

Rockpool Reflections



CEO's welcome

Merry Christmas and welcome to the December edition of Rockpool Reflections.

I would like to extend a warm welcome to our new residents who have chosen to call Rockpool home over the past two months. The team and I are here to support you through this transition and I hope you are enjoying your move.

Welcome also to our new team members and thank you for embracing Rockpool's values and standards and how and why we deliver care.

What a year!

Don't get me wrong, there have been challenges, including the lingering threat of COVID-19 and the implementation of long-overdue reform triggered by the Royal Commission into Aged Care Quality and Safety, but the positives have overwhelmingly outweighed the negatives, including:

- The comradery, commitment, and resilience of our Rockpool team in what has certainly been one of our most challenging years yet. Your focus on keeping our residents and each other safe and happy during this time needs to be commended. From the bottom of my heart, thank you;
- The expansion of our Wishing Tree Project, which offers residents an opportunity to fulfil a wish; watching some of these lifelong wishes realised has been remarkable
- Rockpool Morayfield's third birthday;
- The official opening of Rockpool Carseldine, Australia's first 5 Star Green Star aged care

home. This remarkable new home is the latest step in our journey to achieve our very distinct vision at Rockpool of Life reimagined;

- Prime Minister Anthony Albanese and Aged Care Minister Anika Wells' visit to Rockpool Carseldine. Both were blown away by the extraordinary range of facilities at Rockpool Carseldine, our approach to aged care and the standards we set. As the Prime Minister said.

"This is a world-class facility..."

"Rockpool is an example of what the future should look like, but it's here today."

- Construction beginning at our third location, Rockpool Pelican Waters.

Christmas is a time to pause and reflect and as I look back on 2022, I can see it has been one incredible journey that I am not sure any of us were prepared for. However, none of it would have been possible without our remarkable residents, amazing team members and inspiring volunteers. You are the heart and soul of this organisation and the reason why it is so special.

On behalf of the entire team at Rockpool, I would like to wish you a Merry Christmas and a Happy New Year.

Thank you for your resilience, compassion and kindness. I hope 2023 brings you good health, happiness and laughter. I am taking some time out to spend with my family over the next few weeks. I look forward to seeing you in 2023!

With love and best wishes,

Melissa Argent

Rockpool Residential Aged Care CEO

Thank you for your ongoing efforts in making Rockpool remarkable



We work in one of the most difficult, unrecognised and underappreciated yet most honourable sectors in the Australian economy. We constantly hear from the media and the white noise of the community that nobody wants to go into residential aged care.

However, we regularly hear from our residents and their families how wonderful we are. How they should have come into Rockpool earlier. How loved ones have found a new lease of life. What a brilliant gift that is!

This is the gift we keep on giving our residents and their families every day we come to work.

Working in aged care has never been easy. The work is hard, the expectations high and pay less than deserved. However, the satisfaction of doing something worthwhile and making a difference in peoples' lives and the bond and camaraderie we share with each other is what keeps us coming to work. These past two and a half years have been one of the most extraordinary periods in our history. The challenge of managing our own home lives and then making it to work, let

alone the incredible challenges we have faced here looking after and protecting our frail and vulnerable residents often with a diminished workforce have been exceptional. You all in the Rockpool Team have been beyond exceptional in rising to these challenges.

On behalf of the Board of Directors of Rockpool I want to express our gratitude and congratulations and thanks for everything you have done and continue to do. We recognise the efforts you have made. Further, we wish you and your families and friends the very best for this festive season and wish that it is happy, healthy and restful, joyful and fun and brings even better tidings into the New Year.

I am proud to be the Chairman of this wonderful team.

Thank you.

Bill Summers

Executive Chairman



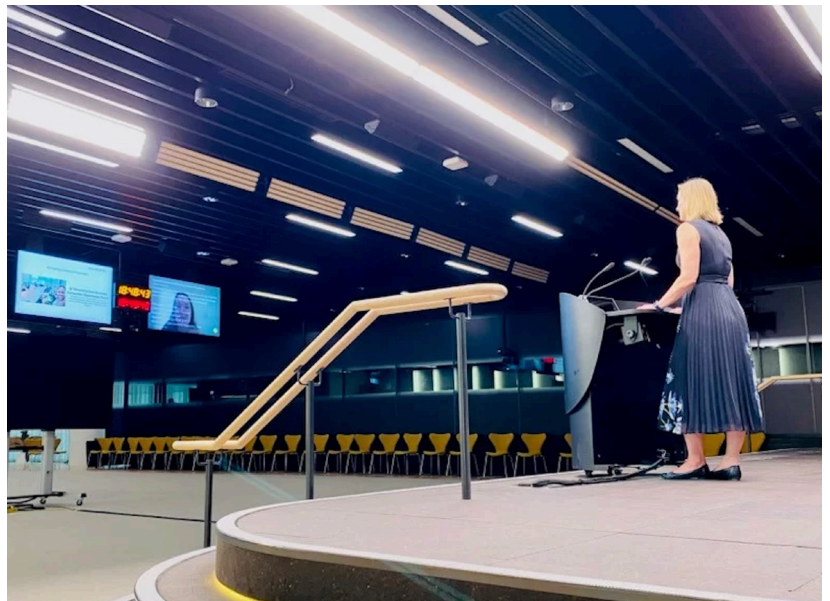
2022 innovAGING National Awards

The 2022 innovAGING National Awards were announced in November, with CEO Melissa Argent singled out by the judges.

Mel was announced as the innovAGEING network contributor for the year, for her support of nationwide innovAGEING initiatives.

The innovAGEING National Awards celebrates the achievements of organisations, teams, and individuals who have made our industry more consumer-centred, and/or successfully implemented a new and better way of doing things in the service of older Australians.

Congratulations Mel!



Rockpool – Australia's first 5 Green Star designed aged care home

Now open at Carseldine Village – enquire today

1800 515 053 | rockpoolrac.com

 **Rockpool**
Residential
Aged Care

Welcome to Rockpool

We're delighted the following team members have joined Rockpool in the past two months:

Fransisa Adhikari - Registered Nurse
Sushma Sharma - Personal Carer
Pratikshya Dhakal - Registered Nurse
Reiko Leigh - Personal Carer
Sunjila Awal - Personal Carer
Sahara Pokhrel - Personal Carer
Jade Meredith - Personal Carer
Prapti Dhakal - Personal Carer
Cristina McCallum - Personal Carer
Stuart McDonnell - Lifestyle Assistant
Siwani Gurung - Personal Carer
Asbin Thapa - Personal Carer
Flora Loki - Personal Carer
Brooke Thompson - Cleaner
Caroline Mani - Personal Carer
Sulav Maskey - Personal Carer
Roma Rhea Dela Cruz - Kitchenhand
Akulia Andersen - Personal Carer
Vincigaa Chandrakumar - Personal Carer
Candy Clarke - Cleaner
Josephine Samuel - Registered Nurse
Melissa Ham - Dining Service Champion
Connie Carter - Dining Service Champion
Samikshya Dhakal - Dining Service Champion
Danial Gorgan - Maintenance Officer
Nicola McCormack - Lifestyle Assistant
Emily Fono - Personal Carer
Harpreet Kaur - Registered Nurse
Manisha Chabra - Personal Carer
Gurpinder kaur Pannu - Personal Carer
Punam Gajurel - Personal Carer
Zoe Wieden - Dining Service Champion
Alisha Khera - Quality and Safety Coordinator
Dylan Joseph Bersabal - Registered Nurse
Ruth Turner - Cleaner
Nadine Lee - Lifestyle Assistant
Jomari Arregadas - Cleaner
Rhea Sol Flores - Personal Carer
Sandra Bipin - Personal Carer
Joanna Ferguson - Personal Carer
Amandeep Kaur Dhillon - Personal Carer
Mandeep Kaur Gill - Personal Carer
Jasmeen Kaur - Personal Carer
Venus Mojica - Lifestyle Assistant
Micko Gana - Personal Carer
Juna Pokhrel - Personal Carer
Anil Maskey - Personal Carer
Freedom-Sierra Walker - Personal Carer
Baburam Kandel - Registered Nurse
Isha Rimal - Personal Carer
Sharon Carmody - Cleaner

Susmita Sunuwar - Personal Carer
Nisha Dhungana Kandel - Personal Carer
Jashandeep Kaur - Personal Carer
Khushi Dhiman - Registered Nurse
Lisa Stanley - Lifestyle Assistant
Madeleine Duggan - Admin Officer
Chandani Silwal - Personal Carer
Cheryl Tether - Resident Relations
Avneet Kaur - Registered Nurse
John Jaison Meacheril - Personal Carer
Angelina Nyabuath - Personal Carer
Karissa O'Sullivan - Personal Carer
Hrishikesh Siv - Personal Carer
Davy Gee - Personal Carer
Sony Maharjan - Registered Nurse
Beatrice Rodriguez - Personal Carer
Prabina Sharma - Personal Carer
Katrina Garth - ACFI Co-ordinator
Ruth Shorai - Personal Carer
Gipsy Thomas - Personal Carer
Silvia Bustelo - Cleaner
Rajika Fernando - Personal Carer
Renu Thapa - Personal Carer
Jamuna Timilsina - Personal Carer
Devanshi Yadav - Personal Carer
Chhokpa lama Sherpa - Registered Nurse
Tanya Leenders - Rostering Officer
Kirk Lambie - Cleaner
Rojina Thapa - Personal Carer
Pauline Karadimas - Personal Carer
Tanara Ireland - Personal Carer
Aawan Raut -n Registered Nurse
Alicia Goodsell - Dining Service Champion
Pratima Baral - Registered Nurse
Punam Gajurel - Personal Carer
Kirsty Veevers - Dining Service Champion
Faisal Iqbal - Personal Carer
Manpreet Kaur - Registered Nurse
Bethany Benton - Dining Service Champion
Zoe Hurst - Personal Carer
Sonja Taylor - Registered Nurse
Sarah Denton - Dining Service Champion
Sushmita Dangol - Registered Nurse
Michael Pineda - Registered Nurse
Tarun Kumar - Registered Nurse
Heidi Mctrusty - Personal Carer
Deborah Mortimer - Lifestyle Assistant
Danielle Hamby - Clinical Facilitator



Rockpool Pelican Waters

Rockpool Pelican Waters is set to redefine the standard and quality of aged care when it opens in mid-2023.

Located on Spitfire Banks Drive and just moments from the nearby marina and village, Rockpool Pelican Waters will boast amazing water and mountain views and will offer residents a range of care options including:

- Residential care
- Respite care
- Memory support care
- Palliative care

Innovation and sustainability will underpin construction at Rockpool Pelican Waters, a 150-bed home, comprised of thoughtfully designed and built communities supporting between 15-30 residents, with a shared lounge and dining area located at the heart of each community.

Residents will also enjoy the wellness and vitality centre, cinema, hair and beauty salon and café, which will be open to the public.

For more information, including enquiries, please contact Rockpool's Resident Relations Manager, Jimina Silvestri (jimina.silvestri@rockpoolrac.com / 0408 431 419).



Do you know why we are called Rockpool?

Rockpool's vision is Life reimagined.

Our mission is to provide care and services which create an environment for residents, families and staff that is safe, secure, inclusive, contemplative, reflective and vibrant with life – just like a rockpool.

Lucky charm?

Did you know the Socceroos qualified for the World Cup on the same day Prime Minister Anthony Albanese and Minister for Aged Care and Sport, Anika Wells toured Rockpool Carseldine?

Coincidence?

Who would of thought Rockpool would be the Socceroos good luck charm!



Key contacts

Do you have a question or a query for a member of the Rockpool team?

Not sure who to contact? Why not try our Facility Managers or Hospitality Managers.

Rockpool Carseldine Facility Manager

- Karen Conroy
(karen.conroy@rockpoolrac.com)

Rockpool Morayfield Facility Manager

- Kerri McLeod
(kerri.mcleod@rockpoolrac.com)

Rockpool Carseldine Hospitality Manager

- Marguerite Butera
(marguerite.butera@rockpoolrac.com)

Rockpool Morayfield Hospitality Manager

- Brandon Delrosario
(brandon.delrosario@rockpoolrac.com)

Rockpool carseldine

It's the most wonderful time of the year, and Carseldine's Art & Craft group has been getting into the Festive Season by putting the final touches on their decoupage Christmas reindeer projects.

All we need now is a Christmas Tree.

Music Therapy with Grace is proving a big hit (get it?).

Carseldine's residents have been singing old-time favourites and playing handheld instruments.

Maybe we should start a choir?

The sounds and thrills of the racetrack came to Rockpool Carseldine with residents celebrating Ladies Day as part of the Melbourne Cup Carnival.

Our gorgeous residents enjoyed a High Tea, a glass of bubbles and some fantastic entertainment.

Did you know Rockpool Carseldine and Morayfield both have three electric vehicle chargers?

Innovation and sustainability have long underpinned Rockpool's approach to aged care, with the Carseldine location recently announced as Australia's first 5 Star Green Star designed aged care home.

Saturday afternoon carpet bowls at Carseldine definitely knows how to draw a crowd.

Thank you, Ronnie and Tracy from Silver Memories for your recent performance at Carseldine.

The concert brought back many wonderful memories for residents who sang, clapped hands and danced, with some even joining in the limbo!

It's beginning to look a lot like Christmas at Carseldine, with the Arts & Craft group making wonderful Christmas cards for family and friends.

Did you know Rockpool's chefs make strawberries and ice cream for residents using strawberries grown and picked from Carseldine's very own garden?

No, this isn't a five-star retreat. It's better, it's Rockpool Carseldine, where residents can enjoy pamper afternoons. Residents can choose between a manicure or a deluxe pedicure while relaxing in a massage chair and sipping on a tall glass of bubbles.

Bill's Buggy, named after Rockpool co-founder and Executive Chairman, Bill Summers is proving very popular with residents at Carseldine.





Love letters from the heart

Leonard and Lorna Sue-Tin, of Boondall, were married on November 6, 1948. This year they celebrated their 71st anniversary by renewing their vows. They also wrote these letters to each other.

DEAR LORNA,
 From the moment I met you I knew you were the one for me.
 You were not only the most beautiful woman I could meet, you had a sparkle in your eyes, so kind and shy. To no one would I think I could find one you could love with a heart full of happiness.
 You have always been a giver, never a taker.



Leonard and Lorna Sue-Tin on their wedding day in 1948.

spring chicken. Nevertheless, we are getting through our journey, as we always have, together and I wouldn't want it any other kindness to all who have entered our lives.
 You have always allowed me to be me and bless me with what

Several couples call Rockpool Carseldine home, including Leonard and Lorna Sue-Tin.

The foundations of their remarkable 74-year marriage are love, family and hard work.

As teenagers, Len and Lorna both lived in Nudgee. Len would often pretend to weed the family farm just so he could catch a glimpse of Lorna coming home from the movies.

Len comes from the respected Sue-Tin family. His father was Guy Sue-Tin and his uncle was Jimmy Sue-Tin. Most locals remember Sues Korner which sold quality vegetables from the family's farm at pop-up produce stalls on Sandgate Road.

Len and Lorna were married at St. John's Cathedral, Brisbane on 6 November 1948. They have three children, six grandchildren, many great-grandchildren and several great-great grandchildren.

Len had a great business brain and opened a furniture company, Sue Brothers based in Fortitude Valley then Northgate. When Amart Furniture first opened, Len was the first business to supply them with furniture. Sue Brothers also ran the Northgate Sawmill.

The Sue-Tins have enjoyed many overseas trips to New Zealand, the United States, Singapore, Japan, China and their favourite destination, Hong Kong.

Lorna has always enjoyed shopping, decorating, her pet poodle, leopard skin and bright colors.

Len and Lorna are well known and well respected. Len has always believed in hard work, being a good family man and developing good relationships with others. He never smoked or drank alcohol, taking an oath from the Band of Hope.

Lorna has always been the boss and has never wanted for anything. Her favorite saying is "talk to the hand, because the ears aren't listening".

On their 71st wedding anniversary, Len and Lorna celebrated by renewing their vows and writing love letters to each other, proving romance is well and truly alive, despite seven decades of marriage.

They believe their hard work has allowed them to make positive choices, like moving into Rockpool Carseldine.





Staff profile

NAME Madeleine Duggan

LOCATION Carseldine

HOW LONG HAVE YOU LIVED AT ROCKPOOL?
2 months

MY FAVOURITE MEMORY IS:
Walking the 1,665 steps to the second floor of the Eiffel Tower and being able to see all of Paris below me.

IF I COULD DO ANYTHING IN THE WORLD IT WOULD BE:
Travel around the world in a hot-air-balloon, just like Richard Branson.

MY FAVOURITE FOOD IS:
Mexican or Italian.

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
I've never actually been to a concert before and only just attended my first music festival last year.

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
France or Italy.

WHAT'S THE LAST BOOK YOU READ?
The last book I read was 'The Lady of the Rivers' an historical fiction novel.

WHAT ARE YOU PASSIONATE ABOUT?
Travel and learning from other cultures.

HOW WOULD YOU DESCRIBE ROCKPOOL IN THREE WORDS? Fun, inspiring, rewarding.

WHAT'S YOUR FAVORITE MOVIE?
Any of the Harry Potter movies (huge fan of Hermione Granger).

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Cliff jumping on the Amalfi Coast.

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
In my opinion I make the best Spaghetti Bolognese in the world!



Resident profile

NAME Lesley Haddin

LOCATION Carseldine

HOW LONG HAVE YOU LIVED AT ROCKPOOL?
About four months - since the home opened.

MY FAVOURITE MEMORY IS:
The birth of my children, grandchildren and great grandchildren.

IF I COULD DO ANYTHING IN THE WORLD IT WOULD BE:
Make some different decisions to the ones I have made in my lifetime.

MY FAVOURITE FOOD IS:
Seafood - crab, fish, calamari and scallops.

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
Not really a concert, however I attended an afternoon of comedy with Whoopi Goldberg - she was very funny.

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
Uluru - I have visited several times, watching the sun rise over the rock is magical.

WHAT'S THE LAST BOOK YOU READ?
Little Women.

WHAT ARE YOU PASSIONATE ABOUT?
My family - especially my great grandchildren.

HOW WOULD YOU DESCRIBE ROCKPOOL IN THREE WORDS? A happy place.

WHAT'S YOUR FAVORITE MOVIE?
Mrs. Miniver - a 1942 American romance war drama, starring Greer Garson and Walter Pidgeon.

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Marry when young.

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?
My daughter-in-law - she is always happy and smiling.

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
My real talent was cooking, however, it was no secret because the family always ate what I cooked and baked.

Rockpool morayfield

The residents and team members at Rockpool Morayfield recently enjoyed a prawn peeling competition.

How good do the prawns look!

Halloween was a hoot at Rockpool Morayfield, with residents enjoying morning tea complete with games, including finding the plastic flies in the spaghetti and Halloween inspired word-scramble on the white board.

The race that stops the nation momentarily stopped the residents at Rockpool Morayfield.

Residents enjoyed cheese platters as they watched the Melbourne Cup on the big screen.

Residents, family and staff at Morayfield commemorated Remembrance Day with a moving service, followed by a sausage sizzle and baked ANZAC biscuits.

Rockpool's resident art exhibition and Morayfield open day was a huge success.

The talented residents showcased their latest works, with a number purchased by savvy collectors.

The wonderful morning also included guided tours of Rockpool's amazing rooms and facilities, delicious goodies prepared by the River Road Café and live music performed by Rockpool's resident DJ.

Congratulations also to raffle winner Derek who took home an amazing artwork painted by all the Rockpool art students.

Morayfield's residents had the privilege of hosting the wonderful students from Australian Christian College - Moreton in late November.

The students presented residents with hand-made miniature nativity scenes. In return the students were gifted Christmas cards and candy canes.

The simple life looks pretty good at Rockpool Morayfield.

In late November residents enjoyed a bus trip to Donnybrook Jetty, a spot of fishing before delicious fish and chips for lunch.

Pimp my ride (Christmas style) was a huge hit in early December and allowed residents to decorate their wheely walkers and wheelchairs with tinsel and Christmas ornaments.





5		7	2				9	
		6		3		7		1
4							6	
1			4	9				7
			5		8			
8				2	7			5
	7							9
2		9		8		6		
	4				9	3		8



Christmas Word Search

N S W J P K K C A N D L E J G
 H A A X M U U P I T J J G J I
 O S N O W F L A K E P W L M N
 L Y L L O H Z S T O C K I N G
 I M I S T L E T O E S R Y R E
 D R E V L I S J I N G L E H R
 A O N N C T N E M A N R O T B
 Y D T W X G P E L O N O T A R
 E E R T A R N B O B H K U E E
 E R B D E T E A R G M O V R A
 R O R S S L N A M E R E H W D
 W A E X L A T A R W R E Y O J
 C N N S W S O R S C O Z E W H
 T L D R L N Y Z B H P N Y N U
 I T H E C H R I S T M A S C G

CHRISTMAS
 HOLLY
 ORNAMENT
 MISTLETOE
 GREEN
 RED
 SILVER
 BELLS
 JINGLE
 HOHOHO
 STAR
 SANTA
 HOLIDAY
 STOCKING
 JOY
 MERRY
 CARD
 PRESENT
 BOW
 SNOWFLAKE
 TREE
 GINGERBREAD
 WREATH
 SNOWMAN
 CANDLE



