

Neighbourhood *news*

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

December 2025

From the *Manager*



Alan Pretty

It is a privilege for us to care for the residents who have become our extended family at Vincent Court.

We love helping them feel at home and focus on building strong relationships, creating homely spaces and planning special activities that support them to continue doing the things they enjoy. Our team members go above and beyond to connect with the residents and understand their preferences, routines and life stories. Thank you to all the dedicated staff, volunteers and families who make this possible.

On November 1, the Government's new Aged Care Act came into effect. We welcome these changes that are strengthening Australia's aged care system and ensuring the rights of older people are at the centre of their care. We remain committed to providing care that is respectful, safe and tailored to each resident's needs.

Wishing you and your family a very Merry Christmas.



Green thumbs and *gardening* *goodness*

There's a buzz of excitement in our community and it's coming straight from the garden. Five new vegetable planter boxes have arrived and with them a hive of activity.

Residents watched eagerly recently as Maintenance team member, Craig, constructed the first one.

As soon as it was ready, resident George had his hands in the soil, carefully planting the first seedlings. "I used to have a backyard brimming with plants and vegetables," he shares. "Getting my hands back in the soil feels fantastic."

The garden beds are bringing together the community in a purposeful way, resulting in a new energy and community pride. A new community gardening group will soon be gathering to plant seedlings and nurture their plants and vegetables. And, very soon we'll be harvesting fresh produce that can be used directly in our kitchen. Des, who already has an established garden, is proud of his bounty and shares it with the staff.

"Craig, like every member of our Vincent Court team, is committed to ensuring residents can continue doing the things they love," says Manager, Alan.



Vincent Court's renovated *Jacaranda Household*

With 8 refurbished private suites, each with their own ensuite, and a cosy lounge room and dining room, Jacaranda Household is the latest in a continued program of enhancements at Vincent Court.

Beautiful homely touches make this Household extra special, including a residential kitchen with pendant lighting, integrated fridge and an island bench. Following small-house, domestic design principles, the household will be welcoming new residents to our Vincent Court community by early next year. The final works are planned for completion within the next month and will include landscaping of the outdoor spaces and screening.

Our difference is that we preserve what makes each community special



APOLLO CARE ALLIANCE

Our innovative model optimises care and performance



APOLLO CARE ALLIANCE

Resident wellbeing is at the heart of everything we do



APOLLO CARE ALLIANCE

We've built industry-first technology that drives improvement



APOLLO CARE ALLIANCE

In 2025, *Apollo Care* turned **FIVE**

Vincent Court is proud to be one of Apollo Care's growing alliance of 14 not-for-profit aged care communities.

When Apollo Care started five years ago, our vision was to strengthen regional aged care communities, like Vincent Court, so older Australians could stay living in their home towns. We provide expert support to local managers and teams so they can continue to provide the best care to residents. We also invest in enhancing our communities to make them even better places to live and work – the refurbishment of Jacaranda House is just one example. Find out more about how we're helping Vincent Court and our other communities evolve and thrive. Visit apollocare.com.au/about and hear from our four leaders.



Christmas on Facebook

At Vincent Court, we're excited about all the festive activities, outings and celebrations planned for this time of year.

Make sure you keep up to date with all the fun things we'll be getting up to by following us on Facebook.

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

"Our family would like to sincerely thank all staff for the wonderful care of our Mum. Everyone, from the Nurses and Carers to the Catering and Cleaning teams, Reception and Volunteers, has been amazing."



Out doing the things we love – *laughter flows at our ladies' lunch*

A group of residents recently enjoyed a delightful afternoon at the local Kempsey Bowlo, where a special ladies' lunch brought together good friends, delicious food and great conversation.

The outing offered the ladies the chance to relax, share stories and connect with other locals over a lovely meal and drink. Laughter soon filled the room as the ladies chatted and started sharing fond memories, such as the dances they attended in their younger years and the glamorous outfits they wore.

For them, it was more than just a lunch – it was a wonderful reminder of the joy of companionship and community. “It was the best day out I’ve had in a long time,” said one of the group. “I can’t remember the last time I had so much fun.”

Three things I love

The three things resident, Clarice loves about her home at Vincent Court:

1. I’m so comfortable here – it has everything I want
2. The activities, games and entertainment – there’s so much to do
3. The staff – they are so kind and thoughtful.



Feels like home – *Maureen’s garden is her happy place*

Resident, Maureen, has turned her courtyard into a stunning green sanctuary.

Over the past few months, she has thoughtfully filled the space with beautiful hanging plants, flowers, a red bark floor and interesting pots and garden ornaments that she’s collected over the years. There are even tasty tomatoes growing in the raised bed and she’s planning on planting carrots next.

“I love my garden,” she says. “My husband and I lived in many different places over the years and created a garden wherever we went. I feel very connected to him when I’m out here.”

It’s a place where she loves to spend her time, and everyone is welcome. Resident JJ often joins Maureen in the garden for a cup of tea and a chat. “It’s absolutely beautiful,” she says. Resident Warwick agrees, saying “Maureen does an amazing job in the garden and I’m always happy to help!”



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Notice board

A message from *Father James*



As pilgrims of hope, we celebrate the birth of Jesus, the source and foundation of our hope, whose life and witness reminds us that hope is God's enduring gift – shining through every moment of care, kindness, and companionship shared in our community. May this sacred season renew our hearts with love, peace, gratitude and joy.

On behalf of our parish family, Merry Christmas and a blessed New Year to all residents, families, and staff.

Special events!

Mon 15 Dec	Christmas Mass at St Paul's College
Tues 16 Dec	Christmas lights bus tour
Wed 17 Dec	December birthdays morning tea
Thurs 18 Dec	Graham Kesby entertains
Tues 23 Dec	Anglican Christmas Service
Thurs 25 Dec	Christmas Day lunch – bookings essential

Favourite moments



We love visits from the Golden Oldies



Wearing our favourite team colours



Enjoying a Ukulele concert in our gorgeous hall

Quality & Safety Report:

Quality Improvement Projects



Apollo Care is committed to using best-practice care 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 providing all residents, family members and representatives, and staff with up-to-date quality and safety information.

We are excited to showcase our achievements and acknowledge the areas where we need to improve.

November 2025 update: Quality Improvement Projects

Apollo Care is committed to continuous quality improvement of its care and services. Opportunities for improvement arise from resident, client and family feedback, including complaints and suggestions, from audit and quality monitoring activities, and from incident and hazard data.

Some of the quality improvement projects underway at Vincent Court include:

- The completion of the refurbishment of Jacaranda House, with 8 resident suites, a shared kitchen, lounge and dining room, and direct access to the outdoors.
- The commencement of the upgrade of the Nurse Call system to enable direct alerts to handheld devices for faster response times.
- In line with the Strengthen Aged Care Standards, we have introduced a 24-hour snack station so residents can access refreshments outside of regular mealtimes.



Family *always* welcome

At Vincent Court we love helping residents stay connected to their loved ones. We're lucky to have so many welcoming indoor and outdoor spaces where residents can enjoy spending time together with family and friends.

Kathleen regularly visits her Mum, Joan, and enjoys joining in special events and entertainment. "It's so great being able to stay involved in Mum's life at Vincent Court. It's always special to share a cosy cuppa and chat in her room, and I also love participating in the various activities with her and other residents," she says.

As we head towards the end of the year, we'd like to remind families and friends that you're welcome to visit your loved ones at any time. Whether it's connecting for a stroll through our gardens, a cup of tea, holding a special celebration or even joining in some of our activities, we'd be happy to see you!



Staff Profile



News from the kitchen – farewell to a favourite and hello to a new addition.

After a decade of dedication, much-loved Chef, Jacqui, has hung up her apron. For years, Jacqui has been the driving force in the kitchen, serving delicious meals and enjoyable dining experiences that are a hallmark of our community.

Jacqui’s leadership in the Catering Team has always been defined by her passion for quality food and her ability to adapt to residents’ tastes and preferences.

Residents have always regarded her Sunday Roast a highlight, and her daily desserts and thoughtfully crafted Christmas sweet hampers will be missed! However, her input into our special occasion catering will continue as she’s promised to return to support our team for events such as the famous Vincent Court Ball.

Although we farewell Jacqui, we are also very pleased to welcome new Chef, Ishwar, who is already making his presence felt in the kitchen and the community. Ishwar brings extensive experience in residential aged care food service and dining experience. Residents have been enjoying his nourishing, home-cooked meals and their delightful aromas. He’s been warmly welcomed by everyone and much positive feedback has been received about his flavourful creations.

Ishwar is also planning to incorporate the resident-grown vegetables and herbs in our seasonal menus, making mealtimes a true community effort.

Favourite moments



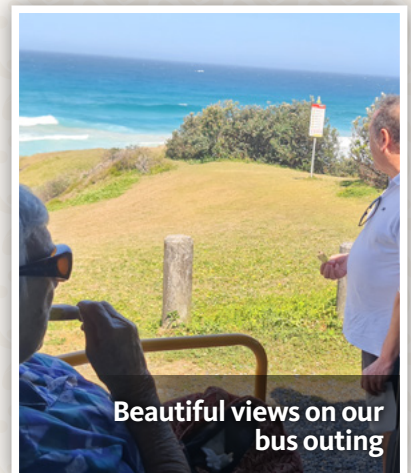
Heading out on the bus



Cuddles from a tiny friend



At the movies



Beautiful views on our bus outing

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