



MAROBA CONNECT

DECEMBER NEWSLETTER 2025

**58 EDITH STREET
WARATAH NSW 2298**

**PHONE: (02) 4935 0300
EMAIL: ENQUIRIES@MAROBA.COM.AU
WEBSITE: WWW.MAROBA.COM.AU/**

[CLICK HERE TO LIKE AND FOLLOW OUR FACEBOOK PAGE!](#)



Across Australia, we are entering another important chapter in aged care with the commencement of the new Aged Care Act 2024, which has been effective since 1 November 2025. This new Act replaces legislation that has guided the sector for almost three decades, and it places something very precious at its centre: the rights, voice and dignity of older people.

Last month, I wrote about connection, about the way people flourish not only when they are recognised individually, but when they belong. One of the ways we look to do this is by prioritising voice, ensuring that residents are not only seen, but heard, included and empowered in matters that affect their daily life and wellbeing.

Across the sector these changes have been shaped by feedback from older Australians themselves. They reflect a national movement toward fairer, safer and more respectful care, where rights are protected, cultural identity is honoured, and people feel confident to speak openly about their needs, preferences and experiences.

At the heart of the new Act is the Statement of Rights, replacing the previous Charter of Aged Care Rights. It safeguards independence, privacy, identity, and freedom of choice. It ensures that making a complaint or raising a concern is safe and protected, without fear of consequence. And it strengthens the expectation that providers like us engage in continuous improvement, transparent practice and responsive care.

At Maroba, we welcome these reforms. They align with our history, our faith, and our commitment to care that is relational, compassionate, and accountable. Compliance alone will never define us; we go further. We strive to provide care that is thoughtful, whole-person and grounded in love.

Your voice helps us do that.

Feedback is not a formality—it is a gift. It helps us celebrate what is going well and gently learn where we can be better. It keeps us growing, listening and shaping a community where residents feel at home, families feel confident and staff feel supported to serve with excellence.

We are strengthening our feedback processes to make sharing your voice easier than ever. You can speak directly to any staff member, complete a feedback form at reception, scan the QR code available throughout the Manor, or email us anytime at feedback@maroba.com.au. Our website also includes details about the new Aged Care Standards, the Statement of Rights, and our feedback pathways. You can read more on our website under [Aged Care Standards](#).

In the months ahead, you will see more ways to participate. This might be through short surveys, conversations, and resident and family engagement opportunities. Because when we listen to one another with care, honesty and openness, we grow stronger as a community.

As the sector continues to evolve, we will meet regulatory expectations with integrity and commitment, without losing sight of the jewel at the centre of who we are. We remain steadfast in building a place where love is visible, belonging is nurtured, and every person is treated with dignity.

When people are heard, people flourish.

Residents flourish. Families flourish. Staff flourish.

And Maroba continues to be not just a place of care, but a home of grace.

Warmly,
Phoebe van Bentum

Phoebe

DECORATIONS, ARTS AND CRAFTS

This year we had a very emotional and important Remembrance Day, and we want to acknowledge all the contributions made.

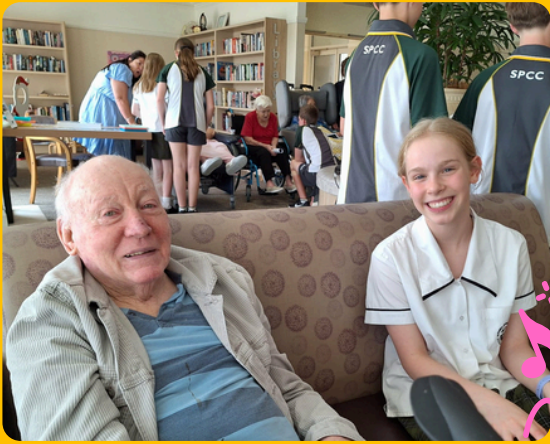
Both Gloria and Elizabeth contributed to sewing the poppy display and we couldn't be more grateful.



Check out these creative arts and crafts happening around Maroba!

NOVEMBER RECAP

Last week Maroba had the final St Phillips school visit for the year. The students danced and sang to say goodbye. We can't wait to see them again next year!



Fighterworld Williamtown

Some of our residents enjoyed a trip to Fighter World in Williamtown last month and then finished it off with some tea and scones at a cafe



THE NEW AGED CARE ACT

The new Aged Care Act has started.

It will make aged care in Australia safer, fairer and more respectful.

What's new

Key features of the new Act include:

- a [Statement of Rights](#) that helps you uphold your rights and sets expectations on how Australian Government-funded aged care services should run
- strengthened [Aged Care Quality Standards](#) to ensure you receive high quality care that meets your needs and preferences
- more options to [voice your feedback](#) that make sure your concerns are addressed by Maroba
- greater compliance and enforcement powers for the [Aged Care Quality and Safety Commission](#) to ensure your provider meet the conditions of registration and other requirements under the new Act.

Under the new Act, you are at the centre of your aged care.

What do you have to do now?

If you are already an aged care resident, you will continue to receive care without interruption. For more information about the new Act and aged care services, visit [My Aged Care](#) or call 1800 200 422.

Aboriginal and Torres Strait Islander people can speak with their [Elder Care Support worker](#) if they need assistance accessing aged care.

Maroba is always striving to provide the best quality care and ensure continuous improvement with our systems. Maroba supports these reforms and encourages putting the rights of the individual at the forefront. We ensure our staff have the resources, training and access to make informed decisions and demonstrate continuous improvement to give our residents high-quality and holistic care. As part of our commitment to providing excellent care and enhancing the lifestyle of our residents and clients, Maroba recognises the importance of feedback as valuable and a unique source of information essential for continuous improvement.

Residents and families can raise their concerns by **speaking to a staff member**, **filling out a feedback form** or sending an **email to feedback@maroba.com.au**.

For more information, please visit our [website here](#) to find out more about Maroba's processes and further resources.

STAFF SPOTLIGHT: MICHELLE



Maroba warmly welcomed Michelle 17 years ago when she joined the team as an Assistant in Nursing (AIN) after previously working in aged care on the Central Coast. Wanting a change from aged care and the desire to expand her skills, Michelle earned a Diploma in Beauty Therapy. As Michelle's new direction in the beauty industry began, she began to realise how much she missed her Maroba family and how warm and joyful it was to work with residents and staff. Former CEO Viv Allanson,

saw the perfect opportunity for Michelle to start a beauty salon at Maroba. Michelle immediately embraced the idea with excitement and open arms at the chance to combine her passion for aged care and beauty therapy.

When asked what makes Maroba so special to her Michelle shared, "My favourite part of Maroba is the people - it's a nice environment and everyone is so friendly. Kindness is passed from one person to another and just spreads across Maroba."

Michelle is part of the heart that makes Maroba special to our residents, staff and community. She brings dignity, joy and comfort to residents, making sure each person feels confident. Michelle emphasised these one-on-one services are a way for residents to wind down, relax and chat about anything on their mind. Residents can have treatments in their suburbs or rooms for further comfort or have an appointment booked in the salon to feel more independent. It is also a relaxing way for new residents to be welcomed to Maroba and settle in seamlessly.

With permission from family and carers, Michelle finds that a soothing massage or a mindful manicure makes residents in our Memory Care unit more relaxed and comfortable.

Michelle's passion, love and care for the people around her makes everything she does at Maroba exceptional.

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

RESIDENT SPOTLIGHT: ALBERT



At 96 years old, Albert makes us laugh, keeps busy and always has God in his heart.

Surrounded by wonderful women, Albert grew up in West Coburg, Victoria with his mother and older sisters. His father served in WW1 as a coal stoker on the HMAS Australia but sadly passed away when Albert was 5 years old.

Albert met his lovely, late wife Enid at Sunday School. Albert fondly recalls watching Enid play netball and taking care of her younger siblings after their mother passed of cancer.

“My wife was brilliant – she had a hard life, but she was always happy and giving. Her mother died of cancer, and she took on the responsibility of taking care of her two younger siblings, while her father worked, by taking them to school and going shopping at the Victorian markets.”

Albert and Enid were wed on 2nd August 1952 and were married for 69 faithful years. Together they had three children, two beautiful daughters and a son. Enid and Albert moved to Maroba together about 4 and a half years ago. Albert reminisces about her sweetly saying “we had a wonderful, happy life.”

After working a few jobs here and there including Myers and the Melbourne Post Office, Albert was financially assisted by Legacy. It’s here that Albert completed a two-year course and was called to the ministry. He and his late wife Enid moved to Sydney shortly after and began preaching.

For 50 years Albert shared his love for God by travelling around Australia and sometimes across the world, which led him to stay in 3 states including VIC, NSW and QLD and preached in 10 different churches. Albert’s ministry reached hospitals, houses, and he even worked as an industrial chaplain for British paints and Bostitch International.

After Albert was retired from the ministry about 28 years ago, he worked for 3 years as the interim Pastor at the Islington Baptist Church. Albert met

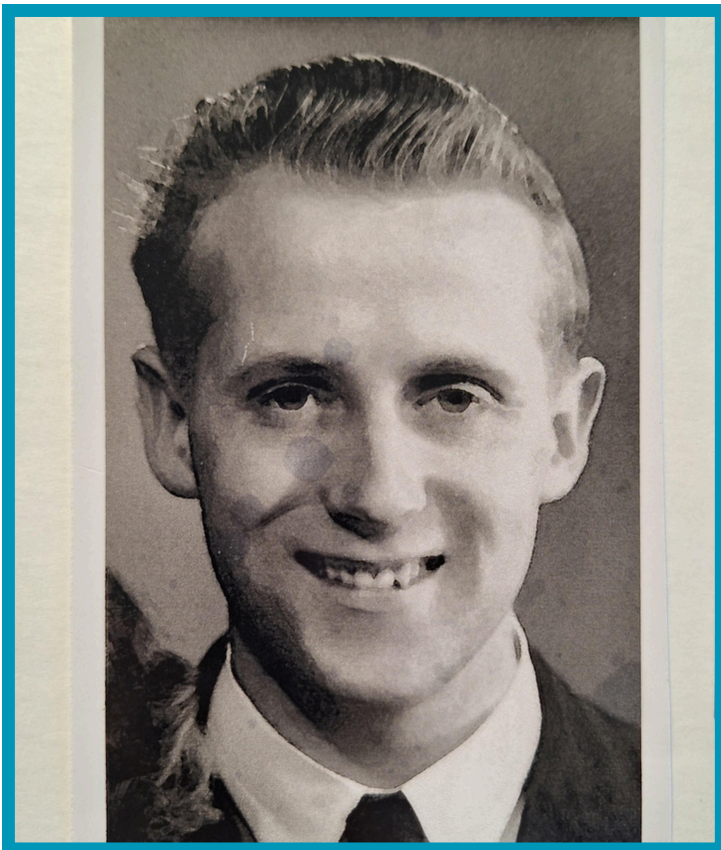
RESIDENT SPOTLIGHT: ALBERT

former CEO Viv Allanson here and even volunteered his time to play piano at Maroba for spiritual services.

At Maroba Albert stays busy. He watches the sunrise each morning, gives his devotions to God and keeps in touch with old friends from all around Australia.

You may have heard the sweet serenade Albert performs most mornings, for about 30 mins, on the piano in the Manor. It brightens our mornings and creates a positive start to the day.

Albert attends movement classes run by Allied Health and eagerly participates in the days' activities which can include concerts, luncheons, games and, of course Albert faithfully attends spiritual services at Maroba. Albert also enjoys reading books including Australian history books, Christian books and Newcastle history. Albert keeps up to date with current affairs by watching the evening news and reading the Newcastle Herald.



To round out his care at Maroba, Albert enjoys a soothing hand massage and getting his nails done by Maroba's very own Beauty Therapists Michelle and Jennifer. When asked what he thought of the beauty opportunities at Maroba he firmly said "I couldn't be happier with the staff and Michelle. They're marvellous – great staff." Albert says he enjoys independently seeing the girls in beauty and booking in a time for his hands and nails.

HEALTH & BEAUTY

BIG BEAUTY NEWS!

Maroba's Christmas Spa Packages were officially released at the end of November and are now available for everyone! A Christmas gift for a loved one? Some pampering for yourself? We've got something for everyone! To book, click the link [here](#) or see one of our friendly staff at reception. Offer ends Dec 24 2025. We can't wait to see you soon.

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!



CONSUMER ADVISORY BOARD

Aged care consumer advisory bodies are essential for ensuring the needs and preferences of residents are met in the aged care sector. Maroba values open communication and actively seeks feedback from our residents and their families. Next year, we will be hosting a series of family and resident meetings. These meetings provide a platform for residents and families to express their thoughts, address concerns, and share valuable suggestions. These meetings are a way for Maroba to continually improve services and ensure excellent care. If you would like to join Maroba’s consumer advisory board, please contact us and let us know.



LOOPSAFE SIGN INTO MAROBA

We would like to give a friendly reminder to visitors of Maroba to remember to check in and out of LoopSafe after every visit. It ensures an accurate record of everyone onsite at any point in time, which is particularly important in the event of an emergency. For privacy reasons no images are ever stored on the device as identification occurs immediately, and biometric information is de-identified and encrypted. No information is transferred to, shared with or accessible by any third party at any time. Thank you to those who have been using LoopSafe and for providing feedback to make it an even more user-friendly product.



RESIDENT CHRISTMAS PHOTOS



NOTICE: CHANGES TO PATIENT TRANSPORT

Effective 1/12/2025.

HealthShare NSW will charge a booking and cancellation fee for non-emergency, private-to-private transfers (Eg: specialist appointments but not limited to appointments such as eye clinics, dermatology, radiology etc)

Introduction of booking and cancellation fees

The following fees will apply for private-to-private transfers from 1 December 2025:

- \$50 booking fee for all private-to-private bookings.
- \$225 late cancellation fee for all bookings cancelled <4 hours before the planned arrival time.
- \$450 on scene cancellation fee for all bookings cancelled on scene.



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