

There To Care AWARDS

*Celebrating excellence, respect,
compassion, and community.*



Sonia

Residential Care Worker
Golden Grove Residential Care Home

2025 First Quarter Award Recipient

Sonia has been recognised with the Quarterly There to Care Award for her everyday excellence and the compassionate way she supports and connects with residents.

Since joining Helping Hand in 2019, Sonia has brought warmth, kindness, and a genuine desire to make a difference in the lives of those she cares for. Whether she's learning sign language to communicate with a resident who is hard of hearing or picking up Italian phrases to help others feel more at home, Sonia goes above and beyond to ensure everyone feels seen and valued.

"One resident can't hear, so I learnt sign language so I could communicate with her," she says. "It was challenging, but you do it for the residents."

For Sonia, it's the little moments that mean the most.

"The most rewarding part of the job is seeing a smile on a resident's face. You do your job and they keep saying 'thank you, thank you'—they really do appreciate it."

Her journey into aged care began after the loss of her mother in Syria, which inspired her to help older people in her community. She completed a Certificate III in Aged Care and has since worked across all levels of care at Helping Hand, including the Memory Support Unit.

In late 2023, Sonia began a new role as a Therapy Assistant, where she supports residents in maintaining their mobility and wellbeing—another way she brings positivity into their everyday lives.

Sonia says receiving the award was a total surprise. "It made me cry, I didn't expect this, but I'm so happy. I don't do my job for the recognition—I like working here, helping residents with their daily routines."

There To Care Awards focus on celebrating our values of excellence, respect, compassion and community, helping us to celebrate the amazing work our people do every day.