

Neighbourhood *news*

Our latest news and favourite moments



Charingfield
AGED CARE COMMUNITY

November 2025

From the *Manager*



Laxmi Bhandari

Welcome to this edition of Neighbourhood News.

We love helping residents 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.

Here are some recent stories that showcase how we do this.

In addition, we're making good progress with the extensive refurbishments, with only the driveway and laundry upgrade left to complete.

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 that the rights of older people are at the centre of their care. We remain committed to delivering care that is respectful, safe and tailored to every resident's individual needs.

*Wishing you all a very happy
Christmas and new year.*



A blooming success



Charingfield's gardens win prestigious award - again!

Our beautiful community garden has taken out the Judges' Special Commendation Award at this year's Waverley Council's Garden Awards. This is the third time our outdoor spaces have been recognised. Sincere thanks must go to our talented gardeners, Hayden and Keith, who have transformed the spaces to be even more beautiful during our refurbishment program.

"In our new garden area, we wanted to create something truly special!" says Hayden proudly. "It had to be a welcoming, safe space for residents to enjoy."

That vision flourished into a stunning reality – around 300 semi-tropical plants are now thriving, framed by expansive wooden decking incorporating a built-in seat, table and raised beds. A curved concrete path shaded by enormous tree ferns takes you on a visual journey past the garden beds, inviting you to pop your head around the corner to see what else is there.

Residents love the new spot and are even enjoying activities like bonsai, topiary pruning and physiotherapy outdoors in the dappled sunlight. The design cleverly weaves in opportunities to evoke recollection for the residents – nostalgic varieties of flowers, bright bold colours and fragrances all spark memories and conversation.

"It's not just a garden – it's a beautiful space that connects people with nature, with themselves and with each other," says Hayden.

Our multi-million-dollar refurbishment program *is almost complete*

Residents, families and staff are enjoying seeing the finishing touches come together on Charingfield's extensive enhancement schedule.

All works to the shared spaces and some suites in House 1 (Renford), House 2 (Hollows), House 3 (Chisholm) and House 4 (Sutherland) have been completed, as well as our new Club Lounge, foyer and upgrades to the Administration area.

Our new House 6 (Moylan) with space for 9 residents, is also completed. Upgrades to the shared spaces in House 5 (Edmund) are well underway, as well as the creation of 4 new private resident suites. Our external areas have also enjoyed significant improvements, including landscaping, wooden screening, a new BBQ and courtyard seating.

The interior design scheme is inspired by premium homes in the Eastern beaches with a coastal colour palette, fireplaces and other beautiful homely touches.



Our difference is that we preserve what makes each community special



Our innovative model optimises care and performance



Resident wellbeing is at the heart of everything we do



We've built **industry-first technology** that drives improvement



Feedback



Feedback from residents and families is important to us because it helps us improve and make positive changes.

We also love hearing when we are doing something well.

You can provide feedback in these 4 ways:

1. Tell us in person
2. Complete our feedback form and either place it into our feedback box or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au

In 2025, Apollo Care turned five

Charingfield 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 our aged care communities, so older Australians could stay living locally.

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 – Charingfield's extensive refurbishment program is just one example.

Find out more about how we're helping Charingfield and our other communities evolve and thrive. Visit apollocare.com.au/about and hear from our four leaders.

"I am very happy at Charingfield. I am well cared for and everyone is so friendly and nice."

Charingfield resident.



Out doing the things we love – *a peek at the past*

With the warmer weather, we've been enjoying some special outings in the local community.

“Being in the eastern suburbs of Sydney, Charingfield has excellent proximity to beautiful beaches and plenty of famous landmarks and our residents love exploring the area,” says Manager, Laxmi.

Inspired by its historic significance and architecture, residents recently visited Vaucluse House for the first time.

The stunning estate overlooks the harbour and is rich with history.

We enjoyed an informative tour through the living museum, learning about its fascinating history and listening to the stories of families who lived there. We explored the various rooms, trying the different tools and utensils used by the house's occupants and paused for thought in the beautiful gardens.

The bus trip home was lively with chatter as we discussed our new discovery. And, all agreed we loved the trip so much we'll be visiting again before the end of the year.



Feels like home –
Pam's room is
full of love

Resident, Pam, has made Charingfield her home.

She has lovingly decorated her room with mementos, photographs and other items that are special to her.

“I've surrounded myself with family photographs – all of which tell a different story about my life. I have a special candle with my husband John's photograph and lots of my favourite books. I'm passionate about reading and it's lovely to find a quiet spot to enjoy my novels.”



Christmas on Facebook

At Charingfield, 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.

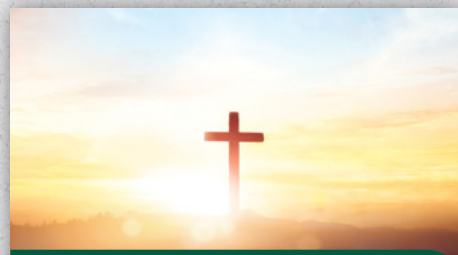


Notice Board

Our beautiful Chapel welcomes all beliefs and religions and provides a lovely environment for reflection or continuing personal or family traditions. Church services are provided almost daily. All are welcome.

Special events

Tues 18th Nov	Afternoon tea at Balmoral Beach
Tues 25th Nov	Coogee Diggers lunch
Wed 3rd Dec	Christmas Carols with the Sunshine Singers at Bondi Pavillion
Wed 10th Dec	Afternoon tea at Vaucluse House
Wed 17th Dec	Residents & families Christmas Celebration – with the Men's Shed Chorale!



A message from Father Michael

As we approach the season of Christmas and the end of another year, we can recall so much that has happened in the world, our own lives and our communities.

Here, at Charingfield, we have much to be grateful for and proud of. One of the greatest needs we all have is to be listened to, to be heard and understood. A real sign, and proof of our love for others, is to listen to one another. We see it here in Charingfield, in the staff and amongst residents. The thoughtfulness and energetic attention to all our needs is evident in the spirit and contentment of the residents. Each of us is unique, valued, necessary.

Wishing you peace, joy and love this Christmas.

Favourite moments



A delightful concert at Bondi Pavillion



Fascinating crystals at the museum



Molly wins best hat at Melbourne Cup lunch



Anne and Beverley enjoying their bike ride

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 Charingfield include:

- Our multi-million-dollar refurbishment program is nearing completion. We have opened our new Moylan House with capacity to accommodate 9 more residents and will soon be ready to welcome an additional 5 residents to Edmund House
- Installing CCTV and a security control system to make our community even safer
- Enhancing outdoor spaces with extensive landscaping and the creation of a new garden area
- Upgrading the main driveway to our community including the installation of a new gate
- Upgrading our laundry, including the installation of new machines
- 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 Charingfield, 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.

Resident, Margaret, treasures special moments with her daughter, Catherine, who recently joined her for a special movie viewing and ice-creams.

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



Meet Sudarshan, a Personal Care Worker using technology to enhance resident experience

Every member of our Care Team uses CareKeeper, an advanced technology application, that helps staff build better connections with residents and provide even more personalised care.

Up-to-date information about each resident's life story, clinical care needs and lifestyle preferences is stored on a hand-held mobile device, giving each worker everything they need at their fingertips.

"I love getting to know residents really well so I can build trusted and respectful relationships with them. With CareKeeper, I can find out about their interests to spark conversations, I can see what they enjoy doing, or just understand the routine they like to follow so I can support them," says Sudarshan.

"CareKeeper also saves a lot of time. All the clinical care notes are stored on the mobile device, so I can view and update them when I'm at the resident's side, rather than back at the Nurse's stations."

Manager, Laxmi, says the technology benefits all residents and staff. "It helps our team provide tailored care based on each resident's unique needs. Importantly, it frees our team to spend more time caring for residents, and less time doing paperwork and handovers," she says.

Favourite moments



Brother Carl & Cathy at Vaucluse House



Enjoying a cup of tea at the Royal Botanic Gardens



Eric enjoying some pampering



Heading out for another adventure on the bus

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