



MAROBA CONNECT

FEBRUARY NEWSLETTER

2026

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As we enjoy the rhythm of another vibrant season here at Maroba, I wanted to share a few exciting updates about improvements happening around Maroba, each one shaped with comfort and connection in mind.

Over the past month, our team has been working on upgrading the walkway between the Lodge and the Manor. Many of you have told us how important it is for this path to feel smooth, safe, and easy to navigate, whether you're heading to an activity, a meal, or simply enjoying a walk. I'm pleased to say the refreshed walkway is well underway and already receiving good feedback. We're also underway creating a new outdoor seating nook, which will be a covered spot to sit and chat outside. Inside the Manor, a new meeting room space is being finalised, giving residents, families, and staff more flexibility and privacy for conversations.

I also want to remind everyone that as well as ensuring the RNs and care support employees are consistent in each suburb to oversee care and be available to chat with residents and families, our Directors of Nursing and broader Management Team are also available. Whether you have a question, concern, or simply want to share an idea, we welcome it. You can submit feedback through all the various feedback mechanisms, or request a time to speak with us through our beautiful reception team. We also have contact cards available at the front desk if you'd prefer to reach out directly, please feel free to take one.

It has been wonderful to see our community buzzing with events, celebrations, and meaningful moments. From craft days and musical afternoons to themed lunches and spontaneous laughs in the hallways, there's always something happening at Maroba. If you'd like to catch up on the fun or share it with loved ones, our social media pages are the best place to stay in the loop, they're regularly updated with photos and stories from across Maroba.

These everyday experiences, big and small, remind me how central each person is to who we are and how we operate. This aligns beautifully with the strengthened Aged Care Quality Standards, particularly Standard 1, which places "the individual" at the heart of care. At Maroba, your choices, your voice, and your wellbeing guide everything we do. Our improvements, our programs, and our conversations all aim to honour that commitment.

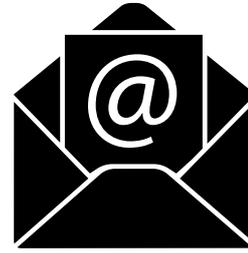
Thank you for being such an important part of our community. I look forward to all that this coming season will bring.

Warmly,
Phoebe



NEWSLETTER VIA EMAIL

If you would like to receive your Maroba Connect Newsletter via email, please send your name and email address to enquiries@maroba.com.au or see reception.



JANUARY RECAP - SUMMER FUN

Showing love and appreciation to all people and cultures that make up the whole of Australia



JANUARY

Sharing God's love with Pastor Matt Kennedy, and family and friends who visited from Islington Baptist Church



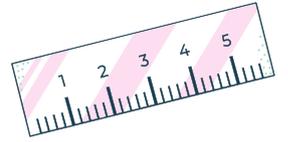
FEBRUARY FUN



Back to School Luncheon



FEBRUARY FUN



ABC

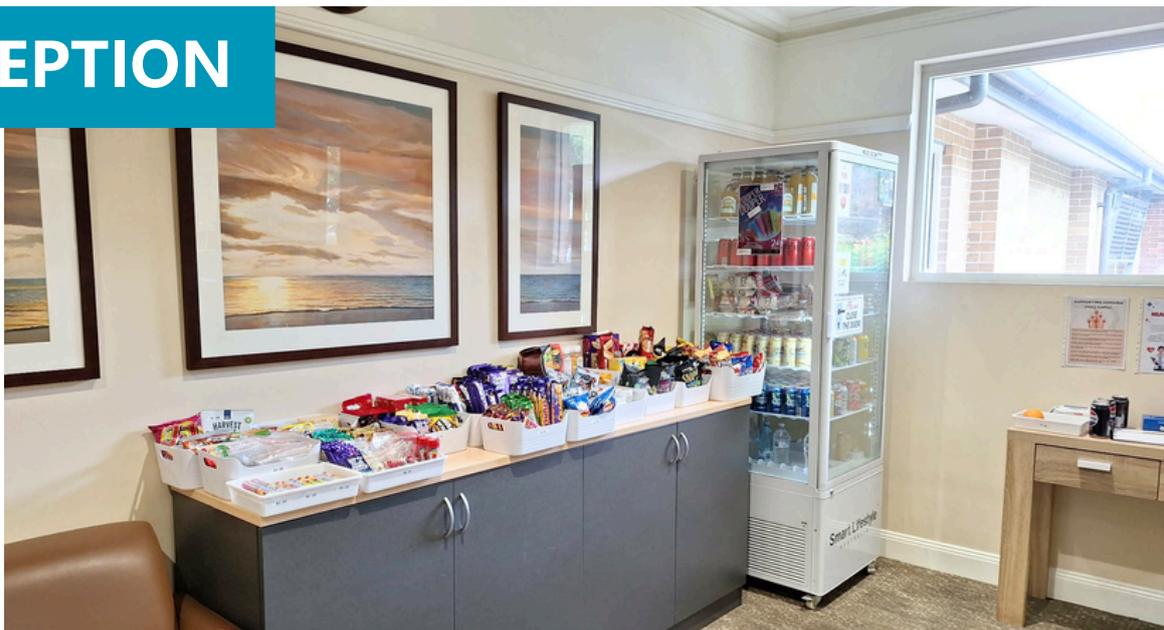
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SNACK SHOP

Snacks are still at reception but have been moved to just around the corner right next to the drinks fridge! As always, residents, visitors and staff are able to purchase any snack or drinks at reception.

Resident still have access to unlimited snacks and food in their suburb but also have the option to purchase snack items at the reception shop.

RECEPTION



VIRTUAL REALITY



Maroba is always looking for ways to innovate and exceed in care provided to residents. One of the ways we innovate is by using Clinically Developed Virtual Reality (VR) Therapy Programs for Aged Care and Clinical Settings from [NeuronsVR](#). Using VR residents can feel they are travelling to places all around the world, including Paris and Egypt. Some residents enjoy experiencing a peaceful walk along the beach or challenge themselves with hang gliding or swimming with dolphins. Staff have found some residents to appear more content and satisfied after using the program.

The programs are designed to support cognitive function, improve social interaction, reduce anxiety, and provide sensory stimulation for residents and people living with dementia.

Recently, Joan E tested out VR for the first time by experiencing Rome. Supported by Micheal, Joan spent the session smiling, laughing and reaching her hands out, appearing to be enjoying herself.

Angelo loves music so using VR he watched a string quartet. Angelo was beaming and raised his arms in the air swaying along to the music. He appeared to be engaged and happier during and after the completion of the session.



NeuronsVR



BBQ AREAS FOR USE

Did you know Maroba has THREE BBQs and outdoor seating areas for families, visitors and residents to use?

Residents and family members are invited to use the BBQ areas by booking in a date and time with reception.

Please note any families or visitors using the BBQ areas are responsible for:

- Bringing all food, utensils, crockery, cutlery, serving items, condiments, and cleaning supplies required for their event.
- Supervising children at all times.
- Cleaning the BBQ thoroughly after use.
- Removing all rubbish and personal items.
- Leaving the area in a clean and tidy condition.
- The person operating the BBQ must be over 18 years of age.

Book in at reception and enjoy a freshly cooked BBQ meal with your loved one.



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!



March 5th - In the Jungle
April 2nd - Under the Sea



NOTICE: RESIDENT AND FAMILY ACCESS AFTER HOURS

To ensure the safety of residents at Maroba, the front access doors to the Lodge and Manor are locked at night. Please see below the following procedures regarding facility door access:

Door Locking Schedule:

- Unlock doors: At sunrise (Currently during Day light savings is 5:45-6:00am)
- Lock doors: At dusk (Currently during Day light savings is 7:30-8:00pm)

Note: Times will vary throughout the year due to daylight saving. In NSW, daylight saving typically runs from the first Sunday in October to the first Sunday in April. Door locking times are adjusted accordingly based on actual sunrise/dusk times.

To support and uphold resident's access, autonomy, and freedom of movement while maintaining safety, Maroba has provided some options below to support these rights.

Resident After-Hours Access Options:

1. Each building has an after-hours access doorbell that notifies the RN on shift to open the door.
2. Occasional outings: Residents may borrow a FOB from reception which would need to be returned post-outing.
3. Regular outings: Residents who frequently go out after hours may be issued their own FOB. Please see your Registered Nurse or DON for more details.

For family access after-hours please see a Registered Nurse for more details.

NOTICE: PEDESTRIAN CROSSING



Recently, Maroba undertook repair work on the pedestrian crossing between the Manor and Lodge. This important repair work allows for smoother and safer travelling for residents, visitors and staff and will be finished on Thursday 26th February (approximately).

As always vehicles need to take extra care when driving in the car park to ensure the safety of residents, visitors and staff.

STRENGTHENED AGED CARE QUALITY STANDARDS: 1. THE INDIVIDUAL

The Aged Care Quality Standards (Quality Standards) are a set of requirements that define what good care looks like. They describe the standard of care you can expect from Maroba. The Quality Standards have been strengthened to deliver better aged care for older people and took effect with the new *Aged Care Act 2024* from 1 November 2025. There are 7 Quality Standards and at the centre is you as the individual.

There are 7 strengthened Quality Standards:



Standard 1: The individual



Standard 5: Clinical care



Standard 2: The organisation



Standard 6: Food and nutrition



Standard 3: The care and services



Standard 7: The residential community



Standard 4: The environment

Independence, autonomy, empowerment and freedom of choice

You have the right to be treated with dignity and respect, and to live free from any form of discrimination. You make decisions about your care and services, with support when you want or need it. Maroba must understand your rights, needs, goals, preferences, cultures and beliefs and your need for dignity of risk, independence, choice and control around individual decision. That Maroba understands who you are and what is important to you, and this determines the way your care and services are delivered.

Maroba must:

- Treat you with dignity and respect. You have the right to not experience any discrimination, abuse or neglect
- support, welcome and value your:
 - identity
 - background
 - culture and beliefs
 - ability
 - personal experiences
- help you maintain your independence, quality of life
- make you feel safe give you timely, accurate and easy to understand information
- explain your care options and help you make choices about your care
- support your decision making
- consider your needs, goals and preferences
- support your right to take risks.



STAFF SPOTLIGHT: EDEN



My name is Eden, and I'm really enjoying being part of the Maroba team, everyone has been very friendly and welcoming.

At home life is busy and fun with my husband Dominic and our two boys, Max (9) and Harvey (4). We also have two furry family members. Our dog Lola and our cat Basil, who think they run the house! We love heading off on beach holidays together, especially to Forster, which is one of our favourite places.

I'm a big concert lover and have been to more than I can probably count. I am also a huge bulldog's fan and try to take my boys to as many games as we can get to.

I'm looking forward to getting to know more of the Maroba family and feel very lucky to be a part of an amazing community.



RESIDENT SPOTLIGHT: MARGARET



If there's three things Margaret absolutely loves it's the Lord, her family and being creative!

Surrounded by love, Margaret grew up in Taree with her mother, father and two younger brothers. After school Margaret was training to be a nurse at Mayo Private Hospital Taree and Manning Base Hospital but after some painful personal experiences, Margaret decided she needed a change. So, she packed up and went to Wellington, New Zealand with a few of her friends to work. New Zealand was transitioning from the pound to the NZ dollar and

needed Australian workers to assist with the conversion and sales. Embracing this new role, Margaret enthusiastically worked in a grocery store at the ice-cream and lolly counter for four and a half months before returning to Australia. Margaret shares her family love with six beautiful children. From her first marriage she has a lovely daughter and from her second marriage she has 3...

RESIDENT SPOTLIGHT: MARGARET

children, plus a wonderful stepdaughter and foster daughter. When asked about her family Margaret didn't hesitate to say, "my family are very important to me."

After the end of her first marriage, Margaret met Graham Kinder and shortly after they got married. Graham was attending ministry school, so being a loving and devoted wife she is, Margaret decided to join her husband and attend ministry school too.

After faithfully completing ministry school, Margaret and Graham moved to Tasmania where they lived for 12 years preaching the ministry. Margaret would take ladies bible studies, organise missionary visits, organise a friendship group and would run a craft group each week as an outreach resource for people to join the ministry. Margaret inspiringly shares her love for the ministry stating "I love the Lord with all my heart, and I would like it if others did too"

At 81 years old, Margaret was welcomed into the Maroba community in August of 2025. She's an active member of the community and shares her love for

crafts and eagerly participates in activities, happily saying, "I love it, I've made a lot of friends and now know a lot of people."

Each morning, Margaret with her continuing devotion to God reads at least one chapter of the bible, prays and still attends services and prayer meetings when they are scheduled.

Margaret doesn't let any opportunities to keep her mind active pass her by as she keenly participates in trivia by playing and reading out questions for other residents. You'll even find a pile of puzzle boards, sudokus and word searches in her room to keep her mind sharp. She loves to make friends with everyone and attend concerts especially sing-along concerts. Over Christmas, Margaret excitedly decided to run a stall right here at Maroba selling items she had made including beaded bracelets, key rings, pens and more.

Margaret passionately shares her love with everyone she meets and makes the Maroba community feel even more loving.





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), 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
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