

Neighbourhood news

Our latest news and favourite moments



Harden Grange
AGED CARE COMMUNITY

May 2025

From the Manager



Sarah Wright

I'm excited to join Harden Grange and what a warm welcome I've received!

It's indicative of the friendly and caring environment here within our community and the broader Hilltops Region. I'm looking forward to building on the connections I've already made with residents, families and staff.

I'd like to thank Laura Knight-Lewis who stepped in as Acting Manager, ensuring the continuity of excellent support and care. Laura now takes on the role of Care Planner.

We have an exciting few months ahead with plenty of celebrations, activities and outings planned and we encourage residents and families to participate as much as they like. This year we've also welcomed new Nurses, Personal Care Workers and Maintenance staff to our team, ensuring we're able to support residents with a personalised living and care experience.



Barney, the little horse who made a big impact

When Barney the pony wandered casually through Harden Grange recently, there were gasps of delight from residents!

Barney was brought in by volunteer Courtney and her son who visit monthly as part of a pet engagement program. This program has enabled residents to enjoy memorable interactions with cows, lambs, goats, dogs, rabbits and turtles. But none of these animals has created as much excitement as the sound of hooves walking through the corridors.

The special connection between the pony and the residents was unmistakable. Barney's arrival brought back fond memories for many residents who have farming or country backgrounds.

Resident Albert was delighted when the pony joined him in his suite. He held the reins tightly as Barney bent his head so Albert could pat him.

Courtney says the benefits of animal therapy are extensive. "It's wonderful to watch the magic that happens as residents connect with the animals and they instinctively respond. There is something special about seeing how much love and joy these creatures bring."

Internationally recognised for innovation – once again!

Apollo Care has been named Finalist in the 2025 'Innovation of the Year - Operational Management Solution' category in the 13th Asia Pacific Eldercare Innovation Awards.



For the third year in a row, we've been recognised globally for our innovative approach to aged care.

We were delighted to also receive the prestigious 'Special Recognition Award' honouring our outstanding contribution to the eldercare sector. This award acknowledges the meaningful impact of our work and the potential to drive future innovation in aged care across the region.



Three things I love

The three things Stella loves doing to stay connected to the people and places she loves:

1. Shopping – the fortnightly trips downtown mean I can catch up with people I've known for many years.
2. Scenic drives on the bus – I so enjoy the beautiful countryside, the paddocks, sheep, cattle and bright yellow Canola fields in Spring. Often we stop for a nice cuppa and treat somewhere, too.
3. Knitting for charity – I love to knit and I love to help! I knit squares that are made into rugs for people in need by the Wrapped with Love charity. I come from Poland, have experienced war and know a little kindness goes a long way.



More community stories

Like to know more about daily life at Harden Grange?

Visit our website and follow our Facebook page to read more stories like the ones in our Newsletter.

Find out what residents have been enjoying and how staff are supporting them to live their way.

Feedback

Feedback from residents and families is important to us so we can make positive changes.

We also love hearing when we're doing something well. To provide feedback, you can:

1. Tell us in person
2. Fill out a feedback form (located in each lounge room), and place in the mailbox outside the Manager's office, or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au

Notice board

Special events

Sat 31st May

Outing to Murrumburrah-Harden
Historical Society Museum

Thurs 5th Jun

World Environment Day talk by
Murrumburrah Primary School students

Remembering and sharing life stories

*On Mondays, residents
gather to reminisce and
share their life stories.*



The popular reminiscing discussions are led by volunteer, Heather, who structures each conversation around a interesting topic. The group is currently talking about the history of Harden and the local surrounding towns of the Murrumbidgee area.

Resident, Ann Maree, looks forward to the conversations. "Heather puts so much effort into the weekly sessions. She does a lot of research, plays music and shows us photos, poems or memorabilia connected to the topics. I find it so interesting to look back, remember how things used to be and reflect on how much things have changed," she says.

Heather explains that talking about the past is so important for keeping the memory and mind active.

"It's lovely to see residents light up as they talk about their families or share special moments in their life with their neighbours here," she says.

Birthday wishes!

*Happy birthday to
residents celebrating
their special days from
December to April:*

Dec: Ted D, Bill W,
Marion C

Jan: George M, Sandra
S, Edna W, Margaret A,
Susan H

Mar: Albert N, Beverley
S, Lynnette J

Apr: Graeme D, Laurie
H, Bob M, Andrew R,
Eric H, Betty B, Betty R,
Don A

**Supporting
residents to find
comfort, enjoyment
and meaning in
their daily lives.**

At Harden Grange, we encourage and support residents to maintain their interests, familiar routines and connections to the people and places they love. With no set visiting hours, residents can welcome family and friends whenever they like. Residents and their loved ones are always welcome at regular or special services in our on-site Chapel. Pastoral support is also available.



Look out! It's Harden Grange's Scooter Brigade

A group of Harden Grange residents, affectionately known as the Scooter Brigade, is busy getting out and about together in the community – riding on their mobility scooters.

The group comprises Allan, Andy, Bill, Bob, Graeme, Lauris and Tony, and they all love the independence the scooters provide and the opportunity to visit places they enjoy. Andy says having a scooter has made the world of difference. "I love heading out on my scooter! I regularly pop into town to stock up on my favourite treats and say hello to the shopkeepers," he says.

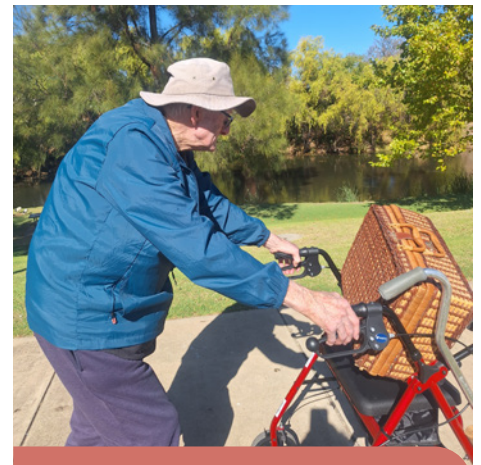
Tony agrees. "I like heading to the bank and the library in town, and I also love stopping for a chat to other people along the way. I've lived in Harden all my life and it's good to catch up with all the locals."

For resident Bob, being able to visit family is one of the biggest benefits of the scooters. "My family home is located very near Harden Grange, so I'm able to visit almost every day." My scooter makes it so convenient."

Helping families through their aged care journey

Britta and Melanie from the Human Resources and Admissions team say they love the collaborative spirit at Harden Grange and the opportunity to make a meaningful impact every day.

"Being part of this team means being part of a community that values individuals and strives to provide the best for everyone."



Tea, treats and tradition

It was all smiles and sunshine as residents enjoyed a special day trip to Young.

With a laden picnic basket loaded in the back of the bus, the residents first headed to the shops to snap up a few bargains at Big W, before venturing off again to find a beautiful picnic spot. With blue skies and tranquil water views, it was picture perfect. The picnic basket was unpacked, revealing lots of lovely treats prepared by the Catering Team and a thermos flask of tea.

"I haven't had a cuppa from a thermos in years," said Greta. "It was just like the old days."

Beautiful feedback from our families

"Thank you to you all for the love and care you gave to our Mum. The nursing care Mum received was excellent and very much appreciated."

- Family of resident



Quality & Safety Report: *Quality Standards Compliance*

Apollo Care is committed to using best-practice 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 implementing a new engagement framework so all residents, clients, family members and representatives, and staff are provided with up-to-date quality and safety information.

Although this is not a government requirement, we are excited to showcase our achievements and acknowledge the areas where we need to improve.

In each newsletter, we will publish the latest updates for one of the four Quality & Safety areas: Quality Standards Compliance, Feedback & Complaints, Incidents & Hazards, and Quality Improvement Projects.

Your chance to become a Volunteer



We're looking for more volunteers to join our team and make a real difference to residents' wellbeing.

You can nominate your preferred activities and availability. For more information, talk to our Lifestyle Team: call (02) 5330 8000 or email info@hardengrange.org.au.

April 2025 update: Quality Standards Compliance

- We are fully compliant with the Aged Care Quality Standards and accredited for 3 years.
- We are currently preparing an application for re-accreditation and expect the onsite audit to occur between July and September this year. We will be assessed against the current Standards, but are preparing for the strengthened Aged Care Quality Standards which come into effect on 1 July 2025.
- The strengthened Aged Care Quality Standards are part of the new Aged Care Act which has a more rights-based approach to aged care.
- We have a 4-star rating by the Department of Health & Ageing achieving 4 stars for Compliance and 4 stars for Residents' Experience.



Staff profile



Meet compassionate and caring Kylie, a Personal Care Worker who recently joined the team at Harden Grange and is enjoying getting to know the residents.

What inspired you to pursue a career in aged care?

I'm caring and empathetic and I find it deeply gratifying to be able to support others. My role involves providing practical support and companionship to residents and it's very rewarding to be able to build meaningful connections with them and improve their quality of life.

What do you enjoy most about supporting the residents?

I've only recently joined, but already Harden Grange feels like family. I have started getting to know the residents by engaging with them about their hobbies. They love talking about gardening, baking, music – all the activities they continue to enjoy. These conversations are great foundations for building long-term relationships. I also love hearing the nuggets of wisdom they share from lives well lived. Their stories, knowledge and experiences can teach us invaluable lessons about resilience, patience and the importance of cherishing every moment.

Why do you think you make a difference?

I love making residents smile! It might seem like a little thing, but knowing I've contributed to their happiness in that moment is special.

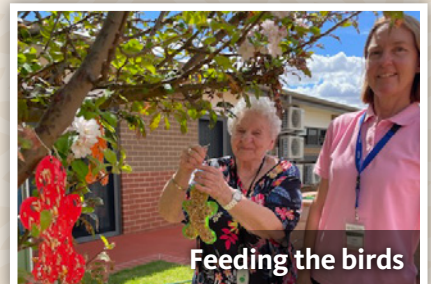
Favourite moments



Neighbours and friends



Visit from Barney the pony



Feeding the birds



Connecting with the younger generations



A friendly card game

