

# There To Care AWARDS

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



## Rita

Hotel Services Site Manager  
Parafield Gardens Residential Care Home

*2025 Fourth Quarter Award Recipient*

The *There to Care* Awards recognises Hotel Services Site Manager, Rita, for compassionately managing the department, assisting families and organising events with warmth, care, and professionalism.

Rita has been a longstanding cornerstone of the organisation for 28 years, working in the kitchen, catering, housekeeping, supervising and also working in hotel services, throughout her career.

"I just love the organisation and the empathy we have. Everyone supports each other, and I love the residents, I'm very attached to them," she says.

Rita is often the quiet force behind the scenes, making sure everything runs smoothly, creating a welcoming environment for residents and families, and always being ready to lend a hand wherever it's needed.

Her ability to juggle multiple responsibilities while remaining approachable and compassionate is truly remarkable. But while she carries out her duties with a smile, it's the beautiful bonds with residents that warm her heart.

"Just to see them, and see them happy, brings joy to me. It's that genuine connection they get with you that is so special, that they then feel they can open and share their stories. They feel safe, secure and heard," she says.

Rita says she couldn't ever have anticipated being recognised in the awards; she is just passionate about her role.

"I was touched...I'm a giver, not a taker. I get joy out of coming to work, seeing the residents, having a chat and a laugh, bonding and having that connection with them.

"I'm passionate about working here and I love the residents they are like family," she says.

Thanks, Rita, 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.**



**Helping Hand**