CATHOLIC HOMES

OUT & ABOUT

Spring edition



CSSWA Winner

Carey Brown named Employee of the Year at the CSSWA Awards

Living Our Values Awards

Recognising the employees and teams who bring our values to life

Celebrating Excellence

Celebrating two wins and an employee nomination

SEPTEMBER • 2026

Catholic Homes 60 YEARS

LOVE • JOY
HOSPITALITY • EXCELLENCE

MESSAGE FROM THE CEO

Welcome from Darren



Spring brings warmer days and new opportunities to stay connected, active and involved in the things that bring meaning and enjoyment to our lives.

At Catholic Homes, our starting point is always what matters to you. Whether you live in one of our residential care homes or retirement villages, or receive support in your own home, our role is to listen to your needs and preferences and help you live life as independently and fully as possible.

In this edition, we have included practical information to help you make informed decisions about your care and wellbeing.

You can learn more about making the most of your Support at Home funding, your rights under the new Aged Care Act, reducing the risk of falls while maintaining confidence, and recognising when additional nutritional support may be helpful.

Your voice is central to the care and services you receive. We encourage you to ask questions, be involved in decisions and tell us what is working well or where we could improve. Your feedback—whether it is a compliment, suggestion or concern—helps us provide services that better reflect your individual needs and choices.

We also celebrate what can be achieved when residents are actively involved in shaping their experiences.

Our award-winning Resident MasterChef Project brought together more than 50 residents to grow herbs, design table settings, cook alongside our chefs and help create a memorable dining experience. It is a wonderful example of choice, creativity and connection in action.

You will also read about employees who have recently been recognised for the difference they make, including Carey Brown and Godofredo “Jeff” San Diego, as well as the recipients of our first Living Our Values Awards. These stories reflect the care, reassurance and personalised support we want every resident, client and family member to experience.

Thank you for continuing to share your experiences with us and for allowing Catholic Homes to accompany you on your journey. I hope you enjoy this edition and the warmer, brighter days ahead.

Warm regards,

Darren Cutri
Chief Executive Officer



CSSWA WINNER

Carey Brown named *Employee of the Year* at the CSSWA Awards

We are delighted to share that Carey Brown, Administration Officer at Trinity Village, was named Employee of the Year at the recent Catholic Social Services Western Australia Awards.



Some people make an impact through grand gestures, while others do it quietly, through the care and kindness they show every day. Carey is one of those people.

For 18 years, Carey has been a calm and reassuring presence at the heart of Trinity Village. She is often the first person residents and families meet—and the person they continue to turn to when they need guidance, reassurance or simply someone who will listen.

Whenever Carey is away, it doesn't take long before someone asks, "Where's Mrs Brown?" It is a simple question, but one that says so much about the trust, comfort and confidence she brings to residents, families, colleagues and members of the community.

Through times of change, celebration and loss, Carey has remained a constant source of support and stability. She reassures new residents as they adjust to life in residential care, supports families through difficult and emotional times, quietly solves problems and helps ensure the day-to-day life of Trinity Village runs smoothly.

Carey never seeks recognition. She simply gets on with what needs to be done, always demonstrating professionalism, humility, compassion and genuine care for others.

OUR VALUES

Celebrating our *Living Our Values Awards* recipients

Our Living Our Values Awards recognise the employees and teams who bring our values of Love, Joy, Hospitality and Excellence to life through their everyday actions.

The first quarterly awards attracted 47 nominations from across Catholic Homes, each highlighting someone who had made a meaningful difference to residents, clients, families or colleagues.

From compassionate care and advocacy to positivity, teamwork and professional excellence, every recipient demonstrated the values at the heart of Catholic Homes.

Congratulations also to all finalists and nominees. Being recognised by a colleague is a meaningful acknowledgement of the contribution you make.

Residents, clients and families can also help us recognise employees who make a positive difference.

Congratulations to our first recipients:

Love
Billie Drury

Joy
Apii Harbour

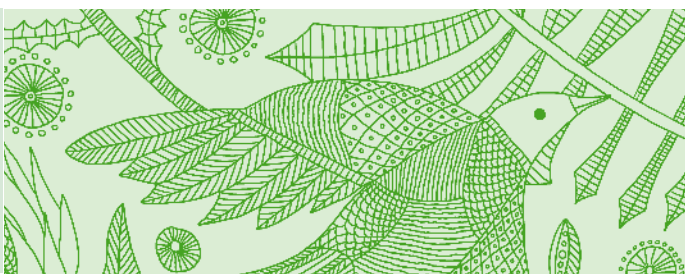
Hospitality
Bronwyn Olsen

Excellence
Sherie Councillor

Team Award
Client Engagement Team

CEO Award
Michaela Nolan

Congratulations to all finalists and nominees.



HOME CARE

Making the most of your *Support at Home* funding



HOME CARE

Your Support at Home funding is there to help you remain safe, healthy and independent at home. Understanding what is available can help you use your budget in ways that best support your assessed needs and personal goals.

Support at Home budgets are allocated quarterly. Generally, you can carry over up to $1,000 or 10 per cent of your quarterly funding - whichever is greater - into the next quarter. This makes it important to regularly review your budget and services so funding does not go unused when it could be supporting you to remain in your own home.

Use it thoughtfully to support your health, independence and quality of life.

Think beyond everyday help

Support at Home can include much more than cleaning, gardening and transport. Depending on your assessed needs and support plan, your funding can also provide access to nursing and allied health services such as physiotherapy, occupational therapy, exercise physiology and dietetics.

These services can help with mobility and strength, falls prevention, nutrition, wound care, medication management and maintaining independence. Clinical support services are fully funded by the Australian Government, meaning you do not pay a participant contribution when you are approved for the service and have funding available.

From 1 October 2026, approved personal care services - including assistance with showering, dressing, personal hygiene and medication management - will also be fully government-funded, provided you have available Support at Home funding.

Other funding may also be available

Separate funding pathways may be available for assistive technology, home modifications, restorative care and end-of-life care. These can support needs such as mobility equipment, bathroom safety modifications or short-term rehabilitation following a hospital stay, illness or fall. Eligibility and assessment requirements apply.

Start a conversation

Your needs can change over time. If you are unsure whether you are making the best use of your funding, speak with your Catholic Homes Case Manager. They can review your services with you, discuss suitable clinical and allied health options, and help identify whether a reassessment or additional funding pathway may be appropriate.

The aim is not simply to spend your budget, but to use it thoughtfully on the right mix of services to support your health, independence and quality of life.

YOUR RIGHTS FEATURE

Choice, Dignity and Respect – *Your Rights in Aged Care*

Older people now have stronger rights and protections under the Aged Care Act 2024.

These changes include a Statement of Rights for people receiving aged care services. Your rights include being treated with dignity and respect, making your own decisions, feeling safe, and having your wishes, needs and preferences heard. At Catholic Homes, we are committed to upholding these rights and ensuring you remain at the centre of your care and services.



We Want to Hear From You

We encourage you to speak with us if you have any questions, concerns, compliments or suggestions about your care or services.

We are committed to providing safe, high-quality care that meets your needs and preferences. Sharing feedback helps us understand what's working well and where we can improve.

It is safe to speak up. Raising concerns early often helps us resolve issues quickly and achieve the best outcome for everyone involved.

How to Provide Feedback

You can discuss any compliments, complaints or suggestions with the employee providing your care, or ask to speak with your:

- Case Manager
- Regional Manager
- Facility Manager
- Village Coordinator

You can also:

- Complete a Feedback Form – Compliments, Complaints and Comments
- Submit feedback via the online form on our website
- Email us at feedbackandexperience@catholichomes.com



Need Additional Support?

You can ask a family member, representative or supporter to raise a concern on your behalf.

If you would like free, independent and confidential support, you can contact the Older Persons Advocacy Network (OPAN):

- Phone 1800 700 600
  - Monday to Friday, 8.00am – 8.00pm
  - Saturday, 10.00am – 4.00pm
- Visit www.opan.org.au

Contacting the Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission is the national regulator of government-funded aged care services. You can contact the Commission if you would like independent information, support or assistance with a concern.

Aged Care Quality and Safety Commission

- Phone 1800 951 822
  - Monday to Friday, 9.00am – 5.00pm
- Email info@agedcarequality.gov.au
- Mail GPO Box 9819, Perth

Remember

Your feedback matters. Whether it's a compliment, suggestion or concern, hearing from you helps us improve the care and services we provide and ensures your voice remains at the centre of everything we do. We are committed to supporting your choice, dignity and respect, every day.

HOME CARE

Reducing falls, supporting confidence

Catholic Homes is introducing a new organisation-wide improvement program called Quality in Focus, beginning with an important area for older people: falls management.

A fall can affect much more than a person's physical health. It can also reduce confidence and make someone hesitant to remain active or participate in the things they enjoy.

While not every fall can be prevented, understanding each person's circumstances and taking practical action can help reduce risk and minimise harm. Just as importantly, good falls management should support people to remain active, independent and involved in decisions about their lives.

Our Falls Management focus will bring employees from residential care, home care, allied health, nursing, clinical governance and learning and development together to review and strengthen our approach.

The program will include reviewing current practices and systems, providing targeted education, identifying opportunities for improvement and monitoring results. Teams will consider factors such as mobility, strength and balance, health conditions, medications, footwear and the surrounding environment.

Most importantly, our approach will remain centred on the individual. Falls risks and prevention strategies are different for every person, which is why conversations with residents, clients and their families are so valuable.

You may notice our teams discussing falls risks, mobility or environmental safety more frequently during the campaign.

Falls Management is the first of several Quality in Focus areas that Catholic Homes will introduce. Each will concentrate organisational attention on an important care or service priority, helping us turn learning into practical and sustainable improvements.

By working together, we can support safer care while continuing to respect each person's independence, dignity and choices.



PUZZLE PAGE

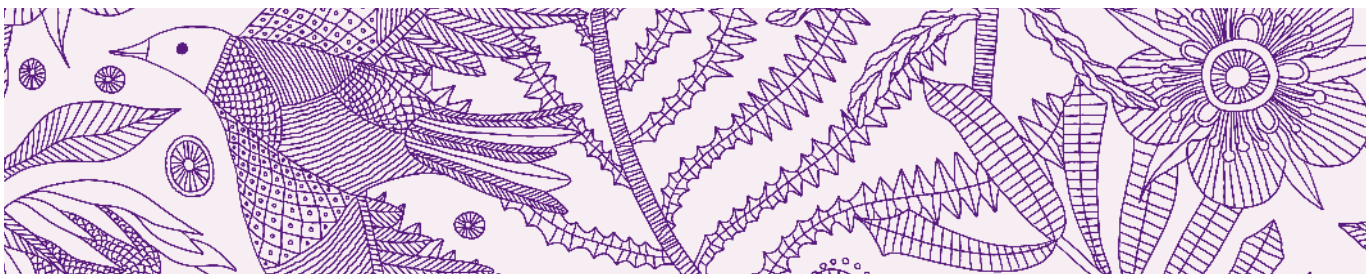
Word search puzzle

Can you find all the words below hidden in the puzzle?

Search in all directions, circle each word you find and cross it off the list.

P	F	B	M	M	A	K	A	D	L	A	E	R	R	A
C	R	E	A	A	T	Y	E	A	N	A	E	M	N	O
E	U	H	N	A	T	A	V	O	A	T	M	G	E	B
E	I	B	U	U	O	O	I	A	T	L	H	G	A	E
L	T	T	T	A	C	P	C	U	G	E	C	K	H	Y
P	T	P	N	A	I	C	B	C	G	H	E	O	R	E
P	O	A	D	I	R	T	G	T	E	D	T	A	N	N
A	A	O	R	U	U	E	P	E	B	E	A	Y	D	O
E	S	C	A	N	A	U	S	E	E	S	N	C	A	H
N	T	E	A	T	P	E	A	D	T	T	A	P	A	A
I	A	E	T	G	U	N	P	N	C	O	I	E	A	N
P	P	E	E	C	S	O	G	A	H	M	B	A	A	A
E	C	E	N	R	O	C	D	E	M	A	E	R	C	N
E	L	N	A	A	R	L	D	T	A	T	R	A	V	A
C	H	I	C	K	E	N	A	R	T	O	P	P	A	B

HAM
CHICKEN
AVOCADO
FRUITTOAST
CHEESE
EGG
CREAMEDCORN
PEAR
TOMATO
BAKEDBEANS
PEANUTBUTTER
RICOTTA
TUNA
PINEAPPLE
BANANAHONEY



NUTRITION

Ask about your nutrition



Good nutrition helps us stay strong, support our immune system and recover when we are unwell, especially with cold and flu season upon us.

Sometimes our appetite or eating habits change without us realising we are not getting enough nutrition.

Have you or someone you care about noticed:

- Unplanned weight loss? Clothes, belts, watches or jewellery may become looser than usual.
- Less appetite or interest in food? You may feel full after eating smaller amounts, not feel like eating, or nap through snack or mealtimes.
- Eating less or only small amounts? You might leave more food on your plate, skip snacks or have snacks instead of meals.
- Feeling weaker or more tired than usual? Everyday activities such as opening containers, walking, pushing things or getting through the day may feel harder.
- New or increased swelling or breathlessness?

These changes can happen for many reasons, but they are worth talking about. They may be a sign that your body needs a boost of energy, protein or other nutrients — particularly during illness and recovery, or when your body's needs are higher.

When we don't eat enough to meet our body's needs, our body relies on its stored energy and protein reserves. Over time, this can lead to weight loss, weaker muscles, more fragile skin and feeling tired or less able to do the things we enjoy.

Starting a conversation early can help. Talk with your doctor, nurse, dietitian or another healthcare professional if you or someone you care about has concerns about the changes you have noticed. They can help work out what you need and whether a simple change to what and how you eat and drink could help.

Good nutrition can help you stay strong, independent and able to enjoy the things that matter to you.

Looking for a little extra energy? See our Tips for Boosting Your Energy for simple snack ideas that can help add extra energy and nutrition to your day.

NUTRITION

5 quick ways to *boost energy*

When your appetite is low, eating a large meal can feel difficult. Small changes can help you get more energy and protein throughout the day.

Your nutritional needs are individual and can change when you are unwell or recovering. Talk with your doctor, nurse or a Catholic Homes dietitian for advice about what is right for you.

Did you know Catholic Homes has their own dietician?

A consultation can be funded by your Support at Home funding, speak to your case manager if this is of interest.

1. Add a nourishing snack

Try yoghurt, cheese and crackers, a smoothie, custard, a boiled egg or a handful of nuts between meals.

2. Make your usual foods count

Add full-cream milk to porridge, cereal, tea or coffee. Add extra spreads and/or cheese to eggs, vegetables, soup or toast.

3. Choose nourishing drinks

Milk, smoothies and milky drinks can provide extra energy and protein when you don't feel like eating much.

4. Eat little and often

If you fill up quickly, try smaller meals and snacks more often rather than relying on three large meals.

5. Keep easy-to-eat foods handy

Have some quick options available for when you feel hungry — such as yoghurt, cheese and crackers, sandwiches, fruit and custard.

RESIDENTIAL CARE

Celebrating *excellence* in hospitality

Catholic Homes is celebrating two outstanding wins and an employee nomination at the 2026 Western Australian Hospitality in Healthcare Excellence Awards.

Our Resident MasterChef Project was named Project of the Year, while Godofredo (Jeff) San Diego, Chef Manager at St Vincent's Residential Care, received the Brilliance in Service Award.

Manoj Rawat, Head Chef at Sister Mary Glowrey, was also nominated for the Values in Action/Exceptional Customer Service Award, recognising his person-centred leadership and commitment to residents.

Brilliance in Service Award for Jeff

Jeff's Brilliance in Service Award recognises the exceptional care and commitment he brings to residents at St Vincent's.

As Chef Manager, Jeff leads food services for 86 residents and takes the time to understand each person's dietary needs, preferences and cultural background. He creates personalised dining experiences, caters for a wide range of clinical and texture-modified diets, and regularly meets with residents and families to ensure their voices guide the service.

His initiatives include monthly Breakfast Clubs suggested by residents through the Food Focus Group, cultural celebrations, fine-dining experiences and opportunities for residents to cook alongside his team.



RESIDENTIAL CARE



Values in Action nomination for Manoj

Manoj Rawat, Head Chef at Sister Mary Glowrey, was nominated for the Values in Action/ Exceptional Customer Service Award.

This well-deserved nomination recognises Manoj's person-centred leadership, commitment to residents and dedication to providing dining experiences that reflect their individual preferences, needs and choices.

Congratulations to Vivek, Stephanie and everyone involved in bringing the Resident MasterChef Project to life; to Jeff on receiving the Brilliance in Service Award; and to Manoj on his well-deserved nomination.

These achievements are a wonderful acknowledgement of the creativity, care and dedication our hospitality teams bring to Catholic Homes every day.

Above left to right: Manoj Rawat, Jo Clark, Godofredo (Jeff), Stephanie Ellwood, Vivek Shetty, Otto Mahlaba.

As Western Australian winners, the Resident MasterChef Project and Jeff will now progress to the national Hospitality in Healthcare Excellence Awards.

RESIDENTIAL CARE



Resident MasterChef Project named *Project of the Year*

The Project of the Year Award recognises initiatives that turn ideas into action through innovative approaches and service improvements.

Led by Vivek Shetty and Stephanie Ellwood, our Resident MasterChef Project was much more than a one-day cooking competition. Developed over several months in the lead-up to Nutrition and Hydration Week, it brought together more than 50 residents from five Catholic Homes locations.

Residents were at the heart of every stage of the project. They grew and selected herbs, designed table settings and herb pots, practised alongside chefs and helped plan the dining experience.

The project culminated in a 90-minute mystery-box challenge at Castledare, with residents taking on the role of sous chefs and family members joining as judges. St Vincent's team, The Aubergines, claimed the Best Chef title, while Sister Mary Glowrey's Simply the Zest finished as runners-up and received the award for Best Table Setting. Teams from Castledare, Trinity and Archbishop Goody also brought tremendous enthusiasm, creativity and imagination to the event.

The initiative demonstrated how dining can become a meaningful, resident-led experience that promotes dignity, independence, choice and social connection.







Dining that promotes dignity, independence, choice and social connection.









SPRING RECIPE

Chicken & mushroom pie topped with gnocchi

Ingredients

Chicken & mushroom filling

- 500 g boneless, skinless chicken breast, diced
- 400 g mushrooms, sliced
- 1 medium onion, finely diced
- 2 garlic cloves, minced
- 40 g butter
- 30 g plain flour
- 500 ml chicken stock
- 150 ml cooking cream
- 150 g frozen peas
- 1 tbsp olive oil
- 1 tsp dried thyme
- ½ tsp dried rosemary
- Salt and black pepper, to taste

Gnocchi topping

- 500 g premade potato gnocchi
- 1 tbsp olive oil
- ¼ tsp garlic powder
- ¼ tsp dried thyme
- 30 g grated Parmesan, optional
- Black pepper

By Vivek Shetty
Manager Hospitality Services

Method

1. **Cook the chicken:** Heat the olive oil in a large oven-safe frying pan. Season the chicken with salt and pepper and cook for 4–5 minutes until lightly browned. Remove and set aside.
2. **Cook the vegetables:** Add the butter, onion and mushrooms to the pan. Cook for 6–8 minutes until the mushrooms are browned and most of their moisture has evaporated. Add the garlic and cook for another minute.
3. **Make the sauce:** Sprinkle in the flour and stir for 1 minute. Gradually add the chicken stock, stirring constantly to prevent lumps. Add the cream, thyme and rosemary.
4. **Finish the filling:** Return the chicken to the pan and stir in the peas. Simmer gently for 5–7 minutes until the sauce thickens and the chicken is cooked through. Taste and adjust the seasoning.
5. **Cook the premade gnocchi:** Bring a large pot of salted water to the boil. Add the premade gnocchi and cook



according to the packet instructions, usually 2–3 minutes, until the gnocchi float to the surface. Drain well and toss with 1 tbsp olive oil.

6. **Crisp the gnocchi:** For a golden, crispy topping, heat a frying pan over medium-high heat. Add the cooked gnocchi and pan-fry for 3–5 minutes, turning occasionally, until lightly golden. Toss with the garlic powder and dried thyme.
7. **Assemble:** Scatter the cooked gnocchi evenly over the chicken and mushroom filling. Sprinkle with Parmesan and black pepper if using.
8. **Bake:** Heat the oven to 200°C conventional / 180°C fan. Bake for 15–20 minutes, until the filling is bubbling and the gnocchi are golden and crisp.
9. **Rest and serve:** Allow the pie to stand for 5 minutes before serving.

Nutritional Analysis

Approximate values per serving (¼ of the pie):

Nutrient	Amount
Energy	~726 kcal
Protein	~51 g
Carbohydrates	~59 g
Fat	~32 g
Fibre	~7 g
Servings	4

Nutrition is an estimate and will vary depending on the brands of gnocchi, cream, stock and other ingredients used.

A creamy, comforting chicken and mushroom pie finished with golden, crispy premade gnocchi.

SPRING REFLECTION

Noticing the small signs of life

By Richie Perera,
Executive General Manager Mission

I have never been especially fond of winter. Its cold mornings, wet paths, long shadows and grey skies can settle heavily around us. At times, it can feel as though the world has drawn inward and that life itself has grown quiet.

Yet winter is not the absence of life. It is a season of hidden preparation, when what is unseen is still being held, nourished and readied for its time.

Then, almost without our noticing, the season begins to turn. The sun rises a little earlier. The air becomes a little warmer. Colour returns to the garden, and the world begins to move again as life returns to the trees, the birds, and the faces around us. Spring does not announce itself all at once; it emerges gently, inviting us to take a closer look.

I can become so caught up in the heaviness of winter that I miss the first signs of spring. By the time I notice the season has changed, spring is already unfolding around me, and I have missed the quiet joy that comes with those first signs of life.

The transition to Spring reminds us that life is not always grand or dramatic. It can be found in the little things. The warmth of a hand held in friendship, the scent of fresh flowers, a favourite song drifting through the room, a prayer whispered in our heart, or the comfort of being known and loved.

Spring invites us to cherish the present moment. In every season of life, time is a sacred gift. It may be measured less by what we complete and more by what we receive: a conversation, a memory, a laugh, a quiet pause, a glimpse of beauty.

To sit in the garden, to listen patiently, to honour memory even when it comes in fragments, and to offer our presence without rushing. These are small but holy ways of sharing the love of Jesus with one another.

As creation renews itself around us, may we find peace in the moment, joy in the small signs of life, and blessing in being present as spring quietly emerges.



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