



MAROBA CONNECT

NOVEMBER NEWSLETTER #2

2025

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From our CEO

Across Australia, the Aged Care Sector has been working hard as we have moved into the new Aged Care Standards and the renewed Statement of Rights. The message is clear: each person matters. Each life is unique. Each person brings their own story, their own meaning, and their own dignity.

At Maroba, we've always believed this. But we've also believed something more: People don't flourish just by being seen as individuals, we flourish when we belong. Rights are essential. They are a baseline of dignity and protection. But the real magic is what happens between us: in relationship, in community, in daily connection.

Loving out loud has been a hallmark of Maroba through many seasons. It's not sentimental, and it's not soft. It's extremely practical. It shows up in the tone of our voice when we greet each other by name, in how we listen, in how we make space for each other. Connection cannot simply be assumed; it must be practised.

The Christian tradition which also formed the heart of Maroba is profoundly rich on this. Jesus gave us a **new commandment** to love one another, as he first loved us. Radically, relationally, transformatively. The Apostle Paul shared of the criticality of love and what love looks like in 1 Corinthians 13, and reminded us that *love always protects, always trusts, always hopes, always perseveres*.

As the sector inevitably becomes more structured, more documented, more regulated, we always remain committed to continuous improvement. Above all we are committed to not losing the jewel at the centre of who we are. We continue to work hard to build a community where connection is intentional, belonging is cultivated, and love is visible.

Because when we love like this, people can flourish.

Residents flourish. Families flourish. Staff flourish.

And Maroba becomes not just a place of care, but a home of grace.

We always want to hear from you

In the spirit of nurturing connection, we are continuing to look for ways to hear your experiences and ideas about what helps you feel connected, welcomed, and included at Maroba. We will be doing this in many different ways over time.

For families, you will be receiving an email this week with a very brief survey about your experience and connection at Maroba. We invite you to please share your thoughts. Your input will help us strengthen what is already working and explore new ways to foster belonging for everyone.

Thank you for helping us continue to build a community where love and connection flourish.

Warmly,
Phoebe van Bentum

A handwritten signature in purple ink that reads "Phoebe".

OCTOBER RECAP

Maroba's Got Talent



Pink Ribbon Morning Tea and Concert



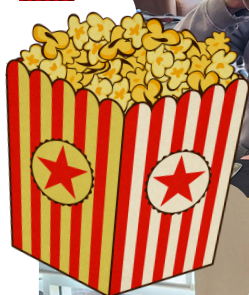
TO CELEBRATE THE STRENGTH
AND RESILIENCE OF THOSE
AFFECTED BY BREAST CANCER

GLITZ AND GLAM OF NOVEMBER

Melbourne Cup



Hollywood Theme Day



REMEMBRANCE DAY

Last week Maroba had the honour of holding a Remembrance Day Ceremony in the Lodge Auditorium.

This year marks the 80th anniversary since the end of the Second World War. It was a very special occasion for our residents as some were veterans, war widows, nurses who cared for soldiers or who dedicated countless volunteer hours to the war effort.

Our wonderful resident Ailsa Davies read a letter written by her father dated the 13th of November 1918, where he described people rejoicing in the streets at the end of the war.

Beloved Frank Murray, who is turning 102 this month, fought in WWII and read out the heartfelt poem titled 'In Flanders Fields'.

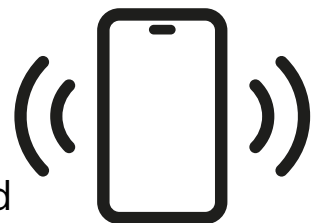
Our amazing Clyde Ranger (101 years old) fought in WWII and laid the wreath. Gloria generously knitted every single poppy for the display at the front of the stage.

Thank you to everyone who made this ceremony so special.



MOBILE PHONE RECEPTION

If you are having problems with mobile phone reception at Maroba please contact your mobile phone provider such as Telstra or Optus. Calls and texts are not managed or made through the Maroba WIFI Network.



STAFF SPOTLIGHT:

JENNIFER MORRIS



Jennifer started her Beauty therapy apprenticeship in 2007 and has since expanded her qualifications during her 18-year journey. After moving to Newcastle in 2022, and on her way to dinner with her husband, Jen recognised a reported missing man with dementia, that had wandered from his home at Maroba. After a quick conversation, Jen gave the gentleman a lift back home where she met (now former) CEO Viv Allanson and got a glimpse of the warm and welcoming community which was Maroba. It

was that brief but impactful moment that Jennifer decided and determined; she wanted to work at Maroba. At the time, Jennifer was pregnant with her second son so a few months after he was born, Jen reached out to the team explaining she was not yet qualified in aged care but had always dreamed of the opportunity to work in such a rewarding industry.

Starting off as Care Support, Jen joined the Maroba Holistic Care team permanently in January of this year and works alongside Michelle as a Beauty Therapist.

This dream team provides services in facials, spa baths, massages, nails and waxing for residents, family and visitors to enjoy.

Jennifer emphasised how much joy the services bring to the residents and how much joy it brings her to be able to care, comfort and connect with the residents. When asked what she loves most about working at Maroba Jennifer said, “It doesn’t feel like ‘work’. Even little things like listening to residents reminisce truly brightens my day, I will be working at Maroba until I need a room myself”.

Jen combines her passion for Aged Care and Beauty therapy to enhance the confidence, quality of life and dignity of Maroba’s residents and family.

To see currently offered treatments or if you would like to book an appointment with lovely Jennifer, you can head to the website [HERE](#)

HEALTH & BEAUTY

BIG BEAUTY NEWS!

Next week we will be officially launching the annual Christmas beauty packages! Here is a sneak peek of the treatments being offered as the perfect gift for Christmas. Stay tuned for next week as we have a very special early bird surprise. Bookings and purchases will be made available next week. **Was residents only offer and is now open to everyone.**

Summer Soothe Massage - (\$60 for 60 mins)

Choose from a soothing hot oil or hot stone massage treatment, featuring indulgent oils infused with frankincense, pine, and festive Christmas scents.

Candy Cane Peppermint Sugar Scrub - (\$30 for 30 mins)

A sweet, skin-smoothing treatment designed to gently exfoliate and boost circulation. The cool, refreshing scent of peppermint blends perfectly with sweet candy cane for a festive glow that feels as good as it smells.

Merry and Bright Facial - (\$45 for 30 mins)

This hydrating and brightening treatment revitalises dull, tired skin, leaving your complexion radiant, refreshed, and holiday ready.

Mistletoe Mani or Pedi - (Mani \$30, Pedi \$40 for 20 mins)

Enjoy a refreshing peppermint soak that soothes and invigorates, followed by festive Christmas-themed colours or nail art to make your nails sparkle all season long.

12 Days of Pampering - (\$175 for 3 hours of service)

Enjoy 12 mini treatments of your choice over 12 weekdays leading up to the holidays — from relaxing massages to soaks and scrubs.

In the meantime, check out these wonderful products including balms, moisturisers and more that can be found right outside the Maroba salon and can be purchased at reception now!



EXPANDING SKILLS AT MAROBA



Maroba is always striving to provide the best care to our residents. This year we have continued to deliver a huge range of training and resources for our team. Here are a few highlights from just last month!

Enabling EDIE - The Enabling EDIE dementia workshop was delivered in October by Dementia Australia and attended by 28 staff members. This interactive virtual reality session enabled participants to experience the world through the eyes of a person living with dementia and provided valuable insight into enablement strategies to support residents to live more confidently.



Manual Handling - Clinical staff completed mandatory Manual Handling Training as part of our workplace health and safety requirements. The training covered safe techniques for transferring, and repositioning residents, as well as the correct use of mechanical aids such as hoists, slide sheets, and wheelchairs. All employees attend this education throughout the year.

Oral Health - Oral health training sessions are facilitated every three weeks by our oral health students, focusing on the promotion of good oral hygiene and care practices for residents. Each session covers a specific topic relevant to oral health, with new themes introduced every couple of months to ensure a broad understanding of oral care needs in aged care.



If you're interested in seeing career opportunities with Maroba visit the link below
[HTTPS://CAREERS.MAROBA.COM.AU/](https://careers.maroba.com.au/)

VINTAGE DRESS DISPLAY

This week our residents reminisced with a vintage dress display. Residents shared experiences of going to dances in beautiful dresses.



SAVE THE DATE

Maroba Information Session Tuesday 25th November 2025 at 4:30 – 5:30pm.

We will be holding an information session at Maroba for any interested families, residents or community members. We will circulate a more detailed agenda, but we have been fortunate to secure the Hunter New England Local Health District Team to present at this session. They will talk about the services they partner with Maroba. We know that times are busy and you may not be able to attend but if you can we would love to see you.

Please RSVP by contacting reception on (02) 4935 0300.



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