



'Awaken the Greatness Within'

THIS MONTH WE TALK ABOUT
ONE OF OUR VALUES - GROWTH

A MESSAGE FROM ANGELA CAREY, DIRECTOR OF CLINICAL EXCELLENCE

Growth is a life-long evolving process, and can be defined as the process of developing physically, mentally or spiritually. We can grow or develop new skills gradually without even realising it, or one can intentionally take part in an activity that will take them on a learning journey.

A great example of this is our craft ladies who recently made 'Zanshi'. The mind boggles as to what new skills they mastered in order to make this prize winning creature. And, the benefits of participating in this activity would not have stopped at learning new skills. The process to make Zanshi would have aided dexterity in the hands, and provided an outlet for socialisation over a shared interest and goal. As the group progressed through the different stages of making 'Zanshi' confidence would have grown, and with that the seed of hope. 'A Growth mind set is the seed of Hope', and if one takes small steps every day to progress in an activity and grow, one begins to change, experience success and with that create a cycle of hope for the future (John Maxwell, 2016).

At Maroba we have a dedicated team, the Leisure and Lifestyle team, and a pool of volunteers to assist our residents keep busy and engaged. It is never too late to learn new skills by either trying out a new activity, or perhaps you would like to re-acquaint yourself with an activity you used to do, like our writer on page 2. In this newsletter we have included some suggestions on how to find a new activity or interest whilst living at Maroba.

Recently, the government provided us, as an organisation the opportunity to better ourselves, and grow. The August Maroba Connect touched briefly on the new Quality Aged Care Standards, a hot topic in the Aged Care sector at the moment. Whilst a resident's perception and experience of our service has always been important to us, we welcome the Quality Aged Care Standards that focuses on quality outcomes for residents, as it provides us not only the opportunity to grow as an organisation, but to benchmark against a national framework. It is really important that we get this right, not only for us as an organisation but most importantly for our residents, who are at the centre of all our decisions. It is for this reason, Maroba has resourced a dedicated team to diligently review our policies and procedures to ensure they are robust, and go above and beyond what is required to align with the new framework.

It has always been our desire to strive to achieve the best results for residents in our care, and for the business, as such we continually invest in our people and systems so that we can grow, and make our goal a reality. As always, as partners in this journey, we appreciate feedback on our service as what we don't know, we can't action or correct unless you tell us. Rest assured though, we are working hard to provide a service of value, so that you can enjoy a happy lifestyle whilst living at Maroba.

Angela

MAROBA OPEN DAY

- 15 AUGUST 2019 -

Our annual Open Day was a great success with a diverse crowd turning up to view our Award winning facilities, and participate in our information sessions. The morning session covered a range of subjects including Residential and Retirement Living, our Community Service program, and financial aspects of moving into an aged care facility. For our afternoon session we welcomed Year 10 students from St Phillips College who are considering a career in allied health, and aged care. Viv inspired this group of students with her talk on leadership, and chatted to them about career options, and their study goals.



Michelle, our on-site beauty therapist giving a lovely hand massage to one of our guests.

Viv, chatting to Year 10 students of St Phillips about career options.



Steve from XtraAged Care chatting about physiotherapy services with Ross Wattus, and Christine, our Customer Engagement Partner (and daughter of Ross).

Viv captivating our guests, and enlightening them with the story of the 'birth' of Maroba.



4 SUGGESTIONS ON HOW TO FIND A NEW INTEREST AT MAROBA

Do you have a passion?

An interest?

Love sport? Travel?

Enjoy live shows or concerts?

Dancing? Are you creative?

A reader? Love cooking?

What activity do you enjoy, and want to do more of? Or, are you searching for a new activity but not sure where start?

Here are a few suggestions to help you on your way;

- Chat to your neighbour or friend, & see what activity they like to do.
- Check out the monthly activities calendar for each suburb.
- Keep an eye out for the Community Services program, which is updated monthly.
- Take advantage of the computers in the library, and do some research (ask for assistance if you are not sure how).
 - ◻ Search for local events, and if you find an event that interests you, chat to our Customer Experience Manager, Ann Power to see if it is possible to attend
 - ◻ Found an activity you would like to try, or one that has fallen by the wayside. Chat to the Leisure and Lifestyle team.

And, lastly have you a story to share of a passion that has taken you far and wide? If yes, we would love to hear from you.

A journey of finding a passion, and sea legs!

By Sarah Gamble

When I was 18, I was given sailing lessons for my birthday. I gingerly stepped foot on a yacht, learnt to sail, and for the next three years had a fabulous time racing on beautiful Sydney Harbour. At the time I didn't think much about whether this was a passion. I simply enjoyed the experience.

Life evolved; marriage, a move to New Zealand, 3 kids, farm life, and sailing fell by the wayside. Twenty odd years later, back in Australia, and a move to Newcastle, I went looking for an activity that I could call my own. I stumbled over a Discover Sailing Day, and it lit that small spark inside me again. 'I need to give this another go' I thought.

It was with great trepidation that I ventured down to the yacht club on 'the day', as my confidence in my sailing ability had fallen by the wayside, and I didn't know a soul in the sailing fraternity. That soon changed though as I was quickly enveloped into the friendly sailing community, and four years later with many miles under my belt, I can honestly say that I have found my passion. I've raced with mixed and all female crews in Sydney, Hamilton Island, Airlie Beach, Townsville, Port Stephens, Lake Macquarie and in Newcastle, and delivered a yacht back from Hobart and Southport.

I have met some amazing and talented sailors, and last July I was one of 9 crew on board a Lake Macquarie yacht participating in the Sydney to Southport Race. On a lovely winter's day, we jostled with 70 odd boats on the start line. The 324 nautical mile race, second in status to the Sydney to Hobart yacht race, took 2 ½ days to reach Southport. It was a great run north with flat seas, gentle breeze, and with the wind behind us, it was a spinnaker run for most of the way.

What do I love about sailing? This sport challenges me mentally and physically, no two outings are the same, and it is a seriously fun social outlet on and off the water, especially when you score a podium place! When I am out on the water, I think of nothing else but just being there, and sailing the boat. Sure, racing is hard work. Overnight racing particularly so, as you juggle three-hour shifts over 24 hours; cooking can be tricky, sleeping even more so, and being on racing boats for an extended stay is not the most comfortable. However, the magical sunrises, sunsets, wildlife, and adventure, supersedes all the uncomfortable 'stuff'. The water is truly my 'happy place'.



Sunset Day 1



Stampede under spinnaker in the Sydney to Southport race 2019.



Day watch Day 2



Maroba on Macquarie An exciting new development.

12 modern apartments in the heart of Belmont now selling off the plan!

Close to shops, cafes, health services and the lake.
Features include:

- Mix of 1 and 2 bedrooms with and without en suites
- Fully accessible bathrooms
- Gourmet kitchen, Euro appliances
- Spacious open plan living and dining with generous balconies
- Large north facing shared courtyard, entertaining zone
- Secure car spaces, lockable storage
- Access to the Community wellness and support programs run by Maroba

CALL NOW!
4935 0300



STAFF MOVEMENTS

RECRUITMENT

12 new staff completed their Orientation and Mandatory training recently. This group of new recruits will be on the Care staff, and Leisure and Lifestyle teams. Please make them welcome as they start their buddy shifts, and assist them in any way possible to make their transition as smooth as possible.



WORKING TOWARDS THE NEW QUALITY STANDARDS

Tracy Cox, Organisational Governance Manager, and Tamara Ott, Director of Care have been relieved of their usual duties to form the project team tasked with refining our organisational and clinical policies and procedures to align with the new Quality Standards. This is a huge volume of work with the focus on quality outcomes for residents.

Manju John is assisting with management relief, and is to be consulted in the first instance with any queries that would normally be directed to Tamara.

AN INFORMATION SESSION ON THE NEW QUALITY AGED CARE STANDARDS WILL BE HELD ON **MONDAY 16 SEPTEMBER AT 10AM.** Morning tea included **The Manor Chapel** RSVP 11 SEPT TO RECEPTION.

SUPPORTING A GRIEF AND LOSS JOURNEY

By Llana Payne

'Grief is a natural response to loss' (Beyond Blue, Grief and loss Fact sheet).

Grief can be due to the loss of a loved one, a life-style you once had, your home and possessions, control and independence that comes with not being able to do the things you once enjoyed (no longer cooking your favourite meals, cleaning the house, volunteering in the community). Grief could be due to the loss of your community connections that you once had when you lived in your own home (your neighbours or the local grocer), and physical and or cognitive abilities (as dementia progresses) to name a few. The feelings associated with grief and loss include but are not limited to, 'feeling sad, angry, anxious, shocked, regretful, relieved, overwhelmed, isolated, irritable or numb' (Beyond Blue, Grief and Loss Fact Sheet).

Maroba Caring Communities provide activities that encourage emotional wellbeing. Activities such as Exercise, Tai chi, massage, art, craft, music, animal encounters, intergenerational connections, games and person-centred care, support residents along their unique grief and loss journey. In addition, Maroba encourages family and friends to visit as having social connections assists with emotional wellbeing.

Maroba also offers Spiritual Care to assist our residents along their journey, and acknowledge that not all residents are religious but believe they are spiritual. What 'being spiritual' looks like for each person is uniquely different. 'Spirituality is the way we seek and express meaning and purpose' (Meaningful Ageing, 2019). The search for 'meaning and purpose' (your spiritual journey) can be found in nature, relationships, family, creativity and/or in something greater than yourself, such as a God. Some of the services that Vicki, the Director of Spiritual Care offers is Memorial services, facilitation of alternative faiths, prayer and communion, Christian services and one-on-one individual support & attention.

In addition to the services provided at Maroba, I am offering to spend time chatting with residents about anything you choose. I am available Monday to Thursday in the afternoon, and can be contacted via Reception.

Beyond Blue produce a Fact Sheet that gives an insight on how to help a family member, and or yourself who is experiencing grief and loss. You can obtain a copy of this Fact sheet by asking Llana or to view the Fact sheet, copy the following link in your browser <http://resources.beyondblue.org.au/prism/file?token=BL/0390>



Introducing.....
Llana Payne, Social Work Student.

CONVERSING WITH RESIDENTS ON THE NEW CHARTER OF AGED CARE RIGHTS

We welcome Llana Payne from the University of Newcastle on placement to Maroba. Llana is studying Social Work with an interest in Grief and Loss. Llana is with us for 3 months, and is assisting Ann Power to meet with residents and family members to explain the Charter of Aged Care Rights, and to acquaint residents, families and carer's with our feedback process.

Llana and Ann will be hosting group information sessions on Monday 2 September at 2.30pm, and Wednesday 4 September at 5.30pm. Bookings can be made via Reception.

Continuous Improvement

You said	We did	What difference did it make
PARKING There isn't enough visitor parking in the grounds	Allocated a new area for visitor parking opposite Braye Park. This is in addition to the allocated visitor parking adjacent to Jacaranda Lodge. For safety reasons, staff are able to park in this area after 2pm.	More opportunities for Maroba visitors to park in the grounds
CROCKERY The bread and butter plates and cereal bowls are not suitable	Sourced companies who could provide a flat bread and butter plate, and better designed cereal bowl. Samples arranged, and residents are now trialing new crockery.	The flat bread and butter plate makes it easier for users to butter their toast. The new cereal bowl fits the contents better without spilling over.
BUS TRIPS We want to choose where to go	Said yes! Great idea. Residents now choose where they go on their bus trip including the lunch and morning tea stop.	Empowered our residents, giving them choice and control over their social lifestyle.

CALENDAR - SEPTEMBER

- 3 Sep Father's Day 'Grease' themed luncheon
- 5 Sep Food Focus Meeting
- 10 Sep Residents Meeting
- 10 Sep Toronto Adventure
- 23 Sep Cafe Day
- 11 Oct Spring Fair
- 29 Oct Pink Ribbon Day

NEED PAMPERING?

We welcome Lucil to the Beauty Services team who is now able to provide nail services, and joins Michelle, our qualified Beauty Therapist in the Salon. Bookings and gift vouchers can be purchased at Reception or email enquiries@maroba.com.au for more information.



Highlights

- 25 JULY PJ and BBQ day in support of Mark Hughes Foundation
- 9 AUG Day in Tuscany
- 12 AUG Café day with Stephanie
- 13 AUG Legacy 'High Tea'

Activities calendars now on the Web and promoted via Facebook.



25 July - Our PJ day and BBQ lunch was another success. Here is Carolyn and Ann, our BBQ guru's in action at the BBQ.



9 Aug - Joyce and Arthur Soper enjoying lunch in Tuscany



9 Aug - Our residents, and community clients enjoyed the entertainment by Kelvin Roberts at our 'Day in Tuscany' Luncheon.



9 Aug - Yummy Tiramisu dessert - Tuscany luncheon



13 Aug - We welcomed the Newcastle Legacy group for a High Tea. It was a great opportunity for all the Legacy ladies, that included some of our residents to get together and socialise over a common interest.



12 Aug - Stephanie, from the Leisure and Lifestyle team having a chat with Ethna Harvey, one of our residents. Marjorie Linton in the background enjoying her morning tea.

Creating more good together.



Beyond Bank AUSTRALIA

PROPERTY NEWS

The Braye Park main living areas will receive a refresh very soon. Samples and colour's are being sourced as we speak for the proposed replacement of the vinyl. Work is also continuing on the replacement of light fixtures in The Manor.

SOME HANDY CYBER TIPS FROM THE NATIONAL AUSTRALIA BANK -PHISHING:

How to spot a suspicious message on email and text.

- Look out for:
- Generically addressed (e.g Dear valued customer..)
 - Displaying a link that doesn't match the underlying hyperlink
 - Urgent/threatening action
 - Requesting sensitive company or personal information
 - With unsolicited or irrelevant content with content that looks legitimate but incorrect detail
 - Receive from an unknown sender
 - Requesting the upload or download of data
 - Spelling or grammatical errors

PRICES: As part of our annual review, the Community Services and Meal prices will increase from 1 September 2019. Next year prices will be reviewed in June for 1 July implementation date.

IT UPDATE

Good news - our internet connection has been upgraded. Residents should notice an improvement in speed and performance!



Thank you to all who have contributed photographs to this newsletter.