



Christmas Greetings from your CEO

“Christmas is a very important time of year. It's a time of year when the whole world is hearing the message of the birth of Jesus. It's a time when people are tender hearted... the perfect time to plant seeds of love in the lives of those you meet”. I often say you can't legislate attitude, especially “Heartitude”. Yet in a world where we see the human condition shifting, often causing breakdown in our human connections, it is becoming more likely that even attitude, must be legislated. From my perspective the remedy is more Love in our lives. Let's be mindful that we get to choose just how we show up - do we sow seeds of Love or seeds of division?

Each Christmas we often share the words “Love Joy and Peace “in warm greetings, however, those words are so much more than a greeting on a Christmas card. To live in Love Joy and Peace is the deepest desire of the human heart. The first condition to receive these gifts is an openness to God, for He is the very spring and author of these attributes.

To be open means to accept His love, allowing His love to flow freely into your heart. That is what the Christmas story is all about. It enables us to focus on a God who loved us enough to send his only son from the perfection of Heaven to live among us as a man. A son who, for our sakes willingly gave his life for us so that all our wrong doings could be forgiven. Why not take some time to reflect on this selfless and perfect gift and invite the very author of that Love Joy and Peace into your heart and circumstances? It just may be the best Christmas you could ever have; it will change your life for eternity!

Enjoy the celebrations, appreciate the gifts you receive but never forget that Jesus is the reason for this season, and he is available to everyone of us!

Message from our CEO
Viv Allanson



CELEBRATING OUR MAROBA TEAM

We would like to take a moment to express our heartfelt gratitude for each and every one of our team members. Their dedication, hard work, and commitment to our residents, family's and each other has not gone unnoticed.

On the 6th December, we had the privilege of celebrating some exceptional team members who have truly gone above and beyond in 2023.

CEO Excellence Award: Lisa Mostyn

Nurse of the Year: Gayle Moutad

Maroba Medal: Sam Everitt

Service Excellence: Sharon Lane

People's Choice: Maddison McPhee

Dedication & Service Awards:

Minda Millanes - Julie Tserepas - Jacqie Sorby

Tracey Collins - Silvi Mallour - Colleen Johnson - Michelle Haydon

Lisa Husak - Kim Roberts - Sarah Shelton - Alex Byrnes - Antony Mutare

Bruce Petersen - Sheree Cowell - Geoff Pooley

Dean Attard - Carolyn Johnstone - Robyn Tooze

Leadership Awards: Amanda Jenkins - Kristy Murphy

During our Recognition ceremony, we took the opportunity to acknowledge and thank all of our team members for the difference they make every day. We also expressed our gratitude to those individuals who have shown exceptional service and dedication over the past twelve months. These team members have been commended by their colleagues, residents and family members for their outstanding commitment. We thank your Sponsors - their support makes our dreams possible.

As we reflect on the past year and look forward to the holiday season, let us remember the importance of unity, compassion, and gratitude. Together, we have achieved great things, and we are confident that the coming year will bring even more success and fulfillment.

Thank you once again for your unwavering dedication and for being an integral part of the Maroba team. We wish you and your loved ones a joyous and peaceful Christmas filled with warmth and happiness.



MAROBAS STAFF RECOGNITION CEREMONY



Caring

Integrity



Growth



Creative



Inspiring



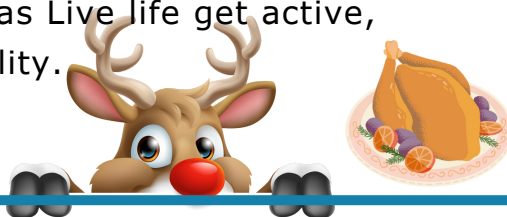
MAROBA'S OPERATIONS TEAM

2023 has been a very busy year addressing our non-compliances, continuing to build our care and service model, recruitment, focusing on our practice, culture and strengthening our relationships and continuing to meet the ever-changing aged care reforms and requirements set by the government. Once again, our staff have shown their commitment and dedication in working together to provide our residents with quality care and service outcomes.



Over the past year we focused on

- The way we deliver care and services to our residents.
- Progressed our Care Service Model introducing a different structure to better deliver care and services to our residents whilst also meeting our regulatory obligations.
- We have reviewed our operation reporting and meeting structures.
- We purchased a new Mercedes bus, reviewed the way we deliver our programs which included increased outings.
- We refurbished our main Manor lift, upgraded car park lighting, created a new staff car park, refurbished the lodge rooms and outdoor areas and commenced refurbishment of the Waratah suburb. We implemented an asset management tracking system.
- Reviewed many of our clinical care systems, processes and practices.
- Improved our communication and information flow.
- Strengthened our Clinical and Organisational governance.
- Changed our medication administration system.
- Reviewed our admission processes and service frameworks.
- Spiritual care looked at ways we can support staff to deal with the increased loss of residents and initiated a staff reflection booklet for when our residents pass. Developed an education program for our staff around spiritual awareness.
- Reviewed of all operational team roles and accountabilities including induction programs.
- Reviewed our offering and management of additional services.
- Incorporated more opportunities for resident engagement through our care support roles.
- Focused on See the person not the task and what that looks like in practice.
- Focused on the importance of leadership and being accountable.
- Implementation of a new Quality Advisory Committee.
- Participated in projects such as Live life get active, sounds scouts and virtual reality.



WHAT OUR TEAMS HAVE BEEN UP TO

This year the **Customer Engagement Team** has adapted a new form of communication across Maroba to assist Residents, Families and Staff to plan out the day, week, or month.

You may have seen the screens at Reception and in each Suburb.- a sample of a screen display can be seen below.

The screens are bright and colourful and have an array of information from Menu selection, Daily activities, Christmas Events or even a raffle that maybe being held at reception.

Keep your eyes on the screens for more exciting screen displays moving into 2024!



The **social engagement and wellness team** have been working very hard along side the residents to execute a number of Christmas displays.

We had a lot of fun doing our very first Nativity Scene with a full cast of residents. So much involvement from the residents additional roles had to be added. We are thinking we could even pull off some musicals next year.

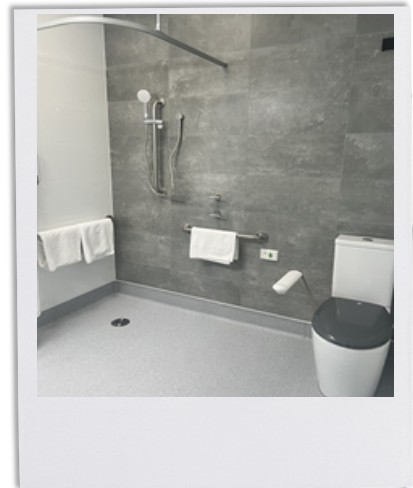
Steph our wonderful social engagement champion also pulled off a spectacular Carols By Daylight with the help of God's Choir in the Sky. Truly a highlight! We within Social Engagement and Wellness cannot wait to see what we can achieve in 2024!



WHAT OUR TEAMS HAVE BEEN UP TO CONTINUED...



Maroba Maintenance team: Throughout 2023 I have great pleasure to announce we refurbished 4 Standard + rooms throughout Maroba Lodge. We have been very fortunate to create an extraordinary renovation team when other businesses have been struggling. The quality of these rooms is second to none and we look forward to producing some more of these beautiful rooms for either current residents to enquire to upgrade or new residents to enjoy.



FUN FACTS ABOUT OUR RECEPTION TEAM

Lisa Mostyn

Receptionist

Been working at Maroba for 5 Years

Mainly listens to the wiggles with her grandson

Fun Fact: Lisa enjoys socialising and pilates

Wendy Pitt

Receptionist & Accounts Receivable

Been working at Maroba for 23 Years

Likes Abba and Music from musicals

Fun Fact: Plays Piano

Julie Mcbeath

Receptionist & Accounts Receivable

Been working at Maroba for 27 years

Enjoys listening to Cat Stevens, KD Lang and Lady Gaga

Fun Fact: Loves Caravanning & Yoga

Summer Zafra

Receptionist and Accounts Payable

Been working at Maroba for 18months

Listens to all kinds of music

Fun Fact- Summer is having a baby in 2024



WHAT OUR TEAMS HAVE BEEN UP TO CONTINUED...



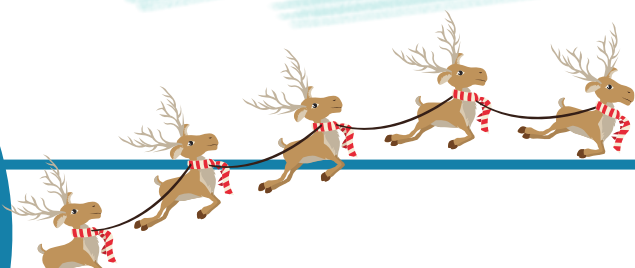
Clinical Team: WOW what a huge 12months of change and growth for our Clinical Team, from the ongoing challenges of COVID to welcoming a number of new staff to the clinical team to provide optimal care for the residents of Maroba.

In particular the last 6months we have had some big changes with the addition of the Clinical Nurse Partner Roles and our Nursing care co-ordinators move around the facility in order to grow their clinical skills and to get to know more of our wonderful residents of Maroba.

Our team cherish every moment we get to spend caring and engaging with the wonderful residents & families of Maroba and we look forward to seeing what 2024 brings to Maroba .

We acknowledge that Christmas is a very important time of the year to spend with our families and friends and that some of our families are now without their a special family member. The clinical team, would like to send our deepest thoughts to the families of our residents who passed away this year.

Merry Christmas, stay safe and see you in 2024





CHRISTMAS AT MAROBA



As we gather together to celebrate the joyous occasion of Christmas, let us take a moment to reflect on the true meaning of this special time. It is a time to cherish the presence of our loved ones and to appreciate the bonds we share, not only in our personal lives but also within our Maroba family.

At Maroba, we understand the significance of creating a warm and loving environment for our residents and staff during the holiday season. We believe in the power of festive activities, beautifully decorated facilities, and involving families in our celebrations. These efforts aim to foster a sense of joy and inclusivity that truly embodies the spirit of Christmas.

As we embrace this festive season, let us also take the opportunity to reflect on the blessings we have received and express our gratitude for the connections we have built within our Maroba community. It is through our collective efforts that we are able to make a positive difference in the lives of our residents and staff, and we are truly grateful for each and every one of you.

May this Christmas be a time of reflection, gratitude, and unity. May it strengthen the bonds we have formed and inspire us to continue spreading love and compassion throughout the coming year. May the laughter and cherished moments shared with loved ones fill your hearts with joy and warmth.

On behalf of the entire Maroba family, we wish you all a Merry Christmas filled with love, laughter, and the grace of God.



CHRISTMAS AT MAROBA



Merry
Christmas

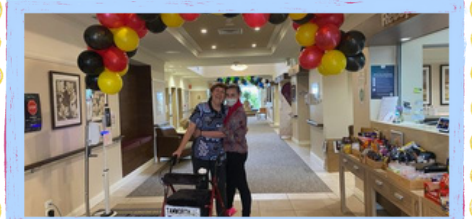


2023 AT MAROBA

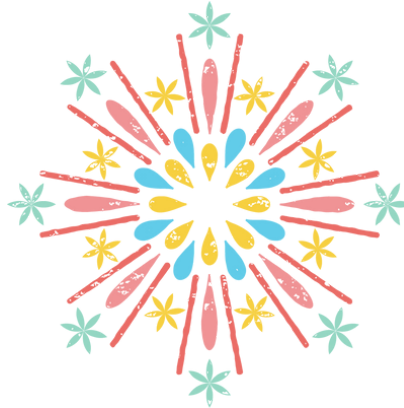
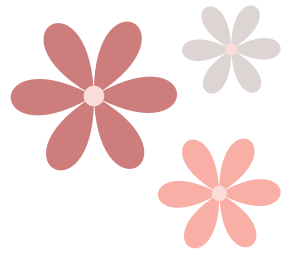
grateful
♡



wonderful



2023 AT MAROBA



2023






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.