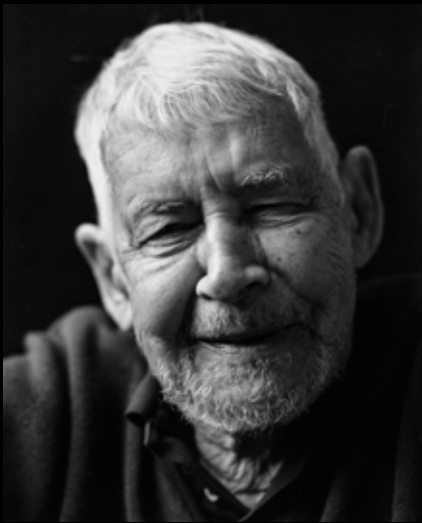


The voice of older Western Australians. White Paper 2024



Wise

Juniper





“ Wrinkles should merely indicate where smiles have been.”

- Mark Twain

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Introduction

***The Voice of Older Western Australians* reveals an optimistic cohort concerned about the welfare of others, engaged with family, friends and community, who want to explore the world and improve their mental and physical health.**

This report includes the inaugural 2024 Happiness of Older Western Australians Index, commissioned by non-profit aged care provider Juniper and built by independent market research consultancy CoreData WA, explores the essential

components of happiness nominated by older Western Australians. It weighs up the importance of each element of happiness and the extent to which older people are engaged in those activities. The result is the overall 2024 Happiness Index score.

“ This research allows us to amplify the lived experience of older people to advocate for change for the better.”

– Russell Bricknell, Juniper CEO



In pictures

Throughout this book you will find stunning portraits commissioned by Juniper in partnership with one of Australia's foremost portrait photographers, Steve Wise.

Steve's national and internationally award-winning photographs delve past what is seen on the surface and explore who a person truly is – their past, their stories and their hopes for the future.

Steve does this through connecting with his subject, yarning about life.

The portraits, along with touching personal stories on video and this research, came together for the exhibition, *Wise - The voice of older Western Australians*.



“It’s important for me that narrative portraits like these are true collaborations. Investing the time to get to know each person; what’s important to them; what their story is; how they would like to be seen and how we can represent their story... a portrait they’ll be proud of.”

– Steve Wise, Portrait Photographer

Background

Juniper is one of Western Australia's biggest non-profit, local aged care providers, championing individualised care that keeps customers connected to the people, passions and places they've always loved.

The organisation works to empower all older Western Australians to hold onto their independence and identity as they journey into old age, supporting them to take pleasure in a life well lived. It does this through commitment to exceptional care, accommodation and support services in Home and Community Care, Residential Aged Care, Transition Care and Retirement Living communities.

Juniper's services allow older Western Australians to continue living close to family and friends and within the communities they love with locations right across the state, from Metropolitan Perth to regional and remote communities as far north as the Kimberley, to the Great Southern in the south.

To celebrate its 75th anniversary, Juniper commissioned CoreData WA to find out what makes older Western Australians happy. The outcome of this research is the 2024 Happiness of Older Western Australians Index, an attempt to measure what older people say brings them meaning and hope.

The Voice of Older Western Australians explores the experience of older Western Australians, what it means to live well, how they experience ageism and their concerns about the state of the world.

The research findings reflect their hopes for the future and what happiness means to them as they get older.

***The Voice of Older Western Australians* explores the experience of older Western Australians, what it means to live well, how they experience ageism and their concerns about the state of the world.**

About this research

This research encompasses the views of both Juniper customers and older Western Australians in the general population.

Juniper customers based in metropolitan Perth residential care homes and retirement villages, some of whom were also receiving home care services, took part in the qualitative research, while the quantitative research involved a representative sample of Western Australians aged 70 and over.

The July 2024 qualitative research included 10 face-to-face interviews with residential aged care residents living at Juniper Ella Williams in Noranda and Hilltop in Bentley. CoreData conducted two focus groups with retirement living residents and home care customers at Juniper Elimatta, Menora, and Juniper Rowethorpe, Bentley.

The interview and focus group findings informed the design of the quantitative online study, conducted in late August 2024. That study consisted of 201 Western Australians aged 70 and over, with 184 surveyed online and 17 via telephone.

Juniper customers who took part in this qualitative research living in the Perth metropolitan area are a subset of a broader cohort of older Western Australians, including those living in their own homes and other settings within the metro area and those in rural and remote areas.

It's noteworthy that the participants in the qualitative research were not typically experiencing the kind of loneliness documented in other studies by the ABS General Social Survey, HILDA Survey and Council on the Ageing (COTA) research. This may have been because they are living in residential care homes or in retirement villages, with access to organised activities and events.

However, the findings of the broader quantitative research, which canvassed the views of a representative sample of older Western Australians, aligned with the views expressed by the qualitative research participants.

“ When I have family around I feel elated, very happy. I hate loneliness.”

– female, 88 years

Upbeat older Western Australians

Grateful, relaxed, experienced. Older Western Australians are happy with their lives, expressing gratitude and appreciation. They value their physical and mental health and their wellbeing is underwritten by humour, friendship, time with family and a strong sense of community.

More than half of older Western Australians are optimistic about their future, saying they want to travel and take holidays (62%), exercise (59%), give back to the community (45%) and learn new skills and hobbies (28%).

Connections with friends, family and community, are an antidote to loneliness.

We found the biggest sources of happiness for older Western Australians are time with family, socialising, exercising and meaningful hobbies.

However, the optimism of older Western Australians is partially offset by anxiety about the welfare of future generations, the prevalence of violence around the globe, on television and computer screens, and the fear of losing their independence.

They are concerned about the state of the world and the future, citing crime rates, personal safety for older women, the impact of technology on relationships, climate change and political unrest. Many of the Juniper residential care and retirement living customers interviewed face-to-face or in focus groups worry about the world their grandchildren are inheriting.

Juniper customers share a belief that their generation is knowledgeable and resilient but younger people do not always value that collective experience and wisdom. They feel they should be viewed as resilient, thoughtful, intelligent and that their experience should be respected. They do not want to be labelled old or elderly.

Juniper residential care and retirement living residents reflected on the importance of humour, friendship and community to maintaining a sense of connection and protecting against loneliness as mobility and independence diminish. Family is a source of happiness. However, it is also a source of stress and, when expectations are felt to be unrealistic, strained relationships can lead to older people feeling less valued and abandoned.

Some Juniper customers in the interviews and focus groups spoke about their children's unrealistic expectations of them as unpaid carers and a failure by their children to recognise that they needed to slow down as they got older.

“There was an expectation that I (would give up) work and look after (my son’s) children. (It) did not go down well when I said no. It was expected that I did Monday and Friday and then every Saturday night overnight,” one female retirement living resident, 64, said.

Declining health is a key challenge of ageing, with many struggling with having to rely on others and feeling like a burden. Faith is a source of comfort and strength. Helping others gives them a sense of fulfilment but there is a recognition by many that an important objective of this next life phase is less about helping others than maintaining their own health and independence for as long as possible.

“The thing that annoys me is when you’re 75, you’re old age. That’s not fair. We got a few years to live. Old in whose eyes? Why do we have that terminology? You’re 75 and now you’re an elderly citizen.”

– male, 75 years

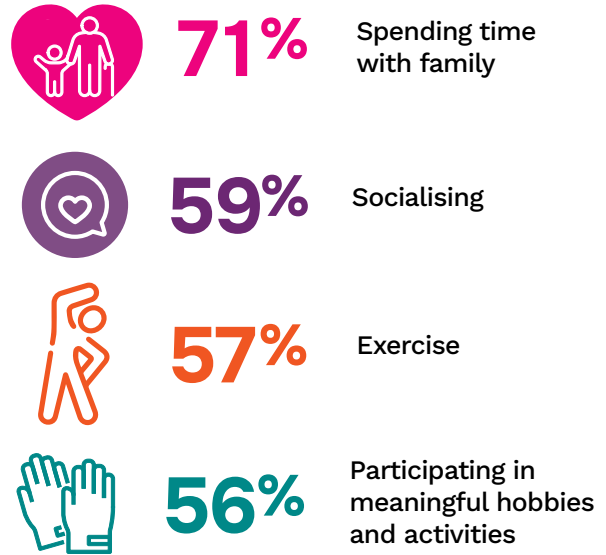


The Happiness Index

What makes older people happy?

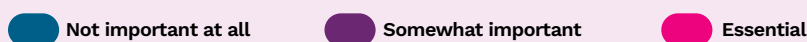
When asked what is essential to their happiness, older Western Australians rate spending time with their family as the highest priority (71%) followed by socialising with friends (59%), exercise (57%), participating in meaningful hobbies and activities (56%) and caring for family members (50%).

Less essential but significant is volunteer work or opportunities to give back (30%), religious or spiritual faith (23%), travel (22%) and outings to places in the local community (21%).



What's essential to older Western Australians' happiness

	% Essential			Aged 70s	Aged 80+
	Not important at all	Somewhat important	Essential		
Spending time with family	5%	24%	71%	72%	69%
Socialising with friends	4%	36%	59%	57%	62%
Exercise	4%	38%	57%	56%	59%
Participating in meaningful hobbies and activities	5%	39%	56%	55%	56%
Caring for family members	9%	41%	50%	52%	47%
Volunteer work or opportunities to 'give back'	20%	49%	30%	25%	38%
Travel	27%	51%	22%	30%	13%
Outings to places in your local community	14%	65%	21%	19%	24%
Religious or spiritual faith	54%	23%	23%	20%	26%



When asked to rate how happy they are about various aspects of their lives, more than half (56%) of older Western Australians say they are extremely happy with their mental health but only one in four (24%) with their physical health.

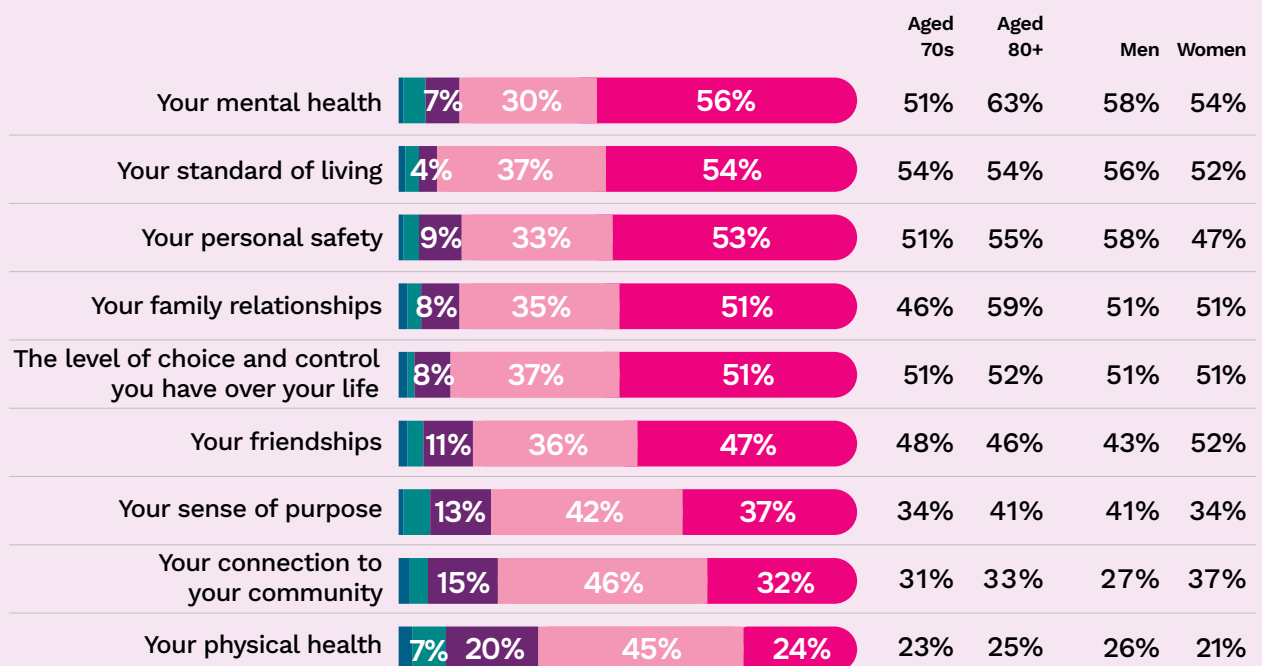
Maintaining independence and good health, relationships with family and friends, connection and a sense of community, and a sense of purpose that comes from helping others, are critical to wellbeing and happiness.

Overall, more than half (54%) are extremely happy with their standard of living and with their personal safety (53%).

Overall, older people are less happy about their connection to community and sense of purpose, relative to other aspects of their lives, but very few are unhappy with any aspect of their lives.

Women are happier than men with their friendships and connection to community, but men are happier than women with their personal safety and sense of purpose.

Older Western Australians happiness with different aspects of their life



Extremely unhappy (0-2) Unhappy (3-4) Neutral (5-6) Happy (7-8) Extremely happy (9-10)

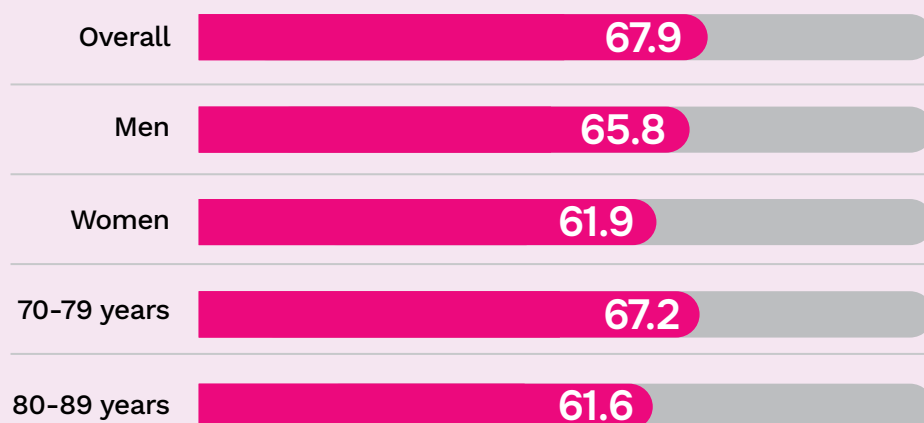
How happy are older people in Western Australia?

Overall, older Western Australians scored a 67.9/100 rating on Juniper’s 2024 Happiness of Older Western Australians Index, in the “moderate” range.

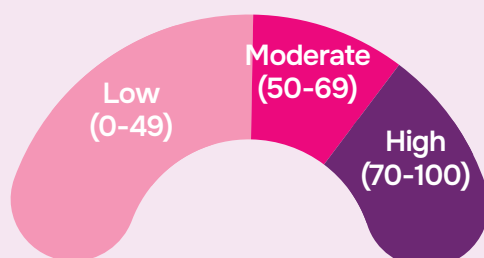
The happiest Western Australians are men living with a partner, with almost half (48%) saying they are extremely happy.

That contrasts with women living with a partner, with only one in three (33%) saying they are extremely happy. Of the men living alone almost three in 10 (27%) are happy compared with nearly one in five (23%) women living alone. Of those 80 years and older, more than a third (37%) are extremely happy.

2024 Happiness of Older Western Australians Index score



Legend



*Note: Activities that are **more essential to happiness**, like spending time with family, socialising with friends, and exercise, **contribute more to the Happiness Index Score**. Activities that are **less essential to happiness**, like religious/spiritual faith activities, local outings, and travel, **contribute less to the Happiness Index Score**. The more that people are doing the things that are essential to their happiness, the higher the Happiness Index Score.*

What undermines happiness?

Declining health is one of the biggest barriers to happiness that comes with ageing; ill health or pain, mobility and

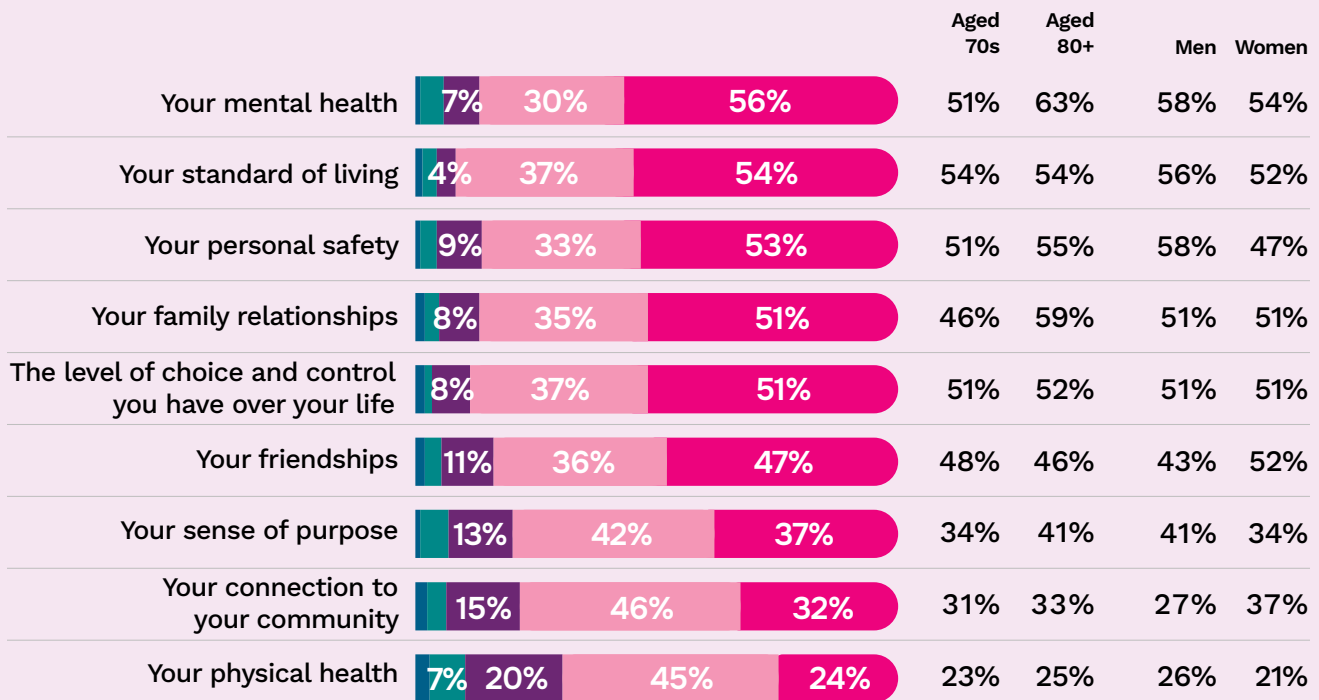
tiredness being the largest contributors to stopping older Western Australians from doing what makes them happy.

What's stopping older Western Australians from doing what makes them happy

		Aged 70s	Aged 80+
Ill-health or pain	31%	24%	41%
Mobility	29%	19%	43%
Tiredness	28%	26%	30%
Financial constraints	26%	25%	26%
Lack of motivation	21%	26%	15%
Lack of social connections	12%	12%	13%
Responsibility of caring for someone else	11%	9%	14%
Lack of transport	7%	4%	10%
No, none of these	25%	30%	18%

What impacts happiness as you age?

Older Western Australians happiness with different aspects of their life



● Extremely unhappy (0-2)
 ● Unhappy (3-4)
 ● Neutral (5-6)
 ● Happy (7-8)
 ● Extremely happy (9-10)

Things change as participants age.

While almost three in five (57%) Western Australians in their 70s are seeing their family as much as they would like, this falls to two in five (44%) for those aged 80 and over.

About half (53%) of the respondents are not exercising as much as they would like. This rises to almost three in five (59%) for those in their 80s.

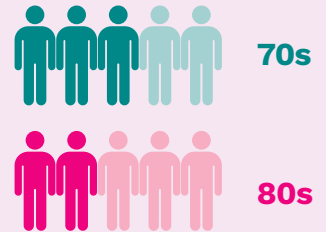
Pain, ill-health and loss of mobility are the biggest barriers to participating in activities that contribute to happiness and that jumps significantly for those in their 80s.

Almost two in three (63%) of those aged 80 and over are extremely happy with their mental health, compared to half (51%) of 70–79-year-olds.

Things change as you age

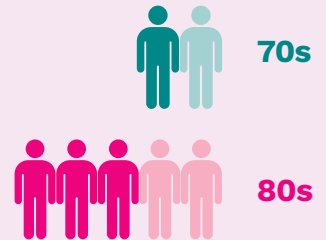
Family

3 in 5 Western Australians in their 70s are seeing their family as much as they would like. This drops to **2 in 5** for those aged 80 and over.



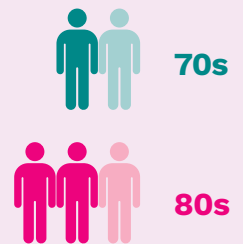
Physical health

About **half** of older Western Australians are not exercising as much as they would like, rising to **3 in 5** for those in their 80s.



Mental health

Only **half** of the participants in their 70's we're extremely happy with their mental health, jumping up to **2 in 3** in their 80s.



The impact of ageism

The World Health Organisation and the Australian Human Rights Commission have, in recent years, made the case for urgent action to address disturbing levels of acceptance of age-related prejudice.

The WA Government in October 2022 launched a campaign to push back against negative stereotypes, highlighting the health and wellbeing costs and pledging to create a 10-year strategy to reduce ageism. This was released in October 2023.

The result was an awareness raising initiative, 'Challenge Your Bias', unveiled by the State Government in October 2024, to highlight ageism, positive ageing and age-positive language and attitudes. Challenge Your Bias, featuring WA comedian Peter Rowsthorn, outlines how ageism can affect people's mental and physical health and cause social isolation and loneliness. It suggests each member of the community needs to be mindful that how older people are perceived influences the behaviour of others and can lead to adverse outcomes.

Ageism results in poor physical and mental health outcomes. It includes:

- lack of respect
- being ignored
- overlooked for work opportunities
- denied promotion
- receiving poor customer service and exclusion from service and insurance
- pressure to accept a poor health outcome

The Australian Institute of Health and Welfare says this sort of discrimination can make it harder for those aged over 65 to take part in the workplace, activities in the community and within families and to get access to appropriate health care. Other areas of concern and factors associated with elder abuse include isolation, dependency and disability and financial pressure and mistreatment by adult children.

In a July 2023 report *Changing Perspectives: Testing an Ageism Intervention*, the Australian Human Rights Commission's Age Discrimination Commissioner, the Honourable Dr Kay Patterson AO, wrote that ageist attitudes, such as perceptions of old age as a burden on society and older adults as inferior, contributed to an environment where elder abuse could go undetected and even be tolerated. This had implications for older women because age and gender intersected to create greater vulnerabilities and risk, particularly for homelessness.

However, Dr Patterson said the evaluation of educational intervention demonstrated the potential to reduce ageist attitudes and behaviours. She stressed that it was everybody's responsibility to promote a more inclusive society for people of all ages.

We explored older Western Australians' experience of ageism through both the qualitative and quantitative research.

Not surprisingly, two thirds of older Western Australians have experienced some form of age-based discrimination, with women (67%) and men (64%) reporting this at similar rates.

Age-based discrimination elicits a range of negative emotions, but some forms have worse ramifications. Not being taken seriously by health care professionals and being treated disrespectfully by customer service workers has the most negative impact. Just under one in five (18%) older Western Australians say they were not taken seriously by a health care professional and one in 10 (11%) were treated poorly or made to feel foolish by a customer service worker. These experiences elicit the worst reactions. For example, of the group who felt dismissed or not taken seriously by a health care professional, nine out of 10 (89%) experienced a negative reaction.

One of the Juniper retirement living residents, a woman, 86, provided an example of doctors in hospitals ignoring her and talking to her children instead. "They tend to think that because you are older you can't hear what they are saying, you can't understand it, or you won't remember," she said.

Three in 10 (29%) older Western Australians report being spoken to in a patronising way but this is more likely to be experienced by women (34%) than men (25%). Of the three in 10 (27%) made to feel invisible, the burden is not shared evenly: three in 10 (31%) women compared with close to one in four (23%) men. Not being taken seriously by a health care professional was reported by almost one in four (24%) women compared with one in eight (12%) men. Disrespect by a customer service worker was reported by women (15%) at twice the rate of men (7%).

The most common forms of discrimination are assumptions that older Western Australians can't do something because of their age or using a patronising voice to communicate. These experiences are more common with age.

However, a third of older Western Australians (34%) say they have not experienced discrimination due to their age.

Juniper customers reveal differing experiences.

Most of the Juniper customers living in residential care say they feel respected and valued. There is a perception that those who have worked with older people have a better understanding of the value of older Western Australians.

“ They tend to think that because you are older you can't hear what they are saying, you can't understand it, or you won't remember.”

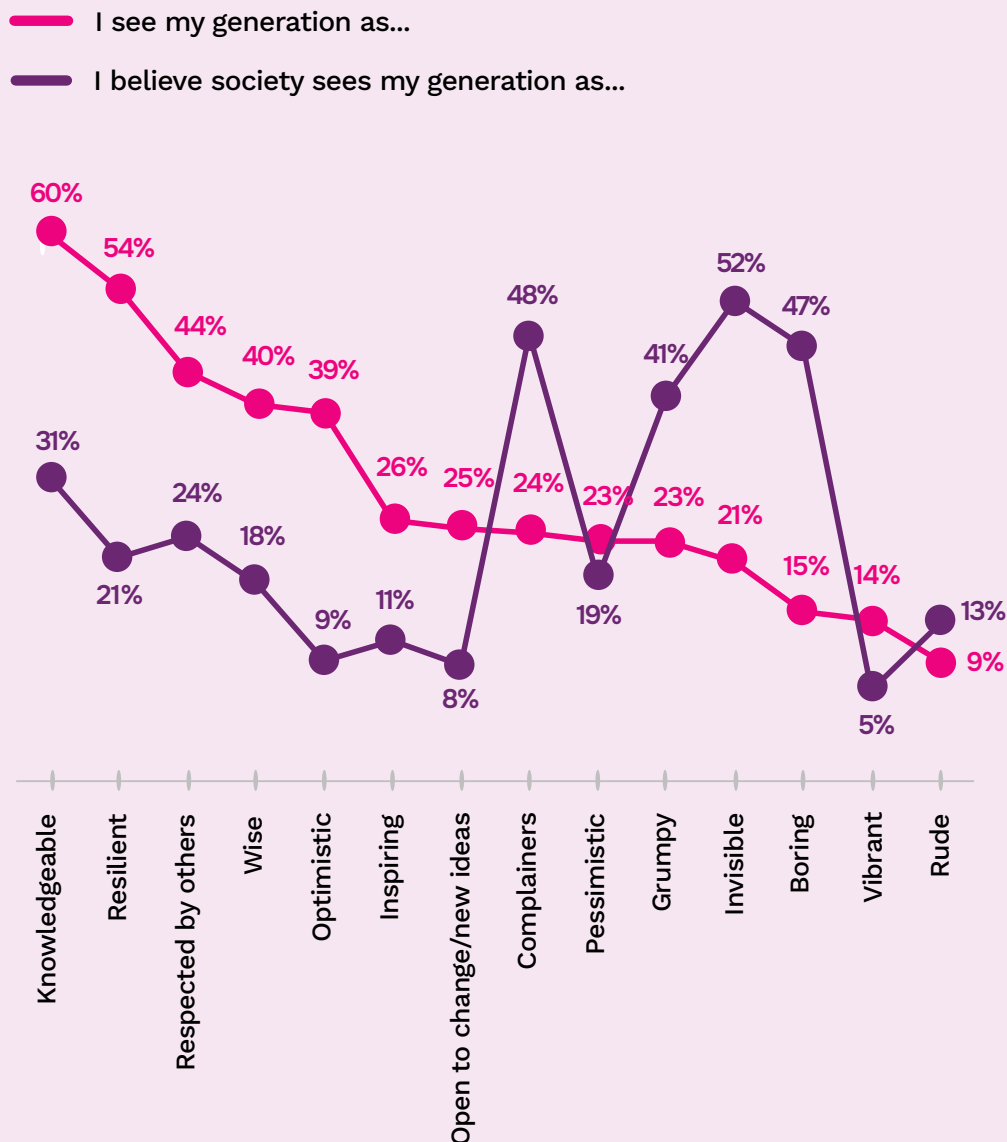
- female, 86 years

Evaluation and older Western Australians

When asked about perceptions of their generation, older Western Australians describe their cohort as knowledgeable (60%), resilient (54%), respected by others (44%), wise (40%) and optimistic (39%). However, they do not think this view is shared by the community, which they believe thinks them invisible (52%), complainers (48%), boring (47%) and grumpy (41%).

When asked whether they are treated with more or less respect than when they were younger, one in four (25%) of those aged 80 and over say they are treated with more respect. Half have not noticed any difference.

Perceptions of older Western Australian's generation



Juniper customers living in residential care who participated in the qualitative research say they feel respected. They spoke about reciprocity and people offering to help them, to stop and chat or stepping back to make it easier for them to manoeuvre their wheelchair or walker. Family members have asked some residents to document their lives.

When asked about life lessons they would pass on to their younger selves, the Juniper residential care customers talked about slowing down to live in the now; not giving in to negative feelings or sadness; being assertive and standing up for themselves; maintaining relationships with those close to them; thinking before acting and doing your best at work.

One female residential care customer, 98, said: “I’ve no regrets. With the knowledge that I have now, maybe I would have done it slightly differently. By being wiser, I’d have made a wiser choice... I’ve learnt a lot. You never stop learning.”

Another, 88, said her children told her she should write a book: “I can’t — it would be X-rated!”

Juniper customers in the retirement living focus groups feel younger generations do not always value older Western Australians. They say they want to be valued by younger people, to be viewed more as living history books and to be asked about what they have learned from their lives. They want to be perceived as wise, resilient, worth paying attention to, knowledgeable, intelligent, active and worthy of respect.

When asked about the life lessons they would pass on to their younger selves, the retirement living cohort talked about having respect for self and others, living in the present by listening, being kind, taking time for little things and staying true to self.

Spending quality time with family and children is a very high priority, living life to the full, keeping fit, active and maintaining good health. As well this group advised their younger selves to be curious, consistent (“practice what you preach”), assertive and clear (“don’t suffer fools”), tackle ideas from different angles (“think outside the box”) and take risks (“step outside your comfort zone”).

Juniper customers say they want their families to remember them as kind, caring and respectful of others and to cherish happy memories, fun and laughter.

Perceptions

Older Western Australians describe their generation as:

Knowledgeable

Resilient

Respected by others

Wise

Optimistic

Older Western Australians believe the community thinks of them as:

Invisible

Complainers

Boring

A higher degree of difficulty

As Western Australians enter their 80s and beyond, declining health and mobility issues stop them doing the things that give them joy. Many have experienced grief, loss and some have outlived friends and family.

One male retirement living resident, 82, said: “I’ve been to seven funerals in seven months. And I missed one because I had a medical appointment. You realise how unexpected and quick these things can happen sometimes. We lost a neighbour recently, that was really hard. You realise that yes, we’re all getting old.”

When asked what was stopping them from doing what makes them happy, after poor health (31%) and lack of mobility (29%), older Western Australians cite tiredness (28%), financial constraints (26%), lack of motivation (21%), lack of social connections (12%), responsibility for caring for someone else (11%) and lack of transport (7%).

Those living alone are more likely to face financial constraints (36%) and more likely to be affected by lack of transport (15%).

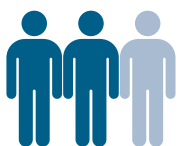
Reflecting on their happiness compared with a decade ago, two in five (38%) older Western Australians say they haven’t experienced any change. However,

more than a third (35%) are unhappier, compared to only a quarter who say they are happier (26%).

Those who are unhappier than 10 years ago are experiencing poor health (49%), unable to do things that are important to them (31%), have lost family and loved ones (14%) and have financial stresses (8%). Other issues include distance from family and loved ones, no longer having a sense of purpose, family concerns and relationship issues.

Those who are happier, say it is because they have retired (30%), are seeing family and loved ones (26%), taking part in meaningful activities (23%) and are financially comfortable (19%). They are also content with life, have their independence, are happy about where they live and have no health concerns.

For Juniper residential care customers who took part in the research, dealing with grief and loss has become part of their lives and they draw strength from their community to get through hardship. One resident, 91, spoke about the death of her husband and the loss of two other friends. “That was a pretty horrendous time,” she said.



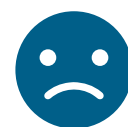
2 in 3

older Western Australians have experienced some form of age-based discrimination.



18%

of older Western Australians say they were not taken seriously by a health care professional.



11%

were treated poorly or made to feel foolish by a customer service worker.



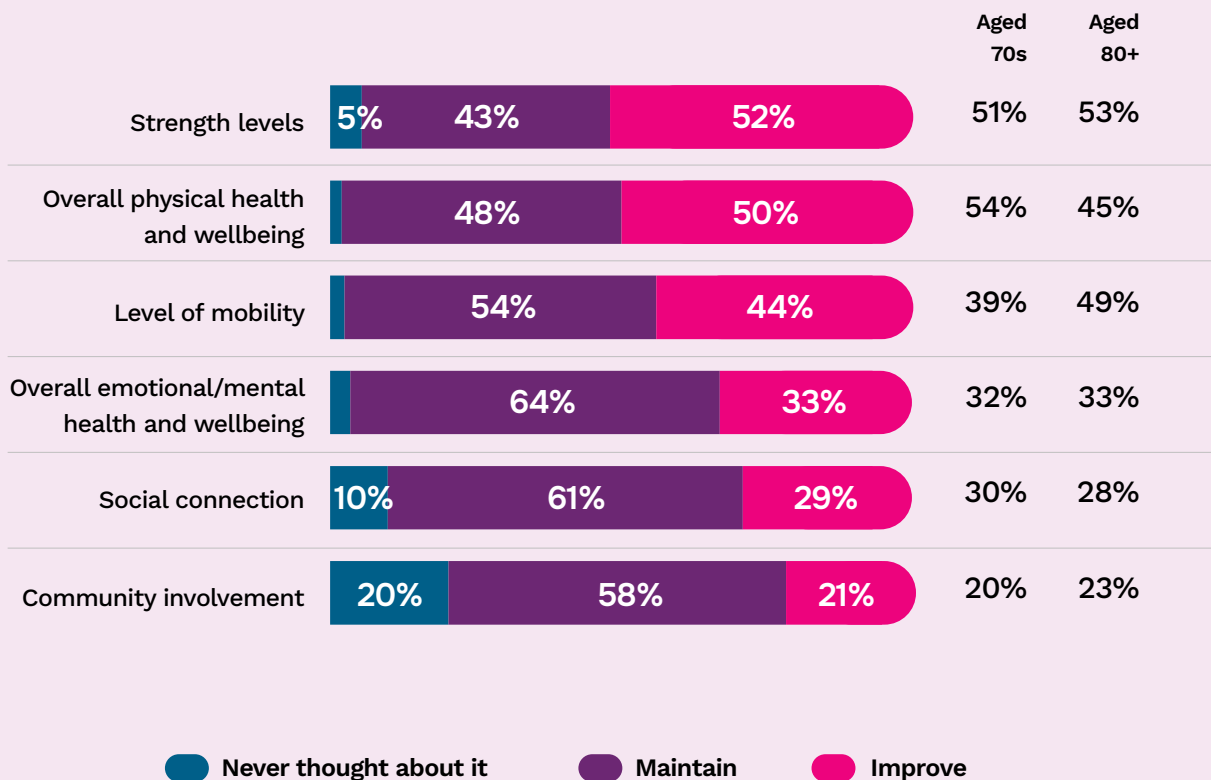
Future perspectives

Older Western Australians are optimistic about their own future but concerned about how climate change, screens and technology will affect future generations.

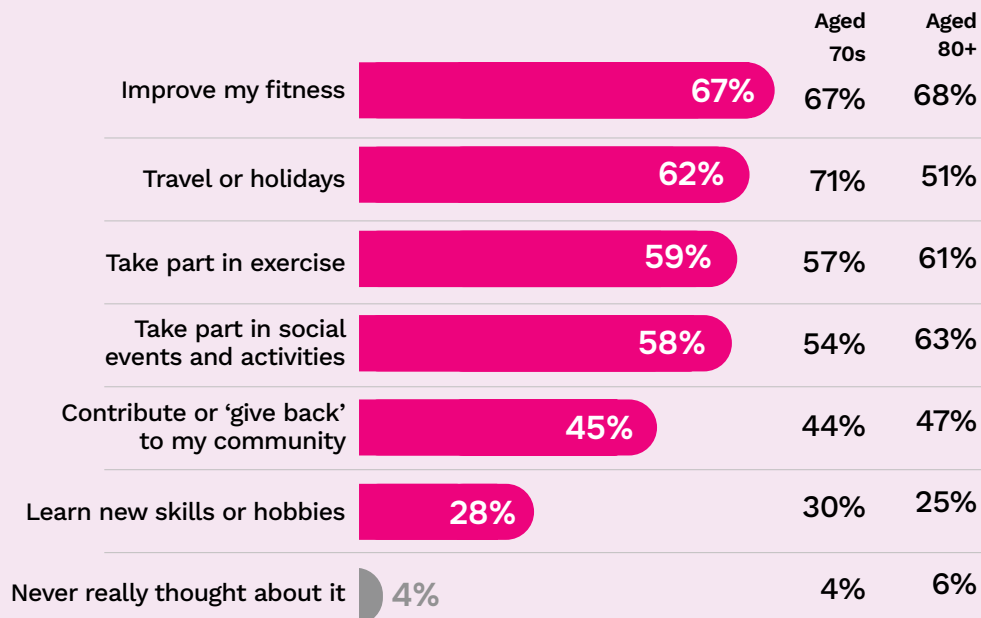
When asked what older people would like to maintain or improve for their own future there were strong results across all aspects of strength levels, overall physical health and wellbeing, mobility, mental health, social connection and community involvement.

Older Western Australians are keen to improve their fitness and health, to travel, give back to the community, learn new skills and take up new hobbies.

Older Western Australians' goals for the future: improvement verses maintenance



What older Western Australians hope to achieve in their future



Older people shared their concerns or worries for their future.

Two thirds fear loss of independence, health or the ability to take part in meaningful activities. The prospect of losing friends or loved ones (48%) and not being able to stay in their own home (41%) are also of concern. They do not want to become a burden on those around them (33%) or lose their sense of purpose (27%). Some are anxious about future finances (26%), personal safety (25%) and experiencing loneliness or isolation (22%).

These concerns have the potential to intensify with age or depending on gender. For example, those aged in their 80s worry more about losing their independence but women (50%) are more concerned than men (33%) about not being able to stay in their own home.

Many feel their health concerns could be addressed by improving their physical health and mobility.

Juniper customers participating in the qualitative research said independence, good health, relationships with family, friends, connection and a sense of community as well as having a sense of purpose are critical to wellbeing and happiness.

They are focused on good health and keeping their brains active to support their ongoing independence. Their personal aspirations are to make the most of each day, pursuing hobbies and interests, spending time with family and friends and travel.

Conclusion

The CoreData WA research commissioned by Juniper for The Voice of Older Western Australians White Paper demonstrates some of the dangers - including costly medical mistakes and poor health outcomes - inherent in ageism.

What emerges is the need for targeted work to combat ageism and address the issues that limit the capacity of older people to improve their mental and physical health. As a community, we need to listen.

The West Australian Government's 'Challenge your Bias' campaign is an excellent starting point because it raises awareness that even unintentionally poorly chosen words change perceptions, potentially leading to actions that have unsatisfactory outcomes with the expense borne by the whole community. A vulnerable cohort empowered to improve their health and wellbeing reduces pressure on health care budgets, resulting in a win for the entire community.

Ensuring this cohort is given optimal medical care and healthy lifestyle support enhances the wellbeing of older Western Australians and the tens of thousands of family members and carers who support them.

The results of the inaugural 2024 Happiness of Older Western Australians Index, also demonstrate the resilience and adaptability of older Western Australians.

Raising community awareness about the opportunity cost of prejudice against this older cohort is a bold and important initiative.

Juniper is proud to declare itself an ally, challenging an ageist status quo by incorporating the wisdom of older Western Australians and supporting their health and wellbeing.

The research found that as you age, you experience loss - of loved ones, health and connection - and that happiness depends on connection to family and community. As a wider society we need to have a conversation about how we enable our elders' health, wellbeing and connection to loved ones. This White Paper gives us a powerful, evidence-based incentive to make a collective change for the better.

“ We want to enjoy ourselves now. We don’t have to strive for excellence all the time. The simple things in life today are important. For us as we get up, we have breakfast. We read the paper. We look at each other and think, you know, it’s coffee time now. So these are the simple things: we don’t have to achieve anymore, we’ve done it.”

– male, 79 years

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Wise: Behind the scenes







Di Annear



**Watch
Di's
story**

Strong, compassionate and fun, Di has been an advocate for survivors of family and domestic violence in a time when few would stand-up. She fought-hard in politics and community to establish Zonta House Refuge Association, which over 40 years has gone on to restore hope and rebuild lives of many women in Western Australia. When Di sees something wrong, she does something about it. Family remains important in Di's life, along with her beloved Sydney Swans. Today Di remains an integral part of her community as a representative and volunteer for her Retirement Village.

“I'm pretty happy here with friends my own age and although it is a different sort of happiness to having a big house, going overseas, this is just as important to me now.”

Di, 82 years
Juniper Retirement Living customer



Lionel Wilson



**Watch
Lionel's
story**

Positive, easygoing and active, Lionel has employed these enviable traits across the decades to live a fulfilling life. After moving to this “beaut country” from India at age 19, Lionel turned his hand to a mix of roles from railway fireman to fitter’s mate and later, a bus driver. You will find him up at 5am, keeping a good pace with his walker and interacting with others, as it’s imperative for Lionel to keep the mind occupied. Family has remained a big importance, and looking ahead, Lionel is intent on seeing what his beloved grandchildren can achieve.

“Living life well is sitting around with people, talking to them, conversations going back and forward – back to things you’ve done, it helps you feel connected.”

**Lionel, 90 years
Juniper Residential Aged Care customer**



Jill Jack



**Watch
Jill's
story**

Beautiful, quietly spoken, and talented, Jill finds joy in painting her country. Born in Wangkatjunka, 100km south-east of Fitzroy Crossing, she paints her country of waterholes, desert and trees. Taught by her mother, Jill has been painting since she was young and now sells her art at Mangkaja Arts Resource Agency in Fitzroy Crossing. At Wangkatjunka with her husband Jill raised her daughter and taught language at the community school. Her favourite bush tucker is conkerberry and she loves to fish for catfish, cherabin and cooking goanna on the fire. She is looking forward to painting more and watching her footy team, the Wangkatjunka Crows.

“I miss Wangkatjunka but I’ll stay at Guwardi, a good place, good people.”

Jill Jack, 69 years
Juniper Residential Aged Care customer



Brian O'Grady



**Watch
Brian's
story**

Friendly, kind and a little bit cheeky, Brian is a social butterfly who staves off loneliness through his daily rounds of his retirement village. Brian lost his beloved wife Mavis almost three years ago after more than 55 years of marriage. With Mavis always on his mind and in his heart, Brian now wants to extend the care Mavis showed for her 13 siblings and himself to others, including his beloved granddaughter. Originally from Penrith, Brian has spent a lifetime behind the wheel as a truckdriver and has been following the South Sydney Rabbitohs for 66 years. Brian is now looking forward to continuing his daily chats and keeping healthy.

**“Happiness looks like staying mentally fit.
You treat people the way you want to be treated.”**

**Brian O'Grady, 83 years
Juniper Retirement and Home Care customer**

Margaret Halsmith AM



**Watch
Margaret's
story**

Smart, fearless and an independent thinker, Margaret carved a highly successful career as one of Australia's foremost mediators, ultimately leading to her being honoured as a Member of the Order of Australia. Her ongoing quest to "merely change the world" led her down a path of advocacy for older people as a founding member of the Elder Mediation Australasian Network. An art lover, devoted to her family, and an avid pilot, she has twice participated in the Outback Air Race. Now, almost three decades after being diagnosed with Parkinson's, Margaret continues to take pleasure in her work exploring how and why the language of respect offers pathways to respectful behavior.

“Future is one of loss. You have a lifetime of net gain, so you have to expect when you get older there will be constant loss.... It's about being graceful while being dependent.”

Margaret, 70 years
Juniper Home Care customer



Pat Edmonds



**Watch
Pat's
story**

Caring, resilient and optimistic, Pat has been helping others her entire life. Passionate to join the war effort in her native England, Pat became a nurse at 16. After losing her first husband, Pat became a single mother where times were tough. Her belief that life always works out saw her through, emigrating to Australia with her second husband. Living by the motto that you reap what you sow, Pat puts kindness to others above all else. She continues this passion in residential aged care in her role as Resident Liaison where she talks daily with residents, giving peer support and connection.

“What makes me happy? To see other people happy, healthy and enjoying life.”

Pat, 98 years
Juniper Residential Aged Care customer

Wise

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