Juniper Home Care

Newsletter | September 2026

Travel made possible for Owen

With support from Juniper's Home Care team, customer Owen Carpenter will soon be jetting off to Singapore, a trip that, not long ago, he wasn't sure he'd be able to take.

Owen has been a Juniper Home Care customer for close to three years, receiving occupational therapy and fortnightly social support outings that have helped him stay connected to the life he loves. After suffering two strokes, he lost strength and mobility on his left side, along with his fine motor skills, and even getting out and about felt well out of reach.

Before the strokes, Owen built a rich and creative life as a cabinet maker, then at the ABC during its shift into colour television, before becoming senior editor at Channel 9 and later teaching media at Shenton College for more than 20 years until he retired in 2016. He was also an active member of the Showgrounds Community Men's Shed, where he enjoyed woodwork and ceramics.

Central to Owen's renewed independence has been his Juniper occupational therapist, who helped him find a powered travel wheelchair weighing just 13 kilograms, a fraction of his previous 52-kilogram chair. Once he got comfortable in it, familiar places like Bunnings became



a completely different experience, and he gained newfound confidence on public transport too.

"The wheelchair just makes doing things so much more viable," he said.

This November, Owen and his wife Averil will travel to Singapore and on to Penang, where Averil has long dreamed of staying at a boutique hotel called The Blue Mansion. For Owen, the trip means far more than a holiday.

"When you have a stroke, the people around you can either turf you out or readjust their life to look after someone with a disability. I've been lucky that Averil has accepted that. I'm glad that with the wheelchair, it has now made it possible that I can be part of fulfilling Averil's desire to stay at The Blue Mansion."

With road trips to Kalbarri and Esperance already on the horizon, Owen credits Juniper's people for making it all possible.

"All the people we've met from Juniper are very, very nice. We've never had a carer or staff member who hasn't treated me with dignity."

What's inside

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Juniper

Hello from Prue

I hope everyone has stayed happy and healthy this winter and is feeling refreshed as we head into the second half of the year. It's hard to believe we're already halfway through 2026, but here at Juniper, it's been a busy and rewarding few months, with plenty happening across our Home and Community Care services.

Some of you may have recently experienced a change in your Care Partner. I understand how important it is to build trusted relationships with the people who support you, and I want to reassure you that any changes we make are always with the goal of ensuring the ongoing delivery of your services and continuity of your care. Our team remains committed to working alongside you to understand your individual goals and needs, so if you have any questions about your Care Partner or your services, please don't hesitate to get in touch with us.

I'm also very pleased to share some positive news with you. From October, personal care supports such as assistance with showering will be recognised as clinical support, which means you will no longer be required to pay a contribution towards showering services.

This change reflects just how important personal care is to your health, wellbeing, dignity and independence, and it's a wonderful example of the advocacy work that goes on behind the scenes on behalf of older Australians.



Much of this work isn't always visible, but I want you to know that we continue to advocate on your behalf for positive changes that improve access to essential services and reduce financial pressures for you and your family.

I know this update will be welcomed by many of you, and we look forward to supporting you through these changes.

Your feedback means a great deal to us, and I'd really encourage you to get involved if you have thoughts you'd like to share. We host Listening Post sessions both north and south of the river at two of our Juniper locations, and these are a great opportunity to sit down with us, ask questions and let us know what's working well and what you'd like to see us do differently. I'd love for you to register and join the conversation.

> "Your feedback means a great deal to us, and I'd really encourage you to get involved if you have thoughts you'd like to share.

I'd also like to take this opportunity to remind you how important it is to stay up to date with your vaccinations, as this protects you, your family and our wider Juniper community from COVID-19 and influenza, even as we head towards the end of flu season. You can get a free COVID-19 vaccination through your local pharmacy or GP, and Healthdirect can help you find a vaccine clinic near you, and it's just as worthwhile keeping your flu vaccination up to date alongside practising good hand hygiene more generally.

As always, please don't hesitate to reach out if you have any questions about accessing either of these vaccines.

Prue Coop
Operations Team Leader Community Home and Community Care

Join our Home Care listening post

We invite you to join us at one of our upcoming Listening Post sessions, where you can share your experiences, ideas and suggestions in an open and welcoming forum. It's also a great chance to meet members of the Juniper team over a cuppa!

South of the river session

Date: 16 September
Time: 2pm – 3:30pm
Location: Ron Wilson House

North of the river session

Date: 17 September
Time: 2pm – 3:30pm
Location: Juniper Central, Meeting Room 1

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

communityadmin@juniper.org.au
(08) 6363 6324.





Monica's tilting kettle

Juniper Home Care customer Monica Flint is a natural optimist. The retired prison guard has been receiving domestic cleaning and occupational therapy support with Juniper since November last year, working with occupational therapist Ariya Pinnagoda, who she says has been "an absolute godsend" in helping her stay safe and independent at home.

It's a tilting kettle, of all things, that Monica credits as her favourite discovery so far.

Everyday life had been getting quietly harder for Monica, who has mobility issues and arthritis in her hands. She already had a shower chair and rail at home but knew there had to be more out there.

Ariya came out for an initial assessment to see what day to day life looked like for Monica. "She asked what duties were difficult, and that's when she recommended the tilting kettle," Monica said. "She absolutely understood what I needed."

A tilting kettle, a carport ramp, and a vegetable knife all followed within four or five weeks. "I was really happy with how quickly everything came about," she said.

The kettle is the one she uses every morning, and has even convinced a friend to buy one. "It's just the best thing I've ever ordered, it helps me with my daily coffee. You just put the cup there and it pours itself."

Monica has enjoyed living independently for a long time. "It makes you feel like you're still doing okay and managing, when you don't feel like you need to be put in a nursing home with 24/7 care," she said.

She understands why some people resist asking for help. "They feel like they are letting go of their independence, but it's more of a progression. If there is help out there, why not?"

"Register with My Aged Care. You don't need to wait until retirement age. Don't wait until your body or your mind lets you down. If you don't ask, you don't get."

Juniper attends the Ageing Well Expo

The Perth Ageing Well Expo turned ten this year, and Juniper marked the occasion as Principal Sponsor of its biggest event yet, with more than 120 exhibitors and 4,632 visitors passing through the Perth Convention and Exhibition Centre across Friday 31 July and Saturday 1 August.

Visitors jotted down what makes them smile, whether that was a cup of tea, a call from the grandkids, gardening or a good game of bowls, opening up conversations about how the right support across Home Care, Retirement Living and Residential Aged Care can help people keep doing what brings them joy. Just as popular was our poll asking how confident visitors felt navigating the aged care system. Almost seven in ten people answered that they were not confident in how to navigate the Aged Care system a result that matches the findings from Juniper's Voice of Older Western Australians research.



Tracey Izard, Juniper's Customer Support and Sales Lead, took to the stage twice to present on Navigating Support at Home, drawing keen audiences and plenty of questions both days. Russell Bricknell's live interview with Todd Johnston gave Juniper a strong platform to talk about our advocacy work, and throughout the weekend staff could be found in deep conversation with visitors, listening, answering questions and sharing a laugh along the way.

And no Juniper stand would be complete without the DINE team, who once again served up a taste of what residential home residents enjoy every day, from pea and ham soup to date and oat cupcakes with lemon cream cheese frosting.

Do you have friends or family that want to learn more about Support at Home?

Join one of our Support at Home Unpacked sessions.

Get in touch to join a session or book one today.

Email: welcome@juniper.org.au
Phone: 6119 5959



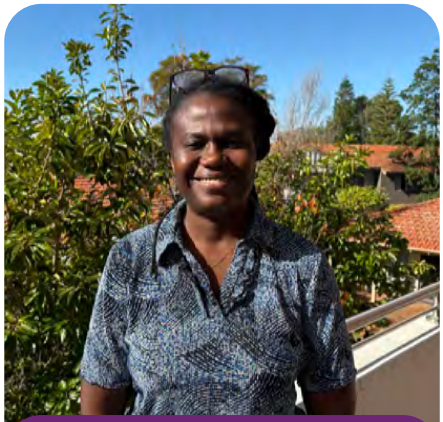
Why Juniper's clinical care partners are critical in your care



Meet
Margritha Dik
Clinical Care Partner



Meet
Erica Panaia
Clinical Care Partner



Meet
Mary Sackey
Clinical Care Partner

When someone receives Home and Community Care, there's often a whole team working behind the scenes to keep them safe and well, including support workers, nurses, occupational therapists and physios, each playing their part and relying on one another so nothing gets missed.

Sitting within that team are Juniper's clinical care partners, who keep the clinical side of a customer's care connected to everything else going on around them, offering guidance and clinical experience to both nurses and care partners.

Erica Panaia, Mary Sackey and Margritha Dik came to the role after decades of nursing between them, and each was drawn to it for different reasons. Mary likes making sure nothing slips through the cracks, saying "my policy is nothing ends with me, I always see a resolution through." Erica looks after Juniper's regional areas, including the Wheatbelt and the Kimberley, where she enjoys working with remote communities. Margritha wanted to share what she's learned over 20 years of nursing, saying she's ready to be more in the background, providing support.

The role bridges the care partner, who coordinates a customer's supports, and the registered nurse, who delivers hands-on clinical care. "The two fuse together, and our role bridges that gap between their RNs and their care partners," Mary said.

The role grew out of a need for further clinical oversight, particularly for customers who don't have a nurse attached to their care. A support worker is often the first to notice when something isn't right, and from there it's escalated, because the duty of care remains with Juniper regardless.

When a concern is picked up early, the care stays ahead of the curve, meaning customers can stay independent in their own home for longer.

What's happening across Juniper



Juniper welcomes Esperance aged care and retirement living

Esperance Aged Care Facility, which operates the local residential aged care home and retirement village, transitioned to Juniper on July 1, following its April announcement that it had selected Juniper as a preferred partner based on a strong alignment in values. Juniper now has 24 residential aged care homes in WA, with more than a third in regional communities.



Work on Juniper St Andrews will create more aged care beds

Juniper has started a refurbishment project to reopen St Andrews Residential Aged Care Home in Balcatta, adding 76 much-needed beds for older Western Australians. CEO Russell Bricknell said the project would bring beds online in around 18 months, significantly faster than building new, at a time when WA aged care occupancy sat at 98 per cent.

Juniper opens Fitzroy Crossing Staff Housing

Juniper celebrated the opening of 11 permanent staff homes in Fitzroy Crossing, next to Guwardi Ngadu Residential Aged Care Home, to address acute housing shortages in West Kimberley. CEO Russell Bricknell said the project was vital for attracting and retaining highly skilled aged care workers in remote areas, with the homes built on land leased from the Aboriginal Lands Trust and Bunuba Dawangarri Aboriginal Corporation.

Juniper welcomes stronger human oversight in aged care assessments

Juniper has welcomed the Australian Government's proposed legislative changes that will give assessors greater ability to intervene when the Integrated Assessment Tool produces a clearly incorrect outcome for a person's Support at Home services. The changes follow sustained advocacy from Juniper, including its submission to the CHSP transition inquiry, which raised concerns about automated decision-making and the lack of meaningful review pathways.



Embracing NAIDOC week

NAIDOC Week gave us a wonderful opportunity to celebrate the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples across Juniper sites, and our Home and Community Care customers in Kununurra had a blast getting into the spirit of it!

A Community Family Open Day was held at Juniper's Kununurra Community Centre, welcoming Home Care customers, their families and external stakeholders such as Kimberley Therapy Services and WA Country Health Service, along with our residential aged care residents from Juniper Gerdewoonem who came along to join the celebrations.









Ways to share your feedback

Raising concerns keeps everyone safer and helps us improve our care and services every day.

Speak to a Juniper contact

If something's on your mind, speak with your Juniper contact first. If you'd rather speak with someone outside your area, or your concern hasn't been resolved, contact Juniper on:

- **1300 313 000** or
- **juniper.org.au/enquiries/feedback**

Feedback >

Independent Whistleblower Service

For more serious concerns, such as unsafe behaviour, misconduct, fraud or abuse, our Independent Whistleblower Service is there for you. It's independent of Juniper and you can remain anonymous.

Report online

- **1300 687 927** using unique key Juniper and client reference number **Juniper2025.**
- **whistleblowingservice.org/juniper**

You can also raise concerns with an external agency or advocacy service.

Report online >