

30th October 2025



Dear Residents, Families, and Community Members,

I want to take this opportunity to say hello and express how delighted I am to have joined this vibrant and caring community. Maroba is a special place (filled with wonderful people!) and I'm deeply committed to continuing to nurture a warm, inclusive, and respectful environment where everyone feels safe, valued, and supported.

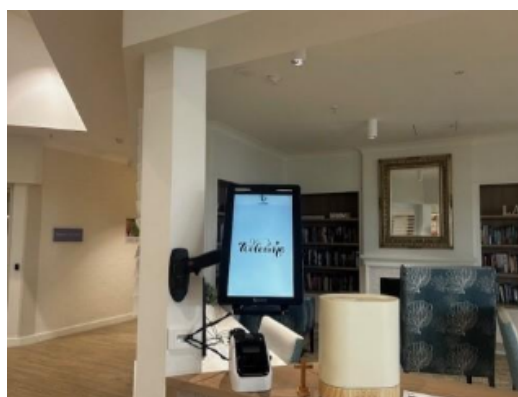
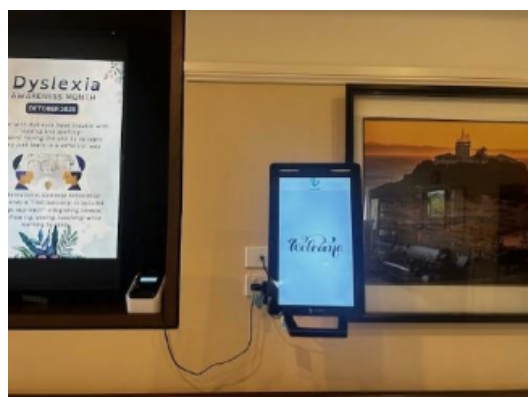
Keeping Our Community Safe

You will note that staff are currently in masks, as we seek to ensure we contain some gastroenteritis. Visitors are not required to wear masks at this stage, though we will take this opportunity to remind you of how critical it is to not come to the facility if you are feeling unwell. None of us should underestimate the positive impact our actions can take to reduce risk to our community. Please ensure you practice excellent hand hygiene, social distancing, and cover coughs and sneezes appropriately.

We remain vigilant in all areas of infection control and ask for your support in the ongoing protection of our community: Working together, we can reduce the risk of any outbreaks and ensure everyone stays safe and well.

Visitor and Contractor Sign-In Process

To enhance safety and streamline visitor management, we've updated our sign-in system. You will find the new system in the front foyers as you enter the Lodge and the Manor.



- **For Resident Visitors:** When signing in, visitors will be asked who they are visiting. As they begin typing the resident's name, a dropdown list will appear after the first three letters, making selection easier.
- **For Contractors and Professional Visitors:** Similarly, those visiting staff (e.g. Executives, Partners, or Property Services team) will be able to select the name from a dropdown list after typing the first three letters. Once signed in, the selected staff member will receive an automatic email notification of their visitor's arrival.

Our Community Expectations

We are proud to offer a safe, welcoming, and respectful environment. To support this, we kindly ask that all visitors:

- Treat residents and staff with kindness, dignity, and respect
- Maintain appropriate language and behaviour.
- Follow guidance and requests from our staff.
- Respect the privacy and personal space of all residents.

For all residents and visitors, please note that call bells are available in all resident rooms and communal areas should staff support be required at any time.

General Visiting Guidelines

While we do not have set visiting hours, for the safety of our residents, our doors are **locked from sunset to sunrise**. During these times, access is available by pressing the **call button** at the entrance. A staff member will assist you — please be patient as they may be attending to residents when you arrive.

Please note:

- Dinner service begins around 5:00 pm.
- Most residents start winding down for the evening shortly afterward.
- If you are planning a late return from an outing with your loved one, please speak with staff in advance to ensure smooth access.

Responding to the New Aged Care Act

At Maroba, we're embracing the changes that come with the new Aged Care Act as an opportunity to strengthen what we already do best—providing care with dignity, respect, and genuine connection. We're reviewing our practices to ensure they align with the Act's rights-based approach, putting residents' voices and choices at the heart of every decision. This next chapter is not just about compliance—it's about continuing to grow as a community that values transparency, accountability, and the wellbeing of everyone who calls Maroba home.

Feedback and Support

It is really important to us that we hear from you if there is any matter of concern that you wish to raise. You can find information about how to provide feedback or access external support services at any time in our Resident Handbook, but I also wanted to take the opportunity to share here.

If you have any issue that requires immediate attention, or feedback or concerns please ask to speak immediately with the Registered Nurse in your suburb. Please ask Care staff to contact them if required. Additionally, we have placed signs with QR codes in the suburbs and across Maroba taking you directly to an online feedback form if there is any matter that you would like to share in that way instead. You are welcome to share anonymously if you prefer, but we also encourage you to let us know who you are so we can share what we'll be doing as next steps in response to your feedback with you.

Other ways you would be able to contact us and leave feedback include:

- **Via our website:** <https://www.maroba.com.au/feedback-complaints/>
- **Maroba Reception:** (02) 4935 0300 (during office hours)
- **Email:** feedback@maroba.com.au

Leadership and staff here at Maroba are committed to providing a safe and responsive environment. We love hearing more about what we can do to ensure that this occurs for everyone living in our community.

Christmas at Maroba

Christmas plans are underway already for many. The festive season is a time for celebration, connection, and joy. All residents remaining at Maroba will be treated to a joyful Christmas luncheon, with our team making sure the day is extra special.

We know that many of you will be making plans for how to spend time over Christmas together. We hope the below information will assist you as you plan your visits:

- **Christmas Meals:** While we are unable to accommodate additional guests for Christmas Day lunch, families are very welcome to bring along some treats to enjoy with their loved ones (please follow general food and drink safety guidelines).
- **Communal Areas:** We encourage families to gather and celebrate in our beautiful shared indoor and outdoor spaces. Please note, we are not taking bookings or reservations for these areas. We appreciate you ensuring you leave all areas clean and tidy after use.
- **Resident Outings:** If you're planning to take a resident out between **24th December 2024 and 1st January 2025**, we would appreciate you completing our **online Day Excursion form** by **14th December 2024**:
<https://www.maroba.com.au/external-day-excursions-risk-assessment-form/>
- **Transport:** We recommend making transport arrangements early, as taxis and services can be difficult to book at short notice during the festive period.

Thank you for warmly welcoming me into the Maroba family. I look forward to getting to know each of you and working together to make Maroba the very best it can be — especially as we move into this special time of year.

Warm regards,

Phoebe van Bentum
Chief Executive Officer

