

MAROBA CONNECT

Greetings from your CEO

“This is your Captain speaking” ...well that’s the sound I will be hearing as I take off for Honolulu, soon followed by “fasten your seat belts as we may experience some unexpected turbulence.”

I can’t help thinking of the enormous responsibility that the chief pilot carries every time he or she steps into that Cockpit. It may be a very large plane or a small one, but that sense of responsibility does not weigh any less. The safety and comfort of all passengers and crew are in the hands of that Captain .

It reminds me of my experience Captaining Maroba, Your safety and comfort are my top priorities ! The good news is I couldn’t do my role without the many amazing people around me that have the same priorities as I do. We call it team work and together we do this work because we know we Can and Do make a difference in the lives of all those we serve.

When you are next talking with the team members who support you in all kinds of ways why not take a moment to tell them how they make a difference to your day, or how they might change the way they do things to make a greater difference. Just like on the plane I won’t hesitate to verbalize my gratitude for the service I receive or what I need to make my flight more comfortable...my life depends on that flight crew !

Just like on many flights, life throws lots of turbulence our way. Covid and the mountain of government reforms have really challenged us, however we have been able to adapt and make changes to keep everyone safe and comfortable until the turbulence passes. The one thing that has helped us along the way has been your openness in letting us know how we can do better and being clear on what your needs are. We love that and will always welcome you speaking up . So while I am away under the care of the flight Captain be assured my Maroba Co-pilots are on the job and ready and able to prioritize your comfort and safety.

As I prepare to head off let me express my gratitude for the support you have offered me over these past 30 years. So far it has been an exceptional journey with lots of turbulence to add to the high altitude and low altitude moments. I couldn’t have chosen anyone better than my Maroba family to join me on the journey of a life time.

See you all real soon...

I will be back in time for all the Christmas celebrations!

Message from our CEO
Viv Allanson



CELEBRATING OUR 70TH YEAR

Celebrating 70 Years of Loving Out Loud: A Milestone in Maroba's Journey

Maroba recently celebrated a significant milestone – 70 years of "Loving Out Loud," a journey that began with a simple yet powerful question posed by our founder, Viv Cork: "What is stopping us from acting NOW?" This vision, sparked in 1954 at the Maitland Road Baptist Church, has grown into the vibrant, compassionate community we are today.

Our celebration included formal events with staff and supporters, but the heart of the milestone was in the two heartfelt morning teas hosted for our residents. These gatherings were filled with laughter, cherished conversations, and a true sense of belonging as residents, families, and staff came together to celebrate the love, friendship, and care at the core of Maroba. Local Representatives joined us for these events, reflecting on the incredible impact Maroba has had on the lives of older people across the region.

As we look back on 70 years of service, we are filled with gratitude for all who have contributed to making Maroba the extraordinary place it is. Through these decades, Maroba has stayed true to its mission of service, driven by a passion to serve humanity, with a deep commitment to dignity, care, and respect based on the scripture "Love your neighbour as yourself" (Mark 12:30-31).

The celebrations were not just about reflecting on the past but looking toward the future, filled with biblical hope and eager expectation. Testimonials from attendees highlight the infectious positivity within Maroba: new staff members described the workplace as one filled with "contagious passion," while a partner of a staff member marveled at the warmth of the community.

As Maroba continues to grow, we are excited for the next chapter in our journey. We invite you to join us as we continue making a meaningful difference in the lives of older people and everyone who becomes part of the Maroba family. Together, we will keep "Loving Out Loud" for many more years to come.



MAROBAS CELEBRATES 70 YEARS



WHAT OUR TEAMS HAVE BEEN UP TO

Recognising the increasing clinical needs of our residents, we recently invested in ECG machines and conducted onsite training for our Registered & Enrolled Nurses (EN/RNs).

The benefits of this initiative include:

1. Enhanced Clinical Support: The ECG machines help us prepare for our General Practitioners (GPs) and Nurse Practitioners (NPs) to review heart rhythms, especially when there is a change in a resident's condition.
2. Timely and Accurate Information: In cases of acute episodes, having an ECG completed before contacting the Aged Care Emergency team or the arrival of an ambulance ensures that the most accurate and relevant information is provided.
3. Creating baselines (normal readings) for residents: we will be collecting baselines for all residents over the coming months

The training session was both informative and enjoyable for the staff, and we'd like to extend our thanks to OT Caleb and Education Specialist Carolyn for being such wonderful "patients" during the training—don't worry, they had beautiful heart rhythms!



We have been working diligently to strengthen our Registered and Enrolled Nurse teams, as well as our Wellbeing team, which includes Occupational Therapists (OTs) and Physiotherapists. Filling these roles has been a major milestone in realising our long-term vision of expanding a robust clinical team. We are proud to announce that we now have over 30 clinicians at Maroba, forming a true Multi-Disciplinary Team (MDT). This includes the recent addition of a Nurse Practitioner and an On-Site Pharmacist, further complementing our existing team. Looking ahead, we are committed to continuing the expansion and strengthening of our MDT to meet the increasing demands of service and the growing complexity of care needs.

The **social engagement and spiritual care teams** have been working hard along side the residents to plan a fun filled and purposeful Christmas period.

We have had a lot of fun at our themed luncheons throughout the year with our most recent celebration featuring “the Great Gatsby”

We have so many plans and can't wait to roll them out in 2025!



MAINTENANCE TEAM HAPPENINGS

Maroba Maintenance team: What a year it has been for property services, completing 2150 maintenance requests, not including regular tasks and preventative maintenance tasks. It has been a very satisfying year, unveiling beautiful, safe area's for our residents, visitors and staff.

Refurbishments included.

- Final touches put on the Lodge renovations with fabulous feedback.
- Final touches now being completed to the Waratah renovations.
- Three full room renovations in Lodge.
- A complete redesign and renovation of Waratah servery.
- Transforming Waratah 5A & 5B into beautiful suites comprising of bedroom and lounge area.
- Carpeted areas in The Hill and Nobbys were replaced with vinyl.

Equipment upgrades

- New Fire Panels have been installed to the Manor and Lodge
- All Pan machines have been upgraded due to changes to the standards.
- Bluegum thermostatic mixing valves have been upgraded.
- Major airconditioning upgrades have been completed in the Manor.
- The roof safety to the Manor has been upgraded and brought up to standard.
- Maroba Buses have been given a face lift with new wraps.

We welcomed Rodney Capper to our team in 2024. His main responsibilities are overseeing and carrying out preventative maintenance across our residential and self-care facilities. Rodney comes to Maroba from a supervisory role as a roof plumber and managing his own plumbing business.

OUR WELLBEING TEAM

. What's Occupational Therapy All About?

Occupational Therapy (OT) helps people stay connected to the activities that give life meaning. "Occupations" aren't just jobs—they include daily tasks, hobbies, and routines. Our goal is to support residents in staying independent, engaged, and fulfilled in three key areas:

- ADLs (Activities of Daily Living): Tasks like dressing, eating, and moving around. We help residents stay independent with adaptive tools and techniques.
- Productivity: Meaningful activities like gardening or connecting with family, helping residents feel involved and valued.
- Leisure: Enjoyable activities like painting or socializing, promoting wellbeing and personal joy.

Our Approach

We use adaptive approaches (finding new ways to do tasks) and remedial approaches (strengthening or rebuilding skills) tailored to each resident's needs.

OT supports overall wellbeing:

- Physical: Staying active and mobile.
- Emotional: Supporting mental health and expression.
- Cognitive: Maintaining and improving thinking skills.
- Social: Encouraging social interaction and community.

Meet Our OT Team

- Jane: Joining us this year, Jane specializes in mental health and dementia care. She works Fridays, enhancing wellbeing services and providing personalized support for residents with complex needs.
- Caleb: With extensive aged care experience, Caleb works Tuesdays and Wednesdays. He tailors therapeutic interventions to help residents stay engaged and independent.
- Alex: Recently becoming a registered OT, Alex works four days a week. Known for his compassionate approach, he builds strong relationships with residents to support their independence and wellbeing.

Together, our OT team combines expertise and dedication to enhance the lives of our residents.

New Programs Coming Soon

We're excited to introduce new therapeutic programs in 2025, focusing on wellness, movement, memory, and social connection, alongside our gym program.

Thanks for learning about OT! Stay tuned for more updates, and more team introductions and feel free to reach out with questions or ideas.

FUN FACTS ABOUT OUR ADMISSIONS TEAM

Julie Tserepas

Julie has worked at Maroba for 13 years, enjoys listening to all types of music, has 3 beautiful children and 1 amazing Grandson. Julie enjoys spending time with her family and reading.



Deb Relf

Deb has worked at Maroba for 15 years, loves listening to music, loved to dance when she was younger, has 3 beautiful children and 1 lovely Grandson. Deb loves to travel & has seen all of Australia (except for WA) on the back of a motorbike.



CHRISTMAS AT MAROBA

Our Resident Christmas parties are a highlight as we approach the festive season! Please note, we are unable to accommodate additional guests for Christmas meals this year. However, if you wish to join your loved ones, feel free to bring your own treats, following Food Safety protocols. Please remember, we are not licensed for BYO alcohol.

Maroba offers many communal spaces, both inside and outside, where families can gather. These spaces will not require bookings or reservations, but we kindly ask that you leave any area you use clean and free of rubbish.

If you're planning Christmas outings, please consider transport requirements early, as taxis may be hard to book last minute.

If you plan to take a resident out between 24th December 2024 and 1st January 2025, please complete the online Day Excursion Form by 15th December 2024. The form is available on our website under the forms section: [Day Excursion Form](#).

On Christmas Day, all residents staying at Maroba will enjoy a festive Christmas luncheon, with staff ensuring the day is special.

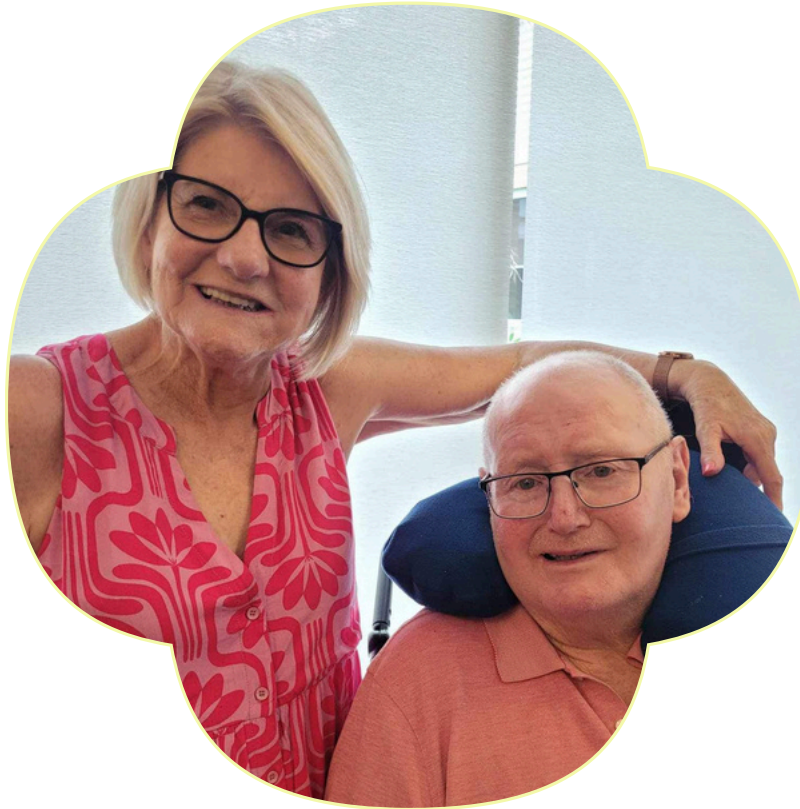
2024 AT MAROBA



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HAVE YOUR SAY

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 & Complaints'. Paper forms are also available at reception if required and can be left in our Feedback box.



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