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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

There were squeals of delight all round when Morayfield Grove Care Community celebrated Ekka Day with a visit from the local animal farm. For Roly and piglet it was love at first sight!



John and Tony live at Bathurst Riverview Care Community. They're old mates who used to work together years ago, and have enjoyed rekindling their friendship here. Now they hang out together every day.



REIMAGINING
DEMENTIA CARE

Supporting residents to live well with dementia across our Care Communities.

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NEXT GEN NURSES

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THE GOOD COOK

WORDS OF THANKS



Team member Brinley and resident Jillian take time out for a cuppa and a chat at Epping Meadows Care Community in Melbourne. Jillian's been busy making posies for the dining room tables.

MESSAGE FROM OUR CEO



Growing our commitment to care

This year South Australia presented us with the opportunity to extend our commitment to providing high-quality residential care for the growing ageing population across Australia. In October we expanded our footprint into Adelaide, welcoming five beautiful Care Communities into our family.

Each Care Community is thriving and has an exceptional local team.

What this means for our residents and families is that the care everyone expects of us will continue as normal. We are constantly evolving and improving, always doing our very best to maintain the highest standards of care, as we have done for nearly five decades.

Innovation for better living

In November we opened Marsden Park Care Community, our newly designed and purpose-built residence in north western Sydney. Opal HealthCare exists to serve older people when and where they need care, and as our cities grow, so too does the need for innovation and excellence in care.

Marsden Park Care Community represents everything our team has learned in recent years about creating a 'small household' model within a larger community, design for dementia care and environmental sustainability. It is incredibly 'liveable', with bedrooms opening onto gardens or terraces and I cannot wait to see it come to life as residents move in.

As we grow to ensure we are a strong and resilient organisation well into the future, we come together to learn from the best of one another, continue to innovate, improve our care and *bring joy to those we care for*.

Looking ahead to 2024

There is much to look forward to, especially in the area of dementia care.

We continue to develop and refine our approach to caring for those with cognitive impairment. In March we launched our Six Pillars model which our educators are progressively rolling out across our Care Communities to build our team's expertise and improve the lives of our residents.

It's a collaborative approach between our entire care team, hospitality team, building design team and leaders, and incorporates our culture, practices and standards of care. We explain what this looks like in practice on pages 18 and 36.

And everyone is welcome at our free Dementia Care Connections webinars, which feature new modules for more in-depth knowledge sharing. Register on our website, we'd love you to join us.

Warm regards

Rachel Argaman

Rachel

Stories from our Care Communities



BROADWATER GROVE CARE COMMUNITY QLD

Ron's wish was to experience a whale watching cruise and we were delighted to make his wish come true. Ron spent a beautiful day on the water, revelling in seeing whales breach. After all the excitement, Ron enthusiastically declared, *"This was the best day ever."*



GLEN OSMOND GROVE CARE COMMUNITY SA

Resident Ron is a true gentleman, who's also known to sing a tune or two. Joined by our entertainer Kelly and her pal Murphy, Ron wrote and performed a heartfelt song to warmly welcome Glen Osmond Grove Care Community into the Opal HealthCare family. If you're fortunate enough to meet Ron one day, he'll be delighted to share his musical charm with you.



NORTH LAKES TERRACE CARE COMMUNITY QLD

Snakes alive! Wildcall Wildlife paid us a visit to introduce us to some of their animals. We interacted with all sorts of lovely creatures including a ringtail possum, a long neck turtle and a snake. To our surprise, our residents were excited to touch the snake and have him slither around their necks! They conquered any nerves with courage and enthusiasm, and it was radiant smiles all around.



BOSSLEY PARKSIDE CARE COMMUNITY NSW

Our residents came together to celebrate National Iraqi Day with a delightful feast of traditional Iraqi cuisine. As the aroma of delectable dishes filled the air, conversations about the rich Iraqi culture flowed freely. Residents' eyes lit up when they saw the menu – lashings of Tabouli salad was a favourite – capturing the unity of this special day.



MURDOCH GARDENS CARE COMMUNITY WA

Our Knitting Committee has been working with Wheelchairs for Kids – an organisation which donates wheelchairs to children with disabilities living in third-world countries. Our beautiful residents find joy in crafting cosy blankets to go with the wheelchairs, spreading warmth and comfort to these deserving youngsters.



WARRNAMBOOL RIVERSIDE CARE COMMUNITY VIC

Margaret's wish was to go to a theatre performance as it was something she always used to do. So, when the Melbourne Symphony Orchestra came to Warrnambool's Lighthouse Theatre we arranged for Margaret to go, accompanied by one of our volunteers, David, who does so much to bring joy to our residents. Afterwards Margaret said *"When I got home and into bed, I cried for two hours. I couldn't believe that everybody had gone to so much trouble, just for me! I am 90 years old and I never ever thought I would be able to go to the Theatre again. You have all made my wish come true!"*

STORIES FROM OUR
CARE COMMUNITIES

**SALE GARDENS
CARE COMMUNITY VIC**

Joan has lived with us for four years and is an integral part of our Care Community. She's our seamstress in residence and enjoys helping out our team and residents with clothing repairs and alterations. And she's an accomplished knitter. Joan makes knitted and sewn items for raffles and other events we hold throughout the year. She's a CWA veteran member, having recently clocked up 50 years with the club. Joan and many of her friends from Sale Gardens enjoyed a day out at the Sale Agricultural Show, where they loved seeing the items they entered on display. Joan was delighted to win 3rd prize with her hand knitted bear.



**ANNANDALE GROVE
CARE COMMUNITY NSW**

Happiness is about savouring life's simple pleasures. For our Garden Club, this means basking in the beauty of our gardens on a sunlit day. Our residents love plucking fresh herbs and veggies which go straight to the kitchen and into our meals for nutritious and flavourful fare.



**CANTERBURY PLACE
CARE COMMUNITY NSW**

One way we celebrate the diversity of our residents is by hosting monthly cultural events. These gatherings pay homage to the featured culture and bring our residents and their respective communities together to savour different cuisines and share knowledge. Recently we celebrated the rich culture of Greece, exploring its deep history and cherished traditions.



**CARSELDINE GREENS
CARE COMMUNITY QLD**

To Leigh's surprise and delight, her granddaughter stopped by en route to her wedding to be photographed with her gran on her special day. Joining Leigh in the photographs were a few of her great grandchildren and her bridesmaids, which added to the charm of the moment. A beautiful and treasured memory for the whole family!

**BLACKTOWN TERRACE
CARE COMMUNITY NSW**

Our wonderful Lifestyle team arranged a surprise ceremony for Maree and Neville to renew their marriage vows on their 48th wedding anniversary. Our neighbour and General Manager from Glenmore Park Care Community officiated the ceremony and our Blacktown Terrace Care Community Choir performed Maree and Neville's favourite song "Can't help falling in love" by Elvis Presley. A beautiful tribute for a beautiful couple!





Personalised Care

Families of our residents share their experiences of moving a loved one into our care, and we explore how Opal HealthCare is reimagining dementia care to help our residents live well with dementia.

Cuppa Q&A's

In our video and podcast series we share personal stories of finding the right care for a loved one



Watch Cuppa Q&A's

Watch Season 1 of Cuppa Q&A's on our website here: opalhealthcare.com.au/news/conversations-about-aged-care.

Or listen to the full conversation on our Cuppa Q&A's podcast here: cuppaqas.buzzsprout.com and listen here:



The ageing process is a natural part of life. Yet discussing the need for aged care with a loved one can be one of the most emotionally challenging conversations a family can face. Sit down and have a cuppa with us while we chat with families who've been there.

In households across Australia an elderly loved one's care is on someone's mind right now.

Is it time? What will mum think of me for suggesting care? How will I cope with the guilt? How will she cope? Will they be able to care for her like I do? Where do I even start?

Breaking the silence

We understand how difficult it can be to face the reality that something needs to change. While everyone's experience is individual, often their concerns and fears are similar. That's why we created Cuppa Q&A's. Our video and podcast series is dedicated to helping people navigate those important conversations, know that excellent care is available, and find the right care for their loved one.

Understanding different perspectives

The families of residents in our Care Communities who generously volunteered to share their experiences in Cuppa Q&A's bring unique challenges and perspectives to each episode. Together, we want to normalise these vital conversations. So that people know our help is at hand, whatever the circumstances, for those who need care as well as their families.

Acknowledging all the emotions

Cuppa Q&A's is hosted by Megan and Jason van Genderen, pictured left, from *Oma's Applesauce*. They understand the anxieties and emotional rollercoaster exceptionally well, having cared for their beloved Oma for many years before choosing to move Oma into Killarney Vale Care Community. Jason and Megan navigate these conversations with empathy, compassion and home-baked cake. Because every cuppa goes down better with cake. (You'll find the recipe for their heartwarming Persian Love Cake on page 54.)

We're here to help

Remember, discussing aged care is a testament to the love and care you have for your family member. It's a significant step toward ensuring their wellbeing and comfort as they age. And you're not alone – we're here to support you every step of the way.

If you have more questions or need guidance on caring for your loved one, our team can help walk you through the steps into aged care and discuss your loved one's needs. Call us on 1300 183 945 for a chat.



Cuppa Q&As

Season 1 Outline

Season 2 coming in 2024!

We're on the lookout for new conversations for Season 2.

If there's a topic you'd like us to cover, please reach out via communications@opalhealthcare.com.au with the subject line: Cuppa Q&A's Season 2.



Ep 1: The Complex Parent

Are you supporting a loved one who is complex in nature? If so, you may be wondering how they would cope living with other people. In fact, you may be wondering whether residential care would work for them at all. Jan (pictured above) grappled with these questions and concerns. She talks about her experience moving her mum into Killara Glades Care Community.

Ep 2: Letting Go of Guilt

Carer's guilt – it's all too common. The decision to move your loved one into residential aged care is full of conflicting emotions. As a caregiver, you may have feelings of guilt and perhaps you're thinking you haven't done enough. To add insult to injury, you might even feel criticised for your decision. How do you overcome those feelings of guilt? Catherine shares her experience with us.

Ep 3: Having 'the Talk'

Broaching the subject of aged care can be difficult. And moving into care is a big transition, full of emotions and uncertainties. So how do you approach the subject of permanent care with your loved one? And as you have the conversation, how can you help to ease their anxiety and concerns? Kristie tells us how she approached 'the talk' with her mum.

Ep 4: The Partner's Perspective

Many people experience moving a parent into residential aged care, but what happens when it's your partner? The thought of separation can be difficult and you'll likely be concerned about how your partner will cope without you. Fortunately, support is available to you and your partner as you adjust to your new way of life. Susan (pictured with Jason and Megan, right) gives her insights from 'the partner's perspective.'



Ep 5: The Role Reversal

Being a caregiver is a full-time job. And caring for an ageing parent can be particularly complex. Now you're making their decisions, you're telling them what and when they need to do things. Suddenly the roles have reversed and you're the parent. This change in family dynamics can come with a mix of emotions, something Julie is very familiar with. She shares her story with us.

Ep 6: The Curve Ball

What happens when your loved one's health declines suddenly? When David's mum lost her ability to walk overnight, he unexpectedly had to begin the process of looking for residential aged care. Like many other families, he had no idea where to start. David talks us through his experience.

Ep 7: Accepting Help

Many families believe the responsibility of their loved one's care is theirs and theirs alone. For Jason, the idea of moving his mum, Oma, into residential aged care meant he had failed her. But as Oma's dementia progressed, Jason and his wife Megan realised that it was the safest and most appropriate place for her to be. Jason and Megan tell us why accepting help can make a huge difference.

REIMAGINING DEMENTIA CARE

Supporting our residents to live well with dementia



With the right support in place it's possible for people to live well with dementia. At Opal HealthCare we're rolling out our Six Pillars approach to dementia care across our Care Communities to build expertise in our team and improve the lives of our residents.

Our Six Pillars of best practice

Using evidence-based research to inform our internal expertise, we've developed a framework that defines our dementia care standards and incorporates best practice philosophies of care, such as person-centred and relationship-centred care, assessment models, and care goals based on wellbeing.

Our Six Pillars model identifies key areas of focus for our team to consider and address in the care of each individual living with dementia.

After piloting a seven-week Masterclass program in six Care Communities, we're progressively embedding it across Opal HealthCare. This model has set the vision for our memory care neighbourhoods (MCN) and dementia care practice.

As we build our practice we're seeing positive outcomes for residents, team and families across our Care Communities.

Improving outcomes for residents

Residents living in a Care Community's MCN were displaying physical changed behaviours. On completing our Masterclass and applying our Six Pillars, our team transformed their culture, practice and standards of care. For example:

Culture – instead of focusing on group engagement structured around seating residents together where they could be observed from the nurse station, they created different activation spaces. Now they encourage residents to sit and engage in alternative places based on their occupational interests and hobbies.

Practice – our night team are now involved in setting up the activation stations so they're ready when our morning team arrives, which means activities can start as soon as residents wish, rather than later in the morning.

Standards of care – the number of falls reduced to near zero in the first month in this Care Community. And, where residents sometimes fell asleep due to disengagement, they're now interacting more with one another and with our leadership team who are more visible in the MCN.

Making a difference for individuals – real life examples

Being understood supports belonging

Ken is an ex-Navy man. He doesn't like anyone touching his things or looking away when he's talking to them. He's built boats in the past and loves doing woodwork. Recently he's been enjoying sanding and oiling chopping boards and painting tyres. Ken says he's doing what he loves and has done all his life. We've had a boat donated to us for him to restore, a long-term project which gives Ken purpose. Ken can often feel distressed when separated from his wife. To support him when he gets upset, we made a video of his wife on the iPad which we show him. It makes him feel a lot better. Ken's wife is very happy with what we've put in place. She now enjoys her visits without worrying about him when she leaves.

Discovering new interests

Marion lived at home with her husband and for two years would not leave her room. At first her husband was reluctant to bring her into our MCN but now he says she's a different person. She enjoys arts and crafts, going to bingo, singing and talking in our group discussions. Marion gives everything on offer a go. She's taking part in activities she's never tried before. She's helping with painting and decorating our bird houses for our market day, where she'll help with our stall. Her husband is delighted with the change in Marion and loves seeing her so happy. He says it's the best thing he's ever done for her and he's started volunteering with us.

Finding purpose in meaningful work

Geoff was a postmaster for 40 years. He enjoys walking so we put a post box in our MCN which our general manager puts letters in. Every few days they empty the box and deliver the letters together. A keen gardener, Geoff now has his own veggie garden which he tends each day. He also likes to paint, so he's painting pots and bird houses for our market day. Geoff's wife visits every second day and has seen a big difference in him. He talks about the work he's doing and says we're working him hard on all his projects. His wife says he's always been happy to help out and is so pleased that he enjoys his days.

"Giving our lovely residents plenty of choice in what they would like to do empowers them. They feel they still have some control of their life. We all need something to look forward to and engaging in projects they enjoy brings our residents joy and happiness. It helps them to feel like they're at home".
– Dilup, Care Community general manager

Health & Wellbeing

Creating appetising and nutritious texture modified food is part of the joy of coming to work for Chef Audrey at Bathurst Riverside Care Community. And we head to Dubbo Homestead Care Community where our resident green thumbs reaped a bountiful spring harvest bursting with country goodness.



Residents at Melville Parkside Care Community in Perth enjoy a feast of fresh-cooked favourite foods. They've been working together to create a recipe book for their friends and family.

THE MOD SQUAD

Opal HealthCare Chefs are taking on texture modified food



The aroma of freshly baked bread. The soft juicy flesh of the first mango of the season. Steak sizzling on the BBQ. For so many of us, food is life!

And in residential aged care, food takes on even more significance because sensory stimulation – the aromas, flavours and textures of food – can trigger memories, evoke positive emotions and improve quality of life.

Residents with dysphagia, a condition that makes swallowing difficult, often require a texture modified diet which they may find less appealing to the senses. That's why Chefs in our NSW region are testing out new approaches to creating texture modified food.

Making texture modified food universally appealing

Our aim is always to offer food that is appetising, nutritious and tasty. With a growing number of residents requiring texture modified food, it presents opportunities for innovation and continual improvement.

"We're experimenting to find ways to create meals that retain the integrity of a non-modified dish and stay as close as possible to its original form, that everyone can enjoy," says Vikrant, from our NSW hospitality team.

"We don't want residents who require their food to be texture modified to feel they're different from others. And we want people who don't require modified food to see how good it is, so that if they do need it in the future they know they can still look forward to delicious meals."

We don't buy ready made texture modified moulded meals. Our Chefs create texture modified food from scratch that meets the IDDSI standards, contains the high energy high protein and nutrition required by older people, and presents as closely as possible to non-modified food.

"We are continually striving to make modified food universally appealing," says Vikrant.

"Some of the new recipes we're testing – like spinach and chicken souffle, a Mediterranean broulee, a congee – are being very well received. And other things like terrines, fish mornay and savoury panna cottas lend themselves well to texture modified diets because they're delicious and can stay true to their form."

Health & Wellbeing

Audrey's award-winning dessert

Audrey, Head Chef at Bathurst Riverview Care Community in NSW, put her skills to the test in The Institute of Hospitality in Healthcare's annual competition. The Flavour Creations Texture Modified Food Awards honour Australian chefs who bring dignity to dining through exceptional texture modified food for people living with dysphagia.

Audrey was thrilled to win the 2023 Runner Up Award for her *Baileys and coconut panna cotta with coffee cream, strawberry and champagne rosettes*. It's a dish she serves up for residents as a 'Chef's Special' every now and then.

While texture is important, Audrey explains that for many residents, a great deal of their food enjoyment comes from meals looking and tasting good.

"I love being able to offer dishes that anyone can eat and enjoy – whether they need texture modified food or not," she says.

"I experiment with different flavours because sometimes people with texture modified diets may not be able to drink an alcoholic beverage, for example, but should still be able to enjoy the flavours. So I like to find ways to incorporate those flavours into a dish, such as my Baileys and coconut dessert. It brings an elegance to our meals that enhances our residents' dining experience."

Audrey says the competition opened her eyes to what we'll be able to offer in the future.

"The next few years will be game changing. It makes me feel really proud to serve food for people who need texture modified meals that looks just the same as non-modified food. And it's exciting to find ways to do difficult things that look simple – like making peas that look like peas!"

What is dysphagia?

Dysphagia is a condition which makes swallowing difficult. It affects between 10-30 percent of older people, particularly those who've experienced a stroke or neurodegenerative diseases such as Alzheimer's or Parkinson's disease.

Why is texture modified food important?

Texture modifications to food and liquids help reduce the risk of dysphagia, like choking or infection, caused by food 'going down the wrong way' and entering the airway or lungs.

The International Dysphagia Diet Standardisation Initiative (IDDSI) provides a framework for food and drink thickness from puree through to soft and bite size food suitable for people with dysphagia. Our Chefs use these guidelines for preparing texture modified food, and for testing and developing new approaches.



THE BEET GROWS ON

Reaping the benefits of nature connection in aged care

For the freshest veggies in the west here's a tip: Head over to Dubbo Homestead Care Community where, with a little ingenuity and loads of enthusiasm, our residents and team have transformed the outdoors into a thriving harvest garden.

'The glory of the garden lies in more than meets the eye...' Rudyard Kipling was onto something in his famous poem.

The evidence is clear, particularly in older people. Gardening shares common components of activities that improve quality of life, such as social engagement, productive endeavours and exercise. The benefits of gardens are also linked to the restorative properties of nature.¹ Simply being in or near nature has wellbeing benefits for older adults.

With the majority of residents growing up on farms or in the local area, our team at Dubbo Homestead wanted to enable residents to be productive in the garden, and extend opportunities for meaningful engagement from paddock to plate.

A dormant outside area was the perfect place to create something transformational.

Together, they created a garden committee with residents, team and families to plan new veggie gardens and look at what produce would grow best in the soil, with the climate and aspect of the garden beds. And decide what would taste best too!



Head Chef Oswald was involved from the beginning.

"Partnering with our residents and walking alongside them to develop the best menu and meal experience is very important and what we do here. A lot of our residents had their own veggie patch at home before coming to live with us and it continues here."

Planting, raising and harvesting crops has become a social connector at Dubbo Homestead. Our team have observed residents choosing to spend more time outdoors, being active in the gardens, and coming up with ideas for what to cook. They enjoy reminiscing about farm life. Chatting about what they liked to grow 'back in the day', and sharing a few hints and tips along the way.

"I feel so proud to work with some of the freshest ingredients possible, not to mention the food travels less than 100 metres from harvest to kitchen – you can't get fresher than that!" says Oswald.

Whenever residents deliver a fresh harvest to the kitchen, he's inspired to create something they'll really enjoy. Resident John was so delighted with his silver beets he couldn't wait for Oswald to cook them up.

*"John's **silver beets** were beautiful – on request I made creamed silver beet with corned silverside. I made sure it was the best I could make! Our **carrots** were a little small, so we put them in the pot for buttered carrots with a hot roast lunch, and with our **parsley** I was inspired to make herb pastry scrolls for afternoon tea. Our **lettuce** was so fresh and crispy we made it into a Caesar salad for our Melbourne Cup lunch."*

Since planting their first crops, our team have observed residents benefiting from nature connection, nurturing the environment and the responsibility of caring for and raising plants.

And with everyone relishing the wonderful flavours of their produce, our green thumbs are making plans to enter next year's Dubbo Show. Something to anticipate, something to work on, something to be energised by.

As Kipling went on to say *'such gardens are not made by singing: 'Oh, how beautiful,' and sitting in the shade'.*

¹ Scott, Masser and Pachana (2020) Positive ageing benefits of home and community gardening activities: Older adults report enhanced self-esteem, productive endeavours, social engagement and exercise. SAGE Open medicine, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6977207/>

THE AUSTRALIAN BALLET

Enjoyment

Stimulation, socialisation, reminiscence, friendship and lots of fun! Share the joy of our Queensland residents on a day out at The Australian Ballet; we go along to Coffee Club at Joslin Manor Care Community; and admire the artworks created by residents at Murdoch Gardens Care Community.

Enriching lives through ENJOYment

As we age, continuing to engage in things
we enjoy doing is vital to wellbeing

Our ENJOY program is designed for residents who thrive on getting out and about in society.

The value of fostering social connections and friendships for people living in residential care extends beyond companionship. It encourages a sense of purpose and enables people to continue to lead fulfilling lives within the broader societal context.

Many people living in residential care are not experiencing cognitive decline or dementia. Therefore we take different approaches to supporting their needs and preferences.

ENJOY is unique in that our team identifies residents without cognitive decline who enjoy meeting new people and socialising in different environments. Like going to a movie. Catching a show. Visiting an art gallery together. Our aim is to organise outings and invite residents from neighbouring Care Communities, accompanied by two or three team members, to do things they enjoy while broadening their friendship circle.

Residents from North Lakes Terrace, Carseldine Greens and Calamvale Parklands Care Communities in Brisbane were the first to take part in an ENJOY outing in October. A day out at the Queensland Performing Arts Centre in Brisbane for lunch and a glass of wine at the Bistro, followed by a matinee performance of *Swan Lake* by The Australian Ballet.

Thessa, lifestyle coordinator at North Lakes Terrace and one of our chaperones, even organised elegant floor length tutu skirts to wear for the occasion, much to the delight of our residents.

ENJOY is intended to augment the day-to-day experiences available to residents at our Care Communities, where nurturing inclusion, belonging and a sense of purpose is central to our care.

Now residents from our Sydney Care Communities are looking forward with great anticipation to seeing *Swan Lake* at the Sydney Opera House.



"I haven't been to the ballet for 50 long years when I spent the day at the Playhouse in Durban, my home town. I so enjoyed every minute of Swan Lake. Every tête, plié, penché coupé, port de bras and pas de bourrée. The orchestra was brilliant. The calamari and spring rolls were so delicious and enhanced by a glass of red. Thanks to Thessa for the tutu. There were compliments from many in the audience. It was a great idea. I am truly grateful and felt like a queen."

Elizabeth, resident at North Lakes Terrace Care Community

"I saw Swan Lake more than 50 years ago at the Berlin Opera House. I was young and impressed by the coordination between the dancers, and this time I felt the same. My mind was blown by their immaculate performance. Swan Lake is a timeless masterpiece and I'm just very thankful that I had the chance to attend with my dear wife, who thought it was breathtaking. Trust me, you wouldn't wish for a better day out."

Kurt, resident at Calamvale Parklands Care Community

"As a Tchaikovsky fan I saw the ads for the performance on TV and thought how amazing it would be. I still can't believe I had the opportunity to go – it was just so magnificent I didn't want it to end!"

Christiane, resident at Calamvale Parklands Care Community

Enjoyment

BREWING JOY

The value of socialisation in residential aged care

Joslin Manor Care Community's weekly coffee club is much more than just caffeine and conversation.

Everyone's welcome. At 10:30am on Wednesdays the café at Joslin Manor is the place to be. And like clockwork, resident Vincenzo (top right) will be there ready to delight one and all with a tune or two, sung with gusto in Italian.

Started by general manager, Sheralee, coffee club has become part of the rhythm of life at the Manor.

"One day I was sitting in our café with a resident and he saw someone walk past," says Sheralee.

"He recognised him from his childhood – they'd grown up next door to each other. They started catching up and realised they both live in the Care Community but had never crossed paths.

"This resonated with me, so we created our weekly café catch up to encourage everyone to come together, form new and rekindle old friendships. Our team and volunteers enjoy it just as much as our residents."

We explore why this simple ritual of socialisation makes a difference in the lives of our residents.



Anticipation and a fun routine

Routine can be grounding for older people. Wednesday coffee club provides a sense of structure and anticipation for residents like John at Joslin Manor, who looks forward to it each week. Residents can plan their week around this social gathering, which brings purpose and excitement to their days.

"It's great mixing with other residents. I look forward to the weekly quiz at the café catch up. Everyone participates and we have lots of laughs. We love the free coffee and scones too." – John, resident

Stimulating social interaction

Even the introverts among us benefit from the energy of others. Enjoying a cuppa and a chat on Wednesdays is an opportunity to engage in meaningful conversations, form new friendships and nurture long-standing relationships. These interactions are vital for emotional wellbeing and contribute to an improved quality of life.

"I enjoy talking to other friends, we love Vincenzo's singing, the coffee and the scones. We have a lovely group of people we sit with every Wednesday." – Michael, resident



Bringing joy to others

Vincenzo has become something of a local celebrity in Adelaide, making the TV news for serenading residents at coffee club. Even those who may not understand the lyrics can't help but smile when Vincenzo breaks into song. For him, it's an act of compassion, a celebration of culture and a gift of joy to the entire community. The power of music connects hearts and transcends the boundaries of culture and age.

"I like to make people happy." – Vincenzo, resident and singer



Creating a sense of community

Being located by lobby of the Care Community means it's impossible to miss coffee club. The buzz of clinking coffee cups and people chatting creates an uplifting atmosphere. It fosters a vibrant sense of community where residents come together to share stories, have a cheeky gossip and enjoy each other's company. Being a weekly event encourages new residents to make friends and feel a sense of belonging.

"I enjoy it because it's a chance to see other people from other areas in the Care Community. I've made new friends and I enjoy the coffee." – Shirley, resident

If you're in Adelaide on a Wednesday, pop in, have a cuppa with us and remember that joy and connection are always within reach.



ART LIVES HERE

Move over Monet, Murdoch Gardens Art Club is in the house.

Making art has become part of the heartbeat of Murdoch Gardens Care Community, with our resident art group creating beautiful works that express their lives and experiences in Perth.



Enjoyment

Inspired by their local surroundings, our art group is creating a body of work that is both impressive and unique. Working together, they recently completed a magnificent artwork depicting the bustling Swan River and parklands against the backdrop of the Perth cityscape.

"On Wednesdays residents take a drive on our Care Community bus into our beautiful city of Perth and around the Swan River," says Anne, lifestyle officer and art teacher at Murdoch Gardens.

"This artwork was a chance to create and enjoy an iconic view of the Perth skyline and the river from South Perth. Depicting it as the vibrant and joyful place we love."

Engaging in artistic activities offers cognitive stimulation. It challenges memory, problem-solving skills and creativity, helping to maintain cognition as we age.

"Each resident brought their individual ideas and creativity to the canvas," says Anne, "which comes together as a lovely showcase for their incredible talent."

Artistic endeavours that involve fine motor skills, such as drawing or painting, can help maintain and improve physical dexterity. This is especially important for older people to maintain their independence.

This striking piece of art has already become a feature of Murdoch Gardens, a legacy of our residents' expression of their city. It's recognised and celebrated by those fortunate to see it displayed in the hub of the Care Community.

Regional Support Manager, Kerri, says *"Art is at the heart of our community at Murdoch Gardens. This beautiful piece of art has brought our residents together in a way that enables them to express themselves, their thoughts and feelings through the power of painting and drawing."*

Inspired by their depiction of the Swan River, our art group is now working on sea scapes with sailing boats. Residents are creating multimedia works, painting in the background of the sea scapes and creating patterns which they'll cut out into sailboat shapes to glue onto the canvas.

"Our art group is one of our greatest assets where our residents share their experiences and innovative ideas," says Kerri.

"For many residents they've discovered their own talent. It's given them a real sense of belonging and empowered them to create the most beautiful pieces of art."



"I'm extremely proud to be asked to express how our new painting, now finished, has made us feel and to describe how the plan for our venture was discussed with our arts and craft group and volunteers."

A few weeks ago, we went on a bus trip. We saw a beautiful skyscape of Perth, with people cycling along the riverfront, balloons and all. This inspired our painting which has been hung for all to see at Murdoch Gardens Care Community.

We should give a special mention to our 100-year-old artist, who we got to see finish our work of art, before passing away peacefully at 101. Rest in peace Dorothy."

Helen, resident and member of our art group at Murdoch Gardens Care Community

Safety & Security

Feeling comfortable in their environment is fundamental for residents living with dementia. We explain how we use our De-escalation Wheel to support residents with changed behaviours. And with bushfire and flood season upon us, keeping our residents and team safe is more important than ever. We join an emergency procedures workshop.



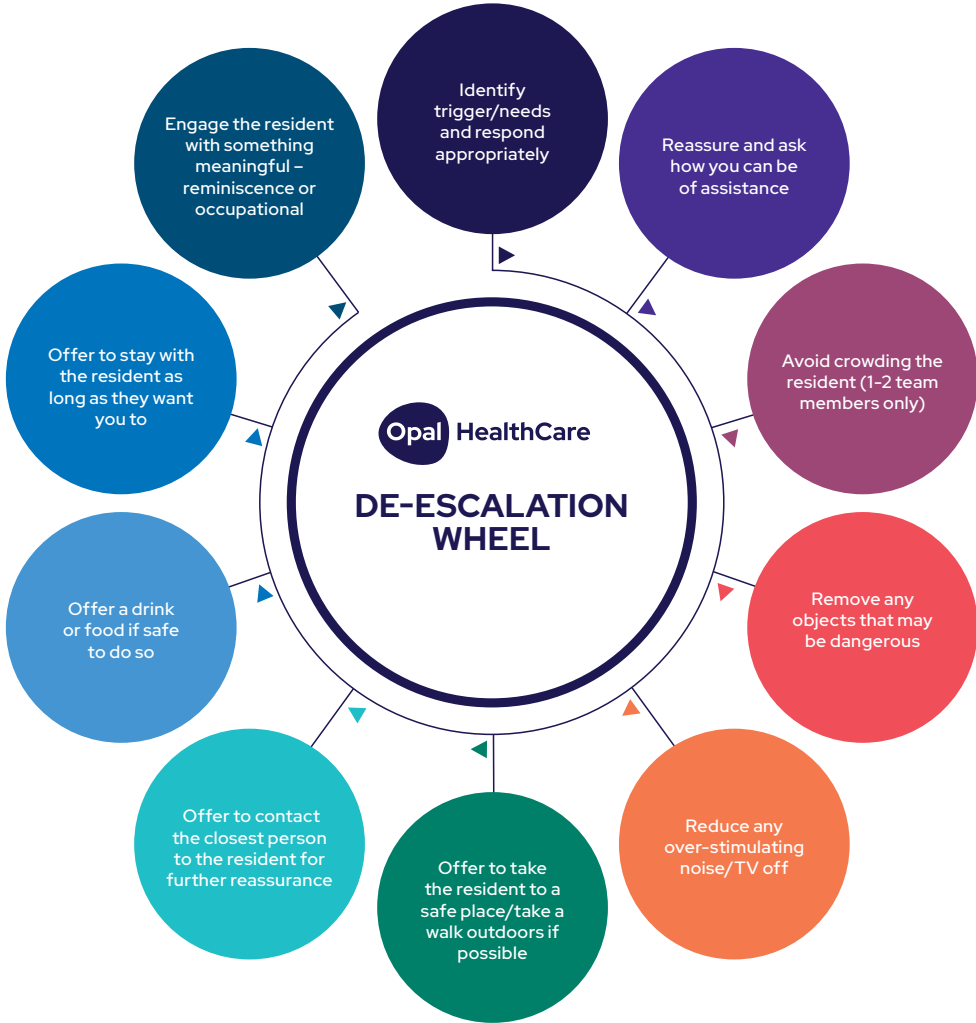
FEELING SAFE AND SECURE

Supporting residents with changed behaviours

Cognitive impairment and memory loss affect different people in different ways. At Opal HealthCare we use our De-escalation Wheel to support residents who show signs of changed behaviours resulting from changes in their condition or environment.

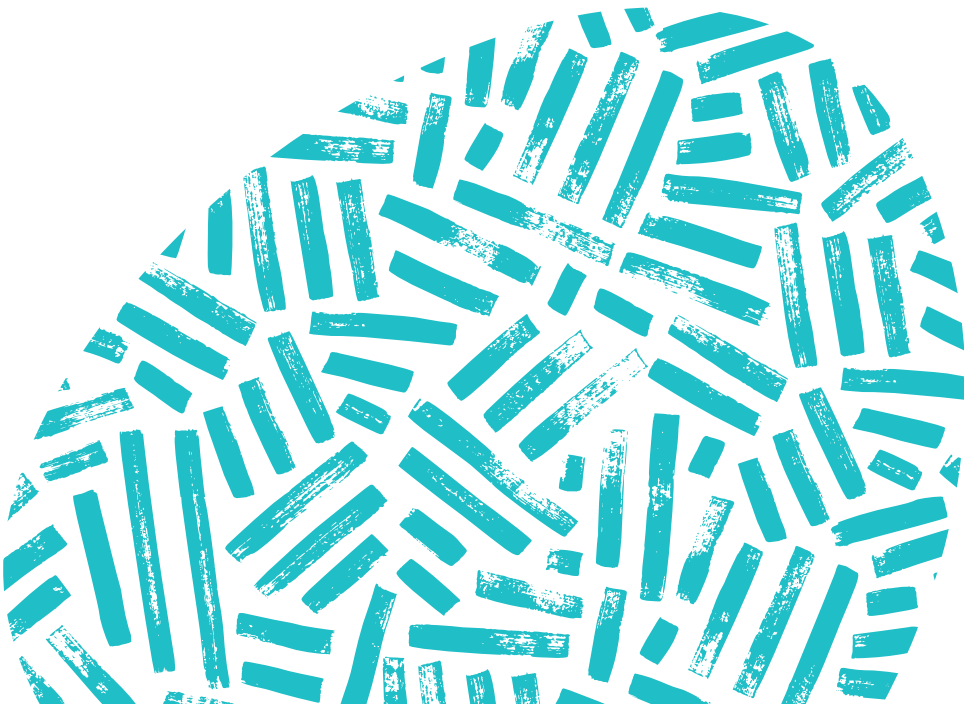
This year we've refined what we call our 'de-escalation' practice to more effectively support residents presenting with extremely changed behaviours to feel comforted, settled, safe and reassured.

Our De-escalation Wheel has been widely shared through dementia care education workshops, internal communication and education tools across our Care Communities.



What are changed behaviours?

- **Changed behaviours** are often a way of communicating unmet needs for residents who can no longer articulate how they're feeling using words or language. This might present as physical or verbal distress.
- Most residents who display physical changed behaviours are experiencing **distress** caused by frustration, anger, anxiety or other emotional triggers. Listening, reassuring and offering help can often reduce the distress.
- Physical changed behaviours can also be triggered by **hallucination** (visual or auditory) **paranoia**, and **post-traumatic stress** responses due to disorientation to person, place or time. Changing their immediate environment can often address the triggers, for example offering a familiar but less busy place to relax such as a garden.
- Either way, there are usually **early warning signs** that the person is not comfortable socially, mentally and/or physically. Early identification of these signs can keep everyone safe by intervening before the resident is unable to control their emotional reaction to distress.
- **Understanding our residents' detailed backgrounds** helps to identify how their life history is forming their current reality (perceptions and expectations) through memory loss. And when their expectations (routine, occupation, interests) are not being met this causes stress, which manifests in physical changed behaviours.





Case Study

Supporting a resident's transition into a new environment

Moving house is considered one of the most stressful activities that humans go through. Many residents find the transition into care even more distressing due to the complexities of cognitive impairment and memory loss.

Our De-escalation Wheel has been particularly effective in helping our team support new residents, as this is often the most critical time when changed behaviours are likely to escalate.

At a Care Community in Sydney our team supported a new resident who was feeling lost and confused by the new environment, different noises and unfamiliar faces. His emotional reaction was exacerbated by the fact that English was not his first language, making it difficult for him to express his feelings and needs. He would constantly look for his wife and children and was frustrated that other residents couldn't understand what he was saying.

By applying the principles in our De-escalation Wheel our team was able to reduce his distress and improve his wellbeing. They took a multi-faceted approach, including:

- Having team members who could speak his first language care for him
- Exploring his life history and incorporating things that were important to him into his day, for example:
 - Sport – encouraging him to watch football games
 - Maintaining a neat and tidy home – involving him in organising the PPE stock room
 - Love and affection – supporting him to have private time with his wife and loved ones
- Importantly, our team shared some of his life story and interests with other residents so they could understand and communicate with him more easily.

Our general manager at the Care Community says the difference in his wellbeing was evident almost immediately.

"He feels more secure in his environment and he's sleeping well at night because he's learning his routine and feels better understood. He's occupied during the day with meaningful activities and enjoys visits with his family who support his care."

"The De-escalation Wheel has made a big difference for our team as well. I can see they're more confident and comfortable knowing exactly how to respond when a resident is physical or verbal towards others."

For more information on dementia care in our Care Communities visit opalhealthcare.com.au
You can also register for our Dementia Care Connections webinars here: opalhealthcare.com.au/understanding-dementia

PROTECTING THOSE WE CARE FOR

Emergency procedures training
in our Care Communities

Our team are trained to deliver high quality aged care – and that includes knowing what to do in a fire, flood or other physical emergency.

With bushfire season upon us and floods becoming more common, it's vital that our team receives regular training to protect all of those we care for in the event of an emergency. Whether it's a natural disaster or a minor incident in the Care Community, preparation is everything.

All team members in our Care Communities are required to do fire safety training when they join Opal HealthCare, followed by an annual refresher course.

Training to protect those we care for

"Emergency preparedness training for our team is extremely important," says John, Opal HealthCare's national fire & property compliance manager.

"For several years Opal HealthCare has worked with an emergency preparedness training organisation to develop a hands-on and practical learning experience for our team. Together, we use the latest technology and call on extensive experience in dealing with emergencies, whether it's fire, flood, cyclone or other incidents.

"The training enables our team to make the best decisions possible and to protect the wellbeing of our residents, visitors and team, particularly in the early stages of an incident prior to the arrival of emergency services."

Emergency coordinators onsite 24/7

In addition to annual training, certain roles in each Care Community undertake further training every six months to be an Emergency Coordinator, charged with leading an evacuation should it be required. This includes general managers, maintenance officers, care managers and all registered nurses, which enables us to have an emergency coordinator onsite 24/7.

Fire Safety training includes live demonstrations, virtual reality, desktop and online learning.



Virtual reality takes training to the next level

Team members are taken through a virtual reality (VR) demonstration where they interact with different scenarios, such as a burning photocopier. It's an immersive experience as team members are taken through the whole process of extinguishing a fire in 3D environments and trained in how to respond. As real fire can't be demonstrated inside a Care Community, VR enables our team to be tested across a range of different scenarios. Each team member carries out a scenario while the others are watching and learning from one another.

Fire extinguisher demonstration

A room is filled with smoke and our Opal HealthCare Fire Safety Officer describes what would happen next and how to respond. In a separate exercise held outdoors in a controlled setting, team are shown how to use a fire extinguisher and have a go at putting out a live fire.

Evacuate! Evacuate! Evacuate!

All mattresses in our Care Communities are fitted with an evacuation slide sheet which can be used to evacuate non-ambulant residents in an emergency situation. Team participate in a demonstration where a team member is strapped in a bed which is then removed from the bedframe and they're evacuated while remaining safely in the bed.

Before Marsden Park Care Community opened in November 2023, its leadership team were trained in emergency procedures.

"Safety begins with teamwork," says Jhay, general manager.

"As we're a newly opened Care Community, starting out with everyone well trained in safety procedures is very important. Regular fire safety training keeps us updated with all the regulations and gives us opportunities to practice for emergencies we may face in the future. We also take this opportunity as a team building exercise so we can be a more solid and united team."



Loving Community

We join residents at Warrnambool Riverside Care Community whose knitted blankets and toys help support children and families in South West Victoria. And see how residents in Care Communities across Australia are engaging in society through their skills, wisdom and knowledge.



KEEP CALM AND CARRY YARN

Knitting for
a cause in
Warrnambool

Nothing inspires a knitter like a child in need. At Warrnambool Riverside Care Community in Victoria, our knitting group is on a mission to make sure no underprivileged child goes without a warm woolly blanket, hand knitted with love.

Our resident knitters are making sure their skills, honed over a lifetime of knit 1 pearl 1, continue to be put to good use – warming the hands and hearts of babies in their local area.

On hearing about local organisation, Loved and Shared, our ladies got to work. Loved and Shared works with communities in the region to gift and re-home high quality donated nursery and children's goods, so that local families have access to essential resources needed to raise thriving children.

Contributing to community

"We're all happy to do something to help families in need and we all love doing it," says Pamela, knitter and resident at Warrnambool Riverside Care Community.

"Everyone gets together for a chat and we all have a purpose. We each knit squares and then our volunteer Renae, stitches the blankets together for us. When we have enough we get in our Care Community bus and go and deliver them to Loved and Shared all together."

Supporting families in need

Tyson Jakitsch, Executive Officer at Loved and Shared values the contributions of our residents, especially as their knitted blankets are unique, brand new, high quality items for children.

"At Loved and Shared we sincerely believe it takes a village to raise a child," says Tyson.

"These beautifully handmade blankets will be proudly used in our gift packs to assist our community. We thank Warrnambool Riverside Care Community for being an early supporter of our not for profit organisation as we work to create meaningful change for families in our community facing challenges."

Promoting active ageing

On one of our knitters' visits to deliver a set of blankets to Loved and Shared, they enjoyed a tour of the small business, learning about how it aims for 'zero waste' by re-homing pre-loved items of clothing.

Residents were so enthused by what they saw, they've agreed to volunteer their time once a month to help with sorting blankets, clothes and other items on site.

Preserving traditional skills

Supporting our residents to use their skills for good the local community gives them a sense of purpose, but also enables others to benefit from and appreciate skills that have been passed down through generations.

For our residents at Warrnambool Riverside, Loved and Shared's philosophy that *it takes a village to raise a child*, is second nature to them, especially having lived in and served the region for many decades. Their continuing contribution strengthens the social fabric of the local community.

To learn more about how our Care Communities provide valuable social impact to society, read our Social Impact Report.

Loving Community

In a world that often places a premium on youth, there's unspoken treasure that lies in the wisdom and experience of older generations. Supporting our residents to remain visible and valued in the community promotes healthy ageing and shapes a stronger society.

Visible & Valued

Showing the young how it's done



Sharing traditional skills

The whole of Ashmore Gardens Care Community was thrilled when resident Shirley brought home first prize in the Mudgeeraba Show with her beautiful folk art cat, and first prize in the Gold Coast Show with her exquisite decoupage hat box.

Shirley was an art teacher at TAFE and taught folk art painting skills to adults for many years. Over her lifetime she became interested in decoupage projects, a craft that transcends generations. In both hotly contested fields, Shirley edged out the competition and was lauded by the judges for her eye for detail, creativity and expertise.

"I'm so excited that my work was deemed worthy of a prize. It's so nice to have the opportunity to be represented in the wider community. My family were also very excited for me to have won prizes in both the Mudgeeraba and Gold Coast Shows."

As Shirley attests, being recognised in society for her knowledge and skills is important for our residents' wellbeing and enriches the local community.

Exercising their right to vote

Over four million Australians over the age of 65 were eligible to vote in the 2023 referendum. Including thousands of residents at our Care Communities.

We strive to create Care Communities that are a natural extension of the local community for our residents. A place where residents feel enabled, included and encouraged to contribute to society in ways that are important to them. That includes ensuring our residents can easily exercise their right to vote in federal, state and local elections, plebiscites and referendums.

We work with the Electoral Commission to provide information on voting and host polling booths in every Care Community, just as it happens everywhere else in the wider community.

Residents at Applecross Shore Care Community were ready and waiting when the polling booth opened at their place.

"Voting was very well organised at our Care Community," says Shirley, who lives at Applecross Shore with her sister, Val. "Everyone of voting age should vote. No matter if it is local or federal. You are voting for someone who you hope will represent you and do what is best for us and the country."

A vital part of the Church community

Supporting residents to practice their faith is an integral part of life in our Care Communities.

At Bossley Parkside Care Community, Catholic residents enjoy a monthly visit from their local priest for Mass and Holy Communion. And while this is always fulfilling, there's something extra special about dressing up and going to the local Church for worship.

Residents delight in joining services at Mary Immaculate Catholic Parish, where they pray together and receive Holy Communion.

As well as nurturing **spiritual wellbeing**, the experience of going to Church stimulates the senses. The special aroma of the Church is a **sensory experience** that prompts **reminiscence** and is a source of comfort. Each resident can light a candle, a practice that enables them to continue rituals important to their wellbeing that they've partaken in over many decades.

Continuing to attend services enables our residents to uphold the values of the Church in the community, remain a visible part of the Church family and **represent older Australians** in our society.

"Visiting Church is a cherished tradition at Bossley Parkside Care Community. It enables residents to connect with their spirituality, come together in prayer, and experience the special ambiance of the Church. Residents reminisce about their personal connections to the Church, sharing stories like Lidiana's heartfelt recollections of her daughter's wedding in the same sacred space."

Hamsa, lifestyle coordinator,
Bossley Parkside Care Community





Nurturing our next generation nurses

School students earn while they learn in aged care

A traineeship in an Opal HealthCare Care Community presents school students with a remarkable opportunity to step into the world of compassionate care.

Practical learning in real-life settings

Student work placements and SBAT programs are available through the Opal HealthCare Academy, providing entry-level career pathways that develop foundational skills in aged care for high school students.

Students complete competencies in our Care Communities during years 10-12 to become an Assistant in Nursing and pursue a career in aged care.

"School based traineeships provide a great opportunity to expose young people to the benefits and opportunities within the aged care sector, and dispel some of the perceptions of aged care," says Kerri, regional support manager at Opal HealthCare.

"Our residents love having a fresh, young energy in their Care Community and our team really respond well to training and supporting them. It's a great way for Opal HealthCare to engage with the local community, build relationships with young people and develop our future workforce, while students complete their nationally recognised qualifications and earn an income."

In 2023, 83 students participated in SBATs in NSW Care Communities. Many more placements will be available nationally in 2024.

Student life – at work with Ben at Tweed River Care Community

- 6:45am:** High school students Nina, Jaida, Phoebe and Ben meet with their trainer from Novaskill and our team and start their training shift.
- 9:00am:** Staying fit and healthy is important at any age. After breakfast, Ben helps a group of residents with their morning exercises.
- 10:00am:** One-on-one time with residents nurtures personal connection and wellbeing. Ben accompanies Nancy on a walk through the Tweed River gardens.
- 10:30am:** Part of Ben's training includes learning how to support residents with morning tea. Today he spends time with Lydia, and other residents who need assistance, so they can enjoy a cuppa and a chat.
- 11:30am:** Helping residents move around the Care Community as and when they please is part of the student training role. John enjoys good company and conversation and is delighted to have Ben assist him to the outdoor terrace.
- 12:00pm:** Ben is encouraging Lyla to maintain her strength and grip function so she can continue to use her hands as much as possible and retain some independence.
- 1:00pm:** Regular hydration is important for residents who are unable to mobilise on their own, so Ben offers Lyla drinks regularly as part of hydration rounds.
- 1:30pm:** Nancy and Bill are a married couple who live at Tweed River Care Community. Ben takes time to sit down with them for a chat.

School based apprenticeships and traineeships (SBATs) enable high school students to achieve a vocational qualification by combining paid work and training as part of their education.





From Sweet 16 to General Manager

An inspiring career in care

In 1985 when Year 10 student, Michelle, joined our team at Raymond Terrace Gardens (then known as Oban Nursing Home) she dared to imagine that one day she could be General Manager. In 2020, Michelle realised her dream.

It is absolutely possible to have a long and fulfilling career in residential aged care. To achieve qualifications and promotions along the way. With the support of mentors, coaches and advocates. In an exciting, innovative environment. All while choosing to live and raise a family in a regional community.

Just ask Michelle. Her four-week, school-based traineeship program, at the age of 16, turned into a lifelong career at Raymond Terrace Gardens.

"During my traineeship, I realised just how much care older people need and I knew I wanted to make a difference in the lives of our elderly. Even though I knew I would be a drop in the ocean, it was a start."

Much has changed over her 38-year career but the love and joy Michelle finds in her work has never wavered.

Behind The Scenes

Michelle’s thoughts on:

Starting out

I finished my traineeship and was so excited to be offered a permanent position at Oban Nursing Home (which later became Raymond Terrace Gardens). I did my first shift as an Assistant in Nursing (AIN) on Christmas Day.

What’s changed

I used to commute to work with my mum with my learner plates on the car, and my weekly pay came in a small yellow envelope.

The value of mentors

I’ve worked alongside some amazing mentors across Opal HealthCare who’ve shared their wealth of knowledge with me and withstood my barrage of questions. Some were tough leaders who pushed me to my limits but they also taught me resilience and perseverance.

Learning to lead

I used to be shy and never wanted to be the centre of attention. But knowledge is power. Learning on the job over the years and from my mentors helped grow my confidence. I don’t take things to heart anymore. I listen to my team and I’m a lot stronger now.

Making a difference

Jill was a new resident admitted from hospital. I’d known her since I was a child. Jill was very anxious about moving in, so I went into her room to welcome her and she instantly put her arms out and said, *"Oh, Michelle, are you still working here as an AIN?"* I replied, no Jill, I’m now the General Manager. Jill hugged me and said, *"Oh I’m so proud of you, that makes me so happy – now I know I’ll be safe and okay."*

Inspiring and motivating others

I tell my team to treat every resident like he or she is their grandparent. I tell them to think outside the box in any challenge.

Memorable advice

A mentor once told me: Complaints and mistakes are gifts because you learn from them.

Career building

In every AIN interview I conduct, I share my story with the candidate. I tell them if you put your mind to what you want to achieve, you can do anything you want to do at Opal HealthCare.

Advice for new leaders

Team alignment is important because you can only be as good as the team around you.

Leadership reflection

Individually we are a drop, together we’re an ocean.

Continuity of care

I’m extremely proud to work alongside my incredible team and I still smile all the way to work! Raymond Terrace Gardens Care Community has been my heart and soul for 38 years and I plan on retiring as GM here.

Michelle’s career pathway at Raymond Terrace Gardens:

1985:	4-week traineeship
1985:	Joined full time as a Junior AIN
1987:	Cert III
1990:	Activity Officers Course
2006-09:	Nursing degree at Newcastle University
2009-13:	Nurse Educator
2010:	Emerging Leaders Program
2013-15:	Care Manager
2015-20:	Care Assessment Officer NSW North
2020:	General Manager

To explore our career pathways, please visit: opalhealthcare.com.au/careers/why-work-with-us

3 Questions about Accessing residential care

“Mum needs more support
but is she eligible for care?”

Watching a loved one grapple with the challenges of ageing is hard. And when it becomes evident that they need more support than you’re able to give, the next steps can be overwhelming.

As a primary carer, you may be charged with finding the best solution but navigating the aged care system can be daunting.

Here are three questions we commonly receive about accessing aged care.



1. Mum needs an ACAT assessment. What is that?

ACAT stands for Aged Care Assessment Team. It’s a team of health professionals, including doctors, nurses, and social workers, who evaluate whether an older individual qualifies for government-supported aged care. For those in Victoria, it’s referred to as ACAS or Aged Care Assessment Services.

2. How do I begin the ACAT process?

Start by contacting ACAT directly at 1800 200 422 and schedule an assessment. You can also initiate this process via the My Aged Care website or get a recommendation through your local doctor.

3. What should I expect during the assessment?

The ACAT representative will visit your loved one’s home and evaluate their abilities in daily tasks like cooking, cleaning, and bathing. The assessment is comprehensive, taking into account medical history and consulting with their GP to understand their needs better. It’s essential to note that you can have a family member or caregiver present during the visit, providing comfort and support.

Understanding the ACAT Report:

After the evaluation, the report from ACAT clarifies your loved one’s eligibility. It details the kind of support available from the government:

Permanent care: This can range from assistance with personal tasks to round-the-clock nursing care.

Dementia care: Dedicated care tailored for those living with dementia.

Respite care: Temporary care to provide relief to caregivers, be it scheduled or in emergencies.

Palliative care: For those with life-limiting illnesses, ensuring they lead a comfortable life, addressing both their physical and emotional needs.

Importantly, the ACAT assessment is free. It may remain valid indefinitely or be specified for a certain timeframe.

Once the ACAT is in place clarifying the care your loved one is eligible for, you can apply for a place in residential aged care.

If you have any questions about how to access residential care, speak with our team today.



There’s nothing more relaxing than sitting down with a cuppa and a slice of delicious freshly-baked cake. And this one comes with an extra serving of love! You may recognise it from our Cuppa Q&A’s series where every conversation is better with cake.



Recipe by Megan van Genderen, co-host of Opal HealthCare’s Cuppa Q&A’s video and podcast series

PERSIAN LOVE CAKE

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

INGREDIENTS

- 360g almond meal
- 220g raw sugar
- 220g brown sugar
- 120 unsalted butter (softened and cubed)
- 2 eggs
- 250g plain yoghurt
- 1 tbsp ground cardamom
- 1 tbsp rose water
- Handful of shelled and halved pistachios

- Preheat oven to 180 degrees
- Line the bottom of a spring form baking tin with baking paper and use canola spray for the inside walls.
- In a bowl, place the almond meal, raw sugar and brown sugar and mix until combined.
- Add butter and mix in with your hands until crumbly.
- Divide the mixture in half and place one half into the prepared baking tin. Press the mixture firmly to form a base.
- In the remaining half, add the eggs, plain yoghurt, ground cardamom and rose water.
- Mix with a wooden spoon until combined and smooth.
- Pour over the base into the baking tin.
- Place shelled and halved pistachios around the outer edge of the cake for decoration.
- Bake for 45 minutes.
- Serve with a spoonful of plain yoghurt and fresh berries.



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.

**WINSTON HILLSIDE
CARE COMMUNITY**
NEW SOUTH WALES

I would like to say a huge thank you to John, Paulo, Cloe and the team for giving Patrick a wonderful birthday. He loved the High Tea and the karaoke. The decorations were so creative and lovely. All the team made him feel very special. Thank you.

**KAWANA WATERS
CARE COMMUNITY**
QUEENSLAND

Jeremy went 1,000 times above and beyond yesterday for my father. Thank you mate, my whole family appreciate your help.

**KARDINIA PARKSIDE
CARE COMMUNITY**
VICTORIA

Absolutely wonderful team, they have been so great to myself, my father and my two girls since dad came here. All the team are loving and accommodating to my dad's needs and always quick to help.

**GERALDTON SHORE
CARE COMMUNITY**
WESTERN AUSTRALIA

Your team go above and beyond to provide such special care for dad, thank you, they are absolute angels.

**BAYVIEW TREETOPS
CARE COMMUNITY**
NEW SOUTH WALES

Today the chef specially made grilled lamb chops for mum and me. The meal was absolutely delicious and mum ate every bit. Thank you for being so kind. Much appreciated.

**ALFRED COVE
CARE COMMUNITY**
WESTERN AUSTRALIA

Big thank you to all the team on level 2 today. It's so nice to have regular team members, it makes for a great atmosphere and residents are happy and well taken care of.

**BERRINBA GREENS
CARE COMMUNITY**
QUEENSLAND

Thank you for taking dad out to the dining room this morning. When I arrived he was alert, looking around, and interacting with the team – smiling and waving. He ate all his breakfast. Thank you also for sorting out his dentistry.

**MEADOW HEIGHTS
CARE COMMUNITY**
NEW SOUTH WALES

Thank you most sincerely for looking after Mum and all the other residents so beautifully, with care and love, during the recent COVID outbreak.

**WARRNAMBOOL RIVERSIDE
CARE COMMUNITY**
VICTORIA

Shout out to Nicole for inviting a priest to visit dad. This was very thoughtful and meant a lot to him. Your lifestyle team are so amazing and caring, thank you for such thoughtfulness and care.

**MURDOCH GARDENS
CARE COMMUNITY**
WESTERN AUSTRALIA

Beyanka is wonderful! Mum looks fabulous with her lipstick and makeup on. Beyanka takes such care and interest. She is a fabulous testament to Opal HealthCare team.

**APPLECROSS SHORE
CARE COMMUNITY**
WESTERN AUSTRALIA

Thank you to the team who are very warm, kind and friendly. They bring a beautiful warm feeling to the Care Community.

**ASHFIELD TERRACE
CARE COMMUNITY**
NEW SOUTH WALES

Thank you to the registered nurses and team for all your compassionate care, it is greatly appreciated.

**NEWSTEAD GRAND
CARE COMMUNITY**
QUEENSLAND

Sarah you are beautiful! Thank you for looking after grandma and for your beautiful singing voice. Thank you to the whole Newstead Grand team for the care you give grandma, we are so thankful for the care.

**QUAKERS HILLSIDE
CARE COMMUNITY**
NEW SOUTH WALES

The team are so nice, thank you. My grandfather felt like a coffee and they made him one straight away. It was so nice to sit with him and see him enjoy his coffee so much.

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	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

South Australia — Adelaide

Aldinga Beach Care Community	08 8550 2100
Everard Park Care Community	08 8292 7100
Glen Osmond Grove Care Community	08 8379 1449
Joslin Manor Care Community	08 8490 2100
Reynella Hillside Care Community	08 8392 3600

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
Diamond Creek Care Community	03 8432 5150
Epping Meadows Care Community	03 8405 5200
Highton Gardens Care Community	03 5223 0900
Kardinia Parkside Care Community	03 5221 5733
Keilor East Manor Care Community	03 9337 7343
Meadow Heights Care Community	03 9303 6800
Mornington Bay Care Community	03 5958 6600
Somerville Gardens Care Community	03 5977 9922
Templestowe Grove Care Community	03 9846 4900
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
Waverly Valley Care Community	03 9887 9111
Western Port Bay Care Community	03 8432 5100

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.