



# MAROBA CONNECT

## JANUARY NEWSLETTER

### 2026



58 EDITH STREET  
WARATAH NSW 2298

PHONE: (02) 4935 0300  
EMAIL: [ENQUIRIES@MAROBA.COM.AU](mailto:ENQUIRIES@MAROBA.COM.AU)  
WEBSITE: [WWW.MAROBA.COM.AU/](http://WWW.MAROBA.COM.AU/)

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



Joy as the new year starts is characterised as optimism or fresh energy. Yet true joy is rarely about perfect beginnings. It is more often found in steadiness, in meaning, and in the quiet assurance that even as seasons change, we are not walking alone.

As we begin a new year, amidst the busyness there is often also a quiet invitation to pause and reflect. In doing so we can resist the temptation to rush ahead too quickly, and instead to consider how we want to be present in the season before us.

The year behind us will have held both joy and grief. Loss reminds us of what has been loved and valued, while joy reminds us that life continues to offer moments of light and connection. These realities are not in conflict. They sit together, shaping us with honesty and depth.

To look forward with hope is such a courageous and powerful thing! It is not wishful thinking or certainty about what lies ahead. It is a grounded trust that goodness can still emerge; that compassion matters, and that light continues to find its way through even the most ordinary days. For some, this hope is named through faith; for others, it is experienced through purpose, relationship, and shared humanity.

As we step into this new year, joy invites us to notice what is already present. A kind word. A shared smile. A moment of peace. Hope invites us to keep showing up, to care well for one another, and to believe that what we do each day has meaning, even when outcomes are not always clear.

Hope also calls us to be attentive. Stepping into each new year is exciting for us as a community. This year, we will be taking time as an organisation to listen carefully, to reflect together, and to plan thoughtfully for the future as we develop our Strategic and Master Plans. This season of strategic planning is not about rushing toward change, but about understanding what is already good, what needs strengthening, and how we can continue to revitalise our community in ways that are meaningful and responsive. The feedback we receive, from residents, families, staff, and the broader community, will be an important part of this work, helping to shape what comes next.

Another important part of how we listen and learn together is through our Quality Care Advisory Body (QCAB). The QCAB provides a meaningful forum for residents, family members, representatives, and community members who chose to be involved to share their perspectives and lived experience, and to help guide our thinking about quality, safety, and continuous improvement. It is a critical piece of feedback and a formal way for voices to be heard, ideas to be explored, and feedback to directly inform our decisions and planning. As we move into this next phase of listening and action, I warmly invite anyone who is interested in contributing in this way to consider expressing their interest in joining the QCAB

by emailing [feedback@maroba.com.au](mailto:feedback@maroba.com.au) or by dropping a written expression of interest into the reception. Your insights and experience can help shape the direction we take and ensure our future plans reflect what matters most.

My hope for this year is that we move forward with intention, taking thoughtful steps to create the future and present day we aspire to; acting with purpose, caring for one another, responding to what matters most, and making each day count.

Warmly,  
Phoebe van Bentum

*Phoebe*

## DECEMBER RECAP - CHRISTMAS

No one throws a party like Maroba! Residents enjoyed Christmas cheer, celebration and love with friends, family and staff.



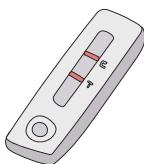
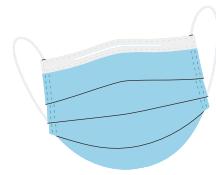
# DECEMBER RECAP - NYE

We left 2025 with a bang at our New Years Eve Party to properly welcome 2026.



# COVID-19 UPDATE - VISITOR RATS

Effective immediately, visitors are no longer required to complete a RAT before entering Maroba, and the RAT baskets and signage at the entrances have been removed. We ask that visitors remain mindful of their health—if you are feeling unwell, please stay home or complete a RAT before visiting. While the situation has eased, this may change if there is a spike in COVID-19 cases in the community or at Maroba, and we will keep you updated.



## VACCINATIONS FOR 2026

In early to mid-February, we will be checking residents' vaccination preferences and obtaining consent for 2026. Vaccinations include COVID-19 boosters, influenza, Pneumovax, and shingles, with Pertussis (whooping cough) also available at a small cost. While much of the world has moved forward, COVID-19 continues to be unpredictable, with new variants potentially more infectious and presenting gastro-like symptoms as well as respiratory symptoms. Regular COVID-19 boosters are the best way to maintain protection, especially for anyone aged 65 years or older. It is recommended that those over 65 receive a booster every six months. For more information, visit Australian Government – COVID-19 Vaccines (<https://www.health.gov.au/our-work/covid-19-vaccines/getting-your-vaccination?language=en>)

Our goal is to keep all residents safe and healthy throughout the year, and your support in making informed vaccination choices is greatly appreciated.

## UPCOMING THEMED LUNCHEONS

On the first Thursday of each month Maroba hosts a Themed Luncheon for residents to enjoy good food, fun entertainment and dazzling decorations. Check out the dates below for these fun-filled days!



**February 5<sup>th</sup> - Back to School**

**March 5<sup>th</sup> - In the Jungle**

**April 2<sup>nd</sup> - Under the Sea**



# STATEMENT OF RIGHTS

The Aged Care Act 2024, which started from 1 November 2025, includes a **Statement of Rights**. This explains the rights you have when accessing aged care services funded by the Australian Government.

## Independence, autonomy, empowerment and freedom of choice

You will have the right to make your own decisions and have control over:

- which funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings
- how you live, even if there is some personal risk.

You will have the right to get support to make these decisions if you need to.

## Equitable access.

You will have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and the impact of any trauma you may have experienced
- cognitive conditions, such as dementia.

You will also have the right to get the kind of care you need, when you need it.

## Quality and safe funded aged care services

You will have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You will have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

# STATEMENT OF RIGHTS

## Respect for privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances.

You will have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

## Person-centred communication and ability to raise issues without reprisal

You will have the right to:

- get information in a way you understand
- give feedback.

You will have the right to communicate in the language or method you prefer.

This includes using interpreters or communication aids if you need them.

You will also have the right to meet with your provider and your supporters in a way that suits you.

When there are issues with your funded aged care services, you will have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

## Advocates, significant persons and social connections

You may need support to understand your rights, make decisions or make a complaint. You will have the right to get this support from an independent advocate or someone else you choose.

Providers should respect the role of the people who are important to you.

You will have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples will have a right to stay connected with their community, Country and Island Home.

## More information

Read the full Statement of Rights, including how you can make sure your rights are upheld: [www.health.gov.au/our-work/aged-care-act/about](http://www.health.gov.au/our-work/aged-care-act/about)

# STAFF SPOTLIGHT: RANJAN

Hello everyone! My name is Ranjan, and I'm really happy to share a little about myself so we can get to know each other better. I was born in Kathmandu, Nepal, and moved to Australia in 2017, which has been an exciting journey full of new experiences and opportunities.

I come from a family of four – my wife, our energetic 16-month-old son, my mum, and me. Family means a lot to me, and when I'm not at work, I love spending time with my toddler,

going on little adventures, and driving to different places to explore and make memories together. I am a big fun guy, always jolly and always happy (learned it very hard way). I'm also a big dog lover and a car enthusiast, so whether it's a friendly pup or a great set of wheels, you'll definitely get my attention.

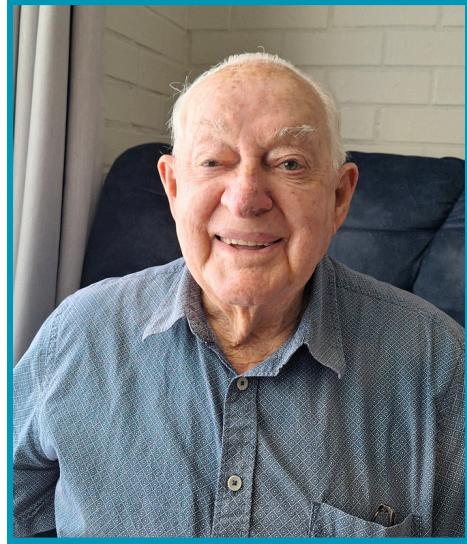
In my spare time, I enjoy gardening (both indoor and outdoor), aquascaping, and football (soccer) - watching it or playing it. I also love adventures, a good BBQ, and anything that brings people together over great food and conversation. I'm a very outgoing person who enjoys meeting new people, building connections, and I'm always ready to step up and take on new challenges. I'm also a big foodie – my favourites are most of the Nepalese food and a classic chicken parmi (hard to beat), and I avoid beef as per religious values.

I'm open to all kinds of music and proudly a winter person – mainly because I love the cooler weather and summer has a habit of making me way too tanned (which I'm definitely not a fan of!). Maroba has been a great new workplace which has explored my personality and realised my potential and acknowledged it and I'm really looking forward to continuing to work with such a great team and getting to know everyone even better. Feel free to say hi or start a chat anytime!

Ranjan works as a Care Support Staff (CSS) member. He spends time with residents, assists during meals and activities (and that's just scratching the surface!) You'll often find Ranjan in Nobbys or The Hill but his role can be all across Maroba.



# RESIDENT SPOTLIGHT: JACK



Jack Lawson has lived in Newcastle his whole life but he's no stranger to love, friendship and adventure. Born in 1923, Jack grew up in Hamilton, Newcastle with his parents and brother. Jack remembers walking around town and making his own fun with friends and his brother, some included riding his bike to Raymond Terrace.

Jack was confirmed as Anglican at 13 years old at St Peter's Anglican Church in Hamilton.

Devoted to his faith, Jack would regularly attend Sunday School. Sharing the same friends and attending the same church, Jack met Dorothy, fell in love, and in 1947 they got married at the Tudor Street Presbyterian Church. Shortly after they had three beautiful sons who were baptised at the same place.

Jack worked a few jobs including paper runs and a grocer at the Newcastle-famous Lindstrom Bros grocery store. In this role Jack would collect food orders from customers houses, return to the store to collect their shopping list and then deliver it to the customers' house. You could say was the original food delivery service unless you consider the cart and horse drawn milk and bread drop-off that Jack remembers seeing.

Eventually Jack would find his calling as a fitter where he would construct and keep industrial machinery operating. In 1939, Jack started working at BHP just as WWII began. BHP played a crucial role in the production of steel and machinery for the war. Jack left BHP in 1945 and began working at Cardiff Locomotive Workshops (now known as the Cardiff Maintenance Centre). He then worked at the Broadmeadow Railway Locomotive Depot where Jack performed repairs on steam trains as diesel trains were not in service yet.

In 1982, Jack retired from work and always being a bit of a handyman, learned woodturning. With practice, Jack developed his woodturning craft incredibly and even donated some of his timberworks to various charities including Meals on Wheels. Now Jack designs beautiful and thoughtful cards on his computer, prints them and gives them out to family and friends.

Adventurous and in love, Jack and Dorothy travelled all over the world including to Hong Kong and Europe and in 1995 they spent a month travelling across Canada.

# RESIDENT SPOTLIGHT: JACK

In 1997, Jack and Dorothy took a trip to visit Dorothy's cousin in Cairns and on that trip, they spontaneously decided to drive to Darwin! This idea started a 7-month long road trip around Australia, amounting to 24,000 kilometres.

During this time, Dorothy sadly developed more prominent symptoms of Alzheimer's Disease, however Jack remembers her joy seeing gardens and native wildflowers. Needing some professional care and support but still wanting to live independently, Jack and Dorothy moved to Maroba's self-care units in 2000.

Jack said, "I've been very happy we made the decision to come to Maroba because we've been given a lot of help."

After living for in the units for 3 years, it was decided Dorothy required more support and was moved to the Memory Support Suburb where she sadly passed away in 2006. Jack continued to live in the units until moving to the Lodge in November 2024.

Jack and Dorothy would often go on holidays with another couple, Valda and Bill McKim, and they formed deep friendships with each other. After the passing of Dorothy and 5 months later the passing of Bill, Jack and Valda became very close friends, created a strong bond and supported each other's grief. Jack and Valda would often spend time together and go on holidays including to China in 1977 and cruises. After 17 years of this close bond of friendship, Valda sadly passed away at 102 in July 2024.

Today, Jack is eagerly involved in Maroba's activities. You'll often see Jack testing his mind at bingo or trivia. He maintains his health and fitness by attending Tai Chi, movement groups and the Maroba gym, supported by the enthusiastic Allied Health Team. Jack's friends would also regularly pick him up to exercise in the pool and socialise at Mayfield Wests. He only finished up pool exercises last year at age 101 saying he started "floating like a brick."

Jack says he feels he gets along with a lot of people at Maroba and is happy with the support provided stating "I've enjoyed the Maroba life," and "they were very good to Dorothy when she was getting worse."

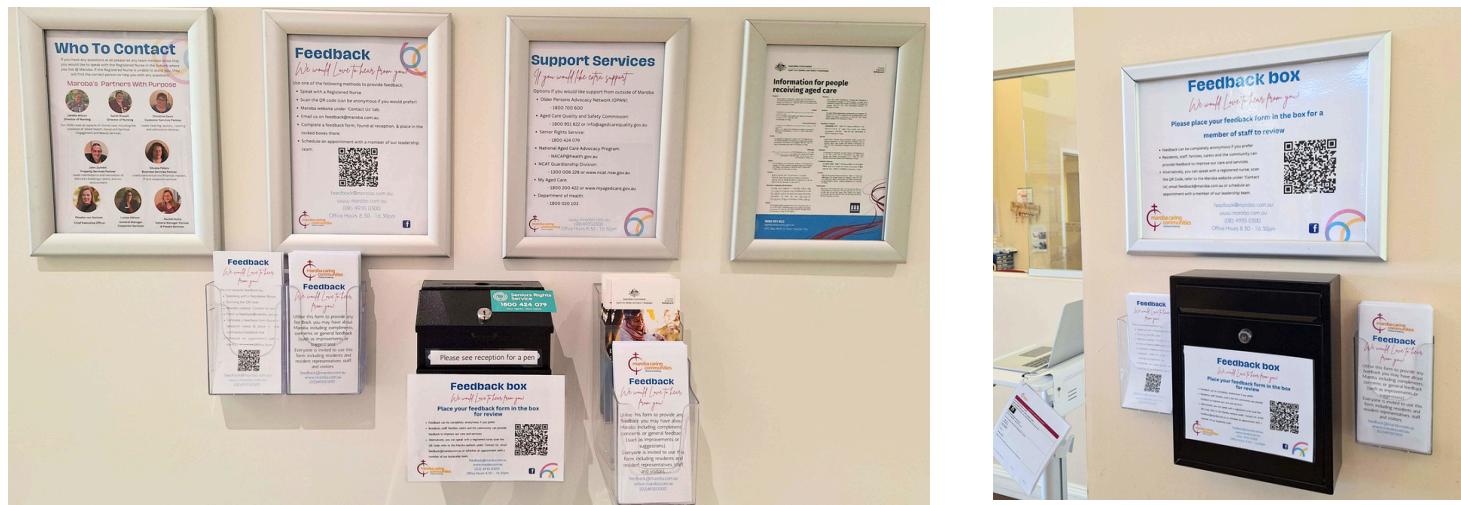
In his free time (if there is any in his busy Maroba schedule) Jack reads on his kindle, keeps up to date with the news and finds out information on his computer which he also uses to keep in touch with his family.

Even at the age of 102 Jack still finds a way to make life an adventure.

# FEEDBACK AT MAROBA

We value feedback and encourage anyone to provide us with suggestions, compliments, concerns or complaints. Your feedback could make us aware of issues that we don't know about. We take all feedback seriously and want to understand how we can best deliver care and services to residents.

Located at the entrance to The Manor, The Lodge and in each suburb at the nurse's station there are feedback forms, information and boxes. Residents, staff, family, friends, carers and community members can all provide feedback for Maroba to reflect on our service delivery.



Please use the form to write any feedback about Maroba and place it in the box when you are finished. If you would like Maroba to follow up with your feedback, please provide your name and contact information. You also have the option to remain completely anonymous.

These boxes are emptied once a week by staff and your feedback will be followed up immediately.

Other ways to provide feedback:

- in person
- by phone – call (02) 4935 0300
- Completing the Feedback & Complaints form [on-line here](#)
- By emailing your suggestion, compliment, concern or complaint in confidence to [feedback@maroba.com.au](mailto:feedback@maroba.com.au)
- Or by scanning the QR code on the next page

We look forward to hearing your feedback.



## FEEDBACK

### 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](http://www.maroba.com.au)), select 'Contact Us' then 'Feedback'. Paper forms are also available at reception and each suburb and can be left in our Feedback boxes.



## CONSUMER ADVISORY BOARD

Maroba values open communication and actively seeks feedback from our residents and their families. If you would like to join Maroba's consumer advisory board, please contact us to let us know.

Maroba Caring Communities  
58 Edith St, Waratah, 2298

(02) 4935 0300  
24 hours

24 hour nurse on duty



[enquiries@maroba.com.au](mailto:enquiries@maroba.com.au)  
For all general enquiries

[admissions@maroba.com.au](mailto:admissions@maroba.com.au)  
For all admissions enquiries



[www.maroba.com.au](http://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](mailto:NACAP@health.gov.au)