



As we step into 2025, we stand at the beginning of a year brimming with fresh opportunities, growth, and, inevitably, change. The start of a new year offers a moment to reflect on all we've achieved and to look ahead to what lies on the horizon. At Maroba, this year feels especially significant as we build on the strong foundation we've cultivated over 70 years of care, dedication, and service.

In 2024, we celebrated a remarkable milestone—our 70th anniversary. It was a time of reflection and gratitude, honoring the journey we've taken and the lives we've touched. Now, as we enter 2025, we're filled with excitement and optimism, knowing that we're continuing this legacy of excellence with a renewed sense of purpose. This year will bring significant changes, but the strength of the core values that have always defined Maroba will ensure we stay grounded in our mission: to provide exceptional care and support for our residents. As we evolve, it is these values—growth, creativity, care, integrity, and inspiring—that will continue to guide us through every challenge and opportunity.

One of the most exciting aspects of this year is the growth of our team and the expansion of the services we offer. While change is part of the journey, our unwavering commitment to creating a nurturing environment for our residents remains central to everything we do. We are introducing new programs and initiatives, all with a focus on enhancing the dignity and well-being of those we care for.

These past years has shown us how resilient and adaptable our community is, and we're confident that these qualities will continue to serve us well as we face the future. Together, we'll embrace the opportunities and challenges of 2025, continuing to learn, grow, and evolve while staying true to our mission.

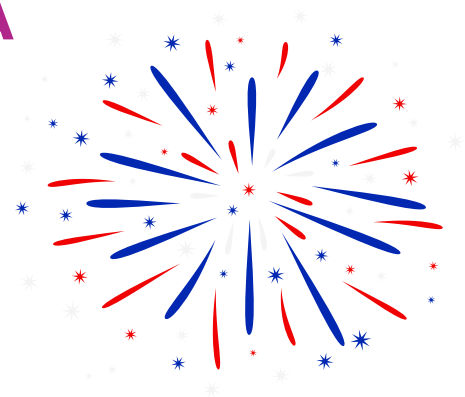
Looking ahead, we are filled with anticipation for the positive changes that await. The work we do today will lay the foundation for a brighter tomorrow—for our residents, their families, and our dedicated team members. While the world around us may shift, the strength and unity of the Maroba community will remain our steady source of support.

Here's to a year of possibilities, where Maroba's commitment to excellence in care and community shines brighter than ever.



Happy New Year

LIFE @ MAROBA



CELEBRATING CHRISTMAS AND NEW YEAR





SOCIAL ENGAGEMENT, SPIRITUAL CARE, RESIDENT SUPPORT

Social Engagement Update

- Stephanie Priest has stepped into the role of Social Engagement Coordinator. She is planning a variety of activities and is open to feedback. For suggestions, please reach out to Stephanie or Christine Davis.
- Exciting New Activities commencing soon:
 - Three activities will be offered each weekday morning and three each weekday afternoon, one in the The Lodge, The Junction, and Lower Ground. A casual pre dinner gathering will also be scheduled day.
 - The team will work with Care Support to offer personalized one to one activities for residents, ensuring meaningful connections for more residents each week.
 - Daily bus trips will continue (subject to driver availability). If you know of a volunteer driver, please let us know.
 - A new monthly "World Food Tour" luncheon will complement regular themed luncheons.
 - Stephanie will assist new residents during their first six weeks to help them settle in and find Social Engagement activities they enjoy.
 - Care Support team will provide group and one-on-one activities in the morning and afternoon on weekends.

Resident Support Updates:

- Expanded Role: Michelle Knight will now provide two hours of daily support for new and palliative residents.
- Jen Morris joins the beauty team permanently, together with Michelle offering beauty services five days a week starting at 9:30 AM.
- Aromatherapy is being introduced across Maroba to promote relaxation, reduce anxiety, improve sleep, and alleviate stress and discomfort for residents.

Spiritual Care Update:

- We welcome Hannah Cork as Viv's parental leave replacement in the Spiritual Care team. We are also looking to expand the team—please reach out if you know of potential candidates.

We're committed to providing diverse activities and support for residents. Changes may require adjustments, and we'll review progress in May. We appreciate your feedback to help guide these improvements



MEET OUR CLINICAL NURSE PARTNERS

At Maroba, our Clinical Nurse Partners (CNPs) Janelle Wilson and Sarah Russell are integral to ensuring that residents receive comprehensive and high-quality clinical care.

They oversee the implementation of care plans, monitor clinical practices, and collaborate with medical and allied health professionals to manage complex care needs. CNPs ensure that Nursing, Care and Allied Health teams adhere to best practice standards, provide guidance, and facilitate ongoing professional development to maintain high levels of care. They also play a key role in maintaining effective communication with residents and their families, ensuring they are well-informed about care plans, progress, and any changes in care. The CNP is committed to fostering an environment that prioritizes both the clinical and emotional well-being of residents. They do a heap of other things as well have a chat with them and you can learn more about them.

MEET SARAH: CLINICAL NURSE PARTNER

From Real Estate to Nursing: A Career Built on Connection

Sarah's career journey is a remarkable transformation. After 15 years in real estate, she realized something was missing. While successful, she longed for deeper, more meaningful connections with people. Her time spent with her grandmother and older friends sparked a passion for providing care and support to others, especially seniors.

Growing up with a deep respect for older people, Sarah always felt drawn to community and aged care. When she received a scholarship to study Enrolled Nursing through NSW Health, it marked the beginning of a new chapter in her life.

She went on to complete her Registered Nursing degree at the University of Technology Sydney and gained valuable experience in both acute hospital settings and community nursing.

Sarah's decision to join Maroba felt natural. From her first visit, she knew it was the right place for her. Today, Sarah is not just a Registered Nurse, but a trusted member of the Maroba family. Her approach to care is rooted in building strong relationships, not just with residents, but also with their families and fellow team members.

At Maroba, Sarah loves fostering deep, meaningful connections with residents. She finds joy in hearing their stories and being someone they can confide in, often becoming not just their nurse, but a confidante. Sarah is also passionate about supporting residents' emotional well-being, ensuring they receive care that goes beyond the physical to address their mental and emotional needs, especially during end-of-life care.

Sarah's journey to nursing has been one of growth, purpose, and connection. For her, working in aged care is more than a job—it's a calling, allowing her to make a real difference in the lives of those she cares for.



MEET JANELLE: CLINICAL NURSE PARTNER

From Early Challenges to Lifelong Passion

Janelle's path to becoming a Clinical Nurse Partner at Maroba is a story of resilience, determination, and a deep commitment to caring for others. Though she left school early and once thought her dream of becoming a Registered Nurse was out of reach,

Janelle's passion for helping others never wavered.

Starting her career in community-based roles, Janelle eventually transitioned into nursing, taking a first step as an Assistant in Nursing at Maroba. Recognizing her potential, the team encouraged her to join full-time, marking the beginning of a rewarding 18-year journey with Maroba. Along the way, Janelle completed her Enrolled and Registered Nursing qualifications while working full-time, and is now working toward her Nurse Practitioner qualification.

What sets Janelle apart is her deep connection with Maroba's 144 residents. She takes the time to learn about each person, offering care that goes beyond the clinical to something truly personal. For Janelle, nursing is about more than medical care—it's about building relationships, offering comfort, and providing peace of mind during residents' later years.

"I love getting to know people on a deeper level," says Janelle. "Each resident has a unique story, and I feel privileged to be a part of their lives, supporting them and their families."

Janelle's journey is a testament to her lifelong passion for nursing and the meaningful impact of compassionate, personalized care. At Maroba, she continues to make a real difference in the lives of those she cares for.



Janelle Wilson
janelle@maroba.com.au

Sarah Russell
sarah.russell@maroba.com.au

SOME CHANGES IN THE LODGE

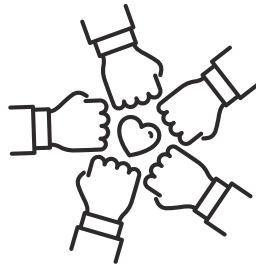


We're excited to announce a change that will enhance the care and support we provide in The Lodge. Effective immediately, Registered Nurses (RNs), Enrolled Nurses (ENs), and Cert4 staff will be stationed in newly established Nurses Hubs within each suburb. This change is designed to offer more effective supervision and quicker support for residents, families, and our care teams.

Why This Change is Beneficial:

- RNs and ENs will now be directly in the suburbs, making it easier for families and residents to reach them for assistance or concerns.
- With nurses located in the suburbs, communication will be clearer and responses to questions or concerns will be faster. It is easier to locate your Nurse.
- Allows the nursing team to be closer to residents, ensuring quicker responses to care needs, overseeing meal times, and supporting teams.
- Will ensure prompt responses to call bells, prioritizing resident care.
- The Lodge clinic room will be dedicated to treatments from the Wellness team, Pharmacy, Specialists, and GPs.

We're confident that these changes will improve care, build connections and create a smoother experience for both residents and families. Thank you for your understanding and support during this transition. If you have any questions, please feel free to reach out.



WARATAH'S NEW VEGETABLE GARDEN PRODUCING RESULTS



WELLBEING TEAM UPDATE



Exciting Updates to Maroba's Wellbeing Team

Maroba is expanding its wellbeing team with Occupational Therapists, Physiotherapists, and Allied Health Assistants, who are already planning new programs to positively impact residents' lives. Alongside these changes, a wellness area is being developed on Lower Ground, focusing on exercise, wellbeing programs, and relaxation spaces to enhance residents' health. This initiative is part of a broader Multi-Disciplinary approach, working closely with nursing teams and other practitioners.

As residents age, maintaining independence and mobility becomes essential. Occupational Therapy (OT) and Physiotherapy play crucial roles in enhancing quality of life by promoting physical and mental wellbeing.

1. Improving Mobility and Physical Function

- Physiotherapy helps manage pain, improve balance, and prevent falls, enhancing strength and mobility for tasks like walking and standing.

2. Supporting Daily Functioning and Independence

- OT assists with daily tasks, offering personalized techniques and adaptive tools to make activities like dressing or eating easier and safer. It also helps with cognitive and emotional support.

3. Improving Mental Health and Wellbeing

- Both therapies boost mood, reduce anxiety, and foster social connection through group activities, helping to combat loneliness and improve sleep.

4. Assisting Recovery from Illness or Injury

- OT and Physiotherapy aid in rehabilitation after surgery or injury, promoting healing and preventing future injuries by creating safe movement patterns.

5. Enhancing Overall Health and Wellbeing

- Regular physical activity through OT and Physiotherapy supports cardiovascular health, flexibility, strength, and endurance, contributing to long-term health maintenance.

OT and Physiotherapy provide invaluable support, enhancing independence, physical and mental health, and recovery. They are key components of a holistic approach to aged care at Maroba, improving residents' overall quality of life.

WATCH THIS SPACE FOR NEW PROGRAMS COMING SOON...



Memories



RECOGNISING MAROBA'S TEAM



In December, we celebrated the incredible dedication and achievements of our amazing team at Maroba during the Annual Staff Recognition Awards! A huge congratulations to all the recipients—you've truly gone above and beyond. We are so proud of your accomplishments and the unwavering commitment of every single team member who makes Maroba such a special place.

A heartfelt thank you to our sponsors who made this day possible—we are so grateful for your support in honoring our wonderful team!



CEO Excellence Award: Dean Attard

Nurse of the Year: Tracy Collins

Service Excellence: Michael Hughes

Maroba Medal: Carolyn Johnstone

People's Choice: Margaret Rawson





HAVE YOUR SAY

HELP US IMPROVE OUR CARE AND SERVICES

Maroba is committed to providing high quality care and services, to meet the needs of our Residents and Clients. We use your feedback to understand what we do well, and where we can improve. To complete our form, scan the QR code below or go to our website (www.maroba.com.au), select 'Contact Us' then 'Feedback & Complaints'. Paper forms are also available at reception if required and can be left in our Feedback box.



Maroba Caring Communities
58 Edith St, Waratah, 2298

(02) 4935 0300
24 hours

24 hour nurse on duty



enquiries@maroba.com.au
For all general enquiries

admissions@maroba.com.au
For all admissions enquiries



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

National Aged Care Advocacy Program NACAP@health.gov.au