



CEO's welcome

What a year it's been! I can't believe we're already in November. To say the least, here at Rockpool we've been quite busy over the past two months.

First and foremost, I'd like to announce that Rockpool Pelican Waters is now officially open and taking new residents! Please contact Jimina Silvestri at jimina.silvestri@rockpoolrac.com if you would like to enquire.

We were lucky enough to welcome our first resident Monday 6 November following our weekend which was jam packed with opening events in celebration of opening our new home and welcoming in the local community.

Can you believe we had over five hundred people attend our Community Open Day on Saturday 4 November - we proudly served up 5kgs of coffee, 5kgs of sliced onions and over two hundred sausages to the wonderful local community at Pelican Waters that has welcomed us with open arms!

We are so proud of our new team on the ground at Pelican Waters and the hard work they've been doing over the past two months to get our new home up and running - thank you all so much for this continued effort.

Aside to this, our two established homes at Morayfield and Carseldine have been busy receiving accreditation visits from governing aged care departments. We are always excited to welcome these visits as they ensure all homes are up to scratch with the aged care standards - something Rockpool strives to incorporate into its model of care.

I'm happy to announce that both homes have received three years accreditation! Thank you to our team for your commitment through this enduring and testing process and also to our residents for your continued support during this three-day audit.

Finally, as you turn the page you're going to notice our updated Strategic Plan. Since our Strategic Planning Day in July was completed with representatives from across Rockpool, we've been hard at work bringing these changes to life which are now reflected in our updated plans for you to peruse.

We are planning our Christmas functions across all of our homes and I hope to get the chance to catch up with many of you over these next few months.

Melissa Argent
CEO of Rockpool Residential Aged Care

our values

Accountability

Compassion

Trust

Integrity

Innovation

Rockpool - 'rok .pu:l / n

safe, secure, inclusive, contemplative, reflective and vibrant with life.

our vision

Life reimagedined

our mission

To **provide care and services** creating an environment for residents, families and staff **that is safe, secure, inclusive, contemplative, reflective and vibrant with life.**

residents

→ Provide **safe, reliable, contemporary evidenced based resident-centred care**

→ **Deliver resident-centred driven care** where there is an **ongoing partnership with our residents and their family**

→ **Continuous evaluation of our service** to demonstrate a **positive resident experience**

workforce

→ **Enable, inspire and provide development opportunities** for our team for **continuous improvement**

→ **Apply the Rockpool Model of Care** working as a collaborative team

→ **Monitor and measure performance outcomes** ensuring our **workforce is skilled and qualified to provide safe and supportive care**

culture

→ **Empower our team to be heard**

→ **Accountability** through:

- Kind leadership
- Exemplary role modelling
- Integrity
- Courage

→ **Transparency and communication** in all that we do

→ Lead the way with **The Rockpool Model of Care** to **optimise service efficiency and best practice**

technology

→ Use technology to **enable communication and connection between residents, their family, our team and the wider community**

→ **Design, deliver and analyse innovative solutions** for the provision of clinical data analytics to **improve the Rockpool experience**

→ **Lead the way and innovate** with the use of **artificial intelligence, telehealth and digital technology** to enhance connection

→ The team **receive ongoing training and support** to ensure our technology is used to its full capacity

business

→ **Systems:** Investigate, drive and evaluate effective systems that are fit for purpose

→ **Marketing:** Set the new benchmark for aged care and be recognised by brand and reputation as a leader within our Industry

→ **Sustainability:** Continue to lead the country in sustainability for the Industry

→ **Networking/Research:** Build relationships and innovative partnerships

→ **Compliance:** Maintain government rating of the highest possible 4 star rating

→ **Growth:** Expand our model to reach 750-1000 beds in South East Qld by 2026

→ **Financial:** Maintain responsible, transparent, and inclusive governance

→ **Networking/Research:** Build relationships

C&K Childcare Ribbon Cutting

Rockpool CEO Melissa Argent was lucky enough to participate in a ribbon cutting ceremony at C&K Childcare Carseldine alongside MP Bart Melish.



The thank you event to C&K partners included a welcome to country and smoke ceremony along with a tour of the new kindergarten centre. Rockpool Carseldine are excited to kick off the brand new intergenerational program this month!



Rockpool Morayfield's Fourth Birthday Celebrations

Residents and staff had the opportunity to connect, celebrate, and have a dance together in celebration of Rockpool Morayfield's fourth birthday! Morayfield is Rockpool's very first home and stands apart like no other from its staff and residents to the way it's built - it is truly unique! And of course - we can't forget the cake.





Sunset view from the 5th level of Rockpool Pelican Waters



Rockpool Pelican Waters

Rockpool Pelican Waters is now open! This project represents a remarkable collaboration and a testament to Rockpool's commitment to reimagining and redefining the aged care industry.

The official opening night and ribbon cutting ceremony was held this past Friday 3 November which included all those who played a part in bringing this project to life along with family and friends who came along to celebrate in style.

A few special acknowledgements need to go out to some key personnel in bringing the project to life, including our new Facility Manager Jamie Oakley and his onsite team and Chanelle Perkins our interior designer who worked night and day (literally) to bring the final touches together.

Also, a special thanks goes out to Town Planning Alliance and Commonwealth Bank who were pivotal in making this project a reality.

To cap off a sensational opening night, we had an incredible amount of support from the local community who turned out for our community open day the next morning - serving over 200 sausages and 5kg of coffee!

Thank you to everyone involved over the weekend!

This caps off a superb team effort from everyone involved - we can't wait to ramp up the home and start helping our new residents live a Life Reimagined at Rockpool!

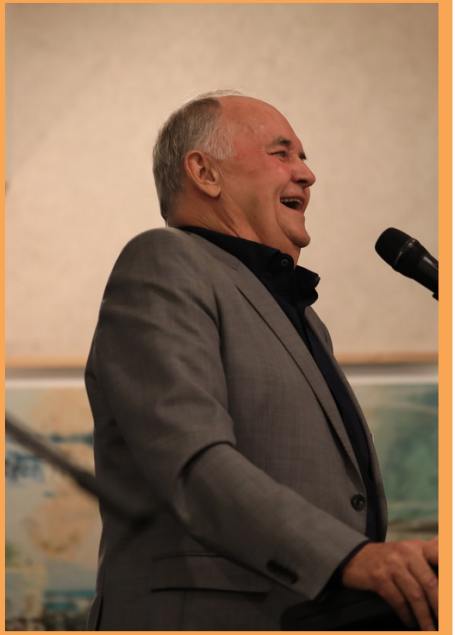
Rockpool Admissions

☎ 0408 431 419

☎ 1800 513 053

✉ admissions@rockpoolrac.com





Rockpool's Superstar Student Receives Award Nomination



Congratulations to Raevin Angulo, student from St Columban's Collage for being nominated for the Gateway Health Qualification Student of the Year Award.

Raevin recently completed his eighty hours of Clinical Placement for his AIN qualification with Rockpool Morayfield and due to his driven commitment and dedication to his ambition to work in the healthcare industry he's been nominated for a prestigious award!

As a year 12 student, Raevin has already completed a Certificate III in Health Services Assistance and Certificate III in Fitness.

Driven to make the most of every opportunity, he is already in the process of completing the optional additional four units to complete his Assistant in Nursing qualification.

Coming from a family background in the health industry, Raevin grew up valuing the difference that can be made in peoples lives through quality health care where you can meet and connect with wonderful people from all walks of life.

Having a natural ability to engage others with a light-hearted but sensitive manner, Raevin has shown to have all the qualities that would make him a perfect addition to the team at Rockpool. Within his first week at Rockpool, Raevin proved himself such an asset in our memory support team, the team suggested he seek a permanent position.

In addition to his natural abilities, Raevin showed that he was comfortable dealing with other team members, competently handling daily handovers and reading resident medical charts and keeping track of resident schedules.

Rockpool is proud to have had a student such as Raevin complete his placement and we wish him the best of luck in winning the award and completing his Nursing degree - we know there will be a job waiting for him at Rockpool!

Key Rockpool Home Contacts

Reach out to our home managers for any pressing questions or a queries.

Carseldine:

Karen Conroy - Facility Manager

karen.conroy@rockpoolrac.com

Greg Beaver - Hospitality Manager

greg.beaver@rockpoolrac.com

Morayfield

Kerri McLeod - Facility Manager

kerri.mcleod@rockpoolrac.com

Brandon del Rosario - Hospitality Manager

brandon.delrosario@rockpoolrac.com

Pelican Waters

Jamie Oakley - Facility Manager

jamie.oakley@rockpoolrac.com

Carolyn Hunter - Hospitality Manager

carolyn.hunter@rockpoolrac.com



Consumer Risk Taking Policy update...

e-cigarettes

Rockpool's Consumer Risk Taking policy has been updated to address illegal practices such as illicit substance use, and to clarify that illegal practices are not acceptable forms of "Risk Taking".

This helps clarify our position on e-cigarettes. In Queensland, electronic cigarettes (whether they contain nicotine or not) are considered to be smoking products under the Tobacco and Other Smoking Products Act 1998 and cannot be used in non-smoking indoor and outdoor areas, sold to children under 18 years of age, or advertised, promoted or displayed at retail outlets.

Australia-wide, e-cigarettes that contain nicotine are illegal without a prescription.



Rockpool carseldine

Giovanni Turns 100!

One of Rockpool Carseldine's residents, Giovanni, recently celebrated his 100th birthday. Congratulations Giovanni!



Fish & Chips at Woody Point

Residents got to take a trip down to the bayside at Woody Point to enjoy the sunshine, beach and some incredible fish and chips.

Rockpool is on LinkedIn

Follow us on LinkedIn for business updates

Scan the QR code for the latest business updates that covers all that happens behind the scenes at Rockpool.



Bill's Buggy Ride

Out of the gate, and off for a ride, went Carseldine residents in Bill's Buggy, smiling with pride! A great day out enjoyed by all.



Rockpool morayfield

Swiss Cooking Classes

Thank you to Dina who came out to put on a Swiss cooking class for residents at Rockpool Morayfield (one of those residents being her Mother!).



Brady Bunch Childcare Visit

Residents at Morayfield got to visit a local childcare. It was great to see the kids happy interacting with their very own 'Grandfriends'.

Rockpool is on Facebook

Like us on Facebook to keep updated.

We post regular updates of the happenings of our residents around Rockpool. Scan the QR code and it will take you to our page!



Halloween Fun!

It was fright night on Halloween as residents got to experience mummification by toilet paper along with a morning tea and a variety of fun games!



Rockpool pelican waters

Opening Night

Another great turn out for the official opening and ribbon cutting ceremony of Rockpools third and newest residential aged care home.



Open Day

200 sausages...5KG of sliced onions...5KG of coffee...And lots of tomato sauce...Thank you to the 500+ people who supported us on our open day!

Rockpool Pelican Waters is setting a new standard for aged care on the Sunshine Coast.

Scan the QR code to visit our website and take a look at Rockpool's newest home.



First Resident Arrives!

As the weekends festivities came to a close, the team were excited to welcome their very first residents into the new home!

