

Juniper Residential Aged Care

Newsletter | Issue 1 | 2025

Next level dining at Juniper's Chef's Table

Juniper's hospitality team is keeping dining fresh, tasty and entertaining with its chef's table luncheons.

Held monthly at all Juniper residential aged care homes, chef's table events give customers an opportunity to trial dishes that have been shortlisted for the upcoming winter menu.

Invitations for the chef's table lunches are sent to residents, and each event caters for between six and 12 people.

A recent two-course chef's table luncheon held at Juniper Hayloft in Martin offered delicious main course options of slow roast beef brisket with roast vegetables, chicken pasta bake and a vegetarian option.

A warm slice of sticky date pudding and cream for dessert capped off the successful chef's table luncheon.



Juniper Hospitality Services Manager Kirrie Hall said the lunches provided a great way of getting to know residents and gather their feedback about the meals, which could then be refined if needed.

"The chef's table lunches, which will run through to July, enable chefs to be a bit more creative and engage with residents to get their thoughts on the meals," she said.

After the chef's table luncheons, residents are invited to provide their thoughts on the dishes served and any other meal ideas via feedback forms.

At the Hayloft luncheon, residents described the program as a good idea that offered more choice and a relaxed way of meeting and chatting to Juniper chefs.

Whether it's a memory lane dinner giving residents a tasty reminder of the dishes they grew up with or cultural dishes that take residents on a culinary tour of the globe, the industrious hospitality team is always innovating the menu with new dining ideas.



What's inside

Les' Kiosk is open for business
The pursuit of happiness
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Hello from Russell

I hope everyone has had a great start to 2025 and is making the most of the cooler change in autumn.

On the topic of change, this year will bring about major changes for the aged care sector across Australia.

From July 1 under the new Aged Care Act, the Federal Government will introduce strengthened quality standards that focus on person-centred care.

This means a new Statement of Rights will be introduced to outline what you can expect from Juniper. The changes will promote choice, independence, and dignity with easier access to service planning, transparent information, and supported decision-making. Overall, it places older people at the centre of their care, ensuring safety, respect, and quality service delivery.

At Juniper, we believe in individualised care that keeps you connected wherever possible to the people, passions and places you've always loved. With a commitment to exceptional care, we want to empower you and all our customers to hold onto independence and identity, because that's what is at the heart of enjoying a life well lived.

This issue of our newsletter is filled with heartwarming stories about our wonderful residential aged care customers enjoying life and the support that Juniper offers.

I hope you enjoy reading about all the events and activities happening at Juniper sites across the state.

Russell Bricknell
Chief Executive Officer

A snapshot of the new Aged Care Act

- The Federal Government's new Aged Care Act takes effect on 1 July 2025.
- The new Act will empower and support older people to live active, self-determined and meaningful lives as they age.
- Providers must be registered to deliver Commonwealth funded aged care services and will need to comply with a set of obligations.
- A forthcoming Statement of Rights will set out what older people can expect from providers and aged care workers.
- All providers will be required to meet a set of new quality standards.

Visit www.health.gov.au for more details.

Wednesday Walkers



On Juniper's Facebook and Instagram channels each month, we share a one-minute Wednesday Walker video that features a resident talking about their life, current hobbies and anything they would like to share.

Scan the QR codes below to see two of our recent Wednesday Walker stars.



Bob from
Juniper Cygnet
in Bentley



Leonie from
Juniper St
David's in
Mount Lawley





Student visits prove rewarding for all ages

A visit to Juniper Hillcrest by Geraldton Christian College students was so popular with everyone that more of the uplifting intergenerational catchups are on the way.

The first get-together in March took shape as the students wanted to get to know people from another generation as part of the community service component of their Year 12 studies.

The group of 15 students were particularly interested in spending time with people who may not regularly receive visits from family or simply enjoyed getting to know younger people.

After this first heartwarming visit to the aged care home in Geraldton, the students were keen for a follow-up which was just as enjoyable, and more are planned.

Juniper's Student Placement Coordinator Anne Bolton said the benefits of the visits

were "invaluable" and it was hoped that similar programs could be developed for other regional Juniper sites and metropolitan locations.

"As many students are considering careers in healthcare, Juniper's engagement and support of these programs can positively help shape perceptions of aged care," Anne said.

High school studies and career plans were a couple of the conversation topics during the visits and students also got a fascinating insight into the life and times of the Juniper residents.

Along with engaging conversations, residents and students also took part in card games, rounds of bingo and were entertained by an impromptu piano performance.

Making the perfect damper in Kununurra

Juniper's Hospitality team recently took their culinary skills on the road to Kununurra to visit everyone at Juniper Gerdewoonem and cook a traditional barbecue meal, with plenty of expertise from customers.



Along with an opportunity to get to know customers at the residential aged care home, gather feedback, and train and mentor staff, the Kununurra visit provided catering staff with some pointers on preparing perfect damper.

Juniper Hospitality Services Manager Kirrie Hall said a chat with customer Helen Clifton about their shared love of cooking resulted in the exchange of a lot of handy cooking advice.

"It turned out that Helen was giving me a master class in damper making and barbecuing," Kirrie said.

"Now, I do have some experience in this area, but you know what, she gave me some more useful tips like using my knuckles to push the dough flat."

The trip was also a great way for the Juniper team to gather ideas from customers on what they would like to see on the upcoming dry season menu and to gain an insight on how residents cooked meals over the years.

With dining outdoors hugely popular in the Kimberley, a barbecue of beef short ribs, chicken drumsticks, potato bake, damper and fresh salad was well received from everyone.

"Customers love the outdoor cooking, they love the smell, the fire and the group activity of being all together enjoying food," Kirrie said.

Symphonic visit to Juniper Karinya

The beautiful sounds of a string quartet filled the air at Juniper Karinya on Valentine's Day.

Residents were treated to a special performance by the talented musicians from the West Australian Symphony Orchestra, followed by a delicious morning tea.

The event was capped off with residents reading a collection of heartfelt letters written by local girl guides especially for the get together.



The pursuit of happiness

What makes you happy? That's the question we asked older Western Australians as part of Juniper's commissioned study by CoreData WA ... and the answers revealed some interesting insights into what brings joy and fulfillment as we age.

For older Western Australians, happiness is rooted in relationships, staying active, and giving back to others.

Perhaps not surprisingly, family is the number one priority when it comes to happiness. A whopping 71% say spending time with their family is essential to their well-being.

After that, socialising with friends (59%), staying active with exercise (57%), and engaging in hobbies or activities that bring meaning (56%) are also top of the list. Caring for family members (50%) is also a source of happiness for many.

While not as high on the list, other factors like volunteering (30%), religious or spiritual faith (23%), travel (22%), and outings within the local community (21%) still play a role in people's happiness.

When asked about their happiness in specific areas of life, the results were mixed. More than half (56%) say they're extremely happy with their mental health, but only 24% feel the same about their physical health. On a positive note, 54% are happy with their standard of living, and 53% feel good about their personal safety.

Interestingly, women tend to be happier with their friendships and sense of community, while men are more satisfied with their personal safety and sense of purpose.

Maintaining good health, independence, and strong relationships are all crucial to happiness, but declining health, pain, and mobility issues are significant barriers.



“Interestingly, women tend to be happier with their friendships and sense of community, while men are more satisfied with their personal safety and sense of purpose.”

As people age though, things change. While most people in their 70s still see their family regularly, that drops for those in their 80s. Additionally, nearly three in five people in their 80s are not exercising as much as they'd like.

Despite these challenges, many older Western Australians are still finding joy in their lives, scoring 67.9 out of 100 on Juniper's 2024 Happiness Index.

Ageing is not without its challenges. But it's clear that strong relationships, good health and a sense of purpose all play a huge part in ensuring happiness later in life.

[Find out more >](#)





Juniper John Bryant Residential Manager Tendai Zinduru with Tricia Crowe.

Chance visit provides peace of mind for Tricia

Spotting Juniper John Bryant Residential Aged Care Home signage during her daily commute has made a world of difference to Tricia Crowe and her much-loved mum Constance.

Tricia said her mum's move into residential aged care close to two years ago had followed a dementia diagnosis and a "big fall" that required a seven-week hospital stay.

With it apparent that her mum was unable to return home, Tricia saw the sign for Juniper John Bryant in Marangaroo "by chance" during a drive home and made an enquiry.

After her Mum was offered a placement, Tricia said she couldn't be happier with the quality of care that her mum receives.

"The chef prepares meals that she likes to eat like rice pudding, and I always hear how she is going."

Originally from Dalwallinu, Constance now aged 90 did a great deal of caring for others for many years by supporting members of the WA State Emergency Service as a volunteer cook.

As well as visiting her mum daily, Tricia also checks in with other residents at the Marangaroo location that she describes as "a community within a community".

Tricia said while the dementia condition sometimes prompted her mum to hark back decades to the years of World War II, "going to where they are" and providing reassurance always helped.

"We might be talking about butter rations back in war time, so we just have to translate to where they are, and I say that I'll take care of it," Tricia said.

"In their mind, that is what's happening, and we just need to show gratitude, empathy and mindfulness."

Delighted with the care provided by John Bryant staff, Tricia said the therapy team made it a fun and happy atmosphere for residents with a variety of activities.

"The staff here are brilliant" she said.

"They treat everyone with great respect and compassion – it's a lovely, welcoming place.

"I'd be glad to live here."

Les' Kiosk is open for business



Les Barron took no time in volunteering to run the onsite kiosk when he moved to Juniper Elimatta Residential Aged Care Home in Menora, and to recognise his many years at the counter, the venue has just been named in his honour.

After running the kiosk for close to a decade, Les has since decided to step away from the role and become a customer.

A former baker and Westrail employee, the longstanding resident has had a varied life, which also included 20 years as a horse trainer in Northam.

At the recent reopening day, Les was absolutely tickled pink when the name of the new-look kiosk was revealed.

Juniper Elimatta Residential Manager Shila Rathnayake said the move to relaunch the kiosk proved a real group effort with Les' family, residents, volunteers and staff all contributing to the project.

"I feel that the kiosk gives Elimatta even more of a community feel, and a connection to the community," Shila said.

The kiosk is now open to residents and staff two mornings each week from 10am to 12pm, selling chocolates, magazines, greeting cards, soft toys and more.

Juniper Elimatta resident Meryl was one of the first customers on reopening day,



buying a can of soft drink and a pack of mints for just a couple of dollars.

When not dedicating her time to supporting residents at Juniper Chrystal Halliday in Karrinyup, Juniper volunteer Sue Scott has taken on the role of looking after the revamped kiosk.

"I like older people, and I find volunteering very rewarding – I enjoy the interactions with people, and I feel like I'm doing something worthwhile," Sue said.





A snapshot of the achievements

- Ensuring emergency response measures are in place to protect customers
- Involving customers in emergency rehearsals that reflect real life incidents
- Ensuring fire safety systems, including fire detection systems and sprinkler systems conform to national and local fire safety systems and are routinely inspected/ serviced
- Prioritising staff training to ensure their own safety, whilst capably assisting customers to a safe area
- Reviewing and tailoring emergency management plans to meet the needs of our customers.

Partnering in Safety

Readiness for any emergency response is always important, but the level of importance is the greatest when family and loved ones are involved.

With that thought in mind, it has been hugely rewarding to see our customers actively involved in rehearsals that reflect real life emergency scenarios.

The past 12 months have been an eventful period across our sites in terms of emergency response training and physical drills (evacuation rehearsal).

Between August 2024 and April 2025, we have partnered with our site teams, customers and an emergency management registered training organisation to train, certify and equip more than 500 staff in using first attack firefighting equipment in response to emergency scenarios.

We have seen the benefits at an operational level, with our site training program capturing north and south metropolitan residential care facilities (16 sites), regional including the Kimberley, wheatbelt and south-west sites (11 sites).

Why is the investment important? To ensure customer and staff safety is embedded in the work and living environment.

Kitchen tours take residents behind the scenes

Residents from Juniper Annesley were the latest guests to tour the Rowethorpe Catering Centre kitchen where the focus is on preparing homemade meals.

Introduced earlier this year, the one-hour kitchen tours enable residents from across Juniper sites to see the inner workings of the bustling catering centre in Bentley.

This latest tour was the fourth in a series following recent visits from Juniper Hilltop, Juniper Trinity and Juniper Cygnet customers.

On arrival, Annesley residents received a warm welcome from Juniper's Hospitality Coordinator South Jason Low and some background on how the catering centre was a fresh cook operation with the catering team preparing as much as possible onsite.

During the tour, residents had a first-hand look at chefs and cooks working on the day's menu, the equipment used to prepare meals, supplies of fresh fruit, vegetables and meats, and the innovative ways the team continues to enhance its meals.



Hospitality Services Manager Kirrie Hall said the kitchen tours were part of Juniper's overarching Dignity in Nutritional Excellence (DINE) program, which focused on providing high-quality, nutritious meals for customers.

To cap off the enlightening and entertaining tour, residents had an opportunity to ask any catering questions that came to mind at a scrumptious morning tea with an array of fresh fruits, cakes and sandwiches.



Each year, the Juniper Catering team uses a lot of fresh produce including:

- 18,000kg bananas
- 18,000kg carrots
- 14,000kg potatoes
- 14,000kg seedless watermelon
- 10,000kg bananas



Advocating for a better future for all older Western Australians

As the global population continues to age at an unprecedented rate, the need for meaningful change in the aged care sector has never been more urgent.

According to the World Health Organisation, by 2030, one in six people worldwide will be aged 60 or over, and by 2050, the global population of individuals aged 60 and older is projected to reach 2.1 billion.

In Australia the number of people turning 75 will rise sharply from 35,000 per year to 50,000 in the next three years, remaining at that level for the next 30-40 years.

With an ageing population, the demand for high-quality aged care is set to increase exponentially. This is why Juniper has embarked on an advocacy campaign in the lead up to and beyond this year's Federal election calling for:

- An increase in the accommodation supplement (AS) for concessional residents to fully cover the cost of a bed, along with the implementation of a six-monthly indexation regime. Increasing the AS and regular indexation will help providers like Juniper maintain high-quality services and ensure

older Australians, especially those relying on concessional care, have access to the support they need and deserve.

- A sector-wide workforce strategy to address supply and demand and improve recruitment, retention and conditions for aged care workers.
- Demand-driven home care to clear the current waiting list and ensure ongoing supply to meet future demand.

Underpinning all of this is our commitment to taking meaningful action to combat ageism and address the harmful effects this form of discrimination has on our society.

Our White Paper, *The Voice of Older Western Australians*, revealed that two in three older Western Australians have faced age-based discrimination.

The report also highlights 18% of older Western Australians report being dismissed by healthcare professionals, while 11% have been treated poorly or made to feel foolish by a customer service worker.

By advocating for positive change and addressing ageism we can create a more inclusive society where older Western Australians are treated with the respect and dignity they deserve.

To keep up to date with Juniper's advocacy efforts visit www.juniper.org.au/about-us/advocacy and follow Juniper on social media.

VIP treatment at Wagin Woolorama

The annual Wagin Woolorama showcases arts, crafts, photography and even giant pumpkins. This year, a group of lucky residents from Juniper Waratah Lodge were some of the first to see it all.

Hosted by the Wagin Agricultural Society (WAS) each March, the agricultural show promotes everything that the farming hub in WA's Wheatbelt region has to offer as well as lots of entertainment and competitions.

A day before the big event, residents from the aged care home in Wagin were guests at an exclusive afternoon tea in the Eric Farrow Pavilion to see this year's competition entries and prize winners.

During the visit, residents received a warm welcome from WAS President Fiona Dawson and enjoyed a delicious afternoon tea of cake, sandwiches and homemade cookies.

Juniper Waratah Lodge Residential Service Lead Pauline Alexander said the visit was quite a treat for residents who enjoyed mingling with people from the community.

"It was a wonderful afternoon, with the residents taking in the many different art displays, photography entries, cooking creations and the lovely sewing, knitting and patchwork displays," Pauline said.



Burning question

Burning questions are brought to us by our Quality Care Advisory Group and Customer Advisory Group made up of customers across Juniper who provide us with feedback on our quality of care and services so we can continue to improve.

What's with all the skip bins?

Juniper is carrying out renovations across several of our homes. Part of any renovation requires this demolition, which means skip bins.

But did you know that we send more than 90% of these materials from demolition for recycling?



Recycling yards will process materials into reusable product like:

- ✓ Road base
- ✓ Drainage rock
- ✓ Recycled fill sand
- ✓ Aggregate for the concrete industry
- ✓ Steel
- ✓ And much more!



Wagin Agricultural Society President Fiona Dawson with residents from Juniper Waratah Lodge.



Caitlyn and Goose add fun to Ella Williams

From taking calls at front reception of Juniper Ella Williams Residential Aged Care Home in Noranda to looking after the catering needs of baby goats, Administration Officer Caitlyn Adlum has a diverse set of skills for her role.

“It’s a real variety – I run around doing all the little things like ordering stock, emails, phone calls and even re-heating milk for baby goats when an animal farm visited,” Caitlyn said.

When it comes to four-legged friends, Caitlyn’s prized pooch Goose has become another popular part of Juniper Ella Williams, and visits everyone each week.

“Some residents even have her photo in their room, as they miss her when she’s not around,” Caitlyn said.

Part of Juniper for the past two and a half years, Caitlyn attributes the Ella Williams team and the mix of duties as the secrets to why she enjoys her role so much.

“I get to help with small things that you don’t immediately think of like celebrating wedding anniversaries and having a slice of cake together – that’s fun,” Caitlyn said.

Volunteers deliver 15 years of bingo

What’s your favourite Bingo call? For Mary Rawlinson it’s the classic legs eleven, and she’d certainly know. As a volunteer she’s been calling Bingo at Juniper Riverslea together with partner Robbie Lawrence for 15 years.

Mary first began visiting Juniper Riverslea Residential Aged Care Home in Mt Lawley when her Mum Kitty was a resident.

“I’d visit Mum every day and often we would go to Bingo together,” Mary said.

After her Mum passed away, she continued visiting Riverslea every Thursday to call the Bingo with Robbie. Nowadays, Frankina the dog also trails along to bring some pawesome love to residents.

“There are still some residents I know that come to Bingo from when Mum was here. I’ve gotten to know so many of the residents through volunteering,” she said. “It’s simply just a lovely thing to do.”

In the Bingo calls, Mary says she brings the speed while Robbie brings the jokes.

Juniper CEO Russell Bricknell recently recognised Mary and Robbie for their amazing 15 years of service as volunteers at a presentation at Riverslea.

Volunteers Robbie Lawrence, Mary Rawlinson with pooch Frankina and Juniper CEO Russell Bricknell.



Resident's Choice offers more dining options

Juniper's innovative Dignity in Nutritional Excellence (DINE) program gets even better with Resident's Choice. Another opportunity to keep meals fresh and flavourful, Resident's Choice enables Juniper customers to choose, and sit down to enjoy, their own perfect menu.

Juniper Trinity resident Karen Evans knows a lot about catering having worked as a cook in Western Australia's mining sector where she helped prepare meals for 200-plus workers.

For her recent Resident's Choice, Karen put roasted lamb with gravy and mint jelly on the menu as it's a fondly remembered Sunday lunch that her mum would prepare for the family.

Add to that pavlova with mango and passionfruit for dessert, and it made for one delicious meal along with freshly made gingernut biscuits for morning tea earlier in the day.



Have you ever met a celebrity?

A recent 'Have you ever?' activity at Juniper Hayloft in Martin provided residents with loads of laughs and some star-studded discussions.

Hosted by Juniper Lifestyle Coordinator Janelle Johnson, the relaxed session is all about bringing residents together and keeping a sense of community at the residential aged care home.

"The main purpose of the Have you ever activity is to reminisce and to get to know a bit more about each other," Janelle said.

Everyone at the session was ready to share entertaining insights about their lives and some unexpected plot twists when questions like 'Have you ever met a celebrity?' were put to the group.

From meeting 1960s Aussie TV royalty Bobby Limb during a personal appearance at the much loved Boans store in the city to crossing paths with the actual buffalo that appeared in the original Crocodile Dundee movie, the answers were a mixed bag.

When it came to meeting high profile figures, one resident really hit the heights having chatted with the late Queen Elizabeth and Prince Phillip during a royal visit to Perth.

Further celebrities that residents had greeted over the years included Aussie music legend John Williamson and Irish singer Daniel O'Donnell.

As well as providing the group with some mid-morning entertainment, the activity was a great way for residents from different backgrounds to bond over these shared experiences.

Novel idea brings Juniper Carramar residents together

A combination of personal recollections and inspired ideas from residents at Juniper Carramar have helped shape a captivating new novel.

Headed up by Juniper Chaplain John Dendy, the book project was developed as a tribute to the memories of residents at Juniper Carramar Residential Aged Care Home in Morley.

While the story of early 1800s Australia in *The Wandering Seagull* is fictional, the novel draws on the reminiscences of residents who grew up around Australia and the “hand me down stories” they heard about from parents and grandparents across the years.

“Overall, it was a very good exercise,” John said. “As it was said, I would write down bits and pieces and then added to the story over several months.”

John said there were also a few “corridor conversations and little discussions” with residents who wanted to contribute to the entertaining tale in a smaller way.

Following a series of weekly group conversations with residents, John then shaped the various yarns into an overarching story for the 102-page novel.

All up, the book project took close to five months from start to finish.

“As they spoke about stories, it ignited the thoughts of other residents to share stories,” he said. “I hope it will spark more projects like this.”

John took great pride that the novel could preserve stories shared by Juniper Carramar residents including Helen, Edna, Gwen, Brenda, Eva and Muriel for future generations.

“It’s making people feel that they are worth listening to and has enabled them to be heard,” he said.

Fifty copies of the book have been produced to be given to residents and their families.

“Just the satisfaction of being able to come together, laugh and share stories has made it such a worthwhile project,” he said.

The dedicated chaplain divides his time across three Juniper aged care locations each week, supporting residents and staff at Juniper Carramar in Morley, Juniper Karinya in Embleton and Juniper Elimatta in Menora.



What's happening around Juniper



Short film puts older Western Australians in the spotlight

The short film “Wise: The voice of older Western Australians” produced by tsp studio, in collaboration with Juniper Aged Care, recently world premiered at the WA Made Film Festival. In the film, six older Western Australians including starring Jill from Juniper Guwardi, and Lionel and Pat from Juniper Hilltop shared their stories before the unveiling of their portraits by renowned photographer Steve Wise.



What's the recipe for happiness in Rockingham?

When the Juniper team made its debut appearance at the recent Have a Go Day event in Rockingham, we asked visitors for their key to wellbeing and happiness. Many agreed with our independent research, Voice of Older Western Australians, that found spending time with family, socialising, exercise and participating in meaningful hobbies and activities rated the highest.



Juniper celebrates 75 years of caring

Celebrating 75 years of caring for older Western Australians is a big achievement, and Juniper reached this incredible milestone late last year.

Extremely proud of the achievement, Juniper CEO Russell Bricknell said the organisation's incredible staff had shown great expertise, compassion and kindness across the years.



St David's residents help keep bingo going strong

Several residents from Juniper St David's Residential Aged Care Home are doing their bit to keep bingo games a weekly fixture in Mount Lawley. Bingo caller Brenda Stubbs hosts 11 briskly paced games at the adjoining retirement village each Tuesday, where the company of the players is more important than the prizes on offer.

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Fresh produce pops up in Kelmscott

Juniper's roving and innovative fresh produce market stall recently made its way to Juniper Sarah Hardey Residential Aged Care Home in Kelmscott.

After a successful launch at Juniper Annesley in Bentley last year, Juniper's Hospitality team has treated customers and guests to stunning displays where they can take their pick of seasonal fruits and vegetables.

The market stalls are part of Juniper's Dignity In Nutritional Excellence (DINE) program, which focuses on providing high-quality, nutritious meals tailored to the individual needs of its customers.

Along with trying all the fresh produce on offer, customers and guests also sampled freshly made smoothies prepared with flair by Juniper's Hospitality team.

Juniper Hospitality Services Manager Kirrie Hall said the popular event created a sense of community for Juniper customers, which went hand in hand with attending local markets.

"The market also gives us a great opportunity to develop flavours of juices for upcoming menus," Kirrie said.



Loads of flippin' fun at Juniper Hilltop

This year's scheduled Shrove Tuesday celebration was a little belated but, no less tasty for residents at Juniper Hilltop in Bentley.

The relaxed event was a fun-filled way to get everyone together and of course, to eat some delicious pancakes! Whether topped with sugar and lemon or butter and honey, the anytime treats were an absolute hit with everyone.

A big thanks to our enthusiastic resident Aileen who was quick to get behind the grill and serve as chief pancake flipper!

