

A Rockpool Publication

Reflections

CEO's Update

Learn more about some important updates happening across the Rockpool Group with changes to our Board Structure.

Development Updates

We've made great progress on our new development at Songbird Oxley.

Rockpool plays influential role in Award Winning Design Suites

Read about how Rockpool's interior designer won an award for Care Suite of The Year at the Ageing Asia Eldercare Innovation Awards.



'rok .pu:l / n
safe, secure, inclusive,
reflective, contemplative,
vibrant with life, habitat.

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Read on to learn more about important updates to the Rockpool Group Board structure.





CEO update

As Rockpool continues to grow, we have made a commitment to enhance our governance structure. In June, we introduced a second Board of Directors to ensure Rockpool effectively manages and delivers its responsibilities as an aged care provider. That is delivering quality aged care services, ensuring the rights of people accessing our care and services and being accountable for the care provided, monitoring each of our operational homes.

After a lengthy recruitment process (and highly sort after role), we welcome Sara Harrup as a newly appointed Board Director to work alongside Cathy Meyer (existing Board member) and myself to hold this responsibility.

Sara is a highly experienced Board Director with a track record for successfully leading, transforming teams in complex environments. Sara will be wonderful to have as part of the team to continue to drive innovation, measure outcomes and advocate for our ageing population and ensure we are continuing to always drive to do things better!

Furthermore, Bill Summers, Co-Founder and Executive Chairman has decided to step down from his Chairman role however won't be far as he will continue to maintain a Board Director role. We have appointed a new Chairman for the Rockpool Group, and I am thrilled to welcome Marcus Riley to this role.

Along with a record of distinguished leadership roles, Marcus is a past chairman and current Director of the Global Ageing Network and appointed member of the UN's Stakeholder Group on Ageing. Marcus is committed to the vision, mission and values of Rockpool and will

provide great leadership for our Board of Directors in this ever-changing environment that we work and live. Marcus commenced in the role on 6 July.

Our Oxley development continues and we will open up to resident enquiry later this year. We hope to have the home open in April 2025 (if this weather stays a little kind to us).

Lastly, I am hoping some of you or your wider networks may consider joining Rockpool as a volunteer. Over recent years as we grappled with COVID, many volunteers unfortunately left our industry. We have a great volunteer program and would love to support anybody thinking about the role. There is no requirement of certain hours or skills. If you are interested, please reach out directly to your Facility Manager.

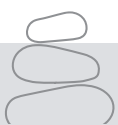
Melissa Argent
Chief Executive Officer



Marcus Riley, new Chairman of the Rockpool Group.



Sara Harrup, new Board Director on Rockpool's AP Board.



Welcome to Rockpool

Kaye Hamilton - Workplace Health & Safety Business Partner.



Kaye comes to Rockpool with a wealth of experience across a variety of industries including human services, healthcare and non-for-profit organisations to name a few.

With formal qualifications in return to work and injury management and a passion for safe working conditions, Kaye is sure to be an asset to Rockpool's growing executive team.

Welcome to the team Kaye!

WIN Network News Feature Segment

It's been an exciting time for Rockpool Pelican Waters with yet another news feature!

This time WINNEWS ran a story interviewing Rockpool CEO Melissa Argent alongside Chanelle Perkins who won an award for Design of The Year - Care Suite at the Ageing Asia Eldercare Innovation Awards for her work at Rockpool Pelican Waters.



Rockpool CEO Melissa Argent (left) being interviewed by WIN Network

Ageing Asia Eldercare Innovation Awards

We are thrilled to announce that Rockpool Residential Aged Care Pelican Waters has been apart of an award for the prestigious Care Suite of the Year at the Ageing Asia Eldercare Innovation Awards!

A special congratulations to our incredible Interior Designer, Chanelle Perkins from Studio M Collective who won the award and was also nominated as a Design of the Year Finalist.

Travelling all the way to Singapore for the event, Chanelle got to celebrate amongst the industries finest talent in aged care. Her vision and creativity have been instrumental in making Rockpool care suites both beautiful and functional.

This award also couldn't be done without the vision of Bill Summers and commitment of our Development Manager Roman Summers who spearhead the development process at Rockpool ensuring a smooth and efficient process from start to finish.

We would also like to extend our thanks to our building partners, McNab, and GJG Architects, for their outstanding contribution to constructing our beautiful homes. Our vision of Life Reimagined for our residents really could not come to life without their expertise and commitment to quality.

Together, Rockpool continues to set new standards in aged care, providing our residents with the highest level of comfort and care in an environment that feels like home.

These efforts will be brought forth with renewed vigour alongside our sustainability initiatives into the upcoming developments at Rockpool Songbird Oxley and other future developments.



Chanelle Perkins (Rockpool's Interior Designer) alongside ACCPA CEO Tom Symondson accepting her award at the Eldercare Innovation Awards 2024 in Singapore.

COO Update



I am excited to share some important updates and improvement we are

implementing to enhance your experience with us. At Rockpool, our commitment to delivering our promise of a "Life Reimagined" is at the heart of everything we do. Our dedicated team continually learns from your feedback and strives to push the boundaries of service and care excellence.

We have recently strengthened our clinical teams by introducing an additional Care Coordinator and a Nurse Supervisor. The new Care Coordinator will enhance communication with residents and families, support our Clinical Manager, and provide our team with essential training and additional support. The Nurse Supervisors will offer shift leadership seven days a week, ensuring our team is better supported to deliver superior care and service. Each home will communicate these new appointments.

I want to reassure you that we take our responsibility to maintain the right team coverage very seriously. Our staffing requirements are measured by care minutes, which are based on our resident population and reported to the government every quarter. I am pleased to share that Rockpool homes consistently meet or exceed our care minute requirements.

We are also pleased to inform you that Rockpool's medication management system will transition to the Telstra Health Medication Management system. This change integrates all of Rockpool's clinical management systems, offering a safer and more efficient way to manage medications for our residents. Our partnership with Aspect Pharmacy remains unchanged, and we encourage you to consider switching to Aspect if you are using an alternative pharmacy. This allows your GP to prescribe electronically, ensuring prompt medication delivery to the facility. For any questions, please reach out to your Clinical Manager.

You might notice a different tone when you call us; this is part of our updates to our call flows to be more responsive to your calls.

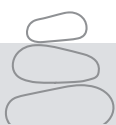
Our Pelican Waters home continues to grow, now with over 100 residents. I am proud to announce the permanent appointment of Rebecca (Bec) Burgess as Facility Manager. I also hear the buggy is a hit with residents, especially with the new shops opened at the Marina.

I hope to see you soon at one of our Rocks Cafes, which are becoming thriving hubs with brilliant coffee and food. Don't forget to pick up a loyalty card—residents receive one free coffee per month from the café.

As always, we value your feedback and encourage you to engage with us so we can continue to improve. Stay safe and enjoy this beautiful time of year in Queensland.

Warm regards,
Ian Kelleher

"...we take our responsibility to maintain the right team coverage very seriously."



Chief of Quality & Innovation Update



Dear Rockpool Residents, Families, and Team,

In my last update, I introduced the launch of Rockpool's 'Resident & Family Advisory Body.' We are thrilled to have a dedicated group of residents and their representatives meeting monthly to discuss the quality of care and services we provide. Their valuable feedback is presented to Rockpool's Approved Provider Board to help us continually enhance our services.

Membership in the Resident & Family Advisory Body is open to all residents and their representatives on a voluntary basis. If you are interested in joining, please contact me directly at desma.vanrosendal@rockpoolrac.com.

We strongly encourage feedback from our residents and families. Your comments, complaints, concerns, compliments, and suggestions are vital in helping us improve our services. You can submit feedback digitally via QR codes available in each home or through our website. Additionally, paper feedback forms are available in every home, with regularly collected feedback boxes.

2024 Annual Strategic Planning Day

Recently, representatives from the Rockpool team gathered for our annual Strategy Day. This event brought together members from every role across the organisation to revisit our Rockpool strategy, reflect on the past year, and plan for the year ahead as we strive toward our vision of "Life Reimagined." Key themes of the day included Technology, Service, and Care, with several new initiatives set in motion.

One of the highlights of the day was the Resident and Family panel discussion. We were privileged to have Jen Taylor, Vikki Kerr, Joe Cowan, and

Lynda Lake join us as family representatives from our three Rockpool homes. Their candid and insightful contributions provided valuable learnings for all attendees. They shared the challenges they faced since moving to Rockpool, what they wished they had known beforehand, and their experiences with our responsiveness to feedback, both positive and negative.

Some of the discussion themes included providing extraordinary care, identifying and responding to deteriorating residents, the drivers of happiness, responding with empathy, connectivity with family and creating brilliant welcome experiences. Additionally, they recounted some wonderful stories about our employees and offered actionable suggestions to help us improve our services.

To close the day, we were inspired by Dr. Liam Mayo, an award-winning futurist known for advising the UN Human Rights Commission. Dr. Mayo shared his insights on how we can collaborate with those around us to create a brighter future. His talk reshaped our thinking about the future and emphasized the importance of culture in unifying and driving successful teams.

Thank you to everyone who participated and contributed to the success of our Strategy Day. Together, we are making strides towards a brighter future for Rockpool.



The resident and family member Q&A panel at Rockpool's recent annual Strategy Day.





Photo's captured of Rockpools Strategic Planning Day held at the North Lakes Hotel.

Rockpool's Art Exhibition Is Going On The Road

Every few months our Morayfield resident community holds an art exhibition displaying the latest works of brilliance produced by our budding artists that are part of the ever growing Art Group.

Rockpool Morayfield resident Sam Pilbeam created a beautiful piece of artwork, presenting it as a gift to our COO Ian Kelleher.

Rockpool is proud to support the art group and an added bonus is any funds raised from the sale of artwork goes back directly into the program to further support the groups needs.

Due to its continued success, Morayfield's art exhibition will now be going on a road trip with the next show being held at Rockpool Carseldine to include the budding art group that also takes place at this home. We're excited to see this event grow into the future, so keep your eye's peeled on our Facebook page to get the latest notification on when the next event will take place!



Supporting Migrant Workers on the Sunshine Coast.

Rockpool Pelican Waters has shown its commitment to supporting a diverse workforce by supporting local initiatives on the Sunshine Coast, boosting the employment outcomes for both Rockpool and the local community.

In association with the Diverse Workforce Queensland, Rockpool was willing to participate in an employment expo on the Sunshine Coast alongside providing supporting video footage of our positive experience of working with DWQ. Check out the DWQ website to see the video and to learn more about the organisation - <https://www.caloundracommunitycentre.org/diverse-queensland-workforce>.



HR Business Partner Lead of Rockpool Cheryl Tether sharing her thoughts on supporting migrant workers.

So just who is DQW?

The Diverse Queensland Workforce represents Queensland Government's commitment to an inclusive and diverse workforce, ensuring individuals from culturally diverse backgrounds are supported to participate in the economy. Support is delivered at Baringa, Caloundra and Nambour Community Centres to community members living on the Sunshine Coast.

One of those members of the community is Alejandro (Alex) Franco Pajon who has a unique story within Rockpool as a rising star of the team at Pelican Waters. Starting out as a Dining Service Champion, Alex was shortly promoted to a Dining Service Supervisor and was lucky enough to share his experiences on video and at the recent careers expo (image right).

Living in Australia for the past 10 years and looking to transition out of running his own cleaning business run in Brisbane, Alex headed for the Sunshine Coast and was supported in transitioning into a line of work that could meet his needs.

"I like my job because it gives me a good balance between interacting with residents, family members and office duties..." said Alex in his interview.

"The (DQW) program helped me make my resume and cover letter stronger along with helping me feel more confident at interviews...along with other strategies such as networking to help me gain employment".

It's turned out to be an incredible experience for both Rockpool and Alex as we have created a mutually beneficial outcome through our vision of Careers Reimagined and aligning with our strategic workforce plan of a diverse workforce.



Alex attending the Careers Expo hosted by DWQ on the Sunshine Coast



Development update

Rockpool Songbird Oxley

It's full steam ahead at our latest development at Rockpool Songbird Oxley!

You can see the building coming together now as the scaffolding continues to rise to almost it's full height!

Concrete is being poured on the 5th floor now and the next phase will see the rooftop being fitted out, ready for the customary 'top-out' party that is ever so cherished in the construction industry.

It won't be long until we open our doors to new residents within the Oxley area and Rockpool and it's representatives cannot wait to embark on this new journey on the south-side of Brisbane.

The new home will be of a similar style to that of Pelican Waters and Carseldine, yet with a few unique features.

Surrounded by abundant green space and protected bushland and located just 20 minutes from Brisbane's CBD, Songbird Oxley will be Rockpool Residential Aged Care's fourth aged care home in South East Queensland.

Located off of Seventeen Mile Rocks Road (Oxley), Songbird Oxley will offer residents a range of care options including residential, respite, memory support and palliative care.

We're set to open in early 2025, please reach out to us via our website if you have further enquiries regarding the development or are interested in future admissions to our brand new home.



Rockpool's Containers For Change Contributions

Rockpool is excited to share it's progress in it's recycling efforts across our homes.

We've started a running tally showcasing the ongoing contributions to Containers for Change through our recycling programs, furthering the sustainability goals of Rockpool.

All funds generated are contributed to staff events / activities. Below you will see the total amounts of funds refunded to Rockpool for the previous financial year.

We're still getting this program up and running so stay tuned as we will have more progress to show over the coming months - there's nothing quite like a bit of healthy competition across our homes to inspire positive environmental change!

More About Containers For Change

Did you know Queenslanders go through around 3 billion drink containers each year?

Containers For Change have created a way to recycle those containers that incentivises Queenslanders, and positively impacts our environment and the communities we live in. By encouraging individuals and groups to take part, they help create jobs in metropolitan and regional areas, and support local economies.

Containers For Change bins are distributed right across all Rockpool homes in which bottles are collected and return to an exchange. The containers are counted and Rockpool is refunded 10c for each bottle. Simple, easy and effective.



Morayfield

\$575

Carseldine

\$252

Pelican Waters

TBC



2023/2024

Sustainability Roadmap

Delivering Sustainable Aged Care Services

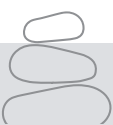
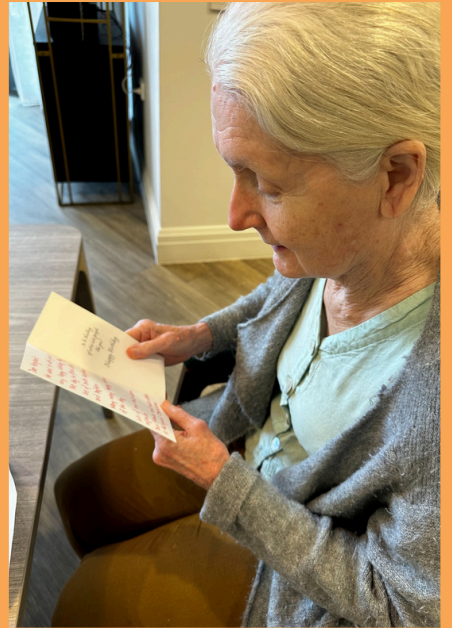
SCAN THE QR CODE TO READ ONLINE



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



Celebrations Across Rockpool Homes



Rockpool carseldine

Time To Cook!

Residents at Rockpool Carseldine go to unleash their creative tendencies baking some delicious Fruity Cornflake Cookies. What a treat.



Trip To The Bay

How about this trip out to the bay side? A perfect opportunity for our residents to get out and about with nice views and some sunshine.

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.



Scrabble

Scrabble is all the rage here at Rockpool Carseldine. Check out the level of focus and determination shown by our residents!



Rockpool morayfield

Maori Kapahaka

Morayfield residents had the pleasure of a Maori Kapahaka performance last Sunday to celebrate Maori New years "Matariki".



Darts Club

Bullseye! Check out our Residents at Rockpool Morayfield are taking Darts to new heights on the rooftop.

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!



Thrift Shopping

Our residents spent an afternoon getting out and about to the local thrift shop for some fun and shennanigans!



Rockpool pelican waters

Birthday Celebrations

Our Birthday celebrations at Pelican Waters including cake, coffee and entertainment are too good to ignore!



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.

