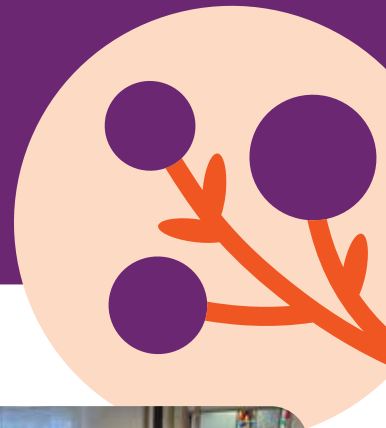


# Juniper Residential Aged Care

Newsletter | Issue 3 | 2026



## A fresh look for Annesley

Residents, families and staff came together to celebrate the completion of a major refurbishment at Juniper Annesley Residential Aged Care Home in Bentley. The \$6.7 million transformation was designed to improve comfort, safety, functionality and the everyday experience of those who call it home.

Delivered across two stages while the home remained fully operational, the project included a refurbished wing to support the Transition Care Program with 16 beds for customers recovering from a hospital stay, and a fresh new look to shared living, dining and activity spaces, serveries, corridors, and the main entry, lobby and café.

Annesley resident Heinrich Borojevic said: “This is the people’s palace. It makes you feel happy and safe. There are now areas of different sizes to use, including more secluded places where you can talk with family or friends whenever you want to.”

### A table of your own

Among the new features is a private dining room, available for residents to book for birthdays, anniversaries and other special occasions.

Residential Manager Asha Kayaga said the room had already proven popular. “It’s a great way for residents to celebrate without needing to leave the home. We are excited for many more celebrations to come.”



**What’s inside** Juniper Guwardi Ngadu finalist Health Team of the Year  
Celebrating the cultures behind the care  
How a harmonica made magical family memories





## Hello from Russell

I hope 2026 has started well for you and your loved ones, and that the cooler days have been a welcome change.

One of the most meaningful things we can do as an organisation is listen, and last year, so many of you took the time to share your honest thoughts and experiences through our customer experience survey. I want to say a big thank you for that. Your feedback informs how we care, and we are grateful for every response.

The results have been very encouraging. 94% of you told us Juniper has friendly and caring staff, and 95% said they feel treated with respect. 92% feel confident in the safety of our care and environment, and 91% of residential aged care customers would not choose to go anywhere else. The result that resonated with me most was that 91% of residents feel we truly understand their individual needs and situation. Because at the end of the day, every person in our care deserves to feel seen and known.

Reading through the responses, it was evident that what matters most to residents and families is our people. The kindness, patience and warmth of our staff came through time and again, and that reflects exactly the kind of organisation Juniper strives to be. A residential aged care home is first and foremost somebody's home. It is our teams who understand that, and who make it feel that way each and every day.

We will be sharing the full survey results with you soon, so please stay tuned. In the meantime, thank you again for being part of this.

**Russell Bricknell**  
CEO Juniper Aged Care



## We want to hear from you!

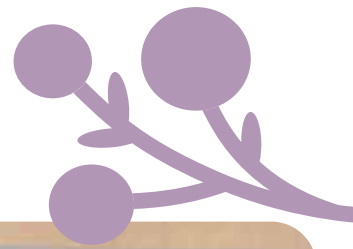
Your feedback is important to us and helps us to make our services better.

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**





## Juniper Guwardi Ngadu finalist Health Team of the Year

The team at Juniper Guwardi Ngadu in Fitzroy Crossing were honoured in March at the 2026 Western Australian Rural Health Excellence Awards, recognised as finalists for Health Team of the Year.

In a competitive field the nomination alone was a huge acknowledgement of the team's work in one of the most remote regions of Western Australia. The awards, recognised by Rural Health West and WA Country Health Service, celebrate teams who go above and beyond for their communities. Guwardi Ngadu was acknowledged for enabling Elders to remain connected to Country, surrounded by their community, culture and identity.

Juniper Care Director Angie Slater said the night was a celebration of everything the team represents.

"The night reinforced just how remarkable the Guwardi Ngadu team is. Their commitment, cultural humility and compassion for the customers they support shines through in everything they do. A winning team to all of us at Juniper," Angie said.

Guwardi Ngadu Residential Manager Belinda Storer said the nomination itself meant a great deal.

"What makes me especially proud is that our nomination came from the Fitzroy Crossing community. To be recognised as an integral part of caring for our older community members in the Fitzroy Valley is humbling," Belinda said.



## Residents help shape the menu

The DINE team has been busy across Juniper homes this summer, finding new ways to make the dining experience more meaningful, more personal and more delicious for residents.



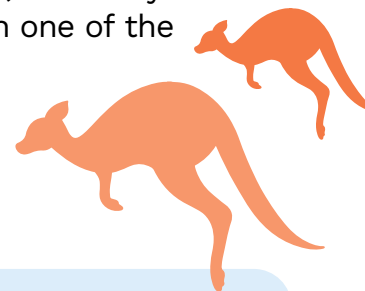
- Residents at Juniper Ella Williams sit down with the DINE team to talk through the Summer 2026 menu.
- Juniper Sarah Hardey residents put together their own dream menu from favourite family recipes.
- Hospitality Coordinator Jason chats with residents at Juniper St David's about their dining experience.





## A traditional Aussie summer

- Residents at Juniper Hayloft enjoy a sunset BBQ to close out February with Residential Manager Tash and Chef Ben.
- The team at Juniper Bethshan in Katanning fires up the grill for a good old-fashioned BBQ.
- Chef Jayden serves up a fresh, summery spread at Juniper Bethavon on one of the hottest days of the summer.



## Residential manager becomes chef for the day

Residential Manager Naomi takes over the kitchen at Juniper The Residency in Northam, treating residents to a traditional English menu inspired by her grandmother's cooking.



## Generosity for Christmas Appeal

Customers, families and staff across our Juniper sites in Perth and Northam came together for the Uniting WA Christmas Appeal, filling collection points with an impressive haul of donations sorted and delivered by our Pastoral and Spiritual Care team.

Among the contributions were 25 bags of pasta and sauces, 12 bags of baked beans and spaghetti, 15 bags of cereal, 12 bags of tinned vegetables, eight bags of treats, five bags of long life milk and a bag of



toiletries. The donations went towards Uniting WA's Christmas hampers as they continue to provide their breakfast service at the Tranby Engagement Hub.

## Celebrating Juniper Volunteers

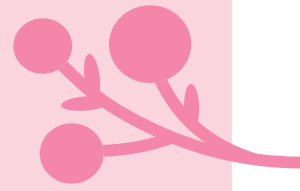
Throughout November and December Juniper held a series of events across Perth and regional sites to celebrate the wonderful volunteers who give so much of themselves to our residents.

In recognition of International Volunteer Day each volunteer received a Christmas bauble engraved with the word Hope, chosen to reflect Juniper's core values of Welcome, Courage, Compassion, Respect and Hope.

"It's a small symbol of the big difference volunteers make," Juniper Volunteer Coordinator Helen Docherty said. "When a volunteer walks through our doors they bring hope: hope for connection, fun and friendship and that's something truly worth celebrating."

Across our homes volunteers support residents with bus outings, one-on-one companionship, pastoral care, arts and crafts, music, singing and much more.





## Love was in the air this Valentine's Day

Juniper homes marked Valentine's Day with a range of celebrations this year. In Kelmscott, Juniper Sarah Hardey residents gathered for a sweethearts lunch with decadent cupcakes and love songs setting the mood, while Juniper Chrystal Halliday in Karrinyup hosted a happy hour filled with music, trivia and laughter.



## The luck of the Irish at Juniper

A little Irish luck spread across Juniper homes this St Patrick's Day. Residents at Juniper Chrystal Halliday in Karrinyup enjoyed a live performance from beloved singer Joe, who plays Irish music each year, along with dancing, arts and crafts, leprechaun hat making and a special Irish lunch. Resident Sam, originally from Belfast, and Evelyn from Dún Laoghaire were happily reminiscing and sharing stories from home.

In Northam, staff at Juniper The Residency dressed in green and donned leprechaun hats as the home was decorated for the occasion.



## Pat turns 100

Juniper Hilltop resident Pat Edmonds celebrated her 100th birthday surrounded by the staff and residents she has come to know and love.

Pat is a familiar and much-loved presence at Hilltop where she serves as a Resident Liaison, chatting daily with fellow residents and offering peer support, connection and a helping hand to therapy staff at coffee club every fortnight.

Her life of caring for others began in her native England where, passionate to join the war effort, Pat became a nurse at just 16. After losing her first husband she raised her children as a single mother through tough times, guided by a quiet belief that life always works out. She eventually emigrated to Australia with her second husband and has been making the most of every day since.



Living by the motto that you reap what you sow, Pat has always placed kindness to others above all else.

Pat was part of our Wise portrait series in 2024, where her portrait was displayed at the Perth Town Hall.

You can see Pat's portrait and watch her video here.



## Your story, your choice: Why advance care planning matters

Planning ahead for your future care is one of the most important things you can do for yourself and the people closest to you, yet a national study found only one in three Australians have taken steps to plan ahead.

Advance care planning is about recording your values, wishes and preferences for future health care while you are well enough to do so. In practical terms it can involve conversations with your family and GP, completing an Advance Health Directive and appointing someone you trust to make decisions on your behalf if the time comes.

If it's something you've been thinking about, there's no better time to start the conversation.



Scan the QR code to read more.



## Celebrating the cultures behind the care on Harmony Week

Harmony Week, celebrated in March, was a chance to reflect on the diversity that makes the Juniper team so special. More than 75% of Juniper’s workforce come from cultural backgrounds other than Australian, and we took the opportunity to sit down with three of our carers to hear about the unique strengths their culture brings to their work.



Kaila

### **Kaila: Multiskilled Carer, Juniper Carramar**

**Cultural background: Filipino**

**What strengths from your culture do you bring to your role?** Being kind and looking out for the residents, I feel like that’s what makes me Filipino. It’s one of the core qualities of what being Filipino is like and I feel like we bring that to the job.

**What are residents most curious about?** Working across a lot of the different sites, the residents ask me about the different types of food we eat, so different Filipino dishes are always a good topic to talk about with the residents.



Jamyang

### **Jamyang: Multiskilled Carer, Juniper Carramar**

**Cultural background: Bhutanese**

**What strengths from your culture do you bring to your role?** Coming from a strong Bhutanese culture I bring a lot of kindness, respect and compassion to older people. In my culture we are taught to respect all older people and those who need help.

**What are residents most curious about?** Residents are interested in learning about our Gross National Happiness philosophy as well as the traditional dress, the men’s we call Gho and the women’s we call Kira.



Dwi

### **Dwi: Multiskilled Carer, Juniper Karinya**

**Cultural background: Balinese**

**What strengths from your culture do you bring to your role?** My mum was a nurse and from a very young age she trained me to help look after our grandparents at home. We don’t have aged care back home so when I’m working here it feels like I’m looking after my family. I’m constantly finding things in our residents that remind me of my grandparents. Looking after the elderly is my passion.

**What are residents most curious about?** A lot of the residents have been to Bali, so when I say that I’m from Bali they get excited! They then often share stories about their experiences going to Bali. It makes me happy knowing that they already know a little about my culture.

## Talking regional aged care

Juniper recently welcomed Shadow Minister for Aged Care Bevan Eatts MLA and Member for Albany Scott Leary MLA to Juniper Korumup in Albany, where they met with the team and heard firsthand about the challenges facing regional aged care providers, including growing demand, workforce shortages and the higher costs of delivering quality services outside of metropolitan centres.

Juniper CEO Russell Bricknell welcomed the visit and the genuine interest both representatives showed in understanding the realities on the ground.



## How a harmonica made magical family memories

For Juniper John Bryant resident Elizabeth Thomason, music has been a lifelong companion. Growing up in a highly musical Polish family, Elizabeth first found refuge in song, dance and music during World War II, carrying that love through her time in concentration and displaced persons camps in Austria before arriving in Australia as a refugee under the Snowy Mountains Scheme.

Teaching herself the piano accordion and harmonica along the way, Elizabeth brought that passion to family gatherings throughout her life. While her abilities have faded as she lives with dementia, something remarkable happens when she has a harmonica in her hands.

When her brother Sig recently travelled from Sydney to visit after seven years apart, staff at John Bryant organised a family gathering complete with a long table, piano and plenty of music.

**“Mum comes alive when she plays her instruments. She smiles, she glows, she laughs and she chuckles,” Elizabeth’s daughter Barbara said.**





## What's happening around Juniper



### Juniper move supports 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. 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 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 texture-modified desserts, calling it their version of My Kitchen Rules. It forms part of a 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.



### Chrystal Halliday stars in Minister announcement

Juniper Chrystal Halliday Home provided the setting and its residents the stars of an announcement by WA Minister for Aged Care Simone McGurk and WA Minister for Preventative Health Sabine Winton. The WA State Government announced free access to the Arexvy® RSV vaccine for people aged 65 and older living in residential aged care, a timely and positive step as we head into the winter months.



## Casting a line and making memories at Coogee Marina

Memories of fishing trips with his wife Rae in Albany were reignited this month for Juniper Sarah Hardey resident Bruce Beattie, who along with his fellow residents was able to wet a line again with a fishing trip to Coogee Marina jetty.

The idea was sparked by Bruce, who mentioned that he and his wife used to fish together in Albany but felt his mobility made that impossible now. Personal Care and Activities Assistant Nancy Soriano took note and made sure it was something he could experience again.

“This fishing trip provided our residents a highly positive, relaxing and social experience. It allowed them to connect with nature, reminisce about their past experiences, and share joy even when the fish were not biting,” Nancy said.



## Drumming, sewing and gardening at Sarah Hardey

Residents at Juniper Sarah Hardey in Kelmscott have been keeping busy. Drums Alive has been a popular fixture on Thursdays, getting the residents moving and grooving while supporting both physical and mental wellbeing.

Residents also got creative at the Women’s Club sewing session, and have been getting their hands dirty keeping the Sarah Hardey gardens looking green and beautiful this Autumn.

 Keep up to date.



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