



# MAROBA CONNECT

## JUNE NEWSLETTER

### 2026

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# NEWSLETTER VIA EMAIL



JUNE 2026

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.

## MAY RECAP



## JUNE FUN



# RESIDENT BOOK CLUB

Every Monday morning residents come together and grab a cuppa to hear interesting stories at Book Club!



Continuing from the previous week, Social Engagement Staff read poetry, a short story or a couple of chapters while residents relax, listen and then have a discussion afterwards.

The book is chosen and decided by the residents. So far this year we have read Stories of Women in The Outback, Penguin Bloom and right now the club is currently reading Storm Boy.



The residents also requested to watch the movie versions of Penguin Bloom and Storm Boy, which they have thoroughly enjoyed.

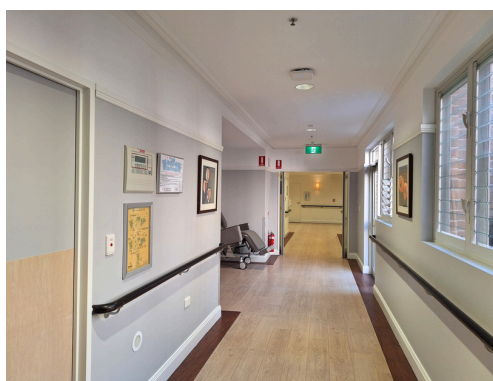
To enhance the experience for anyone hearing impaired, we use ReSparke headphones connected to a microphone.

This is a great option for people who love escaping to the world of books and want to share that love with other people - come & join us!



# HONEYSUCKLE UPGRADES

You may have noticed some exciting changes happening in Honeysuckle. We are currently looking forward to a fresh new look with the walls and doors being repainted in a refreshing white, classy blue and soft gray. If you're in the area, have a look around and stay tuned for the finished result.



# TEAM NAME BADGES

Each Maroba team member is issued with a name badge. Sometimes we forget so if you notice a team member not wearing their name badge, please remind them and ask them to wear it. We have spare name badges available for team members if needed.

# NATIONAL SORRY DAY

On May 26th, 2026 Maroba came together for a meaningful afternoon of reflection and connection in honour of National Sorry Day.

Residents enjoyed a lovely afternoon tea while listening to a heartfelt talk, watching the National Apology, and taking time to reflect on the importance of acknowledging the Stolen Generations and the ongoing journey of healing and reconciliation.

A beautiful Acknowledgement of Country was shared by Michelle and Maddie, and Steph spoke about the significance of Sorry Day and why it continues to hold such an important place in our hearts and history.



Residents were each given hibiscus badges and bookmarks. The hibiscus flower is a symbol of National Sorry Day, representing healing, resilience, remembrance, and hope for the future. It was a gentle and thoughtful afternoon filled with learning, respect, and togetherness.

## AUSTRALIAN CENSUS



The 2026 Census is scheduled to take place on 11 August 2026 and will be conducted by the [Australian Bureau of Statistics \(ABS\)](#). Residents that are able will be asked to complete the Australian Census form. Further information and notice will be given closer to the census date.

## UPCOMING THEMED LUNCHEONS

On the first Thursday of each month Maroba hosts a Themed Luncheon for our community to enjoy good food, fun entertainment and dazzling decorations.

Check out the dates below for these fun-filled days!



**July 2<sup>nd</sup> - Xmas In July Winter Wonderland**  
**August 6<sup>th</sup> - Pirates**



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# RESIDENT CARE COORDINATORS - LODGE

As you may be aware, we have recently introduced Resident CARE Coordinators (RCC) across Maroba. The RCC role provides an additional layer of on-the-floor clinical leadership, offering a consistent point of contact for residents and families on each floor. The role supports communication, coordination of care, and the overall resident experience.

Karen O'Neill has been appointed as RCC across Blue Gum and Jacaranda. Karen brings a deep knowledge of the Maroba community, shaped through 34 years of faithful service.



Karen has faithfully served the Maroba community for 34 years, building trusted relationships with residents, families, staff and leadership over that time. Beginning her journey as an Enrolled Nurse, she has consistently sought to grow in her knowledge and capability, demonstrating a quiet commitment to learning and development throughout her career.

Across the years, Karen has contributed through a number of significant roles at Maroba, including ACFI Coordinator and AN-ACC Coordinator, supporting the coordination and review of NQIP data, and assisting in the delivery of the resident vaccination program. She continues to contribute to clinical governance discussions and currently serves as one of Maroba's Infection Prevention and Control Coordinators.

Throughout her service, Karen's focus has remained centred on the care and wellbeing of residents. She brings a steady and thoughtful presence, and a genuine desire to ensure residents are heard, supported and cared for in a way that reflects Maroba's standards and values.

Karen has commenced this new role on Monday 15 June. **If you would like to meet Karen and learn more about the role, you are warmly invited to join an informal introduction session from 1:00pm to 1:30pm on 22 June 2026.**

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Jerald James will be joining Maroba as the RCC in Nobbys and The Hill. His role will commence on July 13<sup>th</sup> with more information coming soon.

# RESIDENT CARE COORDINATORS - LOWER GROUND FLOOR

Jess Archer has been appointed as RCC across Honeysuckle and Waratah. Jess brings a strong understanding of the Maroba community, along with qualifications in nursing and a developing specialisation in dementia care.

Jess began her career as an Assistant in Nursing in Aged Care, and in 2024 completed her Bachelor of Nursing at the University of Newcastle. She gained experience as a Registered Nurse in acute care before joining Maroba in early 2025.

Jess is currently completing a Diploma in Dementia Care through the University of Tasmania, with expected completion later this year.

Jess brings a thoughtful and resident-centred approach to her practice. She is committed to encouraging open communication between residents, families and staff, and to supporting the autonomy, dignity and individual choices of each resident.

Jess has started this new role on Monday 15 June. **If you would like to meet Jess and learn more about the role, you are warmly invited to join an informal introduction session from 1:00pm to 1:30pm on 24 June 2026.**



## PERSONAL CARE SIGNS

At the request of residents to help ensure resident privacy and dignity is respected we have introduced 'Resident Care in Progress' signs. These signs are placed outside a resident's door, when our team are supporting personal care. The signs are intended to let the team know the resident requires privacy, may not be able to answer their door but are safe and cared for by a team member. As always, you are able to opt out of this sign option if you would prefer.



# STRENGTHENED AGED CARE QUALITY STANDARDS: 5. CLINICAL CARE

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 fifth is clinical care.

## There are 7 strengthened Quality Standards:



**Standard 1: The individual**



**Standard 2: The organisation**



**Standard 3: The care and services**



**Standard 4: The environment**



**Standard 5: Clinical care**



**Standard 6: Food and nutrition**



**Standard 7: The residential community**

## What does Standard 5 mean for you?

You get safe and quality clinical care services that is person centred, evidence based, effective, coordinated and continuously improved. It is delivered by registered health practitioners, allied health professionals, allied health assistants and competent workers. The care meets your changing clinical needs, supports your goals and preferences and enhances independence and quality of life

## Maroba must:

- deliver clinical care services tailored to your needs, goals and preferences
- be able to identify, monitor and manage clinical care risks to make sure the care you receive is safe
- work with a range of health professionals to meet your needs
- recognise and address your palliative and end-of-life needs, goals and preferences
- make sure you are only taking the medicines you need and that have been prescribed to you
- meet the clinical needs, goals and preferences of people who experience cognitive impairment
- ensure that infection risks are minimised and, if they occur, are controlled effectively.



# RESIDENT SPOTLIGHT: MARGARET W.



Margaret is genuinely one of the coolest people I've ever talked to. Born with the spirit of adventure, Margaret was never someone to get too comfortable in one spot.

Growing up in Queenscliff, Victoria with her parents, Margaret was an only child. Because of this her father decided he didn't want his only child to be spoilt and sent her to boarding school. Margaret left school at 16 years old and worked in an office. At 21 years old her parents decided she was finally old enough to travel alone, so Margaret got on an Italian cargo ship with her friend to hitchhike around Europe. Hitchhiking

from Italy to London, Margaret started working in the stationary section of a Harrod's Department store.

After a year, her friend left Europe to go back to Australia and get married. Letting nothing stop her, Margaret continued to work in England until she got on another cargo boat alone to Canada. She lived in Montreal before moving to Banff to work as a ski resort waitress.

Margaret returned to Australia to marry her husband Bob before they both moved to Canada together. Margaret worked in a photography studio for a year before finding out she was pregnant. They had their first child in Canada before returning to Australia to live in Sydney where they had four more children.

After her youngest was old enough to attend primary school, Margaret made the decision to attend university. She gained her high school certificate at Hornsby Technology and then attended Macquarie University for 4 years to study history, politics and English. She described this period as being very hectic but was proud to have completed her studies.

For two years, Margaret and Bob lived on Christmas Island. Margaret recalls swimming often, feeling the heat and regularly eating delicious Asian food.

Continuing her drive for adventure, Margaret and Bob travelled with friends from university, across Asia and to other new places.

When her husband sadly passed away, Margaret moved to Wahroonga near Hornsby to live by herself. Needing more support, she moved into Aveo retirement village in Shortland for "6 happy years," before moving to Maroba at the end of 2023.

Talking about her time at Maroba, Margaret said "I love it here, the staff are just so kind and so helpful with just everything. I'm very happy."

JOIN US FOR

# AFTERNOON TEA



3:30 PM - 4:30 PM



Our Afternoon Teas will be an opportunity for residents to drop in, share a cuppa, and have an informal catch up together with the CEO or members of Maroba's Leadership Team. Each afternoon tea is designed as a dedicated event for the residents of the floor on which the afternoon tea is occurring

DATE:

LOCATION:

25 JUNE

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LODGE AUDITORIUM

2 JULY

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MANOR - JUNCTION

9 JULY

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MANOR - LIGHTHOUSE

TBC

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MAROBA TERRACE

23 JULY

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LODGE AUDITORIUM

30 JULY

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MANOR - JUNCTION

6 AUGUST

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MANOR - LIGHTHOUSE

TBC

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MAROBA TERRACE

## 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. We use your feedback to understand what we do well, and where we can improve. You can provide feedback:

- in person
- by phone – call (02) 4935 0300
- by completing the Feedback form located at the entrance to The Manor or The Lodge, and in each suburb
- Completing the Feedback form [on-line here](#) or scanning the QR Code
- By emailing your compliment, concern or general feedback in confidence to [feedback@maroba.com.au](mailto:feedback@maroba.com.au)



## 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)

## MAROBA RESIDENT ADVISORY COUNCIL

The Resident Advisory Council is an opportunity for residents to contribute ideas, shape community life, and share their thoughts directly with the leadership team. If you would like to get involved with the Resident Advisory Council, please let reception know.

