

# Juniper Home Care

Newsletter | December 2025



## Reasons to be happy

What's trending for older Western Australians when it comes to being happy? Juniper wanted to find this out and much more by commissioning the second annual **The Voice of Older Western Australians White Paper**.

The independent research, conducted by CoreData WA, provides a unique insight into the experiences, attitudes and wellbeing of Western Australians aged 70 and over.

In their findings, researchers included a Happiness of Older Western Australians Index, which explores the essential components of happiness nominated by those surveyed. The Index also weighs up the importance of each element of happiness and the extent to which older people are engaged in those activities.

Older Western Australians were clear about what they valued most - family, friends, exercise, meaningful hobbies and activities and caring for family members emerged as the top four elements essential to happiness.

These elements ultimately made a greater contribution to the Happiness Index score compared to activities such as local outings and travel.

*Read more on page 2*

### The Voice of Older Western Australians. White Paper 2025



Juniper

### Top four elements essential to happiness



**72%**

Spending time with family



**57%**

Participating in meaningful hobbies and activities



**65%**

Socialising with friends

*\*This is an increase from 59% in 2024*



**57%**

Exercise

**What's inside** Support at Home roll out  
Festive season essential services  
Loving life in Katanning

Juniper

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## Reasons to be happy

In 2025, women continued to find socialising with friends and family, local community outings and volunteer work or giving back the most essential to their personal happiness than men.

For men, participating in meaningful hobbies and activities were more essential to their happiness than socialising, which delivered the biggest difference between the genders (76% for women and 52% for men).

One in four older Western Australians said they are happier now than they were 10 years ago - largely attributed to reduced work-related stress, strong relationships with family and loved ones, and participation in meaningful activities.

With Juniper all about keeping customers connected to the people, passions and places that have always brought them joy, the results of this latest research reinforced the importance of maintaining those connections.

Along with demonstrating the resilience and optimism of older Western Australians, the research shed light on the heartening finding that those surveyed were more upbeat in 2025 when compared to results from the previous year.

To read the full research report, please scan the QR code.



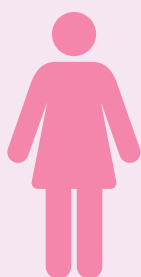
### What is essential to my happiness for men and women?

#### Men



Spending time with family	66%
Participating in meaningful hobbies and activities	61%
Exercise	56%
Caring for family members	54%
Socialising with friends	52%
Travel	27%
Volunteer work or opportunities to 'give back'	22%
Outings to places in your local community	20%
Religious or spiritual faith	16%

#### Women



Spending time with family	78%
Socialising with friends	76%
Exercise	58%
Caring for family members	56%
Participating in meaningful hobbies and activities	54%
Outings to places in your local community	36%
Travel	31%
Volunteer work or opportunities to 'give back'	31%
Religious or spiritual faith	27%

## Hello from Leanne

I hope everyone has had a great 2025 and looking forward to enjoying the festive season with family and friends.

For Juniper Home and Community Care, it's been a rewarding year with big changes set to enhance the home care services that we deliver. The new Aged Care Act that took effect on November 1 includes the new Support at Home (SAH) program to provide more flexibility and support for older Australians to live independently in their homes.

With SAH only recently introduced, if you have any queries at all about the program or your home care services, I encourage you to contact your Care Partner.

With the festive season on the way, we would like to remind everyone that Juniper will be maintaining essential services only on the following dates:

- Thursday 25 December (Christmas Day)
- Friday 26 December (Boxing Day)
- Thursday 1 January (New Year's Day)

If you require a non-essential service on these dates, please contact the Community administration team on 6363 6324.

As 2025 draws to a close, I would like to wish you and your family a very merry Christmas and a fun-filled New Year on behalf of Juniper's Home and Community Care team.

Please remember to look after yourself by staying hydrated during the hot summer months too.

**Leanne Plowright**  
**Operations Manager**  
**Home and Community Care**



## We want to hear from you!

Your feedback is important to us and helps us to make our services better.

We want to hear from you when things have gone right, and we want to work with you when things haven't.

You can find out more about feedback (and leave feedback for us) through our website at [juniper.org.au/enquiries/feedback](https://juniper.org.au/enquiries/feedback). Otherwise, talk with a Juniper team member about how to provide feedback.

Feedback



## Vrunda finds big reward as a physiotherapist

Whether supporting customers through home visits or at the Transition Care Program location in Karrinyup, Juniper Physiotherapist Vrunda Dave always finds her career choice a fulfilling one.

“It’s satisfying as physiotherapist, as you feel proud of yourself when you see people achieving their goals, you feel you have achieved something in your life,” she said.

For Vrunda, seeing firsthand the incredible difference that the physiotherapy had made to a family member’s life motivated her to pursue the profession.

While growing up, Vrunda was inspired by the support her uncle received from a physiotherapist following a stroke.

“He went from a paraplegic to full recovery, and I found it (physiotherapy) could empower people and enable them to go back to work and improve their mobility,” Vrunda said.

“You can help every single age group – the sky’s the limit.”

Originally from Gujkat on the western coast of India, Vrunda completed her physiotherapy qualifications in 2015 and went onto work in an Ahmedabad hospital for several years, supporting paediatric and aged care clients.

In 2022, Vrunda moved to Perth and before long landed a role as a part time Therapy Assistant with Juniper.

With support from Juniper’s Allied Health team, Vrunda embarked on securing her Australian physiotherapist accreditation from Australian Health Practitioner Registration Agency (AHPRA).

“The team is amazing – I know I can check in with them at any time so we can achieve better outcomes for our customers,” Vrunda said.



Vrunda Dave with TCP customer Peter Wood.

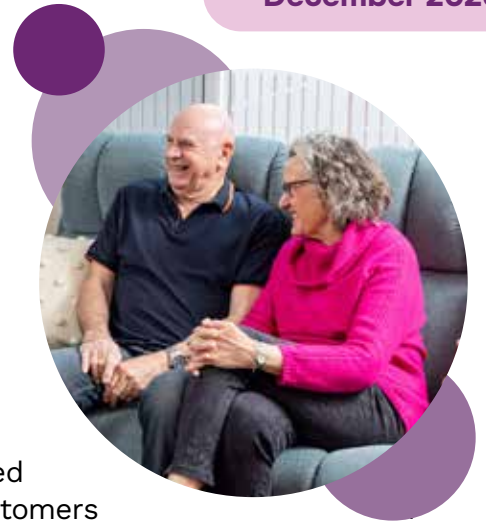


## New look statements on the way

As part of the Federal Government's recently launched Support at Home program, Juniper has implemented a new AlyaCare software system.

While Alayacare will enable Juniper to enhance its processes in areas such as scheduling, care planning and issuing regular statements, there may be some minor teething problems along the way. Rest assured that we will be doing our utmost to minimise any disruptions as we roll out the new system, which will include your new look statements.

The first of these new statements is set to be issued to Juniper customers late December, along with a 'How to' guide providing an understanding of the new layout. If you have any queries about the statements, please contact your Care Partner.



## Experiencing financial hardship?

The Federal Government's Services Australia has started notifying customers about the co-contribution they will be required to pay under Support at Home.

If you cannot afford your Support at Home contributions, you can apply for hardship assistance directly from Services Australia. If you are approved, the government will pay for some or all of your aged care fees. If you intend to apply for hardship, please let your Juniper Care Partner know.

To apply, an aged care claim for financial hardship assistance form is available for completion via the Services Australia website.

Please scan the QR code to access the form.



## Need to cancel a scheduled service?

The festive season is always a busy time of year. If you are going away or have other commitments, please let us know if you need to cancel a scheduled service.

To avoid having to pay for the scheduled service, please advise Juniper by midday at least two full business days' prior to the service date.

Please note that weekends and public holidays don't count as business days.



## Shift in studies pays off for Ariya

After completing more than a year of pharmacy studies at university, the decision to switch courses proved a great move for Juniper Occupational Therapist Ariya Pinnagoda.

It was the prospect of a bit too much lab work in her future that prompted Ariya to make the change to studying occupational therapy at Curtin University and she continues to thrive on the interaction with customers and supporting them achieve their goals.

Juniper recently put Ariya in the spotlight for World Occupational Therapy Day, which recognises the important role of the healthcare professionals across the globe.

“I really enjoy working in aged care and helping customers stay in their home as long as possible, and getting them back to their independence,” she said.

Born and raised in Singapore, Ariya had already seen the difference occupational therapy while growing up when a paediatric OT supported her younger brother who lives with autism.

“I got to see how an OT helped him to interact with the world, providing self-regulation strategies and communication strategies,” Ariya said.

“It could be a challenge for him in noisy, crowded environments, but he now loves being out and traveling and riding on the bus.”

Part of the Juniper Home and Community Care team for the past two years, Ariya criss-crosses Perth’s southern suburbs assessing home safety for Juniper customers and introducing daily living aids to maximise their independence.

**“It’s been very rewarding to support customers to stay at home, as being at home is very meaningful to a lot of people,” she said.**



“It’s a very supportive environment working at Juniper – everyone is approachable, the team leaders, the managers and the rest of the team.

“If you have a tricky situation, you know you can always ask the team – everyone has such a range of experience.”

Held in late October each year for the past 15 years, World Occupational Therapy Day celebrates the essential work of occupational therapists and the difference they make to people of every age.

## What's happening around Juniper



### Tup's song wins Facebook fans

Love and support from Juniper staff inspired aged care resident Tup to write a beautiful song as a tribute, and it was a perfect way to celebrate this year's Aged Care Employee Day. The heartfelt song "Who would care as much as you do" was shared on social media and clocked up close to 5,000 views and 100 likes.



### Juniper resident receives Order of Australia honour

A Kwini man from the Kimberley, Ambrose Mungala Chalarimeri has received an Order of Australia medal for his services to Indigenous heritage. The Juniper Gerdewoonem resident (pictured with partner Traudl Tan) travelled from Kununurra to Perth to accept the prestigious honour from WA Governor Chris Dawson.



### Katanning hosts first seniors expo

Juniper was proud to be part of the recent Katanning Seniors Expo that offered lots of helpful advice about services available to older people across the Katanning community. Popular items at the Juniper stand on the day were our new Navigating Aged Care guide and Brain Games puzzle booklets.



### Big crowd out to Have a Go

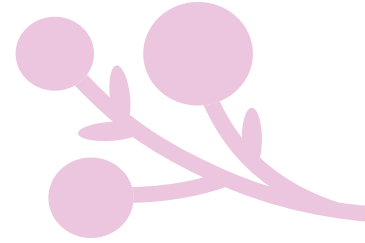
There were eventgoers and fun aplenty at the recent Have a Go Day held at Burswood Park. A great way for Juniper to connect with the community, the event enabled staff to share information about the newly introduced Support at Home program and eventgoers to sample delicious eats prepared by Juniper's own Hospitality team.



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## Kelly's love for Katanning shines through in her Juniper role

To say Katanning is close to the heart of Juniper Care Partner Kelly Mills would be a huge understatement.

“I’ve lived in Katanning all my life – I’m a farm girl,” Kelly said. “My family is still in Katanning, my mum and my dad, they still have a cropping and sheep farm, and I still help with work on the farm.”

Across her 53 years, Kelly’s love for the Great Southern town has stayed strong and she went on to raise her two children who have also become mainstays in Katanning themselves – one as a butcher and one as a glazier.

But, rewinding to more than a decade ago when her two sons were getting a bit older, Kelly started looking for a role where she could support others.

Before long, she landed a Domestic Assistant position through Katanning Hospital for the Home and Community Care (HACC) program as it was known in 2013, later delivered by the WA Country Health Service (WACHS).

For the past 12 years, Kelly has supported customers in Katanning with domestic assistance and further afield to smaller towns including Broomehill and Woodanilling. Working in regional areas means Kelly can travel anywhere between 20km to 300km.

New opportunities for Kelly have taken shape when Juniper came into the picture to offer services that were previously delivered by WACHS in mid-2024.

“Within a couple of days of moving over to Juniper, I was a full Community Support Worker, looking after the full personal care side of the role,” she said.

“Since February this year, I’ve been working as a Care Partner, and it’s been a great opportunity; I’ve had the best support from the Juniper team.”



As a Care Partner, Kelly makes sure the needs of Juniper customers are met and that the highly valued Community Support Workers are always looked after.

“It’s a very rewarding job, and as Community Support Worker I can keep up with what’s happening on the ground,” she said.

Kelly now divides her work week with three days in the Care Partner role and two days as a Community Support Worker.

Regardless of the role, Kelly said she enjoyed nothing more than getting to know her customers and putting a smile on their face.

“It’s knowing that they are appreciated and cared for,” she said. “Whether it’s helping with housework or taking them shopping, they know they don’t have to do it alone.”