

Neighbourhood news

Our latest news and favourite moments



Resthaven
— on Quarry —
AGED CARE COMMUNITY

April 2026

From the Manager

Kate Kent



I'm delighted to share my first newsletter as Residential Service Manager at Resthaven on Quarry.

It has been a wonderful start to the year. The team and I feel privileged to be part of such a caring and dedicated community.

Our focus continues to be on creating a safe, supportive and homely environment for residents and I'd like to acknowledge the incredible efforts of the team whose compassion and commitment truly make a difference every day.

We also strive to enable residents to maintain ties to their community and continue to enjoy the interests that are important to them. Our meaningful Lifestyle program includes activities that support purpose, preserve independence and encourage social interaction. We also encourage residents to continue to contribute to their household with light activities like setting the table, if they choose.

In this edition, you can read more on the program and the team who creates it.

Enjoy!



A garden gathering with friends

A group of Resthaven friends enjoyed a special outing and morning tea together in the Botanic Gardens recently.

Arranged at the request of the residents, the ladies enjoyed a gentle walk along the shaded path, past rock gardens, bubbling brooks and the waterfall, before settling in for a delicious morning tea on the deck overlooking the lush greenery and peaceful lagoons. Over pancakes with maple syrup and freshly baked scones with jam and cream, they caught up on each other's news, chatting and laughing as they shared stories.

Manager, Kate, says it's wonderful to see residents continue to enjoy getting out and about in the Mackay area. "There is so much to explore in the region and it's lovely that we can support residents to maintain their interests and connections to places they love," she said.

The outing was much appreciated by the group, who remarked it was a lovely day. "We're so grateful that the team arranged a wonderful day out together," they said.

The bus trip home was just as lively as the morning, with the friends discussing where they'd like to head next.

Annual Leadership Retreat building a stronger future

Managers from Apollo Care's alliance of communities came together for two days to reflect on our journey so far, and plan for the future.

With the new Aged Care Act now in place, it was an opportune time to share learnings and insights on how we are continuing to meet and exceed the Strengthened Aged Care Quality Standards. Key topics of the retreat focussed on how each community is improving resident care and wellbeing services, as well as building staff engagement through a positive culture.

Apollo Care CEO, Stephen Becsi, said the event “was a special time to celebrate the past six years and discuss how we are working hard to support residents and clients to live their best lives”.

Kate Kent, Resthaven's Manager, said attending her first retreat since joining Apollo Care was immensely positive. “It was an incredibly beneficial experience. It provided a valuable opportunity to connect and learn so we can continue to grow and strengthen our services for the benefit of all residents and teams.



Beautiful feedback



“My Mum's quality of life has improved so much since moving to Resthaven. The staff are all so kind. I'm very grateful for the loving care she receives.”

Daughter of resident

Feedback



Feedback from residents and families is important to us so we can make positive changes.

We also love hearing when we're doing something well. To provide feedback, you can:

1. Tell us in person
2. Fill out a feedback form (located in each lounge room), and place in the mailbox outside the Manager's office, or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au



Fun, friendly competition with the younger generation

Each week a group of residents welcomes a Year 5 class from Mackay Christian College for a fun-filled afternoon of togetherness.

The lounge fills with lively chatter and laughter as the residents try to outwit the children in energetic games of snakes and ladders, bingo and rob the parcel.

Manager, Kate, says the popular program bridges generations, encourages laughter and learning for all and, most of all, builds special bonds.

At the most recent visit, the children and residents shared stories about their hobbies and families and were entranced when resident Gay played “Give me a Home Among the Gum Trees” with spoons!

Teacher, Rebecca, says the students were thrilled with the experience and they're looking forward to more visits.



Pavlova perfection – Residents whip up a sweet treat

At Resthaven on Quarry, we have a delicious monthly tradition where residents decide which favourite treat they can make together. And they've become DIY dessert connoisseurs in no time!

This month's selection was pavlova and residents were spoilt for choice with plenty of cream and colourful fruits to pile on top.

As everyone tucked into their delicious creations, resident Alex stood to make a heartfelt speech. "I'm so grateful to the Lifestyle team who go above and beyond to meet our requests," he said.

The budding pastry chefs have previously made their own scones and trifle, and are already discussing which favourite treat will be next month's endeavour.



Three things I love

The three things Merridy loves to do in the community:

1. Being supported to keep connections with my loved ones– I'm so grateful I'm able to spend time with them
2. Morning tea in the Botanic Gardens – a beautiful place to enjoy spending time with friends
3. The bus trips around Mackay – there is always somewhere interesting to see



Family always welcome

At Resthaven, we love helping residents stay connected to their loved ones.

There are plenty of welcoming indoor and outdoor spaces where residents can enjoy spending time together with family and friends.

Resident Margaret loves it when her family arrive with her dog Bonnie. Bonnie leaps into her lap and settles in while she catches up on the news. "It's so special that pets are also welcome at Resthaven," she says.



Staff profile 

Meet the team bringing purpose and possibility to every day.

Our Lifestyle team is dedicated to ensuring residents continue to live with meaning and connection.

“The Lifestyle Program is thoughtfully designed with lots of input from residents and relatives,” says Emma, Lifestyle team leader. “We make sure we include their requests and look for opportunities for them to continue pastimes or try something new. We like to ask where they’d like to visit and acknowledge cultural dates.”

Manager, Kate, says “Lifestyle activities are critically important to resident wellbeing. We ensure the Program accommodates their spiritual and emotional needs, cultural beliefs, hobbies and interests.”

Marianne, Apollo Care’s National Lifestyle Co-ordinator, says the approach is deeply personal.

“Every person has a story that deserves to be known and honoured. It’s about understanding their journey and helping them continue to shape it. Our teams intentionally design programs that support reablement, wellbeing and meaningful engagement. Each experience is carefully planned to maintain skills, build confidence and encourage independence. Through thoughtful adaptations and inclusive practices, we ensure residents can participate in activities that feel empowering and meaningful so they can thrive!

Marianne runs a forum that brings together Lifestyle Leads from all 14 Apollo Care communities to share fresh ideas and explore solutions. This teamwork ensures programs remain innovative and aligned with best practice aged care engagement.

Favourite moments

