

Reflections



CEO update

Dear Rockpool residents, families and team,
This time in April holds a special place in my heart as I reflect on this incredible country where we live and take some time to reflect for ANZAC Day, a day of recognition for those that have served in the armed forces and of course those that have paid the ultimate sacrifice of life to ensure Australia remains the safe and wonderful country that it is.

For me personally I think a lot about my own late Father who spent time serving for his country in his time in the Australian Navy. To all of you who have served and continue to serve. Thank you.
'Lest we forget'

I wanted to inform you of some exciting changes to our governance structure at Rockpool. As part of the new responsibilities and recommendations from the Royal Commission into Quality and Safety 2018 we have made a decision to strengthen our governance standards and introduce a second Board of Directors for the Rockpool Group.

This Board of Directors is specifically designed to further govern and assess our commitment to the Aged Care Quality Standards. Our inaugural Rockpool Board of Directors will remain in place and work together with the Approved Provider

Board collectively to strengthen governance practices. It ensures further transparency and accountable leadership and a culture that drives the delivery of a quality aged care experience for people received aged care.

I will Chair the Approved Provider Board and we are currently working through applications for further Board members to join our group. Once this recruitment process is complete I will advise of the successful candidates.

It has been wonderful to welcome so many residents to Rockpool over the last few months, especially those who have joined our Pelican Waters Community.

In early May we open our final two communities (level 4 & 5). Please do get in touch with our resident relations team (Jimina Silvestri – 5405 3400) if you would like further information. Our Oxley build continues and we are well out of the ground. We plan to welcome our first residents in March next year.

With very best wishes,

Melissa Argent
Chief Executive Officer



Welcome to Rockpool



Rockpool Morayfield has a new Facility Manager, Emma Van Leuween. Emma brings not only her extensive experience in the Aged Care sector spanning over 14 years, but a strong dedication and passion for leading great teams and delivering empathetic resident care.

Emma's journey in the industry began as an Assistant in Nursing, and since then, she has continuously demonstrated her commitment to excellence. Coming from a Facility Manager role, Emma's direct experience will complement our strong team here at Rockpool Morayfield seamlessly.

Emma officially joined us on Monday, April 8th, and the team at Rockpool are excited to support her as she settles into her new role. Welcome Emma to the Rockpool family!

Channel 7 News Features

Rockpool Pelican Waters has been making headlines as it has featured on CH7 News Sunshine Coast numerous times over the past months, highlighting our 'paddock to plate' philosophy and also our commitment to growing jobs within the Sunshine Coast region.



COO Update



Welcome to the first COO update in Reflections, which is a great opportunity to briefly update you on key operational updates.

We have had a few updates to our Facility Management team over the past few months. Sadly, we wished Jamie Oakley farewell in March from the Pelican Waters team. Jamie has been instrumental in the opening and ramp up of our Pelican Waters home, and he will be greatly missed. Rebecca (Bec) Burgess is Acting Facility Manager at Pelican Waters while we work through the process of a permanent appointment. Like Emma, Bec has extensive experience in the sector and we are excited to see these homes thrive under their leadership.

Speaking of leadership, the first cohort of our new Leadership Development Program started in March. Rockpool is investing in our senior leaders to enable their personal growth and to enhance their leadership capabilities. We know brilliant leaders build great teams, which drives innovation, fosters a great place to work and delivers better resident outcomes.

This quarter, we celebrated passing the half-way mark at Pelican Waters. It has been a very busy time for the Pelican Waters team, with record numbers of admissions since January. Demand is high, so get in quick!

Improving our resident's experience is something we are always focused on. This quarter, we made progress on improving our Welcome to Rockpool program and our new food ordering software solution has now been rolled out to Carseldine following a successful trial at Morayfield. We have also had feedback in

relation to our call flows and messages, so we will be delivering improvements in the coming months.

As always, there is plenty of action behind the scenes to not only ensure we are improving the experience, but we also have a large program of work to ensure the security of your data. We take our responsibilities of securing sensitive data very seriously, so we are continuing to invest in the security of our systems and data. The Technology program is a significant investment and I look forward to sharing more of this in upcoming editions.

Finally, I am passionate about delivering improved experiences, so please keep the feedback coming.

Chief of Quality & Innovation Update



Dear Rockpool residents, families, and team.

As mentioned previously, we have experienced many changes in the aged care sector over the past few years. One recent change is the requirement for residential aged care providers (such as Rockpool) to offer residents and their representatives the opportunity to be part of a Consumer Advisory Body.

At Rockpool this newly established group has been called Rockpool's 'Resident & Family Advisory Body'.

Residents / representatives who have joined this advisory body meet monthly and are encouraged to talk about the quality of care and services provided in our homes and provide feedback to Rockpool's Approved Provider Board.

Part of these new governance requirements is that the Board consider all feedback from Rockpool's Resident & Family Advisory Body when making decisions. The Board is also required to inform this advisory body (in writing) how it considered this feedback.

You can ask to join Rockpool's Resident & Family Advisory Body at any time, but as an organisation, we are required to ask you (at least every 12 months) if you'd like to join the advisory body.

We will provide you with information on how the Advisory Body will work, what you need to do and how we will choose members if there are too many nominations. Membership to the Resident and Family Advisory Body is voluntary for all resident and their representatives.

If you any questions and/or are interested in participating on Rockpool's Resident & Family Advisory Body, please contact me directly via email desma.vanrosendal@rockpoolrac.com or speak with the Quality Coordinator in your home.

At Rockpool, we have also recently established organisation wide 'Consumer Voice & Diversity Council'.

It is envisaged the introduction of this council will provide a framework for driving a holistic approach to care and services provided in each of our Rockpool homes.

It is anticipated, that by involving residents and acknowledging their diverse backgrounds, cultures, and preferences, we can create more person-centred and respectful environments, which will lead to improved overall well-being and satisfaction among residents and their families.

It is also believed the introduction of this council, will help us to identify and rectify any disparities that may exist within our homes and ensure that



care and services to all residents is equitable and inclusive.

In addition, it is hoped that by embracing consumer voice and diversity, cultural competence among staff will be fostered, thereby ensuring that culturally sensitive care and services are provided by our teams.

Rockpool Songbird Oxley

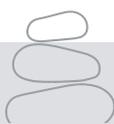
The construction of Rockpool Songbird Oxley is moving ahead with pace, making significant progress toward completion. With the foundation firmly laid, we can only make our way up now as the walls begin to take shape, transforming our architectural plans into a tangible reality.

This project is not merely a sign of our ongoing growth in Brisbane for Rockpool; it's a testament to our commitment to providing ground-breaking aged care homes, showcasing a new standard of what's possible in designing and operating within the industry. The meticulous attention to detail and the dedication of our construction partners at McNab ensure that every aspect of Rockpool Songbird Oxley meets the highest standards of quality, functionality and our commitment to sustainability.

Anticipation is mounting as the project progresses, with stakeholders eagerly awaiting the homes completion. Scheduled for an early 2025 finish, Rockpool Songbird Oxley is on track to welcome residents and guests with open arms.

For those curious about Rockpool Songbird Oxley and what it has to offer, please visit our website for further information such as information about vacancies, facility features, or simply wanting to stay informed about the progress. There, you'll find details about the project, amenities available, and how to reach out to the team for further inquiries.

As construction continues at pace, Rockpool Songbird Oxley emerges as a beacon of quality and care in the aged care sector. With its commitment to excellence and dedication to meeting the needs of residents, Rockpool sets a new standard for residential aged care. Stay tuned for more updates as Rockpool Songbird Oxley transitions from blueprint to reality, poised to offer comfort, community, and compassion to all who call it home.



Rockpool Recycling Program

A Step-by-Step Guide

Recycling Bins

📍 Bins located at the *Café* and in the *Staff Room*.



Containers for Change

📍 Bins located at the *Café* and in the *Administration Office and Staff Room*.

- Place cans and bottles with the 10c mark into the bin.
- All proceeds from recycling go towards staff events.



St Vinnies Clothing Bin

📍 Collection bins are located in the *Laundry*.

Any clean, good quality clothing items from home can be donated. Please no underwear or swimmers.



Reading Glasses Recycling

📍 Old glasses can be donated to *Reception* to be recycled through the *Lions for Sight Program*.

<https://lionsclubs.org.au/our-impact/recycle-for-sight-australia/>



Battery Recycling

📍 All flat batteries can be recycled by placing them in the white containers located in the *Nurses Stations* and at *Reception*.

Used batteries can be a fire hazard. Please tape the positive terminals with sticky tape or masking tape before placing in the bin to reduce the hazard.



Bio-macerators

Bio-macerators have been installed at each home to macerate food waste which is then turned into fertiliser used to grow crops around Australia.



Leading The Way in Environmental & Social Governance

Rockpool Residential Aged Care has been making waves in the aged care industry with its innovative Environmental and Social Governance (ESG) initiatives. From promoting sustainability to enhancing resident engagement, Rockpool is setting a new standard for aged care facilities nationwide.

- **ESG Council:** To effectively manage and track sustainability progress organisation-wide, Rockpool has established an ESG council. This council serves as a dedicated platform for monitoring initiatives, sharing best practices, and driving continuous improvement in environmental and social governance. By fostering collaboration and accountability, the ESG council reinforces Rockpool's commitment to transparency and responsible corporate citizenship.
- **Sustainability Roadmap:** Rockpool's commitment to sustainability is evident in its comprehensive sustainability roadmap. This roadmap outlines clear goals, targets, and achievements for the years 2024/25, providing a roadmap for the organization's environmental stewardship. By setting tangible objectives, Rockpool demonstrates its dedication to reducing its ecological footprint and ensuring a greener future for generations to come.
- **Bio-Macerators:** Rockpool has taken a proactive approach to tackle food wastage by installing brand new bio-macerators across all its homes. These innovative machines efficiently recycle food waste into fertilizers, which are then reintegrated into the farming process. This closed-loop system not only

minimizes landfill waste but also contributes to sustainable agriculture, promoting environmental sustainability on multiple fronts.

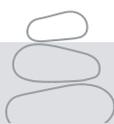
- **Paddock-to-Plate Philosophy:** At Rockpool, the connection between nature and nourishment is paramount. The introduction of raised garden beds at locations like Pelican Waters and Carseldine, alongside the longstanding gardens at Morayfield, embodies the 'paddock-to-plate' philosophy. Residents actively participate in growing vegetables, witnessing firsthand the journey from seed to supper. This not only fosters a sense of ownership and purpose but also promotes a healthier lifestyle by incorporating fresh, locally sourced produce into their diets.
- **Staff Education on Recycling:** Recognising the importance of collective action, Rockpool has prioritized staff education on recycling practices. Through informative flyers and educational content, employees are empowered to make environmentally conscious decisions and utilise the variety of recycling bins strategically placed throughout the facilities. By instilling a culture of sustainability among staff, Rockpool ensures that every individual plays a vital role in reducing the organisation's environmental impact.

Rockpool Residential Aged Care's ESG initiatives exemplify its dedication to environmental stewardship, social responsibility, and resident well-being. Through initiatives like our paddock-to-plate philosophy, sustainability roadmap, bio-

2023/2024
Sustainability Roadmap
Delivering Sustainable Aged Care Services

SCAN THE QR CODE TO READ ONLINE →

- KEY PRIORITIES
- SUSTAINABILITY FOCUS
- 2023 ACCOMPLISHMENTS
- 2024 GOALS & TARGETS



macerators, staff education, and the ESG council, Rockpool is not only transforming the aged care landscape but also inspiring positive change within the community.

As other facilities look to emulate these practices, Rockpool remains at the forefront of sustainable and socially responsible aged care.

Rockpool Leadership Development Program

Our leadership team at Rockpool has begun development training with Rosemary Urbon, an international accredited global leadership coach and



employee development consultant with extensive experience working across Australia, Asia and the USA.

Rosemary is also a globally certified Harrison Assessments behavioural profiling debriefer and coach (20 years) with Harrison Assessments experience in many countries and most cultures.

The Harrison Assessments system provides the ability to predict an individual's likelihood of success at multiple levels within an organization and create a developmental plan to accelerate their progress.

Overall this helps Rockpool leaders better understand themselves and their capabilities and how we can better utilise those abilities to improve our model of care and business outcomes.

Being a student of life-long learning, and a passionate advocate for self-awareness, Rockpool is excited to have Rosemary on board to help develop our leadership team, improve our teams and help them achieve better outcomes for our residents.

Investing in Excellence - The Rockpool Scholarship Program

At Rockpool, we are a believer in the continuous growth and development of our team members with The Rockpool Scholarship Program now entering its second year of operation. It's first round of successful candidates are now able to integrate learnings from completed courses into their roles at Rockpool, one of those being Sherilee McDougall our Administration Officer at Rockpool Morayfield.

Sherilee pursued a double diploma in Quality Auditing and Business Compliance to better equip herself for the ever changing landscape that is aged care regulation. She shares, "...I have aspirations to grow my career in aged care that requires additional education and training to achieve".

Reflecting on the experience of her further studies, Sherilee emphasises the practical implications of her hard earned knowledge, stating "it equipped me with an understanding of the relevant quality standards and regulatory requirements in relation to my role".

Successful candidate for the 2024 Scholarship Program Janine Little, a Registered Nurse at Rockpool Morayfield is excited to have been approved for funding towards a Graduate Certificate in Diabetes Education.

Stemming from a deeply personal connection she has decided to use her own experience as a diabetic to help improve the lives of those residents currently experiencing the same day to day difficulties as herself.

"As a type 1 diabetic, I am naturally passionate about diabetes care and would like to increase my knowledge to assist our residents with this challenging chronic disease" Janine explains.

Not only do these skills help our residents but they also contribute to Janine's ongoing career development.



Both Sherilee and Janine share a sentiment of gratitude for what the program has offered them in facilitating their professional development.

“The Rockpool Scholarship Program offers a chance for professional development through the enhancement of skills, knowledge and qualifications” states Sherilee, whilst Janine had similarly appreciative remarks, “If others are considering study, I can’t think why they wouldn’t apply!”.

In its essence, the Rockpool Scholarship Program stands testament to our commitment of creating not only a Life Reimagined for our residents through providing better care outcomes by having better educated staff, but also through our ethos of Careers Reimagined for our committed team members that have a passion and dedication to the aged care industry.

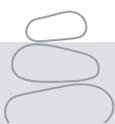
Well done Sherilee and Janine, and all of our other successful applicants who contribute to the culture of excellence and innovation at Rockpool Residential Aged Care.

Fisher Roundtable on Regional Health Services

Chief Operating Officer Ian Kelleher and Chief of Quality & Innovation Desma Van Rosendaal were joined by Senator Anne Ruston and MP Andrew Wallace for a roundtable discussion with fellow healthcare professionals to discuss the emerging regional health crisis.

Hosted by our incredible team at Rockpool Pelican Waters, the discussion covered topics such as the Local Government planning issues, State Government taxes, and Federal Government views on tele-health and various issued impacting the funding of community pharmacies and local GPs.

It’s always a privilege to be part of this important and well needed discussion that impacts the local healthcare providers which are an integral part of the aged care ecosystem and deliver well needed services to residents across the entire Rockpool group.



Celebrations Across Rockpool Homes



Rockpool carseldine

Putt Putt

The latest craze at Rockpool Carseldine is residents touching up on their golfing skills with their mini putt-putt mat. Never say never!



Chair Yoga

Next to Putt-Putt is a light and relaxing form of exercise called Chair Yoga, designed especially for our residents to keep them brimming with vim & vigor.

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.



Men's Lunch

A group of men from Carseldine wandered out for a cheeky beverage or two, complimented with their favourite pub-style lunch.



Rockpool morayfield

Easter BBQ Lunch

Here at Rockpool, we're big on celebrating life, and one of our biggest celebrations of the year is Easter. What a great event with a BBQ and cake.



Who Am I?

Residents enjoying a fun round of 'Who Am I' as part of the budding lifestyle calendar at Rockpool Morayfield.

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!



Resident Wishing Tree

Resident Noel Roberson was granted his wish of wanting to take a ride on a semi-trailer. Thanks to our team member Kay who organised the truck!



Rockpool pelican waters

A Trip to Shelly

Pelican Waters residents took a trip to Shelly beach, with some residents from our Shelly community in attendance. It was a great day for all.



Glass Making

Bob's glasswork eagle project is really taking shape and almost complete! It's great to see him making use of the multi-purpose hobby shed.

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.



A New Favourite

Residents are enjoying their latest and greatest lifestyle activity - rebound ping pong. It's proving to be a great way to improve mobility & fine motor skills.

