Juniper Residential Aged Care

Newsletter | Issue 4 | 2026

From school bus to full circle

At Juniper Hilltop, volunteer bus driver Lyall has discovered that one of the residents he now drives on outings, Lionel, was once his own school bus driver, almost fifty years ago.

Lyall started volunteering as a bus driver at the residential aged care home after his mother became a resident there, and it was during his visits to see her that he got to know Lionel, a fellow resident often sitting out the front, ready for a chat. One day the conversation turned to what Lionel used to do for work.

"I asked him what he used to do for work, and he said he was an MTT bus driver," Lyall said. "So I told him I used to go to Trinity, and I told him about the boys on my bus."

Lionel spent about twenty years driving for the old Metropolitan Transport Trust, and one of his regular routes was the special bus that picked up Trinity College boys after school and dropped them on Adelaide Terrace, where Lyall would catch a connecting bus home to Manning. Lionel drove that run too, with Lyall's street at the very end of the line.

"There were many different bus routes south of the river that he could have got," Lyall says. "But he actually got mine."



For Lionel, realising the man now visiting Hilltop each week had once been one of the schoolboys on his bus was hard to believe. "I thought, I'm talking to a kid I used to see every day," he said.

Lyall still remembers the pranks he and his schoolmates played on the drivers, like pulling the bell before the bus reached the terrace. "Boys were just being boys," Lionel said.

Looking back, Lyall says the school bus rides are still among his fondest memories.

"That's one of my best memories, coming out the school gate, getting on the bus after school."

These days the roles have reversed. Lyall drives Lionel and the other residents out on weekly outings, to places like Hillarys Boat Harbour and Tomato Lake.

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Message from CEO



I hope 2026 has been treating you and your loved ones well, and that you've been keeping warm and cosy through the winter months.

It's been a busy few months across Juniper, and there's been so much happening that I wanted to share some of the highlights with you.

In May, we opened 11 new permanent staff homes for our team at Juniper Guwardi Ngadu in Fitzroy Crossing, marked with a Welcome to Country and smoking ceremony alongside government officials, local community organisations, and residents and families. It was a special day, and a step forward in making sure we can attract and keep the skilled people needed to deliver quality care in the West Kimberley.

In July, we officially welcomed Juniper Esperance Aged Care Facility and Juniper Esperance Retirement Village into our organisation, and to the Esperance community, it's been a real pleasure to welcome you in. I had the chance to spend time with residents, families and our new Esperance colleagues, and I was struck by the strong connection this community has to its aged care services and to one another. We are proud to be part of a community with such an enduring commitment to caring for its ageing population, and we remain committed to staying true to that, with local voices continuing to guide the services we deliver through the Esperance Advisory Body.

Work is now well underway to reopen St Andrews Residential Aged Care Home in Balcatta, which will bring 76 much needed beds online for older Western Australians. At a time when so many people are waiting longer than they should for the right care, this project means we can offer a safe and comfortable home to more customers in a relatively quick timeframe.

What ties all of this together is something I know matters to you as much as it does to us, that people deserve to age well, close to home, and connected to the people and places that matter to them.

Thank you, as always, for being part of the Juniper community. I look forward to sharing more with you soon.

Russell Bricknell
CEO Juniper Aged Care

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Embracing NAIDOC week

Traditional dances, music, food and artwork brought NAIDOC Week to life at Juniper Guwardi Ngadu in Fitzroy Crossing and Juniper Numbala Nunga in Derby, as both homes flew the Aboriginal flag and embraced the theme of 50 Years of Deadly. Activities included making fresh boab juice, a firm favourite, with the Kimberley's boab tree also woven through painting activities and shared bush knowledge.

Residents took time to yarn with staff and each other, with the week giving them a chance to share stories and memories of cultural traditions from their younger years, from collecting boab nuts as children to learning how to burn tree bark to make ash, passed down by elders in their communities. Residents also enjoyed a barbeque, making damper together, plus salt dough ornaments and crafts.

In Northam, residents from Juniper The Residency and Juniper Bethavon visited The Bilya Koort Boodja Centre for Nyoongar Culture, while other residential homes marked the week with crafts and a special NAIDOC menu.









Creating more aged care beds in Balcatta



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.

Juniper CEO Russell Bricknell said the project would bring beds online relatively quickly to help meet the unprecedented demand for residential aged care.

"To bring St Andrews up to operational standard will take about 18 months, which is significantly shorter than building a new aged care home. This project means we will be able to provide a safe and comfortable home for customers relatively quickly," Russell said.

The project includes recommissioning 76 beds, reconfiguring shared ensuites so that every room has its own ensuite and an expanded café area that opens into an external courtyard, creating a space for residents, families, visitors and staff to gather.

Welcoming Esperance Aged Care Facility to Juniper



On 1 July, Esperance Aged Care Facility officially joined Juniper, bringing its residential aged care home and retirement village into our community. This comes after Esperance Aged Care Facility's April announcement it had selected Juniper as a preferred partner, based on a strong alignment in values and commitment to the Esperance community.

Juniper CEO Russell Bricknell, Chief Operating Officer Care Jo Wilkinson and Chief Operating Officer Accommodation Jacob Hollenberg travelled to Esperance for the occasion, joining staff, residents and families for a morning tea to celebrate the transition.

In the weeks since, our team has been on the ground in Esperance, getting to know staff and residents and supporting the transition. In early August, the first meeting of the Esperance Advisory Body was held, set up to make sure local voices continue to shape and guide the services delivered in the community, with Jo Wilkinson and Director of Care Tendai Zinduru in attendance.

The wonderful volunteers who support the home were also celebrated, with a morning tea held to welcome them to Juniper and thank them for the outstanding service and contribution they bring to residents. More than 40 volunteers joined the event to be properly recognised for their ongoing dedication to the community.

The Juniper DINE team has also made its way to Esperance, with the hospitality team hosting a Chef Market Day for residents and staff. The feedback was overwhelmingly positive, with several residents taking the time to personally thank the hospitality team for the meals served on the day.

Jason Low, Juniper's Hospitality Coordinator South, said it had been great to meet so many new faces and get a feel for the team on the ground, with everyone looking forward to what's ahead for the DINE team and the dining experience at Juniper Esperance Aged Care Facility.

Juniper Esperance Aged Care Facility now joins 24 residential aged care homes across Western Australia, more than a third of them in regional communities, alongside three regional Retirement Living communities and our Home and Community Care services.







Juniper opens Fitzroy Crossing staff housing

Juniper celebrated the opening of 11 permanent staff homes in Fitzroy Crossing to address acute housing shortages and deliver quality aged care in the West Kimberley.

Juniper's staff accommodation, next to the Guwardi Ngadu Residential Aged Care Home, ensures staff are securely housed and supported in their vital role of delivering aged care for Fitzroy Crossing and surrounding communities.

Juniper CEO Russell Bricknell said the project was a significant investment and a big win for maintaining culturally appropriate quality aged care in the West Kimberley.

"Permanent, quality staff accommodation is vital in remote areas to help us attract and retain highly skilled aged care workers," Mr Bricknell said.

The project, eight one-bedroom and three two-bedroom modular units, was built on land leased from the Aboriginal Lands Trust and Bunuba Dawangarri Aboriginal Corporation, and supported by funding from the Australian Government.

Bunuba Dawangarri Aboriginal Corporation CEO Lisa Halton said housing for essential service workers in the Fitzroy Valley was at a critical level.

"If we are not protecting and supporting our Elders to remain on Country with dignity and care, we are failing," Ms Halton said.



Harold celebrates 103 at Juniper Karinya

Juniper Karinya resident Harold Ford celebrated his 103rd birthday in May, cracking jokes with his daughter and granddaughter. When asked how he felt to turn 103, Harold simply said, "the same as I felt yesterday."

Born in Charters Towers, Queensland, Harold served with the army in New Guinea during the Second World War, then spent more than 20 years in the Townsville railway workshops. "I worked as a blacksmith striker. I rode my pushbike to work every day."

At home he cultivated a yard full of citrus trees, selling the fruit at market in cases he built himself. On weekends he played tennis and ten pin bowling, and could often be found on the dance floor.

When asked the best thing he had ever done, Harold didn't hesitate. "I reckon the best thing I did was, I made her," he said, pointing at his daughter.

Furry visitors bring joy to Juniper residents

Animal farm visits have been bringing smiles to residents across Juniper's residential homes, with gentle, pettable visitors arriving for residents to hold and cuddle.







At Juniper Annesley, the visit was the idea of volunteers Lyn and Carol, two Rowethorpe retirement living residents who also run a fortnightly snack trolley through the home next door. They funded it using money raised through the trolley over the year, with the remainder donated to the dementia wing for new sensory items. "We want them to have the benefit, because they're the reason we've got it," Carol said.

At Cygnet, Juniper's dementia-specific home, the Swan Valley Animal Farm arrives every Easter with baby guinea pigs and rabbits. Personal Care and Activities Assistant Helen Davidson watched some of the women wrap the guinea pigs in cloth and hold them close. "They were talking to them like babies. It was lovely to watch," she said.

The visits brought back memories for many. "The activity brought back memories of animals they may have looked after, or even had as pets," Residential Manager Kapsy Mante said.

Ways to share your feedback

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

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 ›



Why what you believe about ageing counts

Our age beliefs matter. Research shows people with positive beliefs about ageing live longer, happier, healthier lives, one of the key takeaways from Juniper and the Australian Human Rights Commission's workshops "What's Age Got to Do With It?" held across Perth last week.

Workshops at residential aged care home Juniper Hayloft, as well as Juniper Central and retirement villages Elimatta and Rowethorpe attracted a diverse crowd of customers, staff, students and community members.

"Those with positive beliefs about ageing live seven-and-a-half years longer," presenter Dr Emily Steel said.

Participants heard the importance of distinguishing a "grain of truth" from unfair prejudice, and that stereotypes become less useful as people get older, with substantial research showing improvements in cognitive and physical function among those aged 65 and over.

An important way to change the conversation, Dr Steel said, was demonstrating respect for every person's preference by asking them first, rather than rushing to help.

"Age isn't the problem," she said. "Ageism is."

Read our Whitepaper, The Voice of Older Western Australians here ›



Thirty years of care at Hilltop

Pierina A'Court has spent three decades caring for residents at Juniper Hilltop, marking the milestone with a morning tea attended by colleagues past and present.

"I started in 1996, so it's been a while," the multiskilled carer said. "We used to do the caring, the nursing, the wound cares, continence care, whatever needed doing."

For Pierina, it's the people who have made Hilltop feel like home. "You get a real bond with the residents. It's like having an external family," she said.

She hasn't moved from Hilltop in thirty years and has become something of a mentor to staff along the way, including Emmanuel, who started as a carer under her guidance before becoming a Personal Care & Activities Assistant. "Whenever people want to know something, they still come to me. They call me Mama around here." The milestones that stand out most to her are residents' birthdays, and the effort the whole team goes to in making them feel special.





National Pyjama Day

Residents, staff and family members at Juniper Sarah Hardey and Juniper St David's were extra comfy last month, swapping their usual outfits for pyjamas to celebrate National Pyjama Day.







Glitz and glamour at Hillcrest

Juniper Hillcrest, our residential home in Geraldton, was full of glitz and glamour in July, with residents pampered with hand massages and nail painting, a glass of wine in hand and their favourite music playing.

Honouring Our ANZACs

This ANZAC Day, Juniper residents took a moment to look back on their years of service and the memories, some proud and some painful, that have never left them. Three of our veterans shared their stories.



Ron Hemery
Juniper Annesley

Ron served nine years with the Army medical corps, training that later helped him save two lives at the scene of separate car accidents. He also spent years piecing together his father's own wartime story as a codebreaker in New Guinea. "I knew where the arteries were and the pressure points to stop the bleeding," he says. "When the ambulance came, they said you saved their lives."



Graham Nielsen
Juniper Hayloft

Graham spent 15 years with the RAAF as a radio technician, with postings in Darwin, Malaysia and Vietnam, before returning home to Perth after his service. For Graham, ANZAC Day is about more than those who served. "It's also recognising those left behind," he said, thinking of his own mother, who raised her children alone while his father served in the Navy. "That is a sacrifice too."



Malcolm Stone
Juniper Hayloft

Malcolm served 30 years in the Army, including as a forward scout in Vietnam. He is candid about what the war cost the people he served with. "It's about recognising people that have been in really bad situations," he said. "And making sure they know they are not forgotten."

Juniper homes across the state marked the occasion with wreath-laying, medals worn with pride, traditional ANZAC breakfasts, including and memorial boards.

ABBA karaoke sings true for intergenerational connection

Belting out ABBA's Dancing Queen on karaoke has brought Juniper Korumup residents and students from North Albany High School together, with both generations singing along word for word as part of a range of intergenerational activities at the home.

The Year 12 students visited as part of their Children, Family and Community studies, running painting sessions, karaoke, gardening and conversations with residents, a chance to connect with younger people from their own community.

Relief Residential Manager Kapsy Mante said visits like this give residents something to look forward to. "Different activities always put a smile on our residents' faces," she said, adding that residents were excited from the moment they knew the students were coming.







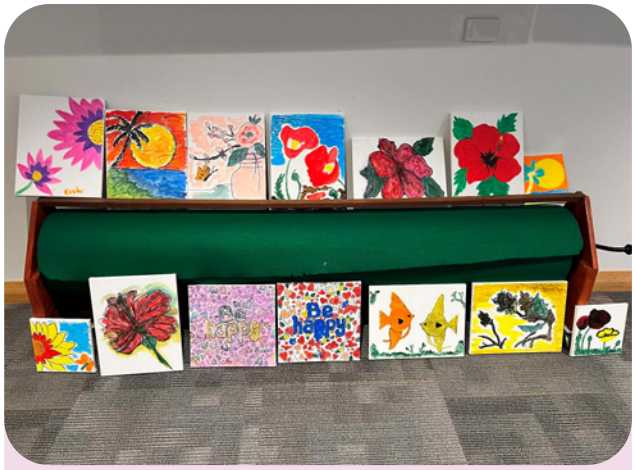


Teacher Sam Sheridan said the project was designed to build connection between generations while encouraging empathy and kindness among students. "We wanted the residents to feel some joy, enjoy working creatively with a young person and have conversations with people outside of their normal circle," she said.

The karaoke session was a highlight of the day. Student Bonnie said the singalong to Dancing Queen was a standout moment. "Everyone joined in for the chorus and sang together without even looking at the lyrics," she said. "It was really sweet."

Days later, residents were still talking about the visit. "They are already looking forward to the next one," Kapsy said. "The sheer joy that such programs bring to our residents cannot be measured, and some of our residents remember the interactions for a long time."

Staying social and connected at Chrystal Halliday



Paint and sip a hit with residents

Residents at Juniper Chrystal Halliday recently swapped their usual Friday happy hour for paintbrushes and canvases, trying a paint and sip session for the first time. Most had never done anything like it before, but threw themselves in wholeheartedly, with “we need to do this again” and “it’s so relaxing” among the feedback afterwards.

Among those picking up a brush was Pat, a former art teacher, who relished the chance to return to a hobby she loves. Occupational Therapist Danielle Martin said the highlight was watching residents chat and reminisce together over the mess and mistakes.

“Paint and sip hits multiple aspects of wellbeing all at once, mental, emotional, social and creative,” she said. “It’s not just one thing, it’s everything together.” The session was such a success it is already being planned again.



Coffee and connection at Men’s Café Corner

Every Friday morning, around 15 male residents gather for Men’s Café Corner, a relaxed catch up over coffee run by Lifestyle Coordinator Yvonne Venner.

The sessions are unstructured by design, giving residents space to talk footy, fishing and whatever is in the news that day. “It’s an opportunity to enjoy a coffee, sit in the cafe area and chat about what they’ve done throughout the week, and reminisce about memories that mean a lot to them,” Yvonne said.

Regular Bill, an avid Adelaide Crows supporter, said it had become something to look forward to each week. “I like coming, we get to chat about the footy and catch up with people I don’t always see around the home,” he said. Danielle Martin said men’s groups like this one play a vital role in reducing isolation and supporting wellbeing in older residents.



What's happening around Juniper

Juniper attends the Ageing Well Expo

Juniper was Principal Sponsor of the Perth Ageing Well Expo's biggest year yet, welcoming more than 120 exhibitors and 4,632 visitors over two days. Juniper's Customer and Sales Team Lead Tracey Izard presented twice on Navigating Support at Home, giving attendees valuable resources to help them navigate the aged care system. The DINE team was also there cooking up tasty treats, giving attendees a taste of the great food our residential care customers enjoy.





Staying connected in remote WA

Home Care customer Carole Whitaker has called Kununurra home for 25 years, and never misses the Friday breakfasts at Juniper's community centre. Since a stroke, her Juniper care team has helped her hold onto her independence and her strong ties to the community. "It's lovely to be cared for like that, to know you personally, not just your problems, but actually you as a person," Carole said.

The volunteers who keep the Junibug rolling

At Rowethorpe village, a small buggy called the Junibug runs on a roster of volunteer drivers, ferrying residents and customers to the cafe, chemist and beyond most days of the week. Drivers Margaret and Jean, both Rowethorpe residents themselves, say it's the friendships along the way that make it worthwhile. "It's nice having a conversation with them and finding out about them," Jean said.

