

## Strengthening Care at Home: Curtin Heritage Living Welcomes Carealot



In a move that signals strength, stability, and a shared commitment to older Western Australians, **Curtin Heritage Living has welcomed Carealot** into its family of services. The acquisition ensures the continuation and expansion of high-quality in-home support for clients across the Perth metropolitan area, the Southwest, and Albany.

Family-run since 1996, Carealot has long been recognised for its person-centred approach, delivering care designed to promote independence. From respite and personal care services to companionship and travel support, Carealot has touched thousands of lives over nearly three decades.

For Curtin Heritage Living, known for its innovative residential communities, retirement living, and outreach programs, the partnership represents a powerful alignment of values: quality, trust, and dedication to the wellbeing of older people.

The aged care sector is amid sweeping reforms, with the new Aged Care Act, the Support at Home program, and strengthened Quality Standards reshaping the way services are delivered. Smaller providers, like Carealot, face growing pressures making the timing of this partnership both strategic and essential.

“Carealot has a proud history of serving older people for nearly 30 years,” said David Cox, Managing Director of Curtin Heritage Living. “Together, we will build on this legacy to ensure a sustainable future for services and deliver even greater support to the community.”

### What It Means for Clients and Staff

For clients, the change brings expanded access to services while preserving the trusted relationships they already value. For staff, it means continuity of rosters and conditions, with the added benefit of being part of a larger not-for-profit organisation — offering greater support, resources, and professional opportunities. Most importantly, it ensures that quality care at home remains accessible, personal, and sustainable for the generations to come.

## A Life Of Care: Moka Tasic's 26 Years at Curtin Heritage Living



When you step out of the lift into level one at Marine Views Cottesloe, there's a good chance you'll hear a warm, familiar voice before you see her. For nearly three decades, **Moka Tasic** has been a constant presence — a gentle, grounding force for residents and colleagues alike.

Born in Montenegro and now almost 72, Moka moved to Perth 35 years ago and raised her children here. "I love living here — this is home," she says with a smile. Her journey with Curtin Heritage Living began as a kitchen hand when her daughter was still very young. With little English and no prior experience, she was given an opportunity to be a carer.

Today, Moka works part-time supporting residents living with dementia. "They may not always know my name, but they know my voice — and that connection matters," she explains. Her days are filled with small, intimate acts of care: bathing, feeding, brushing hair, painting nails. "The little things are so important," she says.

For Moka, cooking has also become a way of connecting. She volunteers to run cooking groups with residents, baking biscuits and savouries that trigger memories of home and family. "They love to taste, to mix, to share a cup of tea while the food is in the oven," she says. "It takes them back in time."

Though she only works afternoons now — leaving her mornings free for gardening and cooking — Moka considers Curtin Heritage Living her "second home." The bond she feels with residents, some of whom have been in her care for decades, runs deep and after 26 years, her love for her work hasn't dimmed. "There's a great sense of human connection here," she says. "I enjoy my work, and I'm grateful I was given a chance all those years ago."

**Join Dementia Action Week at Curtin Heritage Living. Details on page 10.**



# Dementia Action Week

15-21 September 2025

## Nobody can do it alone

An initiative of

 **Dementia Australia**<sup>®</sup>

## IN-HOME SERVICES UPDATE

### SUPPORT AT HOME

The shift to the new Support at Home program is coming soon. We'll be hosting community information sessions to explain the changes and what they mean for you. Our team will be in touch in the coming weeks with details.

#### A big thank you to Jo!

Clients and families have shared glowing feedback about Jo, our Client Liaison Officer — praising her warm support and approachable nature. If you have questions about your in-home services, Jo is just a phone call away on 9382 7550.

### STAFFING NEWS

We're delighted to welcome new faces!

**Crystal Bygate** joins us as our new Care Partner, taking over Catherine's client list as part of the Carealot transition.

**Thinley Yangzom** steps into the team as a new Care Partner, bringing extensive experience across aged care and disability, and holding a Bachelor of Community Services.

We're also celebrating some internal transitions:

**Maria Zaza** moves from Care Partner into a new CHSP role.

**Vitor Da Silva** will step into Maria's former Care Partner role.

These changes strengthen our team and ensure we continue delivering the highest standard of care and support to our clients.

## RESIDENT EXPERIENCE SURVEYS

### YOUR OPPORTUNITY TO HAVE A SAY

The Department of Health and Aged Care collects information from aged care providers across Australia through two resident surveys: the Quality of Care Survey and the Quality of Life Survey.

These surveys are conducted every three months to ensure that all providers can measure and monitor their performance, continuously improving the care provided to their residents. These results are crucial for providing older Australians, care recipients, and the community with transparent information about the quality of care offered. They also supply the government with measures of aged care quality that inform policy and regulation.

The survey results are compiled quarterly for government reporting and also help us at Curtin Heritage Living understand what we are doing well and where we can enhance our services.

**Each of the two resident surveys consists of just 10 questions and are available from Marine Views reception or ask a carer or lifestyle assistant for assistance.**

## Quality Department - 1000 Feedback Entries!

In July 2024, Curtin Heritage Living implemented a new feedback system, and on 6 August 2025 we received our 1000th feedback entry! This is a fantastic milestone — and the perfect opportunity to celebrate, introduce the Quality Team, and share where you've told us we're doing great and how we are improving.

**Our feedback system has some amazing features:**

**QR code access** – provide feedback easily from anywhere.

**Mobile access for staff** – making it quicker and more convenient to share input.

**Streamlined reporting** – delivering faster insights for the management team.

The results have been outstanding; we've seen a 38% increase in feedback received this year. Every item entered onto the system is allocated a unique reference number. It allows documented evidence of action taken, and must be confirmed as resolved by a senior manager before being marked as completed. This ensures every voice is heard and addressed. Feedback has come from right across our services; Marine Views, RiverSea, Shine In-home Services, Waterfront, RiverSea Village, Forrest St Community Centre, Community Events, Private Events as well as from the wider community.

### What We are Doing Well:

1. Clinical Care – 27% of compliments
2. In-home services – 25% of compliments
3. Organisational wide items – 12% of compliments



### How We're Growing from Feedback

Your suggestions have highlighted areas where we can keep improving, and importantly they've already helped us take action. Meals and catering have been a popular focus. We've listened and are working with our catering team on service improvements through introduction of food service carers and the implementation of Souped Up, a specialist food and nutrition software.

Feedback on clinical care has helped guide our education and training, so residents and clients feel more supported. You've told us clear communication makes a real difference. We're improving the way we share updates with residents, clients, and families to make sure information is timely and easy to understand.

You may not always see the Quality Team on the floor, but we are working hard behind the scenes as the guardians of safe, effective, and person-centred care.

### Our main priorities are:

- **Compliance & Accreditation** – ensuring Curtin Heritage Living meets all Aged Care Quality Standards.
- **Monitoring & Reporting** – collecting, analysing, and reporting on clinical outcomes, feedback, and hazards.
- **Continuous Improvement** – identifying opportunities and leading improvement projects.
- **Policies & Procedures** – keeping our systems and frameworks up to date.

In short, our goal is to make sure make sure Curtin Heritage Living is safe, compliant and continuously improving! Thankyou to everyone who has shared feedback. Every compliment, complaint, and suggestion makes a difference. Here's to the next 1000 entries — and to creating a stronger community together!

## THE MONTH IN REVIEW

### MARINE VIEWS COTTESLOE

Lifestyle and Care Assistants Bella and Molly recently treated residents to a **relaxing spa day**. The session included soothing facials, calming head massages, and gentle grooming such as tidy brows and facial hair care. The experience was not only rejuvenating but also created a lovely atmosphere of relaxation and connection, leaving residents feeling refreshed, cared for, and truly pampered.



Residents, staff, and students made the most of the fine weather with an **impromptu walking group** (pictured below). Equipped with hats and sunglasses, they strolled to the boardwalk for a quick rest before returning through the heritage gardens. This uplifting outing marks the beginning of more walks to come in the Activity Program as the seasons turn to spring.



Speaking of warmer days, as spring descends, we're excited to make the most of our beautiful outdoor spaces with more activities outside. To help us keep residents comfortable and sun safe, we kindly ask families to provide a **wide-brimmed hat and a pair of sunglasses** for their loved one. These small items make a big difference in allowing us to facilitate outdoor activities while ensuring residents can enjoy the sunshine safely.

## THE MONTH IN REVIEW

### MARINE VIEWS COTTESLOE

It was double the creativity at Coffee Club this week with not one but two inspiring art exhibitions unveiled simultaneously. Made possible by a grant from the **WasteSorted initiative**, the first, **The Bottle Top Project**, was led by artist Melissa Cameron, transforming everyday materials into thought-provoking works of art. Alongside it, **Recycled Memories** showcased a collaborative effort between artist Diana Kelly and Shine clients, weaving together personal stories and creativity in a moving display. The dual exhibitions brought colour, conversation, and a sense of community spirit, leaving residents both inspired and uplifted.



## THE MONTH IN REVIEW

### WATERFRONT COTTESLOE



Waterfront residents recently participated in an engaging **Stay on Your Feet** education session led by our physiotherapist Nicole (pictured).

The session focused on practical strategies to improve balance, strength, and mobility, aiming to reduce the risk of falls and promote independence.

Residents learned simple exercises, tips for safe movement around the home, and the importance of maintaining an active lifestyle. The interactive format allowed participants to ask questions and receive tailored advice, ensuring everyone left with valuable knowledge and confidence to stay active and safe in their daily routines.

Waterfront residents welcomed new **artist-in-residence Desmond Sweeney** over prosecco and paintbrushes in the Makerspace (below). A mini-exhibition of Desmond's works, gave residents the chance to view his art up close while getting to know the artist and his family.

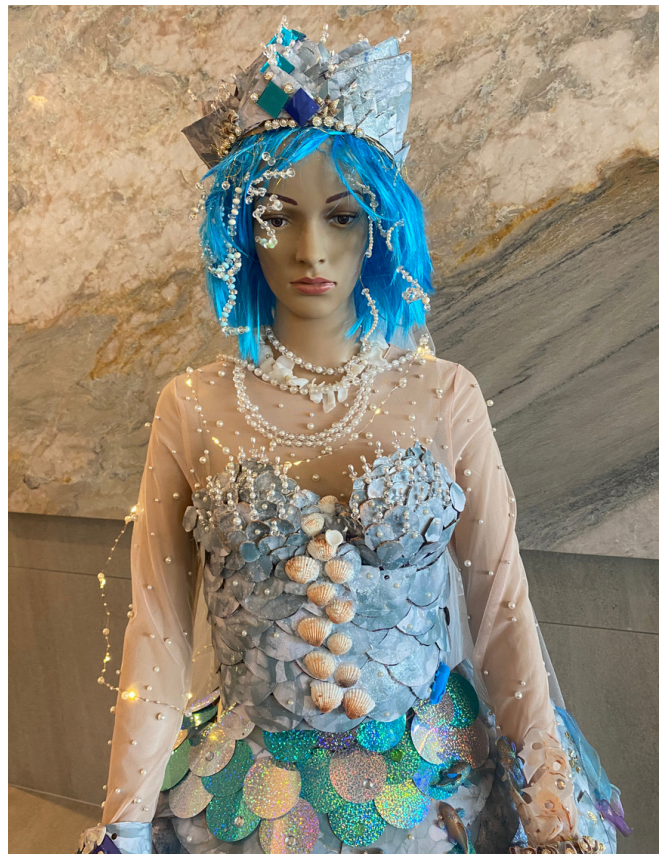


## THE MONTH IN REVIEW

### SHINE COMMUNITY CARE



August was a month of celebrating **Ferragosto** – the Italian harvest festival! Clients enjoyed tiramisu making, Italian armchair travel, Trevi Fountain coin tosses, and even rolling their own pasta from scratch. Our monthly luncheon featured a Tuscan feast, with music so infectious it had everyone up dancing – even forming a conga line!



In August, we were excited to complete and exhibit our **Recycled Memories** wearable art project. The Monday ladies group have been busy finishing up their recycled memories project, in conjunction with PLC students, with support from the WasteSorted Grant.

## THE MONTH IN REVIEW

### RIVERSEA MOSMAN PARK



On 22 August, residents came together to mark **Daffodil Day** with a cheerful arts and crafts session. Daffodil Day is a special time when Australians unite in support of those impacted by cancer.



On 10 August, we celebrated **Patricia Gurry's** 88th birthday with cake, flowers, and balloons. Wishing Patricia many happy returns!

## Tell us what you think!

At Curtin Heritage Living, we are committed to providing the highest quality of care and ensuring a supportive and welcoming environment for our residents, their families and our visitors. Your feedback plays a vital role in helping us achieve this.

We would greatly appreciate it if you could take a few moments to share your thoughts, suggestions, or experiences regarding the care and services we provide. Whether it's areas where we excel or aspects we could improve, your insights are invaluable to us. You can provide your feedback by using the following QR code, or by speaking to any of our team members.





# Dementia Action Week

15-21 September 2025

## Nobody can do it alone

An initiative of



**Join Curtin Heritage Living for a week of connection, learning, creativity & support**

### MONDAY 15 SEPTEMBER

**Coffee Club for Marine Views residents and loved ones.**

**10.00am, Marine Views Lobby Lounge**

- Casual community gathering, conversation & connection
- Pianist and Masquerade exhibition
- Hand massages with Liz Kelly
- Launch of Handholding exhibition

### TUESDAY 16 SEPTEMBER

**Understanding Dementia: Special In-Home Community Session**

**10.30 am – 11.30 am, Theatre, The Heritage Collective**

Join us for morning tea with Riversea Care Manager Asha Smith, who will discuss how identifying the unmet needs of your loved ones can help manage behaviours and bring happiness back into daily life. This is a safe and comfortable space for carers and family members to connect, share, and learn.

To book a seat or for more information, contact Esther Protti: [estherp@curtinheritage.com.au](mailto:estherp@curtinheritage.com.au)

**WASO Quartet Performance for Riversea residents & loved ones.**

**1.30 pm, Riversea Mosman Park**

### THURSDAY 18 SEPTEMBER

**Dementia Action Week Symposia – all welcome**

**10.00 am – 12.00 pm, Theatre, The Heritage Collective**

Curtin Heritage Living invites you to join our Symposia — a morning of insight, conversation and connection. Together, we'll enjoy morning tea then explore the dementia journey, hear from experts and families, and share practical approaches to support both individuals and carers. This event brings together clinicians, service providers, carers, and community voices, reflecting the many perspectives that remind us we are stronger when we work together.

SEATS LIMITED - BOOK NOW: <https://www.trybooking.com/DFBNX>

### FRIDAY 19 SEPTEMBER

**Happy Hour: Connecting Our Community – for Riversea residents & loved ones.**

**1.30 pm, Riversea Mosman Park**

### SPECIAL MARINE VIEWS PROGRAM FOR RESIDENTS

- Monday 15 September – Music & Memory: Sing-alongs, live music, rhythm & movement
- Tuesday 16 September – Physical Wellbeing: Gentle exercise, stretching, balance activities, walking groups
- Wednesday 17 September – Mind Matters: Puzzles, word games, reminiscence, storytelling
- Thursday 18 September – Social Connections: Group discussions, shared meals, community games
- Friday 19 September – Creative Expression: Art, craft, gardening, cooking
- Saturday 20 September – Movement & Fun: Dance, chair yoga, outdoor games
- Sunday 21 September – Calm & Comfort: Gentle music, quiet reflection, sensory activities, family time

## THE HERITAGE COLLECTIVE

### WHAT'S ON



### Art Tutoring

Receive art tutoring with Perth artist John Cullinane every Monday. Bring your project and materials, connect with fellow artists, and enjoy supportive sessions open to all skill levels.

**Every Monday**  
**Makerspace,**  
**The Heritage Collective**  
**1.30pm – 3.30pm**



### First Friday's Makers Club

Join our regular monthly makers' group at the Heritage Makerspace! Bring your portable project, such as mending, stitching, journaling, miniature painting, spinning, or knitting, and enjoy the inspiration and camaraderie of fellow makers. All are welcome, whether you are a professional or an amateur!

**First Friday of every month**  
**Makerspace, The Heritage Collective**  
**10:00am - 12:00pm**



**BOOK YOUR FREE SPOT NOW!**



## THE HERITAGE COLLECTIVE

### WHAT'S ON



### Make a La Majolica Fish Platter

Join Artpod's Karen Sabitay for three Wednesday evenings at the Makerspace and create your own Italian-style fish platter. Draw, design and paint your platter, then have it fired and ready to use right in time for summer entertaining. No painting skills required—simple is best!

**5, 12 & 19 November**

**6.00pm – 8.00pm**

**Makerspace, The Heritage Collective**

**Book early—spots are limited! Head to Events at [www.heritagecollective.com.au](http://www.heritagecollective.com.au) for booking details.**

### The Art of Tablescaping

In this two-hour, hands-on workshop with Donna Hamilton from The Freo Florist, learn the art of floral design and summer tablescaping including a flat lay foliage runner, a gorgeous quirky display of bud vases and a grand bridal table for ten.

**Thursday 18 September**

**6.30pm – 8.30pm**

**Club Lounge, The Heritage Collective**

**Book now:**

**<https://www.trybooking.com/DEKTX>**



## THE HERITAGE COLLECTIVE

### WHAT'S ON



**STRINGS  
BY THE  
SEA**

New Classical  
Concert  
Series

**BACH**  
**VIVALDI**  
**HANDEL**

**COTTESLOE**

The Club Lounge  
The Heritage Collective  
Curtin Heritage Living  
40 Marine Parade

HERITAGE  
COLLECTIVE

**SUNDAYS 3-4PM**

**SEPT 14**  
**NOV 9**  
**DEC 7**

Get your tickets now!  
[www.australianbaroque.com](http://www.australianbaroque.com)



## Ceramics Masterclass

Join Dr Wendy Gers, award-winning international ceramics curator, for an exclusive workshop on how to elevate your work. Learn what galleries and museums seek, how to get noticed, and gain personalised guidance for your next professional steps.

Limited places available.

In partnership with the Australian Ceramics Triennale.

**Monday 29 September**  
**10.00am - 12.30pm**  
**The Heritage Collective**

**Limited spots available - book now!**  
<https://www.australianceramicstriennale.com.au/vent-details/wedge2025>

## THE HERITAGE COLLECTIVE

### WHAT'S ON



### Colour in Action Series 2 + 3

Join artist-in-residence muralist Desmond Sweeney for Colour in Action and explore the intricacies of colour. Whether you're exploring out of curiosity, working on a project, or seeking to enhance your own art practice, you will leave this class with a comprehensive understanding of colour.

**Wednesday 1 & 8 October**

**1.00pm – 3.00pm**

**Makerspace, The Heritage Collective**



**HURRY BOOK NOW:**

**Wednesday 1 October:**

<https://www.trybooking.com/DEKH>

**Thursday 3 October:**

<https://www.trybooking.com/DEKH>



### Discover Charcoal

Learn the art of charcoal drawing with muralist Desmond Sweeney. This 2-hour class explores basic techniques, working with different charcoals and conte crayons, plus tips on erasing, sharpening, and shaping tools.

**Wednesday 5 November**

**9.30am – 11.30am**

**Makerspace, The Heritage Collective**

**Don't miss out - book now:**

<https://www.trybooking.com/DEKXS>



# WHAT'S ON IN SEPTEMBER

## Marine Views Cottesloe

### Special Events

- Wednesday 3 September, 2.15pm: Darryn's Concert in the Lobby Lounge
- Monday 8 September, 10.00am: Father's Day Coffee Club in the Lobby Lounge
- Wednesday 10 September, 2.00pm: Masquerade & Martini Party in the Lobby Lounge
- Wednesday 24 September, 10.30am: Activity Focus Group Meeting in the Pavilion.
- Thursday 25 September, 2.00pm: Happy Hour – Performance by Cathy Carver in the Lobby Lounge
- Friday 26 September, 2.00pm: Qi Gong with Michael Ho in the Lobby Lounge

### Regular Activities

- Monday 1 September, 11.00am: Anglican Church in the Pavilion
- Friday 5 September, 10.45am: Church Service in the Pavilion
- Wednesday 10 September, 11.00am: Catholic Church in the Pavilion
- Friday 12 September, 10.45am: Church Service in the Pavilion
- Monday 15 September, 10.00am, Coffee Club in the Lobby Lounge
- 2.00pm: Sing-Along in the Pavilion
- Tuesday 16 September, 3.00pm: Armchair Travel in L3 Retreat
- Wednesday 17 September, 10.00am: Intergenerational Playgroup in the Lawley Lounge
- Wednesday 17 September, 2.00pm: Mindfulness Group in the Pavilion
- Thursday 18 September, 2.00pm: Outdoor walking group
- Friday 19 September, 10.45am: Church Service in the Pavilion
- Friday 19 September, 2.00pm: Tea with Wendy in L3 Retreat
- Friday 26 September, 10.45am: Church Service in the Pavilion
- Monday 29 September: King's Birthday Public Holiday
- Tuesday 30 September, 10.30am: Birthdays of the Month Celebration in the Art Space

## RiverSea Mosman Park

- Wednesday 3 September, 1.00pm, Darryn's concert followed by Happy Hour
- Friday 5 September, 10.30am, Piano concert with Peter
- Monday 8 September, 1.30pm: Father's Day afternoon tea
- Wednesday 10 September, 1.30pm: The Waratahs
- Wednesday 17 September, 1.30pm: WASO Quartet music therapy for Dementia Week.
- Friday 19 September, 10.30am: Piano concert with Peter
- Friday 19 September, 1.30pm, Happy Hour – building social connections for Dementia Week
- Wednesday 24 September, 1.30pm: Donald Fletcher-Hughes concert
- Friday 26 September, 1.30pm: AFL Grand Final Event with Happy Hour

## Shine Community Care

- Tuesday 9 September – Footy & Fathers Luncheon (Father's Day celebration)
- Tuesday 16 September – Wildflower Watching at Araluen
- Tuesday 23 September – Cherry Blossom Festival

## OUR COMMUNITY

### TEAM MILESTONES

**5 years:** John Williamson, Marine Views Enrolled Nurse and Asha Smith, RiverSea Care Manager

**10 years:** Trang Nguyen, RiverSea Housekeeper and Tashi Tshomo, RiverSea Carer

### TEAM AWARDS

#### Employee of the month: Gavin Herbert

Gavin is an invaluable member of our maintenance and gardening team. Not only is he knowledgeable and experienced, but he is also a fantastic support to his manager and colleagues. As a much-loved, long-term member of the Curtin Heritage Living community, Gavin's commitment shines through every day. Over the past two weeks, he has gone above and beyond, dedicating his time to help develop garden plans across all five locations. We are so grateful for Gavin's hard work, dedication, and generosity of spirit — thank you, Gav!

#### Staff recognition

##### Claire Robertson

Claire goes above and beyond to ensure client statements are accurate and clear and she is always ready to meet residents or their reps to explain things further if required. She works collaboratively and compassionately whilst sharing a great sense of humour. Thank you, Claire.

##### Kevin Kurgat

Kevin, our night shift nurse is dedicated and committed to providing the highest quality care to residents at RiverSea. Kevin supports his team by proactively participating in tasks with his team and demonstrating supportive and nurturing leadership qualities. We are extremely thankful to have Kevin as part of our team.



### 2025 PFL Life Without Barriers Integrated Football Grand Final

There was much excitement for the Division B Grand Final as **Kyron Timms** — a valued member of our catering team — took the field with the Fremantle CBC Integrated Football Team against North Beach last weekend.

A passionate footballer, Kyron has represented Fremantle CBC since 2010, playing an impressive 172 games. His dedication and love for the game make this Grand Final a truly special milestone in his playing journey.

## Helping Us Help You

Our team handles a huge volume of enquiries each week. To keep things running smoothly, please email non-urgent matters to the relevant team if the person you're trying to reach is unavailable.

### **Marine Views Cottesloe**

40 Marine Parade (Warton St entry), Cottesloe 6011  
Office Hours: Mon–Fri, 8:30am – 4:30pm  
E: [marineviews@curtinheritage.com.au](mailto:marineviews@curtinheritage.com.au) / P: 6458 7500

### **RiverSea Mosman Park**

1 Wallace Lane, Mosman Park 6012  
Office Hours: Mon–Fri, 9:00am – 4:00pm  
E: [riversea@curtinheritage.com.au](mailto:riversea@curtinheritage.com.au) / P: 9382 7500

### **Waterfront Cottesloe**

40 Marine Parade (Gibney St entry), Cottesloe 6011  
Office Hours: Mon–Fri, 8:00am – 1:00pm  
E: [waterfront@curtinheritage.com.au](mailto:waterfront@curtinheritage.com.au) / P: 9382 7555

### **Shine Community Care**

#### **Curtin Heritage Living (Head Office)**

40 Marine Parade, Cottesloe 6011  
Office Hours: Mon–Fri, 8:00am – 4:00pm  
E: [welcome@shinecommunity.com.au](mailto:welcome@shinecommunity.com.au) / P: 9382 7550

#### **Social Centre: 81 Forrest Street, Cottesloe**

Hours: Mon–Fri, 8:30am – 4:30pm  
E: [welcome@shinecommunity.com.au](mailto:welcome@shinecommunity.com.au) / P: 9382 7550

### **Accounts & General Enquiries**

40 Marine Parade, Cottesloe 6011  
Office Hours: Mon–Fri, 9:00am – 3:00pm  
E: [accounts@curtinheritage.com.au](mailto:accounts@curtinheritage.com.au) / P: 6458 7555 (option 2)

### **The Heritage Collective**

40 Marine Parade, Cottesloe 6011  
w: [heritagecollective.com.au](http://heritagecollective.com.au)  
E: [info@curtinheritage.com.au](mailto:info@curtinheritage.com.au) / P: 6458 7555