

Neighbourhood news

Our latest news and favourite moments



Alexandra
Gardens

December 2025

From the Manager

Sandra Thomson



*Welcome to this edition of
Neighbourhood News.*

Residents, families and volunteers are looking forward to celebrating Christmas, especially our twilight Christmas Party!

At Alexandra Gardens, we support residents to make choices about the care and services they receive. We love helping them feel at home and focus on building strong relationships, creating homely spaces and planning special activities that they enjoy.

We're proud to share that in a recent survey of residents and families, 97% of respondents rated residents' experience and 91% rated quality of life as excellent. We value these results and the regular positive feedback we receive. We have a great team working together to create a special community that feels like home.

On November 1, the Government's new Aged Care Act came into effect. We welcome these changes that are strengthening Australia's aged care system and ensuring that the rights of older people are at the centre of their care.



A perfect day out - sunshine, seafood and stunning views

What a memorable day! Residents spent an idyllic day exploring the beautiful Causeway Lake and surrounding area – a haven for families, birdwatchers and fishermen.

With gentle waves lapping and the sunshine shimmering across the water, conditions were perfect for a day of connection, conversation and a little adventure. While some residents donned their lifejackets and boarded the shaded pontoon boat, others took a gentle stroll along the shores, enjoying the fresh breezes and natural surrounds.



Resident Bev was hesitant about getting on the boat at first but was so glad she ventured out and is looking forward to doing it again. Betty, agreed. "It was calm and relaxing, and the breeze on the water was beautiful," she said.

The happy residents enjoyed a lunch of fresh fish and chips on the shore and met residents from Sunset Ridge Nursing Home who were also enjoying a morning of sailing. After a cheerful chat about the day's adventure, residents boarded the bus for a scenic drive along the beach front from Yeppoon to Emu Park, along with an ice cream treat. It was time for reminiscing about long days spent at the beach as children with families and friends.

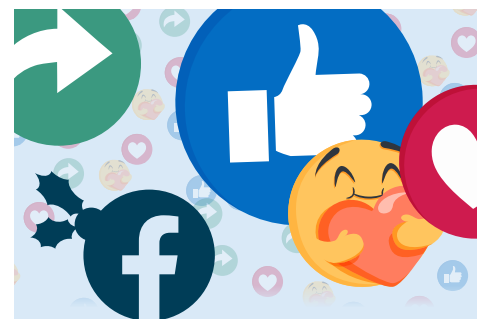
The group enjoyed the activity so much, we'll be venturing out monthly from February. Thank you to the enthusiastic and willing volunteers from Sailability Capricornia who supported us on this outing.

Enhancing our shared spaces



Residents, families and staff are excited about the upcoming enhancement program to Alexandra Gardens' shared spaces.

We've been busy selecting colours, fabrics and materials for new furniture, window coverings and flooring. With orders being placed soon, we can't wait to see our community refreshed with beautiful homely touches that will make it even more warm and welcoming.



Christmas on Facebook

At Alexandra Gardens, we're excited about all the festive activities, outings and celebrations planned for this time of year.

Make sure you keep up to date with all the fun things we'll be getting up to by following us on Facebook.

Our difference is that we preserve what makes each community special



Our innovative model optimises care and performance



Resident wellbeing is at the heart of everything we do



We've built **industry-first technology** that drives improvement



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 3 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

In 2025, Apollo Care turned five

Alexandra Gardens is proud to be one of Apollo Care's growing alliance of 14 not-for-profit aged care communities.

When Apollo Care started five years ago, our vision was to strengthen our regional aged care communities, so older Australians could stay living locally.

We provide expert support to local managers and teams so they can continue to provide the best care to residents. We also invest in enhancing our communities to make them even better places to live and work.

Find out more about how we're helping Alexandra Gardens and our other communities evolve and thrive. Visit apollocare.com.au/about and hear from our four leaders.

"I have always found all the staff at Alexandra Gardens to be very professional, caring and compassionate."
Husband of resident



Out doing the things we love – musical melodies sparking memories

Alexandra Gardens residents love getting out and about and nothing beats a toe-tapping morning of music!

Every month, we board our very own bus and head to the concert put on by the Capricorn District Country Music Association. With a rotating line-up of performers, there is always something for everyone.

After the concert, attendees and performers enjoy morning tea and a few laughs together. For resident, Janette, the trip is especially meaningful. Once very involved in the Association, the monthly concerts evoke fond memories. She is always warmly welcomed back and thanked for her years of dedication – a gesture that never fails to make her smile.

Country music isn't the only rhythm that keeps residents moving. Every second month we put on our finest outfits before making our way to the Pilbeam Theatre for the popular Morning Melodies series.

Whether it's joining in a country classic or humming along to a nostalgic tune, the regular outings are a cherished opportunity to share a love of music, have fun together and stay connected with family, friends and the broader community.

These outings are a wonderful example of how we support residents to continue enjoying the things that bring them joy.



Moira's colourful life and home

Resident Moira has made Alexandra Gardens her home, lovingly decorating her room with stunning art and sculptures – some created by herself and some by her daughter, Doone, also an artist.

Taking pride of place is a beautiful painting of sunflowers, recently gifted to her by Doone for her birthday.

Over the decades, Moira explored an extraordinary range of artistic pursuits – from pottery to painting, spinning to sculpting.

Even at 95, Moira's eyes continue to light up as she looks at colours and shapes, light and movement.

She loves to sit in her wheelchair gazing out her window at nature's artwork too, watching the garden and the birds playing in the birdbath.

Our team loves celebrating Moira's creativity, encouraging and helping her display her collection of artworks that we all admire.



Notice board

A message from Father Terry



Christmas is 'ever old' and 'ever new'. The message is still the same. It is a time to reflect on the great mystery of God, who is Love, and who came to be one with us through Jesus.

May the risen Jesus always be the star that shows us the way, and may the Holy Spirit lead us to follow.

May the Lord bless you and keep you. May the Lord let His face shine on you, be gracious to you and bring you peace.

Merry Christmas!



Special events

- Wed 3rd Dec** Pop up Christmas shop with Redhill Post Office
- Thurs 4th Dec** Catholic Church Christmas Service
- Mon 8th Dec** Morning Melodies at the Pilbeam Theatre – Home for Christmas theme
- Thurs 11th Dec** Residents & families Christmas Celebration
- 15-17th Dec** Christmas lights bus trips
- Thurs 18th Dec** Christmas morning tea with the Mayor

Our Chapel welcomes all beliefs and religions and provides a lovely environment for services, Bible study, pastoral care or personal reflection. Church services are provided almost daily.

All are welcome.

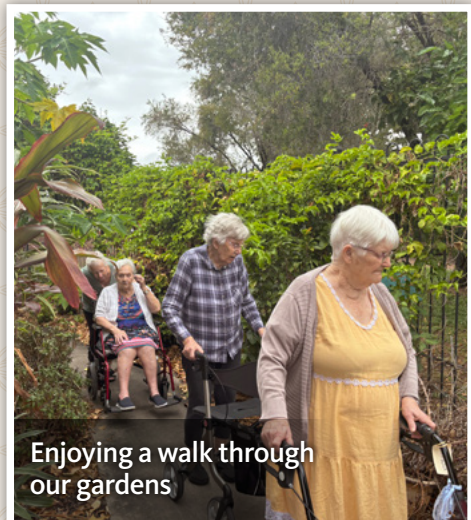
Favourite moments



Christmas shopping!



Fashions on the Field



Enjoying a walk through our gardens

Quality & Safety Report: Quality Improvement Projects



Apollo Care is committed to using best-practice care 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 providing all residents, family members and representatives, and staff with up-to-date quality and safety information.

We are excited to showcase our achievements and acknowledge the areas where we need to improve.

November 2025 update: Quality Improvement Projects

Apollo Care is committed to continuous quality improvement of its care and services. Opportunities for improvement arise from resident, client and family feedback, including complaints and suggestions, from audit and quality monitoring activities, and from incident and hazard data.

Some of the quality improvement projects underway at Alexandra Gardens include:

- In line with the Strengthen Aged Care Standards, we have introduced 24-hour snack stations so residents can access refreshments outside of regular mealtimes
- Extending the rollout of Simple Food technology to improve resident ordering process, menu planning and allergy management
- Improving nutrition with 6-monthly on-site menu reviews by a Dietician and Speech Pathologist
- Conducting regular Food Focus meetings with residents and families to co-design menus
- Appointing a Pastoral & Spiritual Care Coordinator
- Selecting colours, fabrics and materials for enhancing our shared spaces
- Enhancing our Lifestyle Program to include more community activities, entertainment and one-on-one interactions
- Appointing a new Domestic Care Worker to enhance care and services provided to residents



Family always welcome

At Alexandra Gardens, we're lucky to have so many welcoming indoor and outdoor spaces where residents can enjoy spending time together with family and friends.

Geoff and his dog Sophie visit us twice a week at Gardenia Court. Geoff's wife, Coral, was a resident here and since her passing earlier this year, Geoff has continued to visit and spend time with the residents.

"I feel very much a part of the Alexandra Gardens family," he says, adding that he enjoys watching Sophie interact with the residents and receive love and attention in return. "I have many good friendships here but particularly enjoy my visits with Harry – we're never short of conversation and learn something new about each other every visit!"

As we head towards the end of the year, we'd like to remind families and friends that you're welcome to visit your loved ones at any time. Whether it's connecting for a stroll through our gardens, a cup of tea, holding a special celebration or even joining in some of our activities, we'd be happy to see you!



Staff Profile



Meet Lynne, a compassionate Personal Care Worker using technology to enhance resident experience.

Every member of our Care Team uses CareKeeper, an advanced technology application, that helps staff build better connections with residents and provide even more personalised care.

Lynne, who has been at Alexandra Gardens for seven years, says the hand-held app provides up-to-date information about each resident's life story, clinical care needs and lifestyle preferences. Importantly, this saves valuable time and helps her engage with residents about what's important to them.

"With CareKeeper, I have quick access to residents' care plans and their routines. I'm also able to see their history, find out about their interests and see what they enjoy doing to help spark conversations," says Lynne.

"The technology lets me spend more one-on-one time getting to know individual residents well so I can tailor care and enhance their everyday wellbeing."

"It's so lovely to hear from the families, how happy they are to see their parents and grandparents enjoying life," she says.

Manager, Sandra, says the technology benefits all residents and staff. "It helps our team provide tailored care based on each resident's unique needs. Importantly, it frees our team to spend more time caring for residents, and less time doing paperwork and handovers," she says.

Favourite moments



Celebrating Melbourne Cup



Making trauma teddies for the Ambulance Service



Decorating our Christmas tree