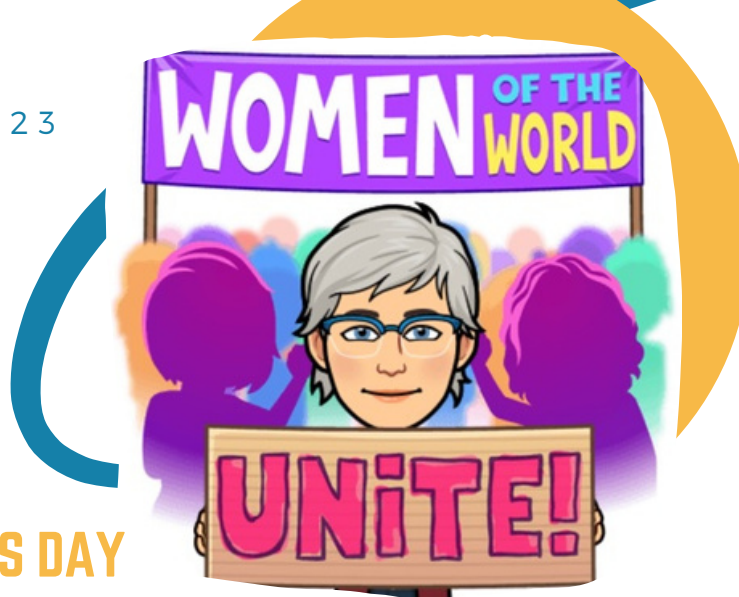


MAROBA CONNECT

MESSAGE FROM CEO

THOUGHTS ON INTERNATIONAL WOMENS DAY



The official International Women's Day may have been and gone for this year but let us never forget all the generations of women that made the way for women to have a voice today.

But have we arrived at a place called Equality... no we haven't. I hear the voice of history calling out to us to keep pressing forward for women and girls across the globe to ensure even basic human rights are afforded to all. We must stand tall as women knowing we were created equal and that when we are united, we can change the world. Our society seems broken but when women stand up in unity things do change, movements are formed, and momentum gathers and can't be stopped.

Let's be those women, those driven by heart felt values and lived experiences, walking alongside others, and creating a better world for our fellow travellers and the generations coming after us.

Don't ever look back and say I wish I had spoken up or I wish I had supported a sister....No regrets, just make a quality decision today to be a voice that makes a difference, realising that sometimes your actions towards or on behalf of others will speak much louder than words.

For me, I am proud to work and share my life with the women and men of Maroba. Yes you! Together we have been touching humanity every day and no one can stop that momentum!

Be determined to stay on course using your hands heart and voice to change our broken world ... I know you can ... so let's continue to celebrate together every day what it means to recognise International Women's day



Viv Allanson
CEO



WISHING ALL OUR RESIDENTS, FAMILY AND FRIENDS A VERY HAPPY EASTER



As we approach this Easter season, I pray that you may experience afresh the wonder of Jesus' great gift to us as he fulfilled his earthly mission on the cross. And the power active in his resurrection at work in and through you (Eph 1:19)



ACCREDITATION UPDATE

by Tracy Walker

We have now formally received our 3-year accreditation from the Aged Care Quality and Safety Commission which is exciting. The site auditors however, identified some areas for improvement which resulted in Maroba being formally issued with a non-compliance notice by the Aged Care Quality and Safety Commission on the 13 February 2023.

Our areas of non-compliance were in the following areas:

- Standard 3 - Personal care and clinical care - Requirement 3 (3)(a) and requirement 3(3) (b) and
- Standard 8 Organisational Governance Requirement 8(3)(d); Requirement 8(3)(e)

Our action has been to ensure we have a Continuous Improvement Plan in place for all identified areas of concern.

Key things actions so far:

- Psychotropic medication
 - We have reviewed our psychotropic medication management with the General Practitioners, Nurse Practitioner, Clinical teams, residents and/or nominated representatives.
 - Implemented new restrictive practice consent forms including chemical restraint to ensure they are comprehensive and list all the risks and other related information, and that they are formally signed by the GP and resident and/or nominated person responsible.
 - We have developed a Psychotropic Medication Fact Sheet for Residents and Carers.
- Reviewed and strengthened our weight loss management pathways and practices.
- Refined medication management with our Pharmacy and General Practitioners.
- Reviewed our medication systems and refreshed our medication competencies on systems with our relevant staff.
- Reviewed Clinical Governance Structure and meetings.
- We have reviewed and strengthened how we monitor, audit, action, evaluate, report, and review all high impact, high prevalence risks.
- We have employed a person in the role of Clinical Mentor and Practice Development who has been focusing on education, toolbox talks and support for the clinical care team. This is to further enhance our comprehensive education program.
- We have strengthened our Clinical Handover Exception Report which identifies our Residents of Concern in each suburb for each shift.

Consumer Advisory Forum

The Aged Care Quality and Safety Commission have introduced a requirement for providers to offer consumers and their representatives the opportunity to establish a Consumer Advisory Body.

How will it work?

A Consumer Advisory Body's role is to give consumer feedback to your service's governing body. The governing body must consider all feedback from the Consumer Advisory Body when making decisions. The governing body will also tell the Consumer Advisory Body in writing how it considered this feedback.


How do I get Involved?

We will offer an EOI every 12 months for the forum. Membership to a Consumer Advisory Body is voluntary for all consumers and their representatives.

If you are interested please contact Tracy Walker General Manager, Operations on 49350300 or tracy.walker@maroba.com.au.

MAROBA RECEIVES OVERALL 2 STAR RATING IN RECENT AUDIT

Overall Star Rating
☆☆☆☆ Improvement Needed


aged care
Star Ratings

This rating is based on this organisation's performance in relation to Compliance, Quality Measures, Residents' Experience, and Staffing. The ratings for each of the subcategories that make up the Overall Star Rating are shown below. The Overall Star Rating was most recently updated on 13 March 2023.

Compliance ☆☆☆☆	>	Quality Measures ☆☆☆☆
Residents' Experience ☆☆☆☆	>	Staffing ☆☆☆☆

After initially receiving a 4-star rating, the non-compliance area resulted in Maroba being issued with a 2 star rating. One of the key impacts in this rating was for staffing, which was given a 1 star.

This area of compliance is driven by a ratio of RN's which we missed by a small percentage in the calculation of care minutes. We are exceeding our overall care minutes and have a broader team of support services such as OT's, Social Engagement and Social workers who are not included in the care minute calculation.

Please be assured we have an RN at Maroba 24x7 and a significant number of RN hours each and every day, and we continue to work hard to recruit new RN's. This rating for staff does not reflect the heart, hard work and care that our team demonstrates each day. Whilst we can always do better we believe we have one of the best teams in aged care.

Information on Maroba's overall star ratings can be viewed on the following website <https://www.myagedcare.gov.au/find-a-provider/aged-care-homes/1203963>

Please join our forum for more details or if you are not able to attend and have some questions, please contact reception to speak to a senior staff member of staff.



RELATIVE FORUM

Tuesday 9 May
6-7.30pm
RSVP Reception by 4 May

Relatives and residents are invited to a forum to hear an update from Maroba management.

SOCIAL HIGHLIGHTS - MORE FUN AND CONNECTION!

Putting the latest Covid outbreak behind us.

Our new Delta dog 'Ray' is a real hit as is the short term Pinball machine. Our monthly social luncheons continue with Valentines Day celebrated with a luncheon for residents and a separate one for couples, and a group enjoyed the green theme celebrating St Patricks Day.



Beauty Services now available at Maroba for residents and general community in our renovated Beauty Salon in Braye Park.

Enquire about our packages; Sunset Beach, Sweet Escape, Tropical Paradise. Tahitian Princess and Sassy & Sip. Packages start from \$45.



Beauty Services



NAILS

File & Polish	\$20
Manicure & Hand Massage	\$28
Gel coating	\$35
Pedicure & Polish	\$32
Pedicure, Polish & Massage	\$47

HAIR REMOVAL

Eye brows	\$12
Lip	\$10
Chin	\$10

Tint

Lash tint	\$18
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Paraffin Treatment	\$35
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Hands & Feet



MASSAGES

Luxury Facial - \$100 (60 minutes)

(Deep Cleanse, exfoliation, face & head massage, moisturise shoulders)

Express Facial - \$45 (30 minutes)

(Cleanse, exfoliation, moisturiser)

Relaxation Massage - \$60 (30 minutes)

(Coconut scalp, shoulder, neck & back)

Indian Head Massage \$50 (30 minutes)

(oil massage for relaxation & stress)

Full Relaxation Massage - \$110 (1 hour)

Swedish Massage - \$110 (1 hour)

(Relieve tension in the muscles & promote relaxation)

BODY

Full Body Treatment \$120 (90 minutes)

(Body Exfoliation, Spa bath

Moisturiser & Light Massage)

Spa Bath Pamper - \$70 (60 minutes)

(Spa Bath, Strawberries & Chocolate

Glass of wine)



Extra services available by request. For further information or an appointment please contact 0411360020 or book online <https://apps.kitomba.com/bookings/maroba>
Loyalty card available after 10 visits you receive \$5.00 discount.

Note: Prices are subject to change annually, in July.



Updated March 2023

More focus on Consumer Rights.

You will also find this Charter in all Resident Agreements provided prior to or upon joining Maroba.



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

You may not be aware of the introduction of a new government initiated Code of Conduct for Aged Care workers effective from 1 December 2022. This adds further weight to Maroba's long standing Code of Conduct.



Australian Government
Aged Care Quality and Safety Commission

Aged care
reforms

Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how **you must behave and treat consumers**. It includes the 8 elements below.



A.

Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



E.

Act with integrity, honesty and transparency.



B.

Act in a way that treats people with dignity and respect and values their diversity.



F.

Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



C.

Act with respect for the privacy of people.



G.

Provide care, supports and services free from:
i. all forms of violence, discrimination, exploitation, neglect and abuse and
ii. sexual misconduct.



D.

Provide care, supports and services in a safe and competent manner, with care and skill.



H.

Take all reasonable steps to prevent and respond to:
i. all forms of violence, discrimination, exploitation, neglect and abuse and
ii. sexual misconduct.

Find out more:

Aged Care Quality and Safety Commission

[agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers](https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers)



December 2022

ACR-COC-021

Aged care
reforms

More information can be found at
<https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers>



Waratah residents enjoyed a visit to Maitland Art Gallery.

The Busy Bees group entertained residents recently.




ADVOCACY SERVICES

The following advocacy services are available to support the rights of anyone receiving or seeking to receive aged care services.

1. Older Persons Advocacy Network (OPAN) on 1800 700 600
2. The Aged Care Quality & Safety Commission on 1800 951 822
3. Senior Rights Service 1800 424 079
4. National Aged Care Advocacy Program
NACAP@health.gov.au

Maroba Caring Communities
58 Edith St, Waratah, 2298

 (02) 4935 0300
24 hours

24 hour nurse on duty



feedback@maroba.com.au
For suggestions, Compliments,
Concerns & Complaints.

connect@maroba.com.au
For corresponding with residents

enquiries@maroba.com.au
For all general enquiries

marketing@maroba.com.au
For requests to receive newsletters
& other general information from Maroba.



Www.maroba.com.au
Connecting Community online
For news, online enquiries, general
information including careers,
volunteering and access to the
online excursion form

HAVE YOUR SAY



We welcome Feedback,
Compliments and
Complaints as this helps to
improve our service to
residents.
The 'Have your Say flyer is
available in The Manor and
The Lodge foyers.