panorama dream come true for Nancy.



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# MESSAGE FROM OUR CEO



Consumer Advisory Bodies (CABs) were introduced in residential aged care this year as part of the reforms happening across the sector. I was delighted to attend a CAB meeting at Meadowbank Grove Care Community in Sydney with our Chair, Prof Peter Shergold.

The CAB forum provides an avenue, in addition to other feedback channels, for residents and relatives to have a say in the care and services we provide. We explain more about CABs in 3 Questions on page 52.

Our residents and relatives shared many insights. We learned so much from the interactive, joyous, robust discussions with residents and family about enhancing some aspects of the present, and gained insights into what our current and prospective residents want.

We heard residents describe their Opal HealthCare family as ‘wonderful’, ‘amazing’ and ‘caring’. Many relatives reflected that whenever they visit “their” Care Community, it feels like home to them, warm and welcoming – and that they’re treated like family. They expressed their pleasure in being invited to give their advice – beyond their ‘everyday feedback’.

One theme repeated itself at the meetings held across all our Care Communities: AGENCY. This was a discussion point when we shared the feedback with our Opal HealthCare board.

We know the fear of loss of independence, of agency, is part of the fear people feel when thinking about residential care. How important then, that we tackle it. That we look at how we can better serve the feeling of agency for our residents.

In describing what agency means to them, residents gave examples such as: ‘choice of what my day looks like’, ‘access to some level of independence if I’m able to and want to’ and ‘support and interest in my ability to continue interests, hobbies and activities outside of the Care Community’.

Suggestions included facilitating more opportunities for exercise, getting back to doing dinners in the private dining room as we were accustomed to before the pandemic, having more BBQs and afternoon teas, doing more to connect people with people like them, and ‘video games for “people of our generation” – we love them!’.

The Consumer Advisory Board meetings are helping us learn more about how we can take our resident engagement, dining experience and our clinical and dementia care to the next level, and how we can further support residents to retain their independence, agency and mobility for as long as possible. The voice of our residents helps us to reflect on these issues and to look at how we can turn these insights into action.

In this issue of Opal Moments there are many examples of residents living with agency, meaning and purpose in our care. We continue to strive each day to support agency for all of those we care for.

Warm regards

*Rachel Argaman*

Rachel

*The joy of human connection: When team member David learned resident Anna at Sandringham Grove Care Community hails from the small Greek island of Samos, he FaceTimed fellow team member Rose, who also comes from Samos, so the pair could chat about their shared heritage and reminisce together about their homeland.*



# Stories from our Care Communities



## Varsity Views Care Community QLD

Our talented residents were thrilled to share their creative skills with the wider community by entering the Gold Coast Show. With the support of our team and family members, our residents lovingly prepared their entries, earning admiration and respect from everyone who enjoyed their work.



## Everard Park Care Community SA

Players at Sacred Heart College football club were overjoyed to catch up with their former coach, Robert, who now lives at Everard Park Care Community. The weather gods honoured the occasion, and Robert had a wonderful day catching up with old friends and many people he’s mentored over the years.



## Tweed River Care Community NSW

Every great celebration deserves bubbly! We raised a rousing toast to six wonderful ladies who’ve all reached the magical milestone of 100 years young. Ranging from 100 to 105, Nina, Mary, Marge, Joan, Inga and Dorothy exchanged colourful stories of lives fully lived. Nights spent out dancing featured prominently! When asked for secrets to their youth, not one answer was the same – proving the beauty and diversity of the human experience.



## Treeby Parklands Care Community WA

Fancy a day out rolling along the pathways at the glorious Rockingham foreshore with Cycling Without Age? Residents Peter and Jacob give it a ringing endorsement with a double thumbs up.



## Diamond Creek Care Community VIC

Our residents loved getting back to nature and reviving some ancient skills by weaving flowers and foliage on a loom to create a beautiful work of art. Working with your hands is not only satisfying but great for maintaining dexterity, and engaging with others to achieve a goal.



## Calamvale Parklands and Springwood Terrace Care Communities QLD

Our residents had ‘simply the best’ time at *Tina*, the celebrated tribute to the great Tina Turner. It was an unforgettable day, with residents making new friends amidst the fun of singing, dancing and rocking out to the music legend’s biggest hits.



STORIES FROM OUR  
CARE COMMUNITIES

**BERRINBA GREENS  
CARE COMMUNITY QLD**

On Grandparents’ Day, June was thrilled to welcome three generations of her family to our Care Community for a special day of celebration. For so many of our residents, family means the world, and these heartwarming smiles brought joy to everyone.



**MANDURAH COAST  
CARE COMMUNITY WA**

We didn’t need a second invitation to celebrate International Coffee Day. And we did it in style on a gorgeous sunny day with a pop-up café in our courtyard. John believes a warming cup of coffee is one of the great joys in life and he wouldn’t miss his daily brew.



**KEILOR EAST MANOR  
CARE COMMUNITY VIC**

Who doesn’t love grooving along to a great tune? Our residents love music and enjoy any opportunity to get up and get active. It’s a great way to socialise and have a laugh with friends.



**KAWANA WATERS  
CARE COMMUNITY QLD**

Hold onto your hats! Even when on the ground, few machines are as exciting to admire as a fighter jet. Arthur and his fellow residents were delighted to enjoy a tour of the hangar and take a walk back in time through aviation history at the Queensland Air Museum.



**ORANGE GROVE  
CARE COMMUNITY NSW**

Our residents enjoyed a visit from women’s health nurse, Anne Smart, as part of Women’s Health Week. We thoroughly enjoyed the day, with Anne discussing topical issues in women’s health with our residents, followed by a delicious morning tea and lots of good-for-the-soul chats.

**ALDINGA BEACH  
CARE COMMUNITY SA**

When our team discovered Hazel’s wish to fly in an aeroplane, they were honoured to help her take flight on a glorious Adelaide day. With a grin as wide as the wingspan, aviation fan Hazel declared her wish had come true! Hazel’s family was there to cheer her on, making her big day at Old Noarlunga Airfield all the more special.







**QUAKERS HILLSIDE  
CARE COMMUNITY NSW**

Our residents at Quakers Hillside Care Community are wonderful supporters of the wider community, particularly those who are living with hardship. We were proud to donate \$1,000 in funds we raised together to Mission Australia to help provide much-needed support for people experiencing homelessness.



**CARINE PARKSIDE  
CARE COMMUNITY WA**

Packed with history and objects highlighting Western Australia’s heritage, the Maritime Museum of Western Australia was the perfect venue for our latest Men’s Club adventure. Our residents loved diving deep into the exhibits, and reminisced over a beautiful lunch in the museum café.



**WAVERLEY VALLEY  
CARE COMMUNITY VIC**

Resident Carolyn and her husband Ben had a beautiful day celebrating their 43rd wedding anniversary at our Care Community. Both keen gardeners, they were thrilled to receive an arrangement of native flowers. Carolyn and Ben shared memories of their travels across Australia and Europe and our hospitality team surprised them with a home-made cake.



**MORAYFIELD GROVE  
CARE COMMUNITY QLD**

Our residents always have a blast with their friends from the local kindergarten as part of our Grandfriends program. They enjoy singing, storytelling and playing games old and new. The children’s energy and curiosity is stimulating for our residents – who in turn delight the kids with their wit and wisdom.



**CHISWICK MANOR  
CARE COMMUNITY NSW**

High Tea at our Care Community is all about getting to know one another better. Conversation cards help get things started and prompt our residents to share fascinating stories about their lives. It’s always heartwarming to see connections and community forming over cake and a cuppa.



**WARRANDYTE GARDENS  
CARE COMMUNITY VIC**

Ladies and gentlemen, start your engines! Resident Grant and general manager Stuart share a love of machinery, and this beauty from Stuart’s collection was the perfect conversation piece for a Friday. We won’t keep you in suspense – it’s a stationary engine from the 1930s that was used to pump water on a farm.





## Personalised Care

Learn how the support of our team and a special resident helped Ron rediscover his purpose. Focusing on abilities is helping Margaret live her best life in care, and seven new families share their stories in our popular Cuppa Q&A's series.

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# RON LEARNS TO LOVE LIFE AGAIN

Even the strongest among us need a helping hand sometimes – and the results can be surprising and inspiring. For Ron, rediscovering his purpose and passion led to finding love again.

Ron, affectionately known as 'Handles', has lived a lifetime of service. And while he's travelled a rocky road at times, Ron brings his spirit of service to life at **North Lakes Terrace Care Community**.

When he moved to North Lakes Terrace following, in Ron's own words 'a hard life', the Vietnam veteran struggled to engage with others and preferred to spend time alone.

*"We knew Ron had already given so much, and we knew he thrived on helping others," says general manager Kamal. "We truly believed that finding his purpose again was the key to a healthy, meaningful life. We started by spending time each day chatting with Ron, always respecting his time and space."*

Through patience, empathy and care, our team won Ron's trust and he started to blossom.

*"In time, Ron started helping our maintenance officer in the garden, lending a hand on the barbecue, and he started accepting support again."*

*"That was encouraging but the real turning point came when we asked him to plan and lead our ANZAC Day service. This is a profoundly important day for all of us, and it's deeply personal to Ron," says Kamal.*

It was an emotional day for our residents, relatives and team.

*"Ron delivered such a beautiful service – there wasn't a dry eye in our Care Community. We're so proud of him and how far he's come."*

Ron was proud of himself, too. *"After all I've been through, today I want to enjoy the company of those around me and look to the future,"* he says.

## Ron and Julie find love

Caring for others is in Ron's DNA, and this shows in the way he supports fellow residents. As well as helping our team ensure residents enjoy life at our Care Community, Ron's a wonderful listener, always there for anybody who needs a friend.

Julie, who was struggling following her husband's passing, was a friend in need. Ron spent time with Julie listening and gently encouraging her to regain her interest in things. Before long, Julie started coming out of her room for breakfast again.

Soon she was joined by one resident, then another – now they have a circle of friends, sharing stories, interests, and looking out for one another. Now everyone calls them Julie's Circle!

But that's not where the story ends. What began as friendship blossomed into love. Ron and Julie recently tied the knot at a beautiful ceremony at North Lakes Terrace Care Community.

The way Ron has reinvented his life is testament to the essential role social, emotional and physical aspects play in a person's wellbeing. And for Ron's daughter Cindy, living at North Lakes Terrace has made all the difference.

*"Meeting Julie, along with the enormous assistance and support from your team, has all contributed to his newfound happiness. My dad is a different man now – we can have conversations and laugh again."*



Scan the QR code to read more about Ron's life of service.





## Personalised Care

## Personalised Care

Each evening after dinner, Margaret enjoys a hot chocolate and watching her favourite shows with our residents and team. Over time, more of our residents have joined the ritual, making evenings at Wantirna Views a special occasion for socialising.

Each month, our team bring their children and grandchildren to Wantirna Views to spend time with our residents. Margaret loves to join in and happily chat, sharing stories of her own grandchildren.

*"Family and friends mean the world to Margaret," says Leanne. "All our team members have gotten to know Margaret so well and we love hearing her stories. She's forever interested in people, always asking us about ourselves and our families, and sharing her memories with our residents."*

*She's struck up special bonds with residents Cynthia and David, who she catches up with once a month for lunch and a chat. And she never misses her weekly Thursday calls with her great friend Denise, all the way from England, with the help of her brother Harold."*

### Margaret and Kelvin bond over a shared passion

Margaret and our maintenance officer Kelvin share a green thumb – and big ideas! Over their regular chats, the pair came up with the idea of raised garden beds outside Margaret's window, so she could enjoy the sight and the smell of the flowers from her room with ease.

Margaret and Kelvin worked together to plan the layout of the beds. Then they paid a special visit to Bunnings to select the perfect plants for Margaret's dream garden.

*"I love to look at flowers and when I was able to, I spent all my time in the garden," says Margaret. "I'd go down to get the mail and would take half an hour to walk back because I'd potter in the garden along the way."*

And while the way she does it might have changed, Margaret can still enjoy her interest in flowers that has meant so much to her throughout her life.

# HELPING MARGARET LIVE HER FULLEST LIFE IN CARE

The beautiful garden beds and hanging baskets outside Margaret's bedroom are a haven for local birdlife. A labour of love for Margaret and our team, they're a deeply personal symbol of the colourful world she enjoys.

We meet Margaret, and the garden that means so much to her, at **Wantirna Views Care Community** in Melbourne's leafy outer-eastern suburbs. Margaret has complex care needs, with Multiple Sclerosis and Parkinson's Disease significantly limiting her movement. Our team at Wantirna Views and Margaret's fellow residents have come together to support Margaret to continue to live a meaningful life, focusing on her abilities and an understanding of the things she values most.

### People are at the heart of Margaret's world

*"While Margaret's mobility is severely limited, she has movement in her fingers and she enjoys playing games on her iPad, which keeps her mind active," says wellbeing manager, Leanne. "And she just loves people. Along with her clinical care, spending time with people of all ages is a central part of her wellbeing."*



*"I'm a people person. I love to chat, and I enjoy hearing about our Wantirna Views team's families. I know them so well I feel like they're part of my family!"*



# COMFORTING CONVERSATIONS

Cuppa Q&A's is back for Season 2



In Episode 4 of Season 2, Chris shares her story with Megan and Jason van Genderen.

Our popular video and podcast series returns with more personal stories of finding the right care for a loved one. And there's more cake, naturally!

For many families, choosing aged care for a loved one is one of the most difficult decisions they'll make. And it's often accompanied by complicated feelings like guilt and anxiety. Cuppa Q&A's helps people to step through those feelings by understanding that they're not alone, and life in care can be a positive experience for everyone.

While everyone's situation is unique, it can help to know others have experienced similar challenges and emotions, and emerged with insights and personal stories that can make the journey easier.

In Season 1, seven Australian families shared their stories with our hosts Megan and Jason van Genderen, from **Oma's Applesauce**. In Season 2, seven more families have generously given their time and experience to help others.

*"As a caregiver and decision maker, I often feel alone. Just feeling heard makes such a difference, especially where guilt is involved. Listening to these stories helped me realise I wasn't alone in my feelings."*

– Viewer feedback

Here's a taste of Season 2:

## Episode 1: The Relationship Reset

After years of caring for her husband George, making the decision to move him into care was heart-wrenching for Margaret. She talks us through her journey of acceptance and explains how professional care has improved her relationship with George.

## Episode 2: The Love Story

Vicki tells us about her parents' transition into care together after living in their family home for 76 years.

## Episode 3: The Proactive Family

Helping a loved one move into care comes with its share of uncertainties and tasks. From taking care of finances to timing the sale of the house, the to-do-list can seem endless. Lynelle explains why a proactive approach to care can ease the transition for a loved one.

## Episode 4: Reclaiming Independence

When a fall impacted her ability to care for herself, Pat and her daughter Chris had to face the reality that Pat needed residential care. Chris recounts her mum's resilience, her road to recovery and the care plan which helped Pat reclaim her independence.

## Watch Cuppa Q&A's

Watch Seasons 1 and 2 of Cuppa Q&A's on our website: [opalhealthcare.com.au/news/conversations-about-aged-care](https://opalhealthcare.com.au/news/conversations-about-aged-care).

Listen to our Cuppa Q&A's podcast here:

[cuppaqas.buzzsprout.com](https://cuppaqas.buzzsprout.com)

You can also listen on:



## Episode 5: Embracing New Beginnings

Mike and Kris grappled with negative preconceptions when it was time to move Mike's mum, Mary, into care. They describe Mary's profound transformation and reveal why residential aged care was the right choice.

## Episode 6: Mum's Choice

We often hear of loved ones resisting change, so when Adelina decided she wanted to move into residential aged care, her daughter Jenny was stunned. She describes how her mum has happily settled into her new home with us.

## Episode 7: Living Well Again

When Peter began his search for an aged care community for his mum Maria, he looked for a place that could cater for her mental and physical needs with the compassion she needed. Peter explains how our Care Community is supporting Maria's journey to renewed health and happiness.

**Need a chat? We can walk you through the steps into aged care and discuss your loved one's needs. Call us on 1300 183 945.**





## Health & Wellbeing

We explain why thoughtful design promotes wellbeing at our Care Communities, and why something as simple as a game of pool helps residents live a healthy life. And turn up your microphone and sing along with a special project that's all about connection.





# LIVING WELL BY DESIGN

Wellbeing is the sum of many parts, and our environment is an essential part of the equation. Our Care Communities are designed to evoke a sense of home, stimulate community, and help our residents live their best life in care.

Bauhaus founder Walter Gropius and Apple's Steve Jobs worked a century apart but the principle of design as an essential part of life unites them. Gropius declared *"design is simply an integral part of the stuff of life, necessary for everyone in a civilised society"* while Jobs stated *"Design is not just what it looks and feels like. Design is how it works."*

Our environment shapes the way we live and relate to our world and that's especially true when designing for older people living at our Care Communities.

Our Care Communities range from heritage buildings where we find opportunities to adapt smart solutions, to new builds we've designed from scratch to incorporate everything we've learned about optimum living environments for older people.

## Designing for changing senses

Sight, sound, light and spatial awareness are key to the way we experience our day-to-day living environments.

*"Every design choice considers daily life at our Care Communities,"* says Brad, head of design innovation at Opal HealthCare. *"Being comfortable in one's surrounds promotes independence and living a life of purpose."*

As we age, our ability to see colour often changes due to the yellowing of the iris. Colours become less intense and we can struggle to judge depth. This means it can be difficult to distinguish between floors,



walls and doors. Ensuring furniture stands out from its surroundings reduces the risk of that furniture becoming a barrier or a hazard.

In our resident kitchens, colour contrast assists with depth perception, which helps residents feel more confident when using the kitchen for cooking or making a cup of tea. We use these principles with our library décor, artwork, coasters, vases and books.

Designing specific wayfinding devices, such as signs with colour-contrasting symbols for toilets, can support continence by helping our residents easily find the toilet when needed.

Reflective light can be disorienting for people living with sight impairments and dementia. We address this through carefully selecting our lighting, flooring and window treatments.

Sound is also an important consideration for comfort. That's why we use noise-absorbing floor finishes, acoustic art and wall and ceiling treatments, as well as low background music, and silent air conditioning and heating systems.

## Room to move and feel at home

Just like the houses so many of us live in, smaller, intimate areas often encourage conversation and socialising – which is particularly helpful as we age and our peripheral vision reduces.

Spatial awareness is essential to keeping people active and moving. When designing new Care Communities, we create plenty of space in walkways, dining areas and common areas to help our residents and team manoeuvre wheelchairs, walkers and other mobility aids, so everyone can get where they're going with minimal delay.

The more attention we pay to the big and small details in the design of our buildings, the better it is for our residents to live well, feeling safe and secure in our care.





# COMPETITION AND COMMUNITY INSPIRES MOVEMENT

The human body was designed to move. Any exercise, however small, helps us feel and think better. And that's especially important as we age, when our activity levels may reduce.

Our games room at **Kanwal Gardens Care Community** is filled with light, laughter and all the banter you'd expect wherever a pool table is involved. Left-handed maintenance officer Brad lines up a shot, and resident Steve quips *"Good luck mate, it's a right-handed table!"*

Twice a month, residents, team and TAFE students completing their Certificate III in Individual Support (Ageing) gather at Kanwal Gardens for games of Kelly pool, where everyone picks a number and aims to sink that ball. The game moves fast, and everyone has a go.

For resident Ron, it's a continuation of a sport that's brought great meaning to his life. Ron skirts the table briskly, mind already on his next shot – which makes sense when you learn he played snooker every day for 19 years at Toukley RSL Club, picking up two club premiership titles. For others, it may be the first time they've picked up a cue. One resident takes a shot and misses, to supportive calls of *"Don't worry, that was just practice!"*

And that's exactly the point.

### Every movement counts

Improved strength, balance, heart health, and lower blood pressure are just a few benefits of exercise. There's also the all-important social element, and the connection to community we enjoy from team sport, or something as simple as a walk with friends.

*"I love seeing everyone get involved,"* says TAFE student Evy. *"The sense of community and celebration of each other is really special."*

*"It's such a great activity for everyone,"* adds student Sarah. *"I've also seen how the social element is especially important for those who come along but can't participate for physical reasons."*

### Practice makes us better

Older people have a higher risk of chronic disease and social isolation, so the need for physical activity increases. And the more we practice, the better we get.

*"Every movement we make improves our mobility,"* says Kanwal Gardens' HCA physiotherapist Akash. *"Regular exercises and physical activities like our games of pool can be particularly beneficial in promoting flexibility, mobility, balance and overall quality of life."*

Games like pool are ideal because they're designed to bring people together, and involve fine motor skills that challenge the body and mind. One example is the dexterity needed to place the cue atop the cross-shaped stick known as the 'jigger', for shots that can't be easily reached.

*"Exercises that focus on balance and strength training can reduce the risk of falling,"* says Akash.

*"We see remarkable improvement in the balance and strength of our residents who exercise regularly. One resident, who needed a lifter to get on the bus, now climbs the stairs onto the bus easily, after following a personalised exercise program."*

With success stories like this, it's little wonder our residents love their fortnightly games of pool. And along with the wit, there's also wisdom. Resident Cheryl ponders her next move.

*"It's a hard shot,"* she says.

*"Sometimes in life you have to take the hard shots,"* says wellbeing manager Leonnie. Cheryl gives a wry smile of agreement, lines up her cue, and takes the shot.



# THE POWER OF MUSIC IN SPEECH THERAPY

An innovative university partnership  
puts theory into practice



At Meadowbank Grove Care Community in Sydney, our team and speech pathology students from the University of Sydney are bringing serious fun to supporting residents with communication.

At our Care Communities, wellbeing starts with putting our residents, and the supportive relationships they enjoy, at the centre of their care. Our many partnerships with universities and tertiary education providers are intrinsic to this, as we participate in diverse research studies and training programs that help build our evidence-based care practices.

If this conjures up images of dusty libraries or hallowed halls, think again. Or better still, visit Meadowbank Grove Care Community to see theories of speech therapy applied in song, dance and celebration.

*"Communication is a basic human right," explains Sydney University's Dr Geraldine Bricker-Katz. "Our role as speech pathologists is not so much to 'solve problems' as it is to help people find ways to stay connected. It's the essence of being human."*

## A community approach

Four days a week, final year students in the Bachelor of Applied Science in Speech Pathology, along with mentors including Geraldine, visit Meadowbank Grove. They work with our team on issues impacting residents, such as swallowing, speech difficulties, or simply maintaining communication. Through concepts like 'chit chat corners', residents, team and students come together to nurture strong connections. And music is always on the cards.

## What a beautiful sound

*"Music and dancing have always been part of who I am," says resident Kathy. "It makes people happy, and I love seeing people happy."*

When we met Kathy, her empathy and care for others struck us as clearly as her Lancashire accent. While Kathy has no difficulty speaking, connecting with others can be a challenge – and that's where speech pathology has been so helpful. After moving to our Care Community, the Blackpool-born registered nurse searched for ways to connect with others that matched her love of people and community.

Working with our team and Sydney University students, Kathy identified music as the basis for a series of events that would help her to help her relate to others, was meaningful to her, tested and strengthened her communication, and brought joy to other residents. This involved Kathy leading a group of fellow residents to decide on an artist to feature, and organising tribute events that would bring our Care Community together. And legendary singer/songwriter Neil Diamond was key to meeting those goals.

Kathy is a Neil Diamond superfan. She's met him twice and continues to run several fan groups on social media. An interactive Neil Diamond tribute was the first event in the series, with Kathy leading a keen group of residents and team in a round of trivia before finishing with a selection of the master's hits.

After spirited debate, the group landed on The Seekers for the next event in the series. And, as we joined a packed house of residents, families, team and students in a rousing rendition of *I Am Australian*, led by Kathy, the power of human connection truly hit home.

*"Kathy's tributes have worked so well because they're personal, and they're based on addressing her needs," says general manager Kathleen.*

*"It's exciting to see the anticipation building across our Care Community for each tribute, and it's been wonderful to see Kathy working together with our residents to achieve goals that are meaningful to her and bring so much happiness to others."*





## Enjoyment

Join our residents in South Australia for a singalong, meet Malcolm and Keith who thrive on giving back to their community, and take a walk through Yakiv's amazing world of colour.

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# SONGS FROM THE HEART

From Cold Chisel to The Angels, Paul Kelly, and Sia, South Australia has long been a breeding ground for great Australian music. And our residents have added another local legend to the list – Kelly Menhennett, who shares song, love and laughter across our Care Communities.

Whether it’s a beachside singalong, a school concert, or a sunny Wednesday at **Reynella Hillside Care Community**, music brings people together. And while genres come and go, Kelly’s weekly visits to our Care Communities show the connective, restorative power of music is always in style.

*“I’m just a muso who wants to make people happy,”* says Kelly.

In fact, Kelly does a whole lot more than that.

*“Wednesday is the sunshine in my life,”* says resident Marie, who lives at Reynella Hillside. *“I’ve always surrounded myself with music, family and pets, and Kelly’s visits bring me so much joy.”*

Kelly’s mission to bring meaning to the lives of older Australians and boost their wellbeing through music is deeply personal. Her first experience of the power of music to evoke memory was playing guitar for her grandmother, who lived with dementia.

Fast forward a few years to the Adelaide Guitar Festival’s *Resonance* program, and Kelly had the idea of taking her performances to those who were unable to attend in person. This led her to appreciative new audiences, such as people in shelters, hospitals – and Care Communities.

## Banding together

Kelly’s performances are a real community affair, with our residents, team and visitors always encouraged to sing, dance and join in with their instrument of choice.

Whether it’s Tom Jones, jazz classics, hits from the wartime era, the ever-popular Tina Turner, or Kelly’s own original songs, her talents spark powerful memories and encourage a real sense of community.

Kelly’s canine sidekick Murphy was a much-loved visitor before he sadly passed away. In his memory, residents love a hearty rendition of *How Much Is That Doggie In The Window?*

Grant, who resides at **Joslin Manor Care Community** is a big fan. He lives with cognitive impairment and never misses a chance to express his creativity when Kelly’s around. Grant finds purpose in playing his ukulele and singing along to familiar songs.

At **Aldinga Beach Care Community**, a group of residents call themselves ‘the Kelly Gang’.

*“This experience has been beyond what I expected, in the most wonderful way,”* says Kelly. *“Quite often, a song will connect with a resident who struggles to communicate and they’ll start to dance and sing. That always amazes me.”*

## A song for everyone

As well as larger group performances, Kelly gives music lessons to residents who want to learn a new skill or build on their expertise. And she’ll pay a personal visit to those who are unwell or can’t join the group.

*“Connecting with our residents has been such a joy,”* says Kelly. *“And it’s a privilege. One day, I sang ‘You Are My Sunshine’ to a lady who was at the end of her life. She couldn’t sing but she lifted her arm and waved along to the song. I’ll never forget that.”*

Bringing love, comfort, reminiscence and purpose to our residents. Kelly is far more than ‘just a muso’.





# LOVING LIVES OF SERVICE

For so many Australians, contributing to something bigger than themselves is simply part of who they are. This spirit is alive and well at Bethania Parklands Care Community in Brisbane's southern suburbs where we meet residents Malcolm and Keith.

While Malcolm and Keith have given so much to their respective communities in different ways, the meaning and enjoyment they find in helping others at Bethania Parklands has forged a strong friendship.

## Keith's adventurous life

Keith and his late wife Norma were true 'pioneers', their faith leading them as missionaries in Papua New Guinea, following in the footsteps of Keith's parents. During their time at Bosavi in the country's southern highlands, Keith and Norma became fluent in four languages. Having nurtured a thriving local church community there, they headed to Christmas Island where they left a profound legacy, bringing hope to asylum seekers.

Today, Keith continues his ties with the church. He also contributes to our volunteer Hub Education Network, sharing his insights into life as an older Australian with our team at Bethania Parklands. Keith is a valued advocate for his fellow residents, and plays an important role in helping team members learn the ropes when they join our Care Community.

## Enjoyment



*"I don't consider myself to have done anything extraordinary or special, but I'm grateful for the path I've taken and the impact I've made," says Keith.*

*"While I miss my wife immensely, I cherish talking about her work and the life we built for our family. Sharing stories and offering insights from a resident's perspective helps new team members understand that living at a Care Community is not the end of our stories, but rather a new chapter."*

## A Defence career with a creative twist

Like Keith, Malcolm is a wonderful support to our residents at Bethania Parklands. After enlisting in the Australian Defence Force in 1972, Malcolm worked in the Intelligence Corps before gaining experience as a gunner in tanks. He's also a creative, and the beautiful photos he displays in his bedroom are a testament to his 26-year stint as a public relations photographer in the Australian Army.

*"During my time in the Army I had the privilege of meeting remarkable individuals such as Princess Anne, various princes and governors," says Malcolm.*

*"I'm deeply grateful for the extraordinary journey my photography allowed me to experience. And though my eyesight limits my ability to continue this hobby, I find joy in my daily walks."*

Companionship is especially important as we age, at a time when a person's social structures may fall away and their sense of purpose can waver. At Bethania Parklands, general manager Jeet attests to the difference Malcolm and Keith make, particularly for those who are new to our Care Community, and may need a little extra support building their social networks or just a friendly ear throughout the day.

*"Keith and Malcolm are truly invaluable to all of us at Bethania Parklands," says Jeet. "Their generosity of spirit has such a positive impact for our residents and our team."*





# CELEBRATING YAKIV'S WORLD OF COLOUR

Yakiv greets us with a warm handshake and a brotherly pat on the shoulder. Then he welcomes us into his bedroom at Marsden Park Care Community – the most extraordinary expression of creativity and love for his family and culture.



With his impish grin and restless energy, you can't help but feel lighter in Yakiv's presence.

*"I love people and I love life!"* Yakiv declares, with arms outstretched.

When we take in Yakiv's work, first from a distance, then observing the fine detail, we feel drawn to his spirit. Every day, Yakiv works tirelessly, creating beautiful collages from photos he's snapped over the years. Scenes from Australia, his homeland Ukraine and his widespread travels with wife Olga. Each work contains memories of his family, some whimsical and many humorous – Olga as Marie Antoinette or a character from *Alice Through the Looking Glass*. In another photo, Yakiv appears as a colossus guiding a cruise ship.

*"Dad loves making people happy and though his English is limited, his art is a way he can express himself,"* says his daughter, Natasha.

## An indomitable work ethic

'Yakiv' and 'hard work' are synonymous.

In Ukraine, he spent three decades working as a setup engineer for automatic chemical processes at a chemical plant, while coaching football on weekends.

As a young man he held a second job decorating the homes of wealthy families in Kyiv. Those influences show through in the framing of his art.

When he left Ukraine for Australia at age 60, Yakiv got straight to work as a handyman at a hotel in Bondi, in Sydney's east. He worked seven days a week, dedicating each spare moment to coaching up-and-coming footballers. He freely admits he would have worked forever, but a workplace injury led him to retirement at 75. But for Yakiv, 'retirement' is a relative term.

*"Sometimes I wish he'd slow down, but his art keeps him young,"* says Olga.

And his energy spreads across our Care Community.

*"Yakiv's always on the go,"* says wellbeing manager, Valli. *"When he's not working, he's walking around our bowling green and gardens with Olga. And he's a great communicator in his own way, always encouraging our residents with a smile and a laugh."*

Beyond the joy Yakiv brings to Marsden Park Care Community, there's poignancy in his endeavours.

*"Dad loves to create and he would do that no matter what, but it's also a way to help him deal with the news from Ukraine over the past few years,"* says Natasha.

*"War has impacted our family and we worry a lot. It can be hard to get away from the news every day but concentrating on his work gives Dad focus and goals, and he has so many ideas. I'm grateful the Marsden Park team supports and encourages him. I want him to be happy, and he is happy."*



# Safety & Security

Understanding, community and coffee powers connection for residents who share a common language. And identity cards bring peace of mind to families of residents living with dementia.







# CONVERSATION CREATES BELONGING

Every second Tuesday at Altona Gardens Care Community in Melbourne's western suburbs, a humble coffee grinder, known as a *mlin*, stands as a metaphor for the power of connection.

*"Coffee is made differently in eastern Europe than it is in, say, Italy," explains wellbeing manager Tatjana. "It might sound simple, but the details of these rituals matter because they spark memory and conversation."*

## Safety & Security

Language is a great connector, bringing people together across borders and oceans. A sense of the familiar also helps us feel safe and comfortable – and just as importantly, understood.

Tatjana, who left her hometown of Trilj in Croatia for Australia as a teenager, knows this well. Twice a month, Tatjana coordinates a gathering of residents who hail from the Balkan nations for a catchup, to reminisce and discuss events of the day in their language of home.

### Everybody has a story

While language is the common thread, understanding each resident's life story is at the heart of belonging. When someone comes to live at one of our Care Communities, we have discussions with them and their family to understand more about their life story; to learn what's meaningful to them, the languages they speak and the moments that shaped them.

*"Understanding our residents' cognitive ages is important," says Tatjana. "A resident who is experiencing cognitive impairment may believe the year is 1950, so discussing events and politics of that year is perfectly natural. So that each of our residents has the most comfortable, meaningful experience in our conversations, we try to make sure we have a good match of cognitive age."*

### Sharing stories across Australia

These connections nurtured at Altona Gardens Care Community have had wider impact, with other Opal HealthCare Care Communities joining in over Teams calls. On the day Opal Moments dropped in for a listen, residents from **Keilor East Manor Care Community** joined in for spirited conversation.

Resident Milan enthusiastically takes part, sharing his story of emigrating to Australia from Osjek in Croatia with his Serbian-born wife, Stanka. Milan opened a butcher shop, working seven days a week. When Stanka was diagnosed with dementia, the couple moved to Altona Gardens Care Community, where the sense of kinship helped them truly feel at home before Stanka sadly passed away.

*"The war tested us," says Milan. "Those were difficult years and we worked hard. I like talking about the good memories of my childhood with people who have shared my experiences. We want to share our stories while we remember them."*

*"Ultimately, it's not about religion, age or nationality," says Tatjana. "Those things are important of course, but it's the person behind it. It's about belonging. You take the time to acknowledge the person, to help them feel seen and heard, and that they matter."*







# SUPPORTING SAFETY FOR PEOPLE LIVING WITH DEMENTIA

Clear, colourful identity cards help to provide peace of mind for our residents and their families.

For people living with cognitive impairment and their families and friends, a sense of security is all-important. It's estimated 60 percent of people living with dementia will at some point exhibit exit-seeking behaviours\*, where they'll attempt to leave the safety of their home.

This may happen when a person is feeling distressed, disoriented, bored, overstimulated or uncomfortable in their surroundings. It can also be linked to a cognitive age that differs from a person's actual age. For instance, if a person believes they're 30 years old, they may believe they're running late for work, which may trigger exit-seeking behaviour.

## Safety & Security

### Keeping our residents safe

Understanding the causes of exit-seeking behaviours means we can act to reduce the risks. Knowing a person's preferences and the activities they pursued at each stage of their life helps us match that person's cognitive age to the routines and behaviours they were likely to follow then.

However, from time to time, a resident with a cognitive impairment will leave one of our Care Community undetected. And while in most cases we locate our resident swiftly, everything we can do to help residents return home quickly helps.

That's why we introduced resident ID cards – to help members of the public contact us if they identify a resident who is outside our Care Community and needs help.

Our resident ID card is provided by our team to residents who may display exit-seeking behaviours. It contains our resident's name, plus the name, address and telephone number of our Care Community. Resident ID cards are designed to make it easy for a member of the public to know who to contact and how.

*"Resident ID cards have proven to work extremely well at our Care Community,"* says one general manager.

*"We've had a situation where one of our residents left our Care Community and our lovely neighbours kept him safe and used the resident ID card to contact us so we could bring him home."*

### What to do if you spot an older person who seems to be lost or disoriented

- Approach the person with a smile and walk softly.
- Don't ask for their name immediately as they may refuse to speak with you.
- Maintain eye contact and start by saying *"Hello, it's good to see you"*. Stand to the side of them, rather than directly in their path.
- Tell them you noticed they seem to be looking for something and offer to assist them.
- Suggest you know a safe place where they can sit and have a cup of tea or cool drink and that you can take them there for a rest.
- Avoid asking too many questions as this can cause the person to withdraw or get frustrated.
- If they insist on going their way, ask where they're heading and suggest that depending on time of day or mode of transportation required, a better alternative is to call someone to pick them up.
- Offer to call someone, or to call our Care Community for help, and give your precise position.
- If the person still insists on going their way, offer to walk with them to make sure they're safe. If they're distressed, give them space and observe from a distance.
- If you believe the person or others are in immediate danger, call 000.

\*Alzheimer's Association 2021.





## Loving Community

We learn how generations are working together to nurture a strong sense of community in the regional WA town of Geraldton and motorsport fan Nancy lives a dream at the Bathurst 1000.



# SCHOOL OF LIFE

Growing connected generations in Geraldton

Sitting on the edge of the Indian Ocean, about 400 kilometres north of Perth, strong connections between old and young are part of life at Geraldton Shore Care Community. It's a place where relationships built on empathy and understanding have lasting impact.

Milly is a general services officer at **Geraldton Shore Care Community**. She never planned to start a career in aged care, but life can pleasantly surprise you. After finding herself at a crossroads upon leaving school after Year 10, she's now starting her Certificate II in Hospitality (Ageing).

Fellow general services officer Aiden joined our team at age 16. School wasn't for him but he's thriving in his new career, where our residents are seeing him mature before their eyes.

*"Milly and Aiden are so respectful and considerate," says resident Heather. "You have to start young, and you have to be involved in your community, and they're both doing that. Kids just need to be given an opportunity and us older people can help them a great deal."*

## Building something bigger

Geraldton Shore Care Community is well known in the region for creating student pathways into careers in care. With longstanding relationships with Champion Bay Senior High School, Geraldton Christian College, Nagle Catholic College and Central Regional TAFE, many students have taken their first steps into adulthood with our residents.

*"Visiting with, and caring for vulnerable, older Australians helps young adults understand they can make a difference in every interaction," says Stephanie, a teacher at Geraldton Christian College.*



*"And for the families of these young adults, it gives comfort knowing their children are active members of society and they're supported to be the best they can be each day."*

*"The schools and our Care Community have the same goal," says general manager Carryn.*

*"We all want to help young people build a life where they use their skills to embrace and bring good to the Geraldton community, even if that life is outside our Care Community. One of our former team members was wonderful with our residents, and he's now making a big impact serving vulnerable children with the Western Australian government."*

## Strong intergenerational connections

For many young people, their first connection with our residents comes from regular visits to our Care Community, where they assist with religious services or spending time chatting with our residents – which is especially important for those whose families live far away.

*"It's such a joy to see the relationships between the kids and our residents," says Carryn.*

*"Younger people learn about the values of older people and get a new appreciation of what they brought to our community. And our residents have the chance to get involved and make a positive impact in the kids' lives. It's a new world for both generations and in 20 years, those kids will look back and realise what an enriching experience it was."*

*"The relationships between the students, our young team members and our residents are so compassionate. Our residents enjoy taking on a pseudo-grandparent role, which is lovely for them. Community is important, and it needs to be protected."*

– Hayley, registered nurse





# NANCY LIVES THE DREAM AT MOUNT PANORAMA

Ask any Australian what 'Bathurst' means to them and they may say: Mount Panorama. The Great Race. Peter Brock. You might hear colourful debate from people who remember the iconic Ford/ Holden rivalries. For our residents at Bathurst Riverview Care Community, the Bathurst 1000 brings everyone together in the most wonderful ways.

Resident Nancy has been a motorsport fan for as long as she can remember. With two sons involved in amateur racing, it was only natural the Bathurst 1000 was a highlight in her home.

*"I remember watching it on TV with one of my sons when he was 16, and he's 67 now," Nancy recalls. "My son would often go to Melbourne and he got a job as a gopher for a race team. He belonged to the Chrysler Car Club so I would go to different tracks to watch."*

Yet in all those years, Nancy had never attended a day's racing at Mount Panorama. But this year, with the help of the local Bathurst community, Nancy fulfilled a dream.

## Much more than window dressing

Each year when the Bathurst 1000 rolls around, local businesses deck out their windows to show their pride in their city, as part of a popular competition run by Bathurst Regional Council and radio station 2BS. Our residents love to showcase their creativity, and this year had the honour of taking top spot on the podium – winning a prize that included tickets to a day of racing.

*"We regularly take our residents around Mount Panorama on the bus," says wellbeing manager Kellie. "But seeing it up close and personal a few days before the big race was an entirely different experience for Nancy."*

*"As soon as we walked in the gate everyone was so lovely. Most of the volunteers are Bathurst locals and they went out of their way to make sure Nancy had the perfect day, including helping her find the best spots by the fence, and making sure she was kitted out in race gear."*

*"People were so keen to hear her story. Two teenagers were watching one of the motorcross events and they loved watching Nancy's reactions to what she was seeing."*

## An experience of a lifetime

*"I thought just being there was amazing," said Nancy. "But then the first car came down and the reality of how fast they go really hit me. It was like seconds, no, maybe milliseconds! If you blinked, they were gone."*

*"I have great admiration for the drivers. To be able to drive so fast. To pass other cars and to react so quickly is incredible. The fastest I've ever driven is 80 or 90km per hour and my husband would be watching to check my speed!"*

*"Everyone was so thoughtful," Nancy continues. "The people at the track appreciated the sport they were there to watch and they were so polite and helpful. I felt so special when I was given a race shirt and cap."*

With Nancy enjoying almost as much crowd support as the drivers, it's little wonder she's been happily remembering her experience ever since.

*"It was four hours of pure joy for Nancy," says Kellie. "The race means so much to the Bathurst community and it was beautiful to see Nancy chatting with fellow motorsport lovers of all ages."*





FROM PARALEGAL  
TO CARE MANAGER  
Rachel's leadership story

For Rachel, Care Manager at Mandurah Coast Care Community in Western Australia, a career move to the aged care sector was driven by a heightened sense of meaning.

*"I'd worked as a paralegal for 20 years, so it was a big change," explains Rachel. "When I returned to Australia after several years in the UK, I found my role didn't exactly fit with what I wanted, or my family responsibilities. And when I weighed up a career change, I knew I wanted to give back to the community. That prompted me to do a Bachelor of Nursing degree at Murdoch University."*

Rachel began her new career as a registered nurse and progressed to clinical nurse and acting care manager roles. She then joined our Mandurah Coast Care Community team where she added 'leader' to her career story.

Stepping up with our  
Opal HealthCare Academy

We launched our Opal HealthCare Academy in 2019 to address the need for capable and competent aged care workers who can deliver the highest standard of care. Our Leadership school is one of six schools of education in the Academy. Rachel can attest to the value of our Emerging Leader Program.

*"One of the most important insights of the program for me was an understanding of my leadership style and how I can best engage with people," says Rachel.*

*"It helped me with my self-awareness and ability to grow as a leader; recognising the example I can set as Care Manager. The program outlined the importance of my role in fostering a positive culture and ensuring our team is valued and supported."*

A supportive team

The support of team members and fellow leaders has been invaluable for Rachel.

*"My general manager, Katy, has been so supportive throughout," says Rachel. "And that's been the case for all of us on the Emerging Leader Program; working together, sharing feedback and learning from each other has been a real highlight."*

*"I love engaging with our residents and their families, working with our team to make sure everyone's supported and can live well at our Care Community."*

Visit [academy.opalhealthcare.com.au](https://academy.opalhealthcare.com.au) to see how our Opal HealthCare Academy helps our people build rewarding careers.

LIKE MOTHER,  
LIKE DAUGHTER

For Christe and Krisha, caring for older people at Sandringham Grove Care Community in Melbourne is a family affair. We caught up with the pair to learn what they love about their careers in aged care – and why they love working with each other.

On purpose and passion

*Christe: "I've been working in aged care for nearly 20 years. When I finished my nursing degree I came straight to aged care because of the connection I have with older people. I absolutely love it."*

*Krisha: "Mum's always been passionate about being of service to others. And she passed that on to me. I'm completing my Bachelor of Nursing and mum inspired me to apply for a role at Sandringham Grove Care Community to gain practical skills alongside my studies. I've been here for three years and the experience has been invaluable."*

On working together

*Christe: "When we're at work, I don't treat her like my daughter. I treat her like a team member. I want her to be a role model for others and I expect her to work hard. And she does, she's really good."*

*Krisha: "Our schedules don't often align but when they do it's really fun. I know how fortunate I am to work with her. It's really strengthened our bond. She's more like a best friend than just my mum."*

On the bigger picture

*Christe: "I'm so proud of her kind-heartedness. Our residents always look forward to when Krisha's on shift. They always say 'like mother like daughter'. That's a really nice feeling."*

*Krisha: "At my age it's easy to get caught up and stress the small things. But spending time with our residents has really put things into perspective and shown me what matters the most. They really ground me."*



*"It's important to me that my team live the Opal HealthCare values every day in their work, and Christe and Krisha are wonderful examples of this. We're so lucky to have them at Sandringham Grove."*

– Sophie, general manager



# 3 Questions about Consumer Advisory Bodies

Consumer Advisory Bodies were introduced in residential aged care this year as part of the current aged care reforms.



## 1. What's a Consumer Advisory Body?

Our Consumer Advisory Body (or 'CAB') is an annual forum where residents, relatives and representatives can come together to share feedback with our Opal HealthCare Board. The CAB forum is in line with a new Australian government requirement, intended to provide an additional avenue for people to have a say in the quality of care and services we provide. People can provide their feedback in-person or virtually at a CAB meeting at one of our Care Communities or via an anonymous online survey.

Held in June 2024, our inaugural CAB meetings saw 1,127 residents and 526 representatives provide feedback.

## 2. What questions did we ask?

At each of our CAB meetings and in the online survey, we asked four questions:

1. What is one thing you hope will be different in residential aged care by the time you may need care yourself? (For representatives, including family members.)
2. What is one thing we could reasonably do today to improve your quality of life – but are not doing or not doing well? (For residents.)
3. If you had an opportunity to speak directly to the Opal HealthCare Board, what overall key message would you want to share?
4. What do you think are the biggest challenges facing the aged care sector?

## 3. What did the feedback tell us?

People told us we'd made notable improvements in the **quality of our team, meaningful engagement and leisure, how we communicate, and our food and dining**. People also shared opportunities to do even better and we're aiming to improve in key areas, including:

- **Providing more focus on complex dementia care and support.** We're making our dementia specialist team and resources more easily available to Care Communities with a high number of residents living with dementia, or requiring extra support, while we continue to provide ongoing training to our team.
- **More access to General Practitioners and allied health services.** We've implemented telehealth technology to access medical advice remotely, which is especially important in our regional Care Communities. We're also working with partners to continually improve access to important allied health services.
- **Provide a wider range of leisure engagement opportunities.** Our residents have unique needs and preferences. Among many other initiatives, we're expanding our ENJOY program, which offers experiences in the wider community for residents who are able to participate, and we're continuing to invest in our bus program.

We welcome feedback at any time. Visit [opalhealthcare.com.au/contact-us/feedback](https://opalhealthcare.com.au/contact-us/feedback) on our website, or contact any of our Care Communities directly.





# CHEF MOSES' BEEF RISSOLES WITH RAINBOW SALAD

With rich flavours and a surprising burst of summer, these rissoles and rainbow salad are perfect for the warmer months!

## INGREDIENTS

### For rissoles:

- 500g lean ground premium beef mince
- 2 brown onions finely diced
- 2 packets chicken noodle soup/ gluten free
- 1 cup plain flour/gluten free
- 1 cup milk
- 1 cup water
- Freshly chopped parsley or ½ teaspoon mixed herbs
- 2 eggs

### For rainbow salad:

- 1 clove garlic, grated
- 1 golden baby beet
- 1 carrot
- 1 radish
- 1 small bulb fennel
- 100g pea shoots or other tender greens
- ½ cup toasted pecans
- ¼ cup crumbled feta cheese

### For salad dressing:

- ¼ cup orange juice
- 1 tablespoon vinegar
- 2 tablespoons olive oil
- A pinch of salt

### HELPFUL TIP

Preparation and cooking time is 20 minutes but you must leave the rissole mix in the refrigerator for a day before cooking to allow the noodles to soften.

Recipe by Chef Moses, Western Gardens Care Community, Victoria



## METHOD

### Rissoles (do this the day before you plan to serve):

1. Combine the beef mince, chicken noodle soup, onions, dried herbs and eggs.
2. Let the mix sit in the refrigerator for one day to allow the noodles to soften.

### When you're ready to cook:

1. Divide the mix and form into rissoles.
2. Preheat a BBQ or heavy-based skillet to medium heat.
3. Cook rissoles for 4 - 5 minutes per side, until browned and cooked through.
4. Transfer rissoles to a clean plate, cover with foil and allow them to rest for 5 minutes.

### Salad and salad dressing:

1. Shave or thinly slice carrots, beets and the white part of the fennel.
2. Pick fennel fronds and add to shaved veggies with pea shoots.
3. Sprinkle pecans and feta over the salad.
4. Whisk together orange juice, vinegar, mustard, olive oil, and a pinch of salt and pepper. Drizzle the dressing over the salad.

Serve rissoles with dressed salad and enjoy!  
Serves 4-6 people.



# 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.

**JOSLIN MANOR  
CARE COMMUNITY**  
SOUTH AUSTRALIA

*Thank you to the team for calling me with the outcome of my concerns and feedback during the first night Dad was in care. I also want to mention how happy Dad was on Sunday when he was having coffee at the café and a team member came up to him and asked how he's feeling and how he was doing. Dad was grateful having someone to talk to.*

**CARINE PARKSIDE  
CARE COMMUNITY**  
WESTERN AUSTRALIA

*Following all your help, I'd like to take the time to express how delightful it is to visit Carine Parkside Care Community. You walk in the front door to a warm atmosphere, with the warmest smiles. You took so much time with me today and I felt you cared so much.*

**QUAKERS HILLSIDE  
CARE COMMUNITY**  
NEW SOUTH WALES

*Thank you for everything you do for Mum and us. I don't have to worry about Mum now because I know how much you care, and I know she's in a safe place. Quakers Hillside Care Community is such a welcoming place.*

**GLEN OSMOND GROVE  
CARE COMMUNITY**  
SOUTH AUSTRALIA

*Thank you for the opportunity to experience the wonderful Tina Turner musical. I had never been to a theatre before!*

**SANDRINGHAM GROVE  
CARE COMMUNITY**  
VICTORIA

*Your team are so lovely, friendly and cheerful. It's great to know Mum has such lovely people caring for her.*

**ALFRED COVE  
CARE COMMUNITY**  
WESTERN AUSTRALIA

*Many thanks for putting on the small celebration for Mum and Dad's 69th anniversary last night. The room looked great, we were very well looked after by the team and most importantly, Mum and Dad enjoyed the occasion.*

**OXLEY GROVE  
CARE COMMUNITY**  
QUEENSLAND

*Thank you so much for the FaceTime call. I took great pleasure in seeing Mum's facial expressions and the intelligence in her eyes, and of course, her smiles, along with the cute puppy which made an appearance during the call. I appreciated your gentle rapport with Mum and the warmth you demonstrated to Mum and me, which made the call such a pleasant interaction.*

**MUDGEY GROVE  
CARE COMMUNITY**  
NEW SOUTH WALES

*Thank you to the team for helping us navigate the complex aged care system. We're grateful for how lovely and welcoming the team has been to our family.*

**SALE GARDENS  
CARE COMMUNITY**  
VICTORIA

*It's wonderful that during the resident-led meetings, everyone gets a say. For those who need help, a team member will go up close to hear what they have to say and say it loud enough for everyone.*

**ANNANDALE GROVE  
CARE COMMUNITY**  
NEW SOUTH WALES

*My experience at Annandale Grove Care Community was truly outstanding. It completely changed my perspective on aged care. The level of care Mum received was exceptional. The entire team was incredibly supportive and I saw a noticeable improvement in Mum's wellbeing every day.*

**GAWLER HILLSIDE  
CARE COMMUNITY**  
SOUTH AUSTRALIA

*Thank you to the team for your efforts in keeping Mum engaged and active. Mum speaks very highly of the team and knows she can approach them for anything.*

**BLACKTOWN TERRACE  
CARE COMMUNITY**  
NEW SOUTH WALES

*Thank you to the Care and Wellbeing teams for encouraging Dad to sing along with the entertainer during the concert. He's very happy that he can still use his singing talent!*

**NEWSTEAD GRAND  
CARE COMMUNITY**  
QUEENSLAND

*I find Newstead Grand Care Community amazing in all aspects. Mum was living with another aged care provider so I know how high the standards are at Newstead Grand Care Community.*

**MELVILLE PARKSIDE  
CARE COMMUNITY**  
WESTERN AUSTRALIA

*I cannot fault you lovely earth angels. You give so much love and care to my dear Mum. My gratitude is profound.*

**CARSELDINE GREENS  
CARE COMMUNITY**  
QUEENSLAND

*Mum is verbalising much better since she came to live at Carseldine Greens Care Community and she's more positive. Thank you for helping her engage in activities of her choice.*



# 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	
Glenmore Park Care Community	02 4737 5300	
Katoomba Views Care Community	02 4780 0600	
Killara Glades Care Community	02 8467 3200	
Manly Hillside Care Community	02 8925 6400	
Marsden Park Care Community	02 7231 3700	
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	
Toongabbie Terrace Care Community	02 8848 7200	
Wahroonga Place Care Community	02 9372 3800	
Wahroonga Tallwoods Care Community	02 9847 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	02 4397 6100
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
Bethania Parklands Care Community	07 3200 6888
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

South Australia — Adelaide	
Aldinga Beach Care Community	08 8550 2100
Everard Park Care Community	08 8292 7100
Gawler Hillside Care Community	08 7721 9160
Glen Osmond Grove Care Community	08 8379 1449
Joslin Manor Care Community	08 8490 2100
Reynella Hillside Care Community	08 8392 3600

Victoria — Melbourne North	
Diamond Creek Care Community	03 8432 5150
Epping Meadows Care Community	03 8405 5200
Glengowrie Care Community*	03 9358 4600
Hilltop Care Community*	03 8480 1200
Ivanhoe Care Community*	03 8846 3900
Meadow Heights Care Community	03 9303 6800
Monterey Care Community*	03 9304 5400
The Boulevard Care Community*	03 9407 3200
Westgarth Care Community*	03 9276 9276

Victoria — Melbourne East	
Ashby Care Community*	03 8850 4500
Baradine Care Community*	03 9727 7100
Box Hill Care Community*	03 9805 6900
Broughtonlea Care Community*	03 9856 0999
Croydon Grove Care Community	03 9723 8088
Highgrove Care Community*	03 9208 6500
Livingstone Gardens Care Community*	03 8846 3500
Silverwood Care Community*	03 8846 4200
Tarralla Care Community*	03 9726 2500
Templestowe Grove Care Community	03 9846 4900
The Gables Care Community*	03 9834 7000
The Mews Care Community*	03 8809 0200
Warrandyte Gardens Care Community	03 9844 8000

Victoria — Melbourne South East	
Cheltenham Parkside Care Community*	03 9583 7622
Chelsea Manor Care Community*	03 9776 1111
Cresthaven Care Community*	03 9834 4900
Mordialloc Grove Care Community*	03 8586 1400
Chelsea Parkside Care Community*	03 9776 0799
Hansworth Care Community*	03 8558 7500
Sandringham Grove Care Community*	03 9947 2000
Oakleigh Care Community*	03 9575 4600
Scotchmans Creek Care Community*	03 9955 5333
Sheridan Hall Brighton Care Community*	03 9539 7600
Sheridan Hall Caulfield Care Community*	03 9528 6388
Wantirna Views Care Community	03 9847 2500
Waverley Valley Care Community	03 9887 9111

Victoria — Melbourne West	
Altona Gardens Care Community	03 8325 7600
Keilor East Manor Care Community	03 9337 7343
Riverlea Care Community*	03 9325 4733
Western Gardens Care Community*	03 8311 8888

Victoria — Geelong	
Highton Gardens Care Community	03 5223 0900
Kardinia Parkside Care Community	03 5221 5733

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 — Kilmore	
Willowmeade Care Community*	03 5734 3400

Victoria — Mornington Peninsula/Philip Island	
Phillip Island Care Community*	03 5951 2020
Mornington Bay Care Community	03 5958 6600
Somerville Gardens Care Community	03 5977 9922
Western Port Bay Care Community	03 8432 5100

Victoria — Warrnambool	
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

*\*These Care Communities were formerly owned by BlueCross and are now part of the Opal HealthCare family.*



# 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.