

Our proudest achievements of 2024



Now 12 communities strong

Here's how we've supported each aged care community that's been in our Alliance for more than 15 months to evolve and thrive.

Achieved full



Aged Care Accreditation
at every community

Grew permanent workforce

in our regional communities by avg

30%

providing even more
consistent care to residents

Invested \$8M+



in new resident suites & refurbishing living spaces
across 7 communities

Every care worker uses an all-in-one mobile device

to deliver accurate, tailored care to residents



Spent \$2M+



on affordable accommodation
for new staff in regions with housing shortages



Celebrated

400

inspiring examples of **excellent care** each month through our **staff engagement program**

Launched an innovative wellbeing program



to enhance residents' ability to **live their way, every day**

Awarded



Asia Pacific Elder Care
Innovation Awards

Each community has stayed proudly local



guided by a Board that reflects the **unique needs of their region**

Invested in the future of regional aged care



by improving the financial **sustainability**
of our communities by avg 28%



Charingfield
AGED CARE COMMUNITY



Here's how Apollo Care has helped Charingfield evolve and thrive this year.

Our care:

- Our overall Star Rating on My Aged Care increased from 3 to 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our team:

- We've welcomed 19 new staff to our team
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Charingfield

Our community:

- Invested \$3.5m installing new roofs and refurbishing shared spaces, with an additional \$6.5m being invested in 2025, including building 9 new resident suites
- The local Board has been closely consulted during the program of refurbishments to ensure Charingfield's interior spaces, Chapel and gardens continue to meet the needs of our eastern suburbs community



VINCENT COURT
AGED CARE COMMUNITY



Here's how Apollo Care has helped Vincent Court evolve and thrive this year.

Our care:

- Our overall Star Rating on My Aged Care increased from 3 to 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our team:

- We've welcomed over 48 new staff to our team, including 2 Registered Nurses and 2 internationally qualified Nurses from overseas, and 8 local trainees
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Vincent Court
- We leased 2 houses to provide affordable accommodation to new staff

Our community:

- In addition to refurbishing the final 6 of 18 resident suites in December 2023, we have commenced the first stage of upgrading our Memory Support Household and begun preliminary works to the Administration area



Yaralla Place & Groundwater Lodge

Here's how Apollo Care has helped our communities evolve and thrive this year.

Our Care:

- Our overall Star Rating on My Aged Care is 4 stars at both communities
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our Team:

- We've welcomed 104 new staff to our teams at both communities, including 11 Registered Nurses from overseas, and 8 local trainees
- We have provided affordable on-site accommodation to 13 new staff
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Yaralla Place

Our Community:

- Invested \$1.2m refurbishing 6 private suites and shared spaces at Groundwater Lodge, and new furniture at Yaralla Place
- PresCare Maryborough has stayed proudly local, guided by a Board that reflects the unique needs of our region.



Alexandra Gardens

Here's how Apollo Care has helped our community evolve and thrive this year.

Our care:

- Our overall Star Rating on My Aged Care has stayed 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our team:

- We've welcomed 52 new staff to our team, including 6 Registered Nurses
- We have provided affordable on-site accommodation to 9 new staff
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Alexandra Gardens

Our community:

- Alexandra Gardens has stayed proudly local, guided by a Board that reflects the unique needs of Rockhampton



Here's how Apollo Care has helped Bundaleer Aged Care evolve and thrive this year.

Our Care:

- Our overall Star Rating on My Aged Care increased from 3 to 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our Team:

- We welcomed 94 new staff to our team, including 2 internationally qualified Nurses from overseas
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Bundaleer

Our Community:

- We've commenced planning for a Memory Support Household to accommodate 15 residents
- Bundaleer has stayed proudly local, guided by a Board that reflects the unique needs of the Hastings region



Harden Grange
AGED CARE COMMUNITY



Here's how Apollo Care has helped Harden Grange evolve and thrive this year.

Our care:

- Our overall Star Rating on My Aged Care has stayed 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our team:

- We've welcomed 31 new staff to our team, including 4 Registered Nurses from overseas and 4 local trainees.
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Harden Grange.

Our community:

- We've invested in a custom-wrapped bus for resident outings
- Harden Grange has stayed proudly local, guided by a Board that reflects the unique needs of the Hilltops Region



Here's how Apollo Care has helped Nanyima evolve and thrive this year.

Our Care:

- Our overall Star Rating on My Aged Care remained at 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented Telstra Health Resident Manager and Clinical Manager technology systems which help streamline our admission process and clinical documentation, enabling more efficient management of resident records and care plans
- Implemented a new medication management system, BestMed, that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Our Nurse Call System now includes RTLS and Voice Call capabilities enabling faster response times

Our Team:

- We welcomed 30 new staff to our team, including 2 Internationally Qualified Nurses (IQNs) from overseas who have AHPRA registrations, 3 IQNs sponsored under 2-year Training Visas, 1 sponsored chef and 8 local trainees
- Our team engagement and culture program boosts wellbeing, drives a positive and engaged mindset, and focuses staff on what's best for everyone at Nanyima
- We purchased 2 houses to provide affordable accommodation to new staff and their families

Our Community:

- We've commenced planning for a Memory Support Household to accommodate 28 residents
- Nanyima Care has stayed proudly local, guided by a Board that reflects the unique needs of the Pioneer Valley.



All of these achievements mean we have been able to **welcome more local residents and more staff**, and our communities have become even better places to live and work.