



MAROBA CONNECT

AUGUST NEWSLETTER 2026

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NEWSLETTER VIA EMAIL



AUGUST
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 or see reception.



JULY RECAP



Pirate Party



AUGUST FUN



NATIONAL SCIENCE WEEK @ MAROBA

In celebration of National Science Week, our residents put on their thinking caps and stepped into the laboratory for an afternoon of science, experimentation and discovery.

Our resident Professors worked their way through a variety of experiments, with the favourite being the homemade lava lamp.



REPTILE ENCOUNTERS

We had a wonderful visit from Kym the Reptile Man with residents getting up close and personal with an amazing collection of creatures, including bearded dragons, lizards, a giant cockroach, a beautiful tree frog and two gorgeous pythons! It was a fantastic opportunity to learn about these incredible creatures and experience something a little different.



RESIDENT SPORTS & FITNESS

We do a variety of sports and 'active games' here at Maroba. The games are designed to be accessible for everyone - with popular sports being adapted to suit our residents. There is always fun, laughter and healthy competition. Some of our favourites include Balloon Tennis, Ten-Pin Bowling, Carpet Bowls, Putt-putt Golf, Bean Bag Toss and Shuffleboard



We have also hosted Maroba Olympics and a Maroba Grand Prix, where residents were invited to race remote-control cars against one another!

EMPLOYEE RECOGNITION

This month we proudly celebrated Maroba's annual Employee Recognition Day and the day after celebrated Aged Care Employee Day to recognise the incredible compassion, dedication and commitment to providing exceptional care and support to Maroba's residents, families and community.



"Side by side, we choose to lead with love and purpose, anchored in the enduring truth: 'Love your neighbour as yourself' (Mark 12:30-31)."

RESIDENT SPOTLIGHT: BRUCE M.



Speaking to Bruce it's easy to see how cool, calm and friendly he is. Growing up with his parents and siblings across Newcastle, Tamworth and places inbetween, Bruce is a true local to the area.

Over his life Bruce stayed very fit, participating in a range of physical activities including golf, Grade-A squash and taking advantage of any equipment or classes the gym had to offer. Bruce even met his lovely wife Cheryl through shared sports groups and a love for staying fit. Bruce will always take the opportunity to join

in with any sports Maroba has to offer including the gym, exercise classes and sports games.

"I enjoy the gym [and] the comradeship when going to sports or the gym," Bruce said.

Taking after his father who worked as a builder, Bruce took up jobs in construction and carpentry. As a licensed builder, he constructed properties including commercial and residential buildings.

Bruce describes himself as a "clean-cut sort of bloke," and invites anyone to come over and have a chat if you see him. You may even spot him on his regular walks around Maroba!



Check out Bruce enjoying square dancing!

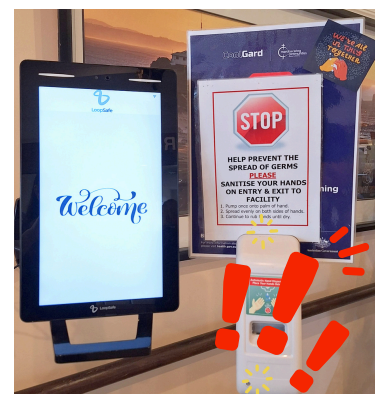
SIGN IN FOR VISITORS

We would like to give a friendly reminder to visitors of Maroba to remember to check in and out of LoopSafe every visit.

It is important to sign in and out as 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 stored on the device as identification occurs immediately, and biometric information is de-identified and encrypted.

Feel free to ask reception if you need any assistance. Thank you to those who have been using LoopSafe.



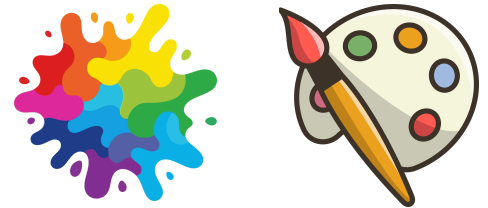
ARTS AND CRAFT ROOM

We are pleased to announce Maroba's brand new resident-led art & craft room recently opened in the Lodge!

Located inside and next to the Lodge Auditorium, residents have full, independent access 24/7 to paints, pencils, sewing, markers and more.

Creative activities can stimulate memory and thinking, improve fine motor skills, reduce stress and anxiety, and encourage self-expression. It can also promote social interaction, build confidence, and provide a sense of purpose and achievement.

This is a great option for people who love to express creatively in an open and quiet place.

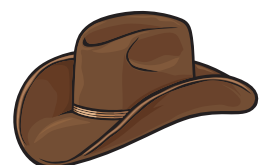


UPCOMING THEMED LUNCHEONS

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

September 3rd - Country & Western

October 1st - International Day of Older Persons



DIRECTOR OF NURSING UPDATE

To support resident care, we are pleased to announce we have introduced more defining titles to Maroba's Director of Nursing roles.



JANELLE WILSON: **DIRECTOR OF NURSING -** **NURSING & CLINICAL CARE**

Janelle leads Maroba's nursing and clinical care services, ensuring residents receive safe, person-centred, evidence-informed care that promotes quality of life and wellbeing.

Janelle is accountable for the systems, frameworks and practices that support clinical excellence, resident safety, clinical risk management, dementia care, nursing practice

standards and the Resident CARE Coordinator model. With over 19 years of nursing experience, Janelle has progressed into leadership roles, first as a Clinical Nurse Partner and now as Director of Nursing - Nurse & Clinical Care.



SARAH RUSSELL: **DIRECTOR OF NURSING -** **INTEGRATED CARE**

Sarah leads Maroba's integrated care services and supports residents wellbeing, dignity, participation, connection and quality of life.

Sarah is accountable for the systems, services, partnerships and care pathways that support allied health, wellbeing, engagement, admissions, community services, consumer partnerships and palliative support

services. Sarah is passionate about building genuine relationships with residents and their families, supporting mental wellbeing, and ensuring every person receives compassionate, dignified care throughout their ageing journey. She values the opportunity to hear residents' stories, learn from their life experiences, and make a positive impact every day.

AN UPDATE ON MAROBA'S HAIRDRESSING, BEAUTY AND WELLBEING SERVICES

At Maroba, we are committed to creating opportunities that support wellbeing, independence, dignity and quality of life for the people who call our community home.

Over recent years, resident interest in beauty and wellbeing services has continued to grow. In response, Maroba has expanded beauty services to a five-day-per-week offering, providing residents with greater access to treatments and experiences that support wellbeing, confidence, self-care and quality of life.

As these services have grown, it has become increasingly clear that our beauty therapists do not have a dedicated treatment space. Treatments have been delivered from a variety of locations across our community, which can impact privacy, consistency and the overall experience for residents.

For this reason, we have recently consolidated hairdressing services into the purpose built hair salon located in The Lodge. Creating a single, well-equipped salon enables us to continue delivering high-quality hairdressing services while also creating an opportunity to establish a dedicated space for our expanding beauty and wellbeing program.

Importantly, this change is not about reducing services. Rather, it is about creating dedicated spaces that allow both our hairdressing and beauty services to continue to grow and improve.

Introducing The Sanctuary

With hairdressing services now located in The Lodge, we have commenced preparations to transform the former Manor salon into The Sanctuary, a dedicated beauty, massage and wellbeing space designed specifically for residents.

The Sanctuary is envisioned as a peaceful retreat within Maroba where residents can enjoy services that support emotional, social and physical wellbeing in a calm, welcoming and accessible environment.

The Sanctuary will include:

- Dedicated treatment areas that support privacy and dignity
- A calm and welcoming environment designed for relaxation
- Accessible spaces that support residents with varying mobility needs
- Beauty, massage and wellbeing services delivered in a purpose-designed setting
- Opportunities to expand wellbeing services and experiences over time

As part of this transformation, preparation works have commenced, including painting and minor improvements to create a fresh and inviting environment.

Supporting Resident Wellbeing

One of the greatest strengths of Maroba is our commitment to caring for the whole person. While clinical care remains fundamental, wellbeing is also about helping people feel valued, connected, confident and able to enjoy the things that bring comfort and meaning to everyday life. The Sanctuary aligns with this vision by creating a dedicated space that supports relaxation, self-care and personal wellbeing while complementing the broader care and support provided across our community.

We Have Heard Your Feedback

We recognise that any change can create challenges, particularly when services move from a familiar location. We appreciate the feedback already received from residents and families regarding:

- Access to appointments
- Mobility between buildings
- Weather considerations
- Transport and escort support
- The importance of maintaining the social connections often associated with hairdressing services

Your feedback is important and will continue to inform how we support residents accessing both hairdressing and wellbeing services.

Supporting Residents Through the Transition

We remain committed to ensuring residents can access services

comfortably, safely and with dignity. This includes:

- Assistance for residents who require support travelling to appointments
- Thoughtful appointment scheduling and coordination
- Ongoing review of accessibility and mobility requirements
- Continued opportunities for residents and families to provide feedback

Looking Ahead

The Sanctuary forms part of Maroba's broader commitment to supporting residents to live well. As the space develops, we will continue to share updates and seek feedback from residents, families and staff. Our goal is to create a space that reflects the interests, preferences and wellbeing goals of the people who use it and that enhances the experience of living at Maroba. Thank you for your understanding, feedback and support as we continue investing in services, environments and experiences that support residents to thrive.

5 SIMPLE WAYS TO AGE WELL

Start small: It's never too early or too late to start your healthy ageing journey. Start by taking small steps gradually built on your own progress.

Stimulate your brain and learn something new: Learning doesn't have to stop when you get older. Challenging and stimulating your mind with a new hobby, skill, interest or activity can help to build up your brain. Maroba offers a range of activities to start a new skill or interest.

Connect with like-minded people: Maroba has over 140 residents living in our community. The best way to meet someone new and spark a conversation is to join in an activity or spend time in common areas that you enjoy such as the library or arts & craft room.

Physical exercise: Doing physical movement is a great way to feel better in your mind and body. Exercise lowers blood pressure, improves cholesterol levels, helps blood sugar balance and reduces mental stress which can help your brain and your heart. Each morning Maroba has a movement class with exercises that can be adapted based on your needs.

Sleep Hygiene: Brains self-clean and repair while you sleep. It's important to get around 7-8 hours of sleep a night.

STRENGTHENED AGED CARE QUALITY STANDARDS: 7. RESIDENTIAL COMMUNITY

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 seventh is The Residential Community.

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 7 mean for you?

You are supported to do the things you want and enjoy. You are helped to maintain your relationships and connections with your community. You experience well planned and coordinated transitions in and out of care. You are confident in the security of your accommodation.

Maroba must:

- protect your safety and wellbeing
- provide opportunities for you to contribute to your residential community
- manage movements to and from your aged care home and make sure transitions are well-coordinated.

Maroba can also:

- provide opportunities for you to do things you want to do and that promote use of your skills and strengths
- help you keep connected with the people who are important to you, including intimate relationships
- recognise and respect your personal and cultural connections
- enable you to meet visitors in private.



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



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

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.

