

# Neighbourhood news

Our latest news and favourite moments

PresCare  
AGED CARE COMMUNITIES

Groundwater Lodge  
Yaralla Place

April 2025

## From the Manager

Jinto George,  
Groundwater Lodge



It's been a great start to 2025! We've welcomed more locals to Groundwater Lodge, with almost all suites now occupied, adding to the friendly atmosphere of our community. Recent team roster enhancements mean residents are receiving even better support, and our Lifestyle team has exciting plans for interesting activities here in the community and adventures further afield.

## From the Manager

Rozina Hegarty,  
Yaralla Place



We're excited to welcome students from Riverside Christian College, embarking on studies in Individual Support. Our intergenerational program continues this year where residents and younger students exchange knowledge, wisdom and life perspectives. We've also introduced structured reminiscing sessions where participants share their stories, preserve memories and build shared experiences together.



Enjoying a cold beer and a classic pub meal at the local Granville pub

## Keeping treasured connections thriving

*There's nothing like catching up with friends and enjoying favourite experiences together in the wider community.*

Our two Maryborough communities focus on providing residents with a range of opportunities to maintain connections with family, friends and the local area. Here are just a few examples we've enjoyed recently.

Last month, Groundwater Lodge residents loved sharing stories and reconnecting with old friends over a cold beer and a classic pub meal at the local Granville Tavern. "It wasn't just the amazing meal," said resident Daniel, "it was the great company, the friendly pub staff and sharing the experience with my partner and other residents that made this such a great day."

Other residents enjoy visiting the Maryborough City Markets every Thursday morning, including resident, Len, who loves being out and about in the city centre. "We laugh and rediscover old traditions – like stopping at the famous Sauers' Pie Shop on the way home!"

Along with regular outings, our Lifestyle Programs also include visits from community groups so that all residents can enjoy interesting and fun experiences.

Recently, residents from Groundwater Lodge and Yaralla Place were treated to a visit by the Fraser Coast Historical Vehicle Club with eight sparkling vintage cars. Sitting inside the classic cars, chatting to the owners and reminiscing about their driving adventures made this a very special day.



## Continuing to enjoy life together!

Len and his wife Mary live together at Groundwater Lodge's newly renovated Bottlebrush Household. Len loves going on the outings with his wife, Mary. "We love seeing the changes in the town, recognising old places we used to enjoy together and reminiscing about special moments," he says. "I wouldn't enjoy these outings as much without Mary. She is my life!"

## Internationally recognised for innovation - once again!

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 globally for our innovative approach to aged care.



We were delighted to also receive the prestigious 'Special Recognition Award' honouring our outstanding contribution to the eldercare sector. This award acknowledges the meaningful impact of our work and the potential to drive future innovation in aged care across the region.

## Three things I love

*The three things Di loves about living at Yaralla Place:*

1. *It feels like home* – When I recently returned from hospital, it felt like I'd arrived back at home with familiar faces and spaces
2. *The serenity* – there are plenty of lovely peaceful spots to enjoy, particularly my beautiful garden
3. *The friendships* – I love spending time connecting with other residents



## More community stories

*Like to know more about daily life at PresCare Maryborough?*

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)

# Notice board

## Special events

- Wed 16th Apr** Easter Church service, Groundwater Lodge
- Thurs 17th Apr** Easter egg hunt, Yaralla Place
- Fri 18th Apr** Easter seafood lunch with family, Groundwater Lodge
- Tue 22nd Apr** Frazer Coast Caring Clowns concert, Groundwater Lodge
- Fri 25th Apr** ANZAC Day services, Groundwater Lodge & Yaralla Place
- Fri 9th May** Mother's Day high tea party with family, Groundwater Lodge  
Mother's Day pampering sessions, Yaralla Place



## Enjoying a bit of pampering

Groundwater Lodge residents have been indulging in some special spa treatments. Each fortnight, residents can be spotted enjoying feet and hands massages while they relax in our pop-up spa, complete with calming music and aromatherapy oil diffusers.

## Birthday wishes!

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

### Groundwater Lodge:

**DEC:** Noel C, Julian F, Noela D, Trevor M

**JAN:** Lorraine C, Leonard S, Dennis W, Graham C, Muriel S, Laraine W

**FEB:** Elva H, Catharina M

**MAR:** Carmel L, Valeria K, Joseph A.

### Yaralla Place:

**DEC:** Kathleen F, Bill G, Joan P, Lorna W, Betty W, James W, Trevor W

**JAN:** Maria B, Heather C, Mary D, Thomas D, Karin G, Annette K, Marguerite K, Keith S

**FEB:** Doug A, Warren E, Rob P, Wendy R, Ritva R, Bill S, Coral W

**MAR:** Clive B, Garry C, Marjorie C, Frederick K, Suzanne M, Dianne M, Ruth M, Janet O, Michael P.

## Beautiful feedback from our families

*We love receiving feedback from residents' families. It's truly heart-warming to read messages like these:*

"I've been in Maryborough for a week, visiting my brother-in-law at Yaralla Place, observing just how dedicated you all are to your jobs. A special thank you for looking after him and other residents so well. You all do a magnificent job!"  
– Family member.



## Simple pleasures spark conversation

There is something special about the ritual of high tea – dainty tea sets, tiny treats and the charming art of gentle conversation. Residents are now enjoying this time-honoured tradition weekly at Yaralla Place, with some dressing up specially to add a little elegance to the occasion. It's the talk of the community and has proved so popular that different residents are invited each week to ensure everyone gets a chance to participate.



## Men's group provides a positive space to share

Male residents at Yaralla Place look forward to the regular visits from Older Men Unlimited, an independent voluntary body, helping senior men in the Maryborough and Hervey Bay region stay active and connected. Over the years, helped by a warm cup of tea and hearty conversation, many friendships have flourished and ideas taken shape. Resident, George, says "Talking to one another – that's what it's about! And with that comes connection."



## Feels like family



Anita, one of Groundwater Lodge's newest, dedicated Personal Care Workers is immersing herself in the daily activities, and loves supporting residents to enjoy the many things on offer in the community.

"I try to make a difference in the residents' lives every day. I love seeing them smile and enjoy the fun we have together," she says.

## Become a volunteer!



*We're looking for more volunteers to join our teams at Yaralla Place and Groundwater Lodge and make a real difference to residents' wellbeing.*

You can nominate your preferred activities and availability, and which community you'd prefer to attend.

For more inform, talk to our Lifestyle Teams. For Yaralla Place, call (07) 4120 5800, and for Groundwater Lodge, call (07) 4122 6800. Or email us at [jobsMB@prescare.org.au](mailto:jobsMB@prescare.org.au)



## PresCare Maryborough 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 Quality Improvement Projects.

### *April 2025 update: Quality Standards Compliance*

- Groundwater Lodge and Yaralla Place 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 18 October 2022 (Yaralla Place) and 29 March 2023 (Groundwater Lodge)
- Groundwater Lodge and Yaralla Place both have a 4-star overall rating by the Department of Health and Aged Care, achieving 5 stars for Compliance
- We are preparing for the Strengthened Quality Standards that are commencing from 1 July 2025 as part of the new Aged Care Act
- Groundwater Lodge and Yaralla Place are both registered providers of NDIS disability services. Our last visit from certifier, Globalmark, was in November 2022

## We love supporting residents to look and feel their best

*And so do the lovely hairdressers who visit our communities every two weeks to ensure that everyone can enjoy a range of professional hairdressing services.*

Louise at Groundwater Lodge and Sue-Ellen at Yaralla Place have become very popular among the residents.

The comfortable salon areas become busy, social places with residents enjoying a chat together while waiting to be pampered.

At Yaralla Place, residents can book their treatments in the appointment book located in each of the nurses stations.

At Groundwater Lodge, residents can speak to any staff member about scheduling an appointment.





## Kickstarting careers in aged care

*A group of Year 10 and 11 students from Riverside Christian College is about to start a school-based traineeship and Certificate III in Individual Support using PresCare's communities as their living classroom.*

The seven students will undertake a two-year traineeship, initially making use of the training room, but in time working with the PresCare teams so they gain valuable hands-on experience caring for residents.

Jinto George, Groundwater Lodge Manager, says this is a game-changer for the students, our communities and the industry in general.

“The education and real-world experience will open doors for the students and give them a head start in a growing industry with lots of opportunity.

At the same time, it helps us build a permanent workforce with dedicated, educated and experienced staff from the local community.”

Rozina Hegarty, Yaralla Place Manager, says the program will benefit the residents and the wider community too.

“I’m sure the residents love the students’ youthful energy, interest in learning and dedicated care. It will be lovely to see the relationships blossom over time,” she says.

## Favourite moments



St Patrick's Day shenanigans at Groundwater Lodge



Clowns visit Yaralla Place



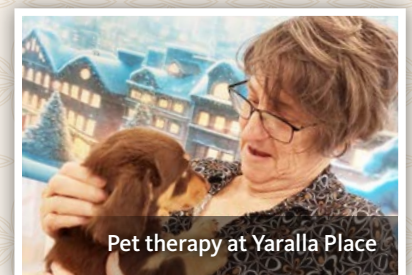
Brian inspecting the vintage cars



Family always welcome



Maryborough City Markets



Pet therapy at Yaralla Place

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