

# Neighbourhood news

*Our latest news and favourite moments*

PresCare  
AGED CARE COMMUNITIES

Alexandra  
Gardens

March 2025

## From the Manager

Sandra Thomson



*The holistic care we provide involves a great team of dedicated staff, volunteers and health care professionals, both on-site and visiting.*

Our on-site team includes registered nurses, enrolled nurses, personal care workers, lifestyle, catering, cleaning, laundry, maintenance and gardening staff. We also have two physiotherapists providing non-pharmaceutical pain management plus preventative, restorative and rehabilitative physiotherapy programs.

Additional health services are provided by visiting general practitioners, dietitian, speech pathologist, podiatrist, optometrist, dentist and pathology staff. In addition, if residents require services not available on site, such as radiology, staff arrange transport and escort them as required to these services.

Chaplain Natallie Roy, the Spiritual and Pastoral Care Coordinator, has now joined our team to enhance spiritual and pastoral care to residents, families, volunteers and staff. We're proud to work together to put residents first.



## Staying connected and curious

### *Residents and young students share a love of learning and play*

It's back! This month Alexandra Gardens residents were excited to kick-off their intergenerational program again with a visit to Parkhurst Early Learning Centre.

The program is a major annual highlight for residents and the young students alike, resulting in special bonds being formed and residents couldn't wait to meet their new friends.

The classroom was abuzz with chatter and laughter as the residents and children played cars, did puzzles and created masterpieces out of playdough. Some of the ladies spent time in the home corner playing dress up dolls and cooking up delicious imaginary meals with the toy cooking equipment and wooden food.

The activities were followed by morning tea, before the residents said goodbye until they next meet – when it's the children's turn to visit Alexandra Gardens.

Manager, Sandra, says the intergenerational connections are an invaluable way to share knowledge and learn from each other. "It's so important that the residents stay connected to their community and this is a priceless way to do it. It's so uplifting to see the special bonds created and how much fun the children and residents have."



## Introducing our Resident Wellbeing Program

*Late last year, Apollo Care held our inaugural Resident Wellbeing Forum in Brisbane.*

This marked the start of an innovative, national initiative aimed at enhancing residents' ability to live their way, with more meaning, enjoyment and comfort in their daily life – whatever that looks like to them.

Championed by CEO Stephen Becsi OAM, the initiative brings together Apollo Care's National Spiritual Care Lead, Wayne Knapp, and National Lifestyle Lead, Marianne Naughton, together with Church leaders, Lifestyle team members, and Spiritual and Pastoral leaders from Apollo Care communities.

This is an exciting development in our journey towards creating Lifestyle and Spiritual Care programs at each community that go above and beyond the requirements of the Aged Care Act.

To formalise the initiative this year, a new National Steering Committee will guide the development of the program and we look forward to providing regular updates on its rollout.

**Caption: (L-R)** Sue Jauncey, Appellon; Wayne Knapp, National Spiritual Care Lead; Michelle Douglas, Lifestyle Team Leader (Vincent Court); Jordan Mackley, Lifestyle Officer/Pastoral Care Officer (Yackandandah Health); Marianne Naughton, National Lifestyle Lead; Tony Sullivan, Pastoral Care Worker (Bundaleer); Nadia Predan, Lifestyle Officer (Charingfield); Father James Foster, Macleay Valley Parish Priest; Ken Mobbs, Spiritual Care Leader (PresCare Maryborough); Kasey Petty, Activities Team Leader (Tenterfield Care); Stephen Becsi OAM, Apollo Care CEO; Linda Rowley, Lifestyle Officer (The Bays Aged Care)

## Three things I love

*The three things Bev loves doing to stay connected to the people and places she loves:*

1. *Visiting the daycare centre and school – the children are a delight and it's so entertaining to compare their learning experience with mine back in the day*
2. *Shopping trips with other residents and the lifestyle team – it's great to have a browse and purchase what I need.*
3. *Weekly Happy Hour – as neighbours, we enjoy each other's company. We always have a laugh and a good time.*



## More community stories

*Like to know more about daily life at Alexandra Gardens?*

Visit our website and follow our Facebook page to read more stories like the ones in our Newsletter. Find out what residents have been enjoying and how staff are supporting them to live their way.

## Feedback

*Feedback from residents and families is important to us because it helps us improve and make positive changes.*

We also love hearing when we are doing something well.

**You can provide feedback in these 4 ways:**

1. Tell us in person
2. Complete our feedback form and either place it into our feedback box or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at [feedback@apollocare.com.au](mailto:feedback@apollocare.com.au)
4. Complete a short Care Rite survey about the wellbeing of residents by scanning the QR code.



# Notice board

## Special events

- Mon 7th Apr** Morning Melodies at Pilbeam Theatre
- Tue 15th Apr** Easter morning tea and concert with Greg Rea
- Fri 9th May** Shopping trip to King Kong Sales and morning tea
- Mon 12th May** Mother's Day Concert with Ukulele Band

## Making our meal service come to life

*New software, called Simple Foods, is improving mealtimes for residents and the Catering team.*

The system enhances the meal ordering experience for residents who review images of the choices on offer and select the meal that appeals to them.

Importantly, it ensures staff are up to date with residents' changing meal preferences and diet requirements by automating the management of allergens, texture modifications and particular likes and dislikes. The Catering team is also reaping the benefits with easier planning, preparation and personalisation of food options. This ensures they can provide residents with consistently high-quality meals while also meeting food safety and compliance requirements.



*PresCare Alexandra Gardens has maintained our Food Licence following the recent annual Food Act Audit conducted by the Rockhampton Regional Council.*

## Birthday wishes!

*Happy birthday to residents celebrating their special days from December to March:*

**Dec:** Noelene C, Alan D, James (Jim) O, Pamela (Pam) B;

**Jan:** Maureen Q, Jeanette H, Kay S, Cynthia M, Lesley K;

**Feb:** Harry W, Janice L, Constance (Del) H, Garrett S;

**Mar:** John G, Colleen M, Colleen W, Daryl G, Colleen L, Ivan B, Alfred C, Elizabeth (Betty) R.

## Become a volunteer!



*We're looking for more volunteers to join our team and make a real difference to residents' wellbeing.*

You can nominate your preferred activities and availability.

For more info, talk to our Lifestyle Team: Call (07) 4999 3000 or email [infoAG@prescare.org.au](mailto:infoAG@prescare.org.au)



## Meet Abby, our dedicated Personal Care Worker

Starting at Alexandra Gardens as a student undertaking her school-based traineeship, Abby discovered her passion, returned as a valued full-time staff member, and now has her eyes set on studying a Bachelor of Nursing at Central Queensland University.



### *What made you consider aged care as a profession?*

I've always been interested in nursing and medicine and realised the school-based traineeship would be a great pathway to it. I did my Certificate III in Health Support Services when I was at South Rockhampton State School. After the traineeship, when the team encouraged me to apply for a position as a Personal Care Worker, it wasn't a hard decision to make. I love it here!

### *Was there a particular memorable moment from your traineeship?*

So many! It was such a wonderful learning experience. I did my placement in Boronia Court and I have so many good memories of conversations and laughs with the residents.

### *What do you love most about your role and this opportunity?*

I love caring for the residents. I've got to know them personally and they're all so lovely. I enjoy hearing their different stories. I've also found the staff so supportive and helpful – they've encouraged me and provided such positive feedback. I also love that I learn something new every day!



## Enjoying everyday life at Alexandra Gardens

*Resident, Noelene (above left), is very content living in our welcoming community and embraces the chance to maintain her interests and independence, as well as the opportunities to stay connected with family, friends and the community.*

"I love that my family and friends can visit me here at Gardenia Court and even join me for lunch. The staff set up a private table, where we can be together and enjoy each other's company. I also go out with them weekly to the beach or on day trips to Mt Morgan and Duaringa," she says.

"The staff are all lovely and caring and there are so many activities to choose from. There's truly something for everyone. I particularly enjoy the concerts, arts and craft, intergenerational programs and heading out on the bus to different venues around the Rockhampton area."

Noelene participates in the Consumer Advisory Committee and assists daily with folding the dining room linen for Gardenia Court.

# Alexandra Garden's Quality & Safety Report



Apollo Care is committed to using best-practice governance and clinical governance systems to deliver exceptional resident and client experiences in all of our communities.

We recognise that transparency is a key part of delivering on this objective, and we are implementing a new engagement framework so all residents, clients, family members and representatives, and staff are provided with up-to-date quality and safety information. Although this is not a government requirement, we are excited to showcase our achievements and acknowledge the areas where we need to improve.

In each newsletter, we will publish the latest updates for one of the four Quality & Safety areas: Quality Standards Compliance, Feedback & Complaints, Incidents & Hazards, and Improvement Projects.

## *March 2025 update: Quality Standards Compliance*

- We are fully compliant with the Aged Care Quality Standards and accredited for 3 years.
- Our last visit from the Aged Care Quality & Safety Commission was February 2023
- We have a 4-star rating by the Department of Health and Aged Care, achieving 5 stars for Compliance, 5 stars for Quality Measures, 4 stars for Residents' Experience and 2 stars for Staffing
- We are preparing for the Strengthened Quality Standards that are commencing from 1 July 2025 as part of the new Aged Care Act.

## Global award finalist for Operational Innovation

Apollo Care has been named Finalist in the 2025 'Innovation of the Year - Operational Management Solution' category in the 13th Asia Pacific Eldercare Innovation Awards. For the third year in a row, we've been recognised on an international scale for our innovative approach to aged care.

This time, our revolutionary Operations Insight Suite is vying for gold. This analytics platform provides unprecedented insights and support to Residential Services Managers to improve the performance and sustainability of each of our aged care communities.





## Kickstarting careers in aged care

PresCare Alexandra Gardens regularly hosts students from local high schools, universities or registered training organisations for their school-based traineeships or clinical placements.

*Last year, over 65 students used PresCare Alexandra Gardens as a living classroom, gaining valuable experience working in our community.*

Residential Services Manager, Sandra, says “The education and experience opens doors for the students and gives them a head start in a growing industry with lots of opportunities. At the same time, it helps us build a permanent workforce with dedicated staff from the local community.”

“As Alexandra Gardens has a dedicated Memory Support Unit, we’re also able to provide students with the opportunity for more comprehensive education on supporting people living with dementia,” she says.

Two Bluestone Medical students, who recently completed their clinical placements, have subsequently joined the team as personal care workers.

“I enjoyed doing my placement with Prescare at Alexandra Gardens,” says Ava. “I felt well supported and enjoyed the thorough teaching provided. I’m looking forward to continuing here, knowing that I am working with a strong team that ensures the best care for residents.”

Marnee agrees. “My experience was very rewarding. It made me feel very proud to be helping and making a positive difference to the residents’ lives. I have also loved gaining the knowledge that’s needed to help with their care, in a safe and positive way.”

## Favourite moments



Adding special touches to the knitted bears



Birthday celebrations



Celebrating Valentine's Day



Enjoying fish & chips at the beach



Staying sun-safe for the walk



Valentine's Day