

Juniper Home Care

Newsletter | May 2026



Customers appreciate that Juniper enables them to remain in their own homes and feel safe, supported and in control.

Hello from Leanne

I would like to sincerely thank everyone who took the time to share their thoughts in our Customer Experience Survey 2025.

Hearing directly from you and your families helps us understand what is working well and where we can continue to improve.

Home Care and Transition Care Program (TCP) customers and their relatives were invited to participate and the insights gathered from this survey give us a clearer picture of what matters most to you and how we can support you to live safely, independently and with confidence in your own home.

I'm pleased to share that overall satisfaction remains strong. Many of you told us that Juniper has exceeded your expectations and that you would recommend our services to others.

One of the strongest themes among all responses was the recognition of our

staff who were described as caring, kind, respectful and friendly. Many of you shared how much it means to see familiar faces and build trusting relationships with our staff. Knowing that our staff make such a positive difference in your daily lives is something we are extremely proud of.

Feedback also highlighted some areas where we can do better. In particular, relatives shared that communication and responsiveness could be improved. Although 83% of customers and 77% of relatives agree it's easy to deal with Juniper, some find it difficult to reach or are slow to return calls or emails. We know how important it is for families to feel informed and supported, and we are committed to improving how we communicate and respond to enquiries.

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We understand how important it is to see familiar faces and have visits at reliable times. Consistency helps build trust and makes your care feel more personal.

To support this, Juniper schedules services within a time window rather than a fixed time. This means your visit will take place within an agreed period, allowing our team to see you, even if there are unexpected delays during the day.

You will also be supported by a small, regular team of carers, rather than just one person. This ensures you get to know the people supporting you, while also allowing for leave, days off, or changes in rosters, so your care continues without disruption.

We're continuing to improve how we plan and communicate with you and your families about services, and we'll keep working to make your experience as consistent, reliable and comfortable as possible.

Thank you again for sharing your feedback and for trusting Juniper to support you. Your voices help guide the future of our services, and we look forward to continuing to work together to provide the best possible care.

You can read more about the Customer Experience survey results within this newsletter.



Leanne Plowright
Operations Manager
Home and Community Care



445 respondents made up of 389 customers and 109 relatives



Overall satisfaction remains high (80% of respondents).



Exceeding expectations Compared to 2023, significantly more say Juniper has far exceeded their expectations, and are willing to recommend Juniper (53%, up from 46%).



Nine in 10 agree Juniper has friendly and caring staff and treats customers and families with respect.



Requested improvements were better communication and timely responses to calls and emails and consistency of carers and scheduling.

Juniper Customer Experience Survey

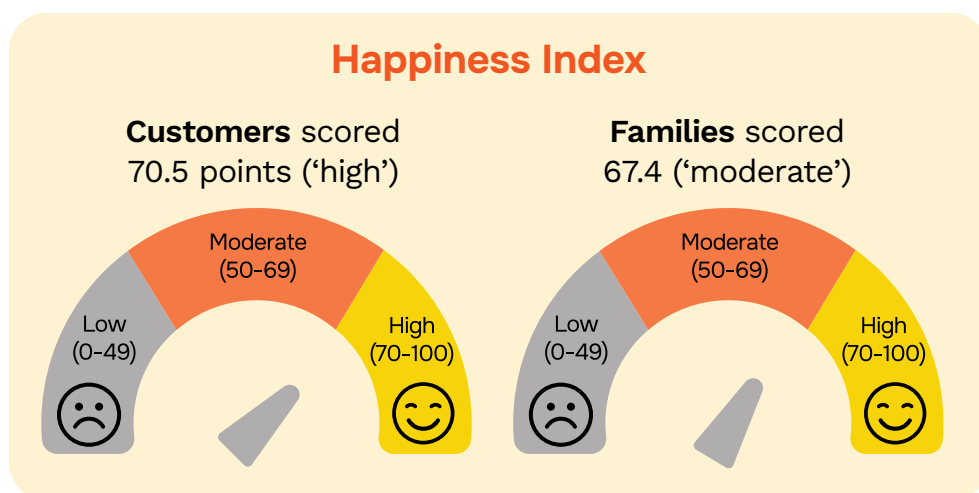
Every two years, we ask our customers and families how they feel about the services we offer. The survey was run independently by CoreData for an 8-week period during September and October 2025.

What did we want to know?

- What we do well and what could be better.
- How satisfaction has changed over time.
- How happy our customers feel, in relation to our Happiness Index.

What the results told us

- **Customers are happier**
- More customers said we went above and beyond and exceeded their expectations.
- 53% would recommend Juniper (up from 46%).



Customers want more

Chances to give back
Exercise
Community outings

Juniper delivers individual, connected, safe and effective care

Individual

89% say customers and their families are treated with respect.

74% say that choice and control is given to customers and families.

Connected

59% say Juniper keeps customers connected and community and loved ones.

74% say they are kept well informed.

Safe

83% feel that Juniper provides safe care and a safe environment.

Effective

78% of customers feel that Juniper delivers effective care to achieve the best possible outcomes for them.

Actioning your feedback

Where customers say we can do better

Consistency: same carers at same times wherever possible

Communication: clear information about things like schedule changes

Responsiveness: make it easier to reach Juniper and respond to enquiries faster

Billing: decrease any billing errors and make statements clearer

What we're doing to improve

Actions Juniper is taking (or has taken) to address the survey feedback

- Providing additional training and education for our Care Partners, focusing on communication, expectations, and delivering consistent service.
- Reinforcing expectations with both customers and the resourcing team to improve predictability of worker schedules and strengthen continuity of care.
- Improving internal communication processes to reduce delays in returning calls and emails.
- Enhancing external communication processes, including understanding how and when our customers prefer to be contacted.
- Providing customer service training for staff to ensure enhanced and consistent service.
- We are inviting customers to participate in a Home Care Focus Group to gather more detailed feedback, strengthen our partnership with you and guide ongoing service improvements.

Have your say:

Join our Home Care Focus Group



Thank you to everyone who recently completed our Customer Experience Survey. Your feedback is incredibly valuable and helps us improve the services and support we provide.

Based on what you told us, we are creating a **Home Care Focus Group** to give customers and their families an opportunity to share ideas, discuss what's working well, and highlight areas for improvement.

It's also a great opportunity to meet members of the Juniper team, get together and have a cuppa!

Who can join?

- All our customers (Support at Home, CHSP and Transition Care)
- Family members and next of kin
- Primary representatives or carers

Register Your Interest

If you would like to participate, please register your interest by emailing homecare@juniper.org.au.

What you say about our staff

Home Care customers tend to recommend Juniper because of the kind, caring staff.

Caring and respectful staff

Staff are kind, friendly, and treat people as individuals, not just tasks. Many customers build real relationships with staff, helping reduce loneliness.

“Staff are courteous, caring, encouraging,” (Male customer, 80 – 89)

Reliable and consistent service

Services are delivered on time and as promised. Customers feel reassured knowing someone will always show up.

“Juniper have provided excellent service to fit in with my timeline.” (Relative)

Support to stay independent at home

Customers feel safe, supported, and able to stay in their own homes. Help with daily tasks allows them to remain comfortable and independent.

“They (enabled) me to be able to keep my home looking cared for and help me to stay happy and satisfied at home.” (Female customer aged 80 – 89)

Good communication and listening

Customers feel listened to and kept informed. Staff respond quickly and adjust services when needed.

“Juniper check to see services are delivered. Always helpful on phone.....staff are very friendly – give us a sense of worth.” (Female customer aged 80 – 89)

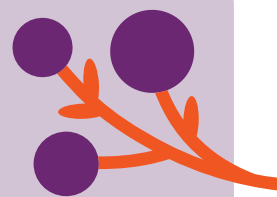
High-quality, professional care

Customers describe high standards of personal care, podiatry, physiotherapy and nursing, improving customers' wellbeing, comfort, and confidence.

“The care and attention I receive from my carer is exceptional.” (Female customer aged 70 – 79)



- Staff make Juniper special
- Customers are enjoying life
- With small improvements, services can be even better, reliable, and life-enriching



Meet Emily Hwee, Occupational Therapist

Emily Hwee has been helping older Australians live well in their homes for nearly two decades. The key, she says, is knowing what to look for before you even knock on the door.

“You start assessing before you’ve even met the person,” says Emily, an occupational therapist with the Juniper Home Care team. “I’m looking at the driveway, the walkways, how they access the home, then checking if there are challenges with access that need to be addressed when I meet the customer.”

Emily’s path to occupational therapy began whilst working on a high school project in Singapore, where she was confronted with an aged care system that she felt had much room for improvement. Residents weren’t encouraged to actively engage in components of personal care activities that they could still do themselves. When Emily discussed career options with her mother, her mother had read that occupational therapy was a growing field in supporting the booming need of older people in the decades to come. She enrolled at Curtin University, graduated in 2005, and the following year joined Juniper.

“I always tried to prioritise the person’s functional abilities,” she says. A highlight of her early years was coordinating the construction and decoration of a life-sized baby giraffe for an African-themed week at Rowethorpe, a months-long effort involving residents, therapy assistants and the maintenance team. “While the African themed event lasted only a week, in the months leading up to it, people had something to look forward to. Families would come in and talk about it. It gave the residents something to work towards and look forward to.”



After more than a decade in residential aged care, Emily spent several years working in rehabilitation, community housing and the NDIS before returning to Juniper in 2025. She now works across the metro area supporting people to remain safely and independently in their own homes.

“A lot of people think OT is just about rehabilitation,” Emily says. “Few realise we work with different tradespeople to modify their environment to support safety in the home and community.”

She described a customer who had developed a medical condition causing her hands to swell, leaving her unable to grip a door handle or grasp her keys. “We installed a smart lock that her family and the paramedics could access if she needed help,” Emily says. “It sounds small. But for her, it meant she could still access her own home whilst being safe.”



Read Emily’s full story here.

What's happening around Juniper



Juniper move supports Albany affordable rentals

Older people in Albany will continue to have access to affordable rental housing following the acquisition of Wollaston Court Retirement Village from Amana Living on April 30. Located five minutes' walk from Spencer Park Shopping Centre, the village includes 22 one and two-bedroom homes and is near fully occupied, reflecting the growing demand for affordable housing in the region.



Curtin students get a taste of aged care

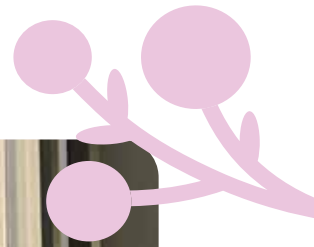
Curtin University dietetics students recently got a hands-on look at aged care hospitality through a workshop hosted by Juniper's Hospitality Team.

The session covered texture-modified meal preparation, plating presentation, allergen management and IDDSI standards, wrapping up with students making their own texture-modified desserts, calling it their version of My Kitchen Rules. The workshop is part of an ongoing five-year partnership between Juniper and Curtin University.



Celebrating 70 years at St David's

Juniper St David's marked 70 years of care and community in the heart of Mount Lawley with a celebration fitting for the occasion. Residents, community members and Juniper leadership came together for birthday cake, high tea and a fascinating oral history of the site presented by the St David's Resident's Committee, complete with historical photographs dating back to the early 20th century.



Juniper Guwardi Ngadu named Health Team of the Year finalist

The team at Juniper Guwardi Ngadu in Fitzroy Crossing were honoured as finalists for Health Team of the Year at the 2026 Western Australian Rural Health Excellence Awards in March. The team was recognised for enabling Elders to remain connected to Country, surrounded by their community, culture and identity. The awards, run by Rural Health West and WA Country Health Service, celebrate teams who go above and beyond for their communities.

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