



# MAROBA CONNECT

## MARCH NEWSLETTER

### 2026

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## **A Welcoming and Creative Community at Maroba**

At Maroba, nurturing our vibrant community is one of our greatest joys through connection, shared experiences, and spaces that bring people together. Over recent months we have been investing in new ways to ensure residents, families, and friends feel truly welcome here.

We are pleased to share that the new meeting room at the front of the Manor is now available, both as a space for you to meet with staff, and also for residents and families to gather in a private, comfortable setting, if you are simply wanting a quieter place to talk, this space is available as another option to support meaningful time together.

Alongside this, our BBQ areas can now be booked for family lunches or casual get-togethers, adding another opportunity to enjoy time outdoors. You are always welcome to spend time with your loved ones throughout our grounds, whether in the suburbs, gardens, on the verandahs, or in our shared cafe spaces. These areas belong to our community, and we hope they feel like an extension of home.

If you have further ideas about how we can enhance our welcoming environment, we would love to hear from you. Feedback can be shared through the online feedback form, or the suggestion boxes, or by speaking directly with our staff. Your ideas help us keep improving.

## **Celebrating Community Life**

One of my highlights of life at Maroba is watching residents connect over shared interests. Our community has been buzzing with activity: Scrabble Club, Gardening Club, resident-led trivia, and even resident market stalls, where creativity and entrepreneurial spirit shine.

Recently, we were delighted to partner with the Hunter Ageing Alliance to host Becoming Creative in Later Life as part of Seniors Week. It was a beautiful celebration of imagination, artistry, and the joy that comes from trying something new. Inspired by this, we are exploring more ways to embed creativity and engagement into the daily rhythm of life at Maroba.

## **Resident Voice**

We have been delighted to be receiving significant feedback from residents through our new paper-based forms. Thank you to everyone who continues to submit their great ideas to help us continue to strengthen our community here at Maroba. Residents are also encouraged to keep an eye out for information about the Maroba Residents Advisory Council. This will be an important avenue for residents to contribute ideas, shape community life, and share their thoughts directly with the leadership team. More details will be available soon.

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](mailto:enquiries@maroba.com.au) or see reception.

## FEBRUARY FUN RECAP

The month of love and friendship



# MARCH MADDRESS



Into the Jungle Luncheon



# SUN SAFETY

Recently we received feedback regarding sun safety for residents. We take all feedback seriously and want to ensure our residents are receiving the best quality of care.

Sunscreen and all-weather (rain or sun) umbrellas have been placed at main entrances, at reception and in nurse's stations. Residents and visitors are encouraged to use the free sunscreen and umbrellas when travelling around Maroba or in the sun.



## JP SERVICES @ MAROBA

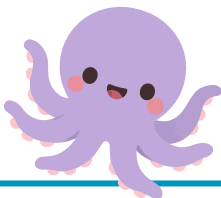
Maroba's General Manager Corporate Services, Louise Adnum, has recently been appointed as Justice of the Peace in NSW and as such is available to provide the following services if required:

- Witness a statutory declaration
- Witness an affidavit
- Certify a copy of an original document

If you require one of these services please arrange a suitable time with Louise.

## 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!



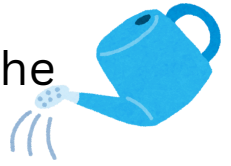
**April 2<sup>nd</sup> - Under the Sea**  
**May 7<sup>th</sup> - Back to the 80s**



# GARDENING CLUB



We are relaunching the Gardening Club!



This will be a resident led activity. If you love gardening or plants, then please join! The group meets on Wednesdays @ 9:30am in Waratah Courtyard. Green thumbs we would love to see you there!



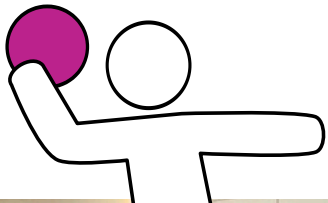
# GENTLE MOVERS

Each morning at 9am, Maroba's Allied Health team is trialing a new form of movement class thoughtfully named Gentle Movers.

Through simple seated and supported movements, calming breathing exercises, and engaging activities like movement to music and light ball games, residents are encouraged to stay active in a way that feels safe and achievable.

The class supports mobility and coordination, placing a focus on meeting individual abilities and comfort levels.

Families are welcome to join the class with their loved one and get some movement into their mornings too!



# FOOD FOCUS DISCUSSIONS

At Maroba, we are committed to ensuring our dining experience reflects the preferences and feedback of our residents.

Prior to each new season, Catering Industries conducts a Food Focus Meeting in partnership with residents and their families. These sessions provide an opportunity to review proposed menus, share ideas, discuss favourite meals, and provide valuable feedback.

Insights gathered during these discussions are used to collaboratively create and refine the upcoming seasonal menu, ensuring it aligns with residents' tastes, nutritional needs, and expectations.

**We encourage residents and families to attend and be part of shaping Maroba's seasonal dining experience.**



## VACCINATION NOTICE

Soon we will be checking residents' vaccination preferences and obtaining consent for 2026. Following legislative requirements under the new Aged Care Act 2024, residents that can make informed decisions about their own health will be asked to give consent for these vaccinations. Vaccinations include COVID-19 boosters, influenza, Pneumovax, and shingles, with Pertussis (whooping cough) also available at a small cost. If a resident is unable to make an informed decision and unable to give consent, then consent will be asked from the family.

Resident consent will be revisited on day of administration and if required supporters may be contacted as well.



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.

# STRENGTHENED AGED CARE QUALITY STANDARDS: 2. THE ORGANISATION

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 the second is the organisation, Maroba.

## 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**

## What does Standard 2 mean for you?

It means that Maroba, who provides your care, is well run.

This includes your governing body, who is responsible for delivering quality care and services, sets strategic priorities, promotes a culture of safety and drives improvement.

You can contribute to improvements to your care services. Your provider and workers listen and respond to your feedback and concerns.

You get care from workers who are knowledgeable, competent, capable and caring.

## Maroba must:

- promote a culture of quality, safety and inclusion
- seek, listen and respond to your feedback and concerns
- be transparent when managing your complaints
- partner with you when designing the way care and services are provided
- maintain a skilled, competent and appropriately qualified workforce
- plan for emergencies and disasters, making sure your health and safety are prioritised
- have systems in place to effectively manage risks and incidents
- keep your information safe and private.



# RESIDENT SPOTLIGHT: AILSA



Reaching for her goals and sharing in her love for her family and God, Ailsa doesn't let anything stand in her way.

Born in 1942 in New Lambton, this strong-willed woman was the youngest of a loving family of seven. She lived in a busy house with her parents, her grandmother, 2 brothers and a sister.

Christianity and God are a huge part of Ailsa's life. Her grandmother was one of the founding members of the Islington Baptist Church, her mum and dad were involved in starting the New

Lambton Baptist Church in their home and her grandfather helped build the Newcastle Baptist Tabernacle. So, it's no surprise that Ailsa found a deep love for the Lord by attending church services and Sunday school. While sharing her love for the Lord Ailsa delighted in saying, "the centre of my life is the Lord."

Ailsa was born with Erb's Palsy which limited the function of her arms, and through her life she has been battling with severe asthma. However, Ailsa did not let this stop her from pursuing an impactful and meaningful career in nursing. Signed off by her doctor, Ailsa worked for 14 months as a nurse at Wallsend Public Hospital, followed by 6 months working at the Margaret Reed Orthopaedic Hospital before transitioning into working as a children's nurse.

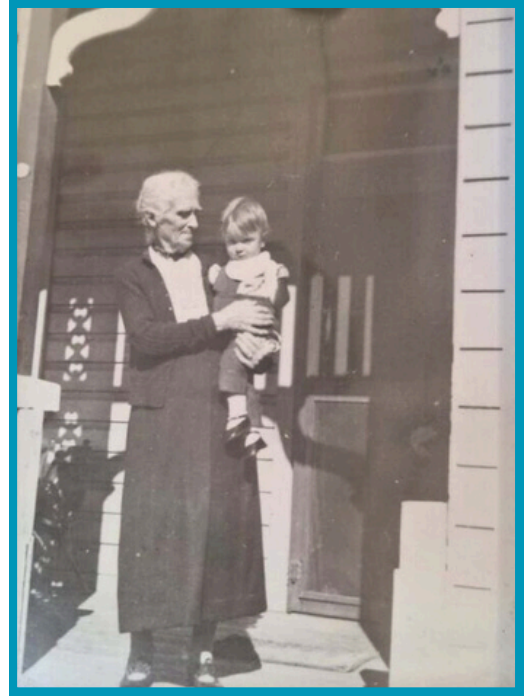


Ailsa worked at various children's hospitals including the Renwick Hospital for Infants at Summerhill, the Royal Newcastle Hospital, the Deaf and Blind Children's Centre, and more. She even became the Head House Mother of the Handicap Deaf and Blind saying sincerely, "I learned a lot while I was there."

Over time, Ailsa's health went downhill so she pivoted and attended a bible college at Epping where she studied for 2 years. It was there that Ailsa trained and then worked as a Deaconess at Ashfield Baptist Church.

# RESIDENT SPOTLIGHT: AILSA

Around the 1980s, Ailsa would come home from work to lovingly take care of her mother and sister. Her sister was born with a disjoined hip and without a hip socket affecting her ability to walk. Her mother had developed Epilepsy and needed a walker to move around. Ailsa's experience working with children who had epilepsy gave her experience and understanding to care for her mother.



Ailsa and her sister Audrey published a manuscript entitled: A Triangle of Love which copied and compiled the letters written by their father Lieutenant Neville Ambrose Davies during World War I to his sweetheart and fiancé Edna Mathews. The letters recount Davies' experiences during the war, until his return to Australia in 1919. Throughout her life, Ailsa developed a love for music and the arts. She learned to play the piano and organ and fondly remembers playing music and singing songs with her whole family including cousins. She also enjoyed painting, tapestry, reading, cake decorating, jam making and gardening – some of which she continues to do at Maroba.

Ailsa moved to Maroba three years ago and has enjoyed a range of activities including reading, exercise class, going to the women's group, arts and crafts classes, attending speech therapy, bingo and of course church services and activities. She occasionally attends cooking classes and gardening activities.

Growing up in New Lambton and in Newcastle, Ailsa made a lot of friends. Since moving into Maroba, Ailsa has renewed previous friendships from when she attended school and local churches stating, “meeting up with old friends each day, that's a positive.”

When asked what she thought about the staff she softly said “they're all so special. I don't think there's any one I could put above another... they're our family”

With a strong will-power Ailsa didn't let anything stand in her way. She shows a deep love for her family, God and achieving what she wants.

# SENIORS FESTIVAL CREATIVITY WORKSHOP

Creativity helps us express ourselves, feel part of our communities, and share our lifetime of experiences. As part of the NSW Seniors Festival, Maroba in conjunction with the Hunter Ageing Alliance hosted a creativity workshop in Braye Park on Friday the 13<sup>th</sup> of March. Using a range of materials, residents made designs, arts and crafts that were representative and unique to them.



## STAFF SPOTLIGHT: JO

Hi everyone, I'm Jo, born and raised on a cotton farm in western NSW before moving to Newcastle for work. I got married and divorced and that's all I'm going to say about that. I joined the Maroba family just after Easter last year as a cleaner and laundry assistant and can honestly say that I love working here and being part of the team. Everyone has been wonderful and extremely supportive. I'm a proud mum to Jake (31) and Tamia (21) and VERY proud Nan to Jayga (aged 4) and Sage (aged 2). I also have a rescue dog Charlie (8 years old).

When I'm not at work you will find me on stage as the lead singer of my band the Versatiles. I obviously love music, but also enjoy cooking and gardening and the odd quiet night in. I'm a huge animal lover and really enjoy putting a smile on people's faces. If I could travel anywhere in the world I would chose Nashville purely for the music experience.



## 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.



## 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)

## 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.

