



# 2023: A year in review



We've grown to

# 11

communities  
across Qld,  
NSW & Vic

A total of

# 114

additional aged care suites  
now available to locals in  
**regional areas**

# Reopened

an aged care  
community  
for locals in Harden,  
country NSW



Achieved full

# 3 YEAR

**Aged Care Accreditation**  
at every community

Implemented  
a mobile device  
for every care  
worker to  
**enhance  
care  
delivery**



Measured and supported  
the wellbeing of  
residents, staff and  
leaders through an  
**award  
winning  
culture  
program**



# Asia Pacific Eldercare Innovation Awards

**WINNER**  
2023 Global  
Innovation  
Award

**FINALIST**  
2023 Operator  
of the Year  
Award



**Charingfield**  
AGED CARE COMMUNITY



***Here's how Apollo Care has helped Charingfield evolve and thrive this year.***

**Our care:**

- The latest Resident Experience survey results reported that 81% of residents rated their quality of life at Charingfield as 'Excellent', a 55% increase from last quarter
- Awarded highest possible accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

**Our team:**

- Work Rite culture program reported a 60% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff

**Our community:**

- Planning and design is almost complete for an extensive refurbishment program that includes the addition of 13 new private suites
- By the end of this year, most households will have new furniture in their lounge and dining rooms with further enhancements coming next year



**VINCENT COURT**  
AGED CARE COMMUNITY



***Here's how Apollo Care has helped Vincent Court evolve and thrive this year.***

**Our care:**

- The latest Resident Experience survey results reported that 76% of residents rated their quality of life at Vincent Court as 'Excellent', a 25% increase from last quarter
- Awarded highest possible accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more one-on-one care

**Our team:**

- Work Rite culture program reported a 35% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff
- Our first intake of school-based Trainees completed their qualification, with two now permanently employed at Vincent Court

**Our community:**

- By the end of 2023, 18 of our private suites will have been refurbished, with plans for further renovations to come



*Here's how Apollo Care has helped PresCare Yaralla Place and Groundwater Lodge evolve and thrive this year.*

**Our care:**

- The latest Resident Experience survey results reported an increase in the number of residents rating their quality of life as 'Excellent' (Yaralla Place: 81%, Groundwater Lodge: 100%)
- Both communities awarded highest possible accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

**Our team:**

- Work Rite culture program reported an increase in staff wellbeing, achievement, connection and performance (Yaralla Place: 56%, Groundwater Lodge: 30%)
- Permanent staff numbers have increased, reducing our need for temporary staff

**Our community:**

- Groundwater Lodge's 20-room specialist dementia support household, with generous outdoor areas, is now fully operational
- A new, cook-fresh kitchen that services both communities has been installed at Groundwater Lodge
- The refurbishment of the 15-room Bottlebrush Household at Groundwater Lodge is nearing completion, with nine suites already occupied



*Here's how Apollo Care has helped Alexandra Gardens evolve and thrive this year.*

**Our care:**

- Overall Aged Care Star Rating up from 3 to 4 stars with 81% of residents rating their quality of life at Alexandra Gardens as 'Excellent'
- Awarded highest possible accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

**Our team:**

- Work Rite culture program reported a 30% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff
- Clinical placements for CQU Bachelor of Nursing students have been reinstated

**Our community:**

- We partnered with The Shelter Collective to provide 10 refurbished cottages to local women in need of safe, affordable housing, along with opportunities for training and employment



## *Here's how Apollo Care has helped Bundaleer evolve and thrive this year.*

### **Our care:**

- The latest Resident Experience survey results reported a 54% increase in the number of Aged Care residents rating their quality of life at Bundaleer as 'Excellent'
- Awarded full three-year accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

### **Our Residential Aged Care & Home Care teams:**

- Work Rite culture program reported a 50% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff

### **Our community:**

- A continuous refurbishment program of the Village's independent villas has been implemented, and the large BBQ Pavilion has been refurbished
- Our capacity to provide more Home Care services to the Hastings & New England regions has increased.



## *Here's how Apollo Care has helped Harden Grange evolve and thrive this year.*

### **Our care:**

- The latest Resident Experience survey results reported that 80% of residents rated their quality of life at Harden Grange as 'Excellent'
- Awarded full accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

### **Our team:**

- Work Rite culture program reported a steady increase in staff wellbeing, achievement, connection and performance in our first year
- Our locals-first employment approach has increased permanent staff numbers, reducing our need for temporary staff

### **Our community:**

- A full, country-style refurbishment completed
- In less than a year from opening, 43 of our 45 private suites have become home to Hilltops residents

*All of these achievements mean we have been able to welcome more locals, and our communities has become an even better place to live and work.*

