

# MAROBA CONNECT



As Winter gives way to Spring, the weather warms up and the sun begins to shine, we can sometimes feel inspired to explore and form connections. The season of Spring can bring hope for change and fresh starts. New opportunities present themselves whether by engaging in exciting adventures, tackling significant tasks, or simply interacting with new people. By supporting and engaging with others, we create a world that fosters wellbeing and care.

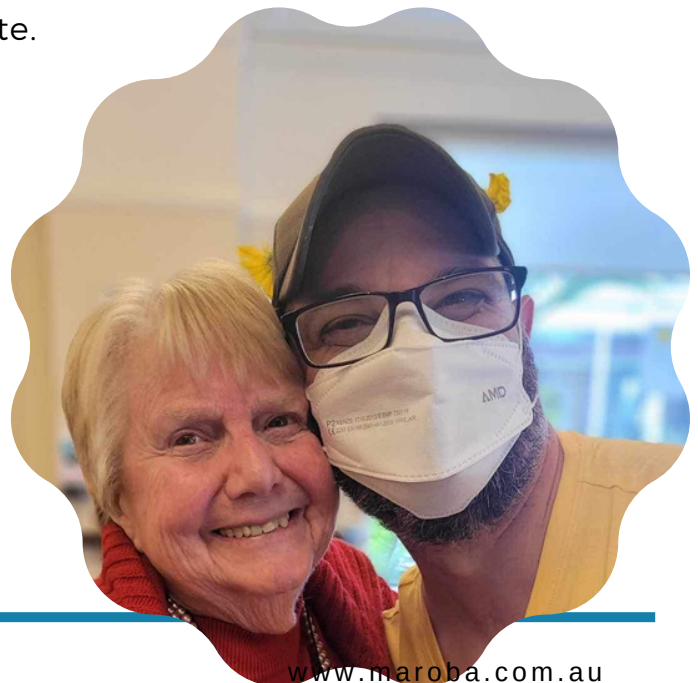
@ Maroba, cultivating empathy and understanding helps combat loneliness and fosters a sense of belonging. Simple acts of kindness like reaching out to each other or lending an ear can help to break down the barriers of loneliness and helps to build relationships. By demonstrating care for one another, we create an environment that values human connection and embraces diversity.

A smile, a friendly greeting, or striking up a conversation with a stranger can brighten someone's day and alleviate their sense of isolation. Small acts of kindness, though seemingly insignificant, have the power to create a ripple effect of compassion.

So, as the air fills with the sweet scent of a new season, let us not forget how crucial it is to uplift one another. Together, we can invite Spring into our lives, infusing our interactions with warmth, compassion, and the understanding that we are each other's greatest strength.

Finally I ask for your prayers for one of our own Michael (from our activities team). Micheal is having a tough time at present and we all miss him terribly - Get well soon Michael! We have a collection and card @ reception if anyone would like to contribute.

Rachel Hollis  
General Manager People and Culture



# CONSUMER ADVISORY BODIES



Aged care consumer advisory bodies are essential for ensuring the needs and preferences of elderly individuals are met in the aged care sector. These bodies provide a platform for Residents to have their voices heard and contribute to the development and improvement of aged care services.

## How do I get Involved?

@ Maroba, we will offer an Expression Of Interest every 12 months for the forum. Membership to a Consumer Advisory Body is voluntary for all residents and their representatives.

*If you would like to become a member of Maroba's Advisory forum, kindly send an email to [enquiries@maroba.com.au](mailto:enquiries@maroba.com.au)*

## RESIDENT MEETINGS

Maroba values open communication and actively seeks input from our residents and their families. Through our monthly resident meetings, we provide a platform for you to express your thoughts, address concerns, and share valuable suggestions. These meetings serve as a catalyst for Maroba to continually improve our services and ensure excellent care. We strongly encourage the participation of all residents in these meetings and extend a warm welcome to families to join us.

### Dates of meetings

9th October 2023	10.30am in the Manor	13.30pm in The Lodge
6th November 2023	10.30am in the Manor	13.30pm in The Lodge

### Food Focus Forum

20th November 2023	10.30am in the Lodge
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## ENTERING & LEAVING MAROBA

Just a reminder that as a Resident you are free to come and go as you please from Maroba. We do have the front doors secured between Sundown and Sun Up. If you would like to leave during this time please collect a fob from your Nursing Care Coordinator and you are able to enter and leave as you like. Please return the fob once you return to Maroba, this will ensure we continue to provide a safe and comfortable home for everyone.

# ANN POWER FAREWELL



We would like to bid a heartfelt farewell to one of our longest-serving team members, Ann Power. After an incredible journey spanning over 30 years, Ann has embarked on a well-deserved retirement.

Ann has been an integral part of the Maroba family, dedicating her time, passion, and expertise to enriching the lives of our residents, their families, and our staff. Over the years, Ann has held various roles, each contributing to the growth and success of Maroba. Her positive influence and leadership have left an indelible mark on our community. Ann's unwavering support, empathy, and respect have helped shape Maroba into the caring, vibrant, and inclusive place it is today.

While Ann's departure leaves us feeling a sense of loss, we understand that retirement marks the beginning of a new chapter in her life, filled with relaxation, joy, and new adventures. We wish Ann the very best and hope she knows that she will always be part of the Maroba family.

As we bid farewell to a remarkable individual, we also welcome the opportunity for growth and new beginnings within our team. We will continue to strive for excellence in aged care.



## MASKS ARE OFF

Whilst wearing masks is now optional for visitors, there is still a requirement for MANDATORY RAT testing - please refer to our website for further information.



# SOCIAL HIGHLIGHTS - MORE FUN AND CONNECTION!



@ Maroba, social events hold a special place in our hearts as they allow us to express our deep appreciation for both our beloved residents and exceptional staff members. Through these events, we aim to foster strong connections and create an atmosphere that truly feels like family. From delightful bus trips to meaningful occasions like Daffodil Day, Bingo, Christmas in July, Aged Care Employee Day, and R U OK Day, each event is planned with utmost care and love. We strive to make every moment count, ensuring that our residents and staff feel valued, understood, and celebrated in the most heartfelt way possible.







## UPCOMING EVENTS



### October

- Pink Ribbon Day Concert and Luncheon
- Rock n Roll dancers will be @ Maroba to perform
- Grandparents Day - have fun celebrating with your great and grand children

### November

- Masquerade Luncheon and Concert
- We will be joined by the Merry Melodies Pantomime group, Adam Price, Busy Bee and Kevin Ohare for concerts
- The Melbourne Cup is on and we are celebrating!

Referendum News- if residents are on the electoral roll they will be able to vote @ Maroba as a booth will be set up onsite on Monday 9th October 2023





We have implemented a new Dining Experience Feedback Form to gather input and suggestions from our residents, aimed at enhancing our services here at Maroba.

## DINING EXPERIENCE FEEDBACK FORM



Name (optional):

Location:

Date/Time:

How did the meal taste?

Comments:



How was the presentation of your meal?

Comments:




Was your meal temperature acceptable?

Comments:



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

## 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

## 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.