

# There To Care AWARDS

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



## Kaye

Customer Service Officer  
Whyalla Residential Care Home

*2025 Third Quarter Award Recipient*

Helping Hand recognises Customer Service Officer, Kaye for consistently demonstrating unwavering dedication to the needs of residents at Copperhouse Court in Whyalla.

Kaye joined Helping Hand almost three years ago, bringing with her a wealth of administrative experience from various industries. However, transitioning to aged care was truly a career highlight, inspired by her late grandparents.

"My nanna and poppa were the driving force behind me wanting to get into aged care," she says.

"My nanna came into Copperhouse Court many years ago, and soon after, my poppa passed away, so this role is such a passion."

In her role, Kaye is responsible for residents' and business requirements, as well as mentoring staff. Although her role is varied, the highlight of her day is always delivering the best possible care and forming beautiful connections.

"Everything is rewarding – I'm able to make a positive difference in their day, even if it is just a smile.

"I treat them like family as soon as they walk in the door. I love building rapport with family and residents, and knowing they trust me, truly feels special."

While Kaye was pleasantly surprised by the award win, she appreciates the acknowledgement.

"I am extremely proud of receiving this award. We are such a wonderful team here at Copperhouse Court and I'm proud to be part of that," Kaye says.

Thanks, Kaye, for being there to care.

**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.**