





# WHO WE ARE

WE ARE A LOCAL, CARING, COMMUNITY ORGANISATION WITH A 40-YEAR HISTORY OF DELIVERING ON THE ORIGINAL MISSION OF THE ORGANISATION – TO PROVIDE QUALITY, AFFORDABLE ACCOMMODATION FOR THE AGED PEOPLE OF PORT STEPHENS.

During the late 1970s, volunteers who operated a meal on wheels service from Nelson Bay RSL Memorial Club, noticed that there was a lack of accommodation and support for elderly citizens on the Tomaree Peninsula.

Bernie Thompson (who was the RSL President at the time), rallied within the community to create a committee which would ultimately result in development of the original site in Shoal Bay – Harbourside Haven – consisting firstly of retirement living villas, followed by the Nursing Home and then Hostel.

The history and story of PSVCAC is one of true grit, determination and ultimately triumph – a tribute to those who dared to dream and the hundreds of men and women who continue the remarkable legacy left by those early pioneers. The facilities at Shoal Bay were the first of their kind in the area. For many, it became a new home where they would live out their retirement years in peace, comfort and security. They were cared for by staff who, more likely than not, were locals themselves, adding to the shared sense of community.

As the needs of the aged community increased, our dedicated Board, management and staff rose to the challenge of developing more sites and services to become the thriving organisation we see before us today. Providing a complete range of services from community and home care to retirement living, to residential, dementia and palliative care at sites at Shoal Bay, Fingal Bay and Salamander Bay. Our services are all very much a part of the community, providing local care, comfort and support to local people.

People are at the heart of everything the organisation does and PSVCAC will continue to be recognised as a leader in aged care, assisting seniors in the Port Stephens area to stay actively connected, supported, cared for and engaged with life.

Because while the world might change and be very different from our origins in the late 70’s and early 80’s, our culture of care never will. We want our people, and our community to be proud of who we are and what we do.

# CONTENTS

CHAIRMAN AND CEO’S MESSAGE	2
OUR BOARD OF DIRECTORS	4
OUR EXECUTIVE TEAM	5
AT A GLANCE	6
KEY STATISTICS	6
OUR ACHIEVEMENTS	7
OVERVIEW OF FINANCIAL RESULTS	8
OUR PEOPLE	10
OUR STORIES	12
BENEFITS OF PET THERAPY	16
TEENAGERS IN AGED CARE PROGRAM	17
HARBOURSIDE SENIORS HUB	20



# CHAIRMAN AND CEO'S MESSAGE

As you explore our 2023/2024 report, we hope it paints a picture of a thriving, vibrant community dedicated to providing quality aged care services and accommodation to older people in the Port Stephens region. Reflecting on the past year, it's a timely reminder that we remain a local, caring, not-for-profit organisation, deeply rooted in our community and governed by dedicated volunteers. While many aged care providers have transitioned into larger church-based entities or for-profit organisations, PSVCAC proudly preserves its unique status as a local provider offering a full continuum of aged care services - retirement living, community and home care, and residential aged care - ensuring that care and support is available to seniors at every stage of their journey.

In the ever-evolving aged care industry, 2023/2024 was a year of both challenges and successes, ensuring there was never a dull moment. Two notable achievements included our highly successful visits from the Aged Care Quality and Safety Commission. First, we completed a Quality Audit for Community and Home Care, meeting all Quality Standards. Secondly, we achieved re-accreditation at Harbourside Haven Gardens, securing our accreditation through December 2027 - a massive accomplishment by our dedicated teams. These milestones underscore our commitment to excellence, ensuring our residents, clients, and their families can have confidence in the services we provide.

2024 began with the news that our CEO, Suzanne Newton, had made the difficult decision to resign. Suzanne left behind a well-positioned organisation, and our new CEO, Paul Fitzpatrick, has continued this positive momentum. In his initial months, Paul has collaborated closely with the Board, particularly focusing on our strategic direction. Together, we are developing a set of strategic goals that will shape our path forward to 2027:

- Enhancing Care Quality
- Expanding Services and Facilities
- Workforce Development and Retention
- Financial Sustainability and Growth
- Consumer Advocacy, Individualised Care, and Safety

These goals will be supported by operational plans that our Executive Team will develop, guiding them as they steer the organisation through the period covered by the Strategic Plan. You can learn more about our Executive Managers leading dedicated teams across our three core business units and support services later in the annual report.

The coming year will be one of consolidation, positioning us for future growth and innovation. However, over the past 12 months, we have had to make some difficult decisions to facilitate this progress. These include ceasing private rental arrangements within Harbourside Haven Gardens and the sale of the Tanilba Bay site. We continue to review our property holdings and their best use, including the future of the Bill King Centre, which currently houses our Community and Home Care team. In the ever-evolving aged care environment, it is crucial that we take the time to conduct due diligence before making any major decisions, especially in light of the ongoing reforms on the horizon. These include the introduction of a new Aged Care Act and strengthened Aged Care Quality Standards. Originally set for 2024, these reforms are now expected in 2025, along with reforms to in-home aged care services. We are also closely monitoring the possible introduction of an accreditation process through the Australian Retirement Village Accreditation Scheme for our retirement villages.

We continue to work closely with the residents of our Salamander Haven Village Apartments on rectification works. Legally, we are engaging with Keystone Lawyers, who are continuing to progress our claim to recover damages to rectify building faults. Meanwhile, we are proceeding with necessary works to ensure that our residents are not disadvantaged and that their living conditions remain optimal.

Like the rest of the aged care sector, workforce challenges remain a constant focus. We are continually working to ensure we have the necessary staff, that our team members are engaged and rewarded, and that PSVCAC is an employer of choice. You can read more about our recruitment and retention initiatives on pages 10 and 11. However, some highlights include the introduction of a new Enterprise Bargaining Agreement and the approval to sponsor overseas staff. Additionally, it was encouraging to see the government's investment in the sector, with aged care staff in Australia receiving pay rises during 2023/2024, including a 15% wage increase and an additional 5.75% from the Annual Wage Review.

We are pleased to report a positive turnaround in our financial results. After several years of substantial losses, our hard work to improve outcomes has begun to show results in 2023/2024. While there is still progress to be made, we are confident that our current strategies will lead us back to profitability in the 2024/2025 year. This progress will be supported by our ICT and Digital Transformation Strategy, which will enhance our systems, technologies, and platforms, ultimately boosting productivity, organisational intelligence, and reporting - essentially helping our teams to work smarter. However, we remain committed to balancing financial sustainability with our dedication to providing safe, high-quality care and services to our residents and clients while achieving our strategic goals.

As a Board and in conjunction with our CEO, we continue to:

- Monitor consumer feedback reports from management, noting that complaints (including those to the Aged Care Quality and Safety Commission) remain low, with a high volume of positive feedback received and reported.
- Review clinical trends through in-depth analysis provided by our dedicated Clinical Governance Committee.
- Participate in the KPMG Governing for Reform Program and stay informed with regular sector updates.
- Oversee the introduction of the Quality Care Advisory Body and Consumer Advisory Body.
- Receive detailed analysis and advice from our Finance, Infrastructure, Audit & Risk Committee, which continues to meet regularly and provide comprehensive insights to the Board.

We have much to be thankful for, and we extend our heartfelt thanks to our staff and volunteers for their unwavering commitment, resilience, and dedication. We also appreciate the service and contributions of the Board and Management Team to PSVCAC. We especially acknowledge the efforts of Mark Brady, who retired from the Board in November 2023 after 15 years of dedicated service. The support of the PSVCAC community as a whole continues to shape our remarkable legacy.



Raad Richards  
Chairman



Paul Fitzpatrick  
Chief Executive Officer

# OUR BOARD OF DIRECTORS

PSVCAC IS GOVERNED BY A BOARD OF DEDICATED BUSINESS AND COMMUNITY LEADERS WHO VOLUNTEER THEIR PROFESSIONAL EXPERTISE TO ACHIEVE THE STRATEGIC GOALS, PURPOSE, AND MISSION OF THE COMPANY.



**RAAD RICHARDS**

**Appointed to the Board:**  
27 September 2021

**Appointed as Chair:**  
4 November 2023

**Special responsibilities:** Member of the Finance, Infrastructure, Audit & Risk Committee and the Clinical Governance Committee.

**Professional journey:** Raad has over 47 years of experience in health and aged care services, including 29 years in executive roles. He has also been extensively involved at the Board level in various professional and community organisations.



**WARWICK MATHIESON**

**Appointed to the Board:**  
24 September 2011

**Professional journey:** Warwick has been an active member of the Port Stephens community for decades. With

a background as a shipwright boat builder and former Captain of the Corlette Bush Fire Brigade, he has been involved with many community organisations, including serving as Rotary President. He is currently the President of Tomaree Community College.



**KEIAN BARNARD**

**Appointed to the Board:**  
1 March 2022

**Special responsibilities:** Member of the Finance, Infrastructure, Audit & Risk Committee

**Professional journey:** Keian is a seasoned company director with over 30 years of experience leading businesses across Australia, New Zealand and internationally. An electrical engineer with advanced business degrees, he is deeply connected to the Port Stephens community as a third generation member of a local family.



**VICTORIA TRIGAR**

**Appointed to the Board:**  
18 July 2023 – 19 August 2024

**Special responsibilities:** Chairperson of the Board Clinical Governance Committee during 2024

**Professional journey:** Spanning over 40 years, Victoria's career in healthcare has taken her across Australia and internationally. Commencing as a Registered Nurse, she has also been actively involved in education and research.



**MAX PRIDE**

**Appointed to the Board:**  
26 February 2018

**Special responsibilities:** Chairman of the Finance, Infrastructure, Audit & Risk Committee and member of

the Clinical Governance Committee.

**Professional journey:** Max is a retired General Manager with Ampol and Fairfax, with expertise in Accounting, Management and Company Secretariat. He is a tireless volunteer within the community with organisations such as Nelson Bay Cancer Patients Transport Group and Family of League.



**GRAHAM BLYTHMAN**

**Appointed to the Board:**  
23 September 2017

**Special responsibilities:** Member of the Finance, Infrastructure, Audit & Risk Committee and the Clinical

Governance Committee.

**Professional journey:** Now retired, Graham brings 29 years of experience as a company director in residential property development and hospitality and has owned both a hotel and a restaurant. In his early working life, he worked in civil aviation in Australia and Papua New Guinea. Having lived in Corlette for 29 years, he is well-connected to the local community and is actively involved with various volunteer groups.



**JASON BRENNAN**

**Appointed to the Board:**  
26 September 2009

**Professional journey:** Jason has over 27 years' experience with L J Hooker

Nelson Bay and excels in real estate across the Tomaree Peninsula. A seasoned expert, he's won accolades for sales and business growth, and is a dedicated community leader.

# OUR EXECUTIVE TEAM

OUR EXECUTIVE TEAM, LED BY THE CEO, EXECUTES THE COMPANY'S STRATEGIC VISION AND OVERSEES OPERATIONS, ENSURING EXCEPTIONAL CARE AND SUPPORT FOR SENIORS IS ALWAYS OUR PRIORITY.



**PAUL FITZPATRICK**

CHIEF EXECUTIVE  
OFFICER

**Key responsibilities:**

- Strategic Leadership
- Operational Oversight
- Stakeholder Engagement
- Safety, Risk & Compliance Management
- Property Development
- Sustainability

**Professional journey:** Paul has 30 years of senior management experience across various industries, including aged care, hospitals and broader community services. He holds a Master of Social Work, a Master of Public Policy & Administration, and a Diploma of Mental Health Nursing and excels in leadership, communication, and stakeholder engagement.



**FELICITY HAMILTON**

EXECUTIVE MANAGER HOME CARE  
& RETIREMENT LIVING

**Key responsibilities:**

- Service Delivery Management for Home Care Services, the Harbourside Seniors Hub and Retirement Villages
- Operational Leadership
- Stakeholder and Client Relations

**Professional journey:** Felicity has extensive experience in the management of Retirement Living communities, including greenfield site development, community establishment, ongoing asset management, and stakeholder engagement.



**SHELLEY HAINES**

EXECUTIVE MANAGER CLINICAL  
CARE & QUALITY

**Key responsibilities:**

- Ensure the provision of safe and effective clinical care
- Oversee organisational quality initiatives
- Focus on person-centred care and services
- Ensure compliance with accreditation standards

**Professional journey:** Shelley is a registered nurse who began her career in intensive care nursing. With 22 years of experience in the aged care sector, she is passionate about delivering individualised care to seniors and mentoring Registered Nurses to enhance their clinical skills and leadership abilities.



**TAMARA HONEYSETT**

EXECUTIVE MANAGER  
RESIDENTIAL CARE

**Key responsibilities:**

- Residential Care Operations – Harbourside Haven Gardens
- Clinical and Care Leadership
- Rostering

**Professional journey:** Tamara is a Registered Nurse with tertiary qualifications in Human Resources. She has experience in the acute sector and has held senior management roles within the aged care industry.



**DEBORAH ERMER**

EXECUTIVE MANAGER FINANCE,  
IT & OPERATIONS

**Key responsibilities:**

- Finance and payroll
- Technology Solutions
- Asset Maintenance
- Hospitality Services

**Professional journey:** Deborah has over 20 years of executive leadership experience, overseeing complex financial and operational functions, including finance, risk, IT, facilities, projects, payroll, compliance, and procurement.



**LEONIE PHILLOTT**

EXECUTIVE MANAGER PEOPLE  
& CULTURE

**Key responsibilities:**

- Employee Relations
- Talent Management, Development & Recruitment
- Workplace Culture and Engagement
- HR Strategy and Compliance

**Professional journey:** Leonie has extensive experience in Human Resources. She brings to her role a strong focus on industrial relations and employee engagement, ensuring compliance and fostering a positive culture.

**Note:** The following executives contributed during all or part of the financial year. Suzanne Newton held the position of CEO from 15 July 2022 to 16 February 2024. Additional Executive Managers for the 2023/2024 year included Peter Watling, Cheryl Barnes, Barry McKibbin and Catherine Deverell.

**Note:** Mark Brady retired from the Board in November 2023 after 15 years of dedicated service.



AT A GLANCE

OUR MISSION

Community Lifestyle, Individualised Care

OUR PURPOSE

To compassionately meet the social, care and wellbeing needs of our ageing community.

We provide support services that empower people’s lives to enhance their dignity and deliver peace of mind to families.

OUR VALUES


- Giving our best
- Respect for all
- Better together
- Always improving



KEY STATISTICS (AS AT 30 JUNE 2024)

 COMMUNITY & HOME CARE: <b>264</b>	 RESIDENTIAL AGED CARE: <b>123</b>	 RETIREMENT LIVING: <b>581</b>	 NUMBER OF PEOPLE WE EMPLOY: <b>254</b>
 WE CURRENTLY HAVE 21 DEDICATED VOLUNTEERS WHO GENEROUSLY CONTRIBUTE THEIR TIME TO ENHANCE THE QUALITY OF LIFE FOR OUR RESIDENTS AND CLIENTS.			

OUR ACHIEVEMENTS IN 2023/2024

 Commenced implementing Humanetix, an advanced software solution designed to enhance support for our Community & Home Care team and clients.	 Successfully completed a Quality Audit by the Aged Care Quality & Safety Commission for Community & Home Care, meeting all Quality Standards.	 Achieved a successful re-accreditation by the Aged Care Quality & Safety Commission at Harbourside Haven Gardens, securing our accreditation through December 2027.
 Significant progress was made in developing the Strategic Direction for 2024-2027, a collaborative effort by our Board and CEO.	 Gained approval to sponsor overseas Registered Nurses and Personal Care Assistants to join the PSVCAC team.	 Our submission to participate in the Maggie Beer Foundation Trainer Mentor Program was successful, furthering our commitment to excellence in food and nutrition at Harbourside Haven Gardens.
 Introduced CompliSpace software to strengthen governance, risk management, compliance, staff learning, and policy management.	 Successfully implemented a PSVCAC-specific Enterprise Bargaining Agreement.	 Made positive strides toward improving our financial performance for the 2023/2024 year.



## OVERVIEW OF FINANCIAL RESULTS

### REPORT FROM TREASURER, MAX PRIDE

The challenges in the aged care sector including workforce shortages, financial viability, government's major reforms and increasing compliance requirements, continue to be reflected in, and adversely impact on the financial performance of aged care providers.

Notwithstanding this, it is very pleasing to report a marked improvement in our financial results for the 2023/24 financial year, which is noted in the return to a positive EBITDA position from a deficit recorded at the end of the previous year.

This improvement is largely due to the positive impact of increasing aged care accommodation and retirement living prices.

In summary, the significant financial figures to consider are:

1. A total trading loss of \$1.2m which is a reduction of \$3.8m on last year's loss.
2. EBITDA (Earnings before interest, taxes, depreciation and amortisation) was a profit of \$814.5k compared to a loss of \$2.3m last year.
3. Total revenue was \$32.4m, a healthy increase of \$7.2m or 28.5% compared to last year.
4. Total financial assets of \$30.8m, which increased by 9.3% during the year.
5. Total current liabilities of \$101.9m, an increase of 4.8% in the year.

We continued to invest in our residential aged care and retirement living facilities with a total of \$3.7m spent on refurbishment of these assets.

Included in this figure is \$90.5k which was spent on the rectification of defective work on the Salamander Haven Apartments.

As I said last year, we have a long way to go in turning the business around to achieve a healthy surplus that will allow us to continue investing in valuable assets.

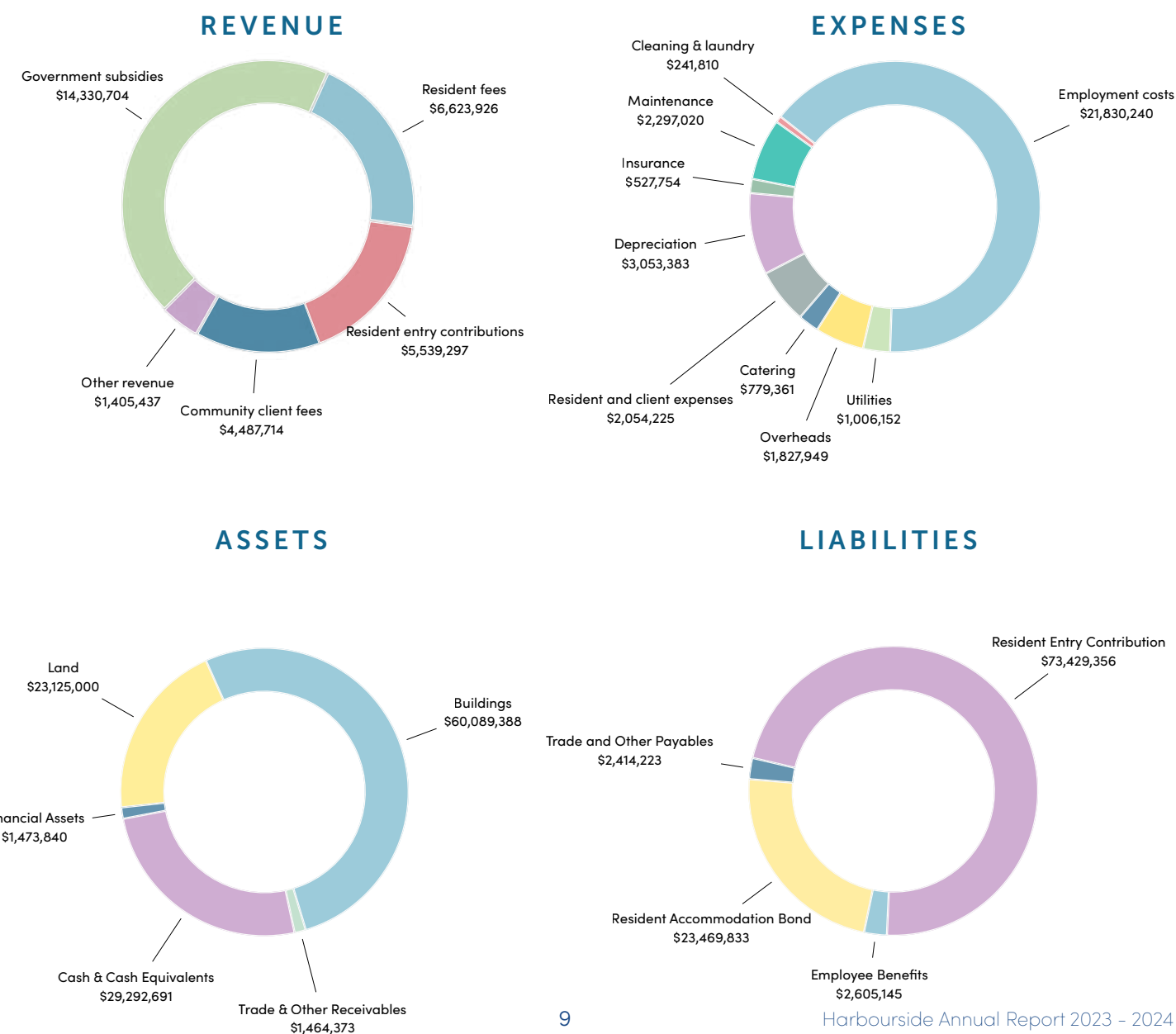
However, as we move into the 2024/25 financial year, we embrace the opportunity for recalibration through the implementation of a clear strategy to optimise the allocation of our people, to improve financial and technological resources by investing in our employees, to reduce costs and to modernise systems.

Achievement of these will deliver much improved efficiency and take us well down the road to meet our strategic objectives.

I would like to acknowledge the contribution made by all of our management team and staff for the positive manner in which they have adapted to the many challenges faced during the year.

I would also like to thank my fellow Directors and members of the Finance, Infrastructure, Audit & Risk Committee for their support and valuable input.

In closing, I am extremely confident that the organisation is well placed to continue to provide a highly professional service to our current and future Aged Care and Retirement Living Residents and Community Care clients.







## OUR PEOPLE

At PSVCAC, our dedicated team is at the heart of providing exceptional care, support, and services to our residents and clients. The aged care sector has faced significant challenges in recent years, and we extend our deepest gratitude to our team for their unwavering commitment and resilience. Our staff are the cornerstone of our organisation, and we are committed to cultivating a thriving team culture.

We focus on empowering our staff through continuous training and development, enabling them to deliver the highest standards of care. A happy and successful workforce is essential to fostering a positive work environment, with our goal to position PSVCAC as the Employer of Choice in the Port Stephens region.

Recruiting for aged care presents unique challenges, particularly in our Port Stephens location. To address this, we have implemented several initiatives to ensure a stable and engaged workforce:

- **New Enterprise Bargaining Agreement:** Specifically designed for PSVCAC, this agreement aims to enhance our appeal as an employer and promote a positive work

culture. It introduces performance-based pay points and clear career pathways, supporting our team's growth and development.

- **Sponsorship of Overseas Staff:** We have gained approval to sponsor Registered Nurses and Personal Care Assistants from overseas.
- **Traineeships:** We continue to offer Certificate III Individual Support traineeships.
- **Work Placement and Work Experience Programs:** We provide opportunities for hands-on learning and career exploration.
- **Career Days and Expos:** We actively participate in and host career events to attract new talent.
- **Strong School Partnerships:** We maintain strong relationships with local schools to foster future talent.

Retaining staff in a vibrant and supportive workplace is a top priority. We ensure our staff feel valued and appreciated through regular acknowledgment and celebration.

## DAYS OF ACKNOWLEDGEMENT AND CELEBRATION

Recognising and celebrating our team's exceptional contributions is a core part of our culture. Throughout the year, we commemorate various special occasions and host events to honour our staff. In 2024, we will celebrate Aged Care Employee Day, International Nurses Day, International Women's Day, R U OK Day, Multicultural Connections Day, Family Picnic Day, and our Staff Christmas Party.

Our Employee Recognition Celebration is the highlight of our calendar, where we acknowledge outstanding service and the embodiment of our core values. This year, we proudly awarded the 2024 Employee of Choice Award to Jody Thompson (Case Manager, Community Care) and Janette Peake (Support Services, Harbourside Haven Gardens). These

exceptional individuals share qualities of commitment, dedication, warmth, and a caring nature that shines in all they do. Below are our 2024 award recipients.

## VOLUNTEERS

Our small but dedicated team of volunteers plays a crucial role within Harbourside Haven Gardens and our Harbourside Seniors Hub day program. Our volunteers also include our craft group ladies who continue to raise funds and create items that benefit the residents of Harbourside Haven Gardens. Volunteers are an integral part of our organisation, helping us provide essential support, joy, and companionship to our residents and clients. In 2024/2025, we aim to grow our volunteer numbers and ensure that our existing volunteers feel valued and appreciated for their important contributions.

5 YEARS	10 YEARS	15 YEARS	20 YEARS
Andrew Driscoll	Tommy Slowey	Ben Townsend	Amanda Gooding
Roseena Baral	Dianne Taylor	Katrina Towler	Shane McKay
Carolyn Braun	Kavita Naik	Rosemary Rollason	
Roshana Pachhai	Sharon Wright		
Elly O'Sullivan	Carley Mosman		
Wayne Gibson	Lyndal Moonen		
Julita Dunphy	Lisa Johnson		
Samantha Hughes	Helene Slowey		
Claudia Sori	Gena McGuire		
Cherry Smyth			
Jodie Hards			
OUTSTANDING COLLABORATION AWARD	OUTSTANDING DEDICATION AWARD	RESPECT CHAMPION AWARD	CONTINUOUS IMPROVEMENT AWARD
Kylie Mather	Katrina Towler	Anna Priest	Kate Willoughby
Gail Josh	Yvette Schiffer	Jason Parr	Elaine Dy
EMPLOYEE OF CHOICE AWARD 2024		EMPLOYEE OF CHOICE AWARD 2024	
Jody Thompson		Janette Peake	





## OUR STORIES

### FOOD MATTERS

Food is more than just sustenance; it brings joy and connection to our lives. At Harbourside Haven Gardens, Chef Tommy Slowey and his dedicated team take pride in preparing fresh, delicious meals that not only nourish but also bring comfort to our residents. Their thoughtful interactions with residents ensure that every meal reflects personal preferences, making dining a truly personalised experience.

In our ongoing commitment to improvement, we've introduced a Food Focus Group. This initiative allows residents to sit down with Chef Tommy, sharing their thoughts and helping to shape the menu. We're also pleased to be part of the Maggie Beer Foundation initiative, thanks to funding from the Department of Health and Aged Care. Through this program, our kitchen team will partner with a skilled chef trainer over a 12 month period, ultimately earning the coveted 2-year Maggie Beer Foundation certificate. It's an exciting journey that promises to enhance our culinary offerings even further.

Each year, our caring team delivers an incredible 23,500 meals to Harbourside Haven Gardens residents, 6,500 Meals on Wheels, and 1,400 function meals.

Listening to our residents is at the heart of what we do. Following feedback from the Food Focus Group, we took a fresh look at the dining experience at Harbourside Haven Gardens. The result? A new dining room in Richardson House, giving residents the option to dine upstairs or downstairs. This project has made our dining spaces more comfortable, ensuring every meal is enjoyed in a warm, welcoming environment.

Beyond our daily meals, Chef Tommy and his team are committed to supporting our broader community. They provide Meals on Wheels to our Retirement Living residents, ensuring access to healthy, affordable meals delivered right to their door. The team also loves catering for the various functions and social gatherings throughout the year across PSVCAC, adding a special touch to every event.



### LIFESTYLE AND WELLBEING

At PSVCAC, our commitment to enhancing the quality of life for our residents and clients is at the heart of everything we do. We offer a wide range of activities designed to bring joy and enrich their lives. Whether indulging in beloved pastimes or discovering new interests, we believe that staying socially connected is key to living longer, healthier, and happier lives.

Harbourside Haven Gardens are famous for their theme days, always a highlight for our residents. For those seniors living at home in the community, our Harbourside Seniors Hub, in addition to the activities held within the Hub,

offers group social outings for people accessing services through the Commonwealth Home Support Programme and Home Care Package funding.

Our Retirement Living residents also enjoy a vibrant social calendar, thanks to events organised by their Social Committees and PSVCAC. In March 2024, we celebrated Seniors Week with a Starlight Cinema Celebration at Fingal Haven Village. It was a magical evening under the stars, filled with laughter, a delicious BBQ, and the joy of cinema.





## RESPARKE PROGRAM: LIGHTING UP LIVES AT HARBOURSIDE HAVEN GARDENS

In early 2024, we introduced the Resparke program at Harbourside Haven Gardens, offering an innovative approach to enhancing resident wellbeing and supporting those with dementia-related behaviors. This program features a personalised mix of activities, including music, podcasts, yoga, meditation, and religious and cultural events. By tailoring content to each resident's preferences, Resparke ensures a truly individualised experience. The name 'Resparke' reflects the joy and renewed spirit seen in residents as they engage with the program.

A few months into its implementation, we are delighted to report that Resparke is bringing real joy and connection to our residents. Our Lifestyle Team has been thrilled with the positive response. Many residents are embracing the diverse range of activities that Resparke offers. For instance, music enthusiasts

have found particular joy in the program, with some enjoying the soothing sounds of relaxation music, such as Tony O'Connor, while others revel in the timeless tunes of Rod Stewart.

But it's not just about the music. Residents are also finding comfort and engagement through activities like meditation, church services, and poetry. Group activities, such as Chair Yoga, trivia, and sing-alongs, have also been a big hit, adding an extra layer of fun and camaraderie.

Our Lifestyle Team believes that Resparke has been a fantastic addition to our offerings, especially in its ability to cater to each resident's personal preferences. We've already seen that special spark in the eyes of our Harbourside Haven Gardens residents, and we look forward to witnessing even more moments of joy as the program continues to thrive.

## IN MEMORY OF JACK MEES: HONORING A DEDICATED PATRON

Company Patron and former Board Director, Jack Mees, passed on Monday, 8 July. Jack's loyalty and dedication to PSVCAC were remarkable, and he will be greatly missed.

Jack's journey with PSVCAC began in 1988 when he was invited to lend his expertise in fiscal management and industrial relations. His background, including roles within the Government and as Principal of L.J. Hooker Nelson Bay, made him an invaluable asset. Jack served on the Board as Treasurer and Company Secretary, and in 2009, he was honored as a Patron for his years of selfless service.

He remained actively involved in our community as a Resident and Deputy Advocate at Salamander Haven Village, and later as a recipient of home care and respite services. His appreciation for the kindness and dedication of our staff was evident, as he often remarked, "A company is only as good as its staff."



Jack's vision for PSVCAC was forward-looking. He believed in our mission to care for seniors in the local area, confident that with excellent staff, we would continue to thrive.

Jack Mees was a true friend and mentor to many. His contributions will never be forgotten, and his legacy will continue to inspire us all.

## IN MEMORIAM

As part of our Memorandum & Articles of Association, PSVCAC is supported by up to 100 company members drawn from the broader community. These members play a vital role beyond just voting in the Board of Directors. They ensure oversight of the Board, hold it accountable for its decisions and performance, and help keep our organisation aligned with its mission. Their diverse perspectives and insights ensure that we remain connected to the needs and priorities of the people we serve.

During the 2023/2024 year, we lost several valued company members, and we wish to pay our respects to them and their families. These remarkable individuals were long-term members who made significant contributions to the ongoing success of PSVCAC over many years:

**Warwick Lilly**  
**Barbara Arathoon**  
**Jack Mees**

**Neville Masters**  
**Reg Longworth**





## BENEFITS OF PET THERAPY

### UNLEASHING JOY: THE PAWS-ITIVE IMPACT OF PET THERAPY

Pet therapy is a heartwarming initiative that involves purposeful interactions between seniors and trained therapy animals, usually dogs or cats. Beyond the warm and fuzzy feelings, there are tangible benefits that contribute to the overall health of our residents and clients. These include:

**Increased Social Interactions:** the shared experience of bonding over animals creates connections, combating feelings of isolation. It's a great way to build a sense of community.

**Cognitive Benefits for Seniors:** for those dealing with cognitive conditions, pet therapy has demonstrated positive effects. The structured interactions stimulate memories, potentially improving cognitive function. The presence of therapy animals can offer comfort and familiarity, particularly beneficial for those facing challenges related to dementia or Alzheimer's.

**Additional Health Benefits:** Beyond emotional and cognitive advantages, there are other noteworthy benefits such as an improved

sense of purpose and meaning, lowered blood pressure, and reduced stress. These contribute to promoting better physical health among our residents and clients.

### MEET BANJO: THE NEW FACE OF FURRY COMPANIONSHIP

Recently introduced to our program is Banjo, an ex-racing greyhound who belongs to our Executive Manager of Clinical Care and Quality, Shelley Haines. Banjo's beautiful, calm nature is putting smiles on the faces of our residents at Harbourside Haven Gardens and our clients who attend the Harbourside Seniors Hub.

Our commitment to enhancing well-being doesn't stop here. We are wanting to introduce different animals into our programs. Currently, one of our staff members, Claire, is trialing shared care arrangements with rabbits. Her daughters are looking after two lovely rabbits, and Claire regularly brings them into work for residents to enjoy.

Together, we are creating moments of joy and connection that go beyond the ordinary for our residents and clients.

## TEENAGERS IN AGED CARE PROGRAM

Inspired by the groundbreaking ABC series *Old People's Home for Teenagers*, PSVCAC proudly launched our very own 'Teenagers in Aged Care' program at Harbourside Haven Gardens, in partnership with Tomaree High School. Initially piloted in early 2024, the program quickly proved to be a resounding success and has since become a permanent feature in our community.

Intergenerational programs like this offer a wealth of benefits for both the young and elderly, enriching their emotional, social, cognitive, physical, and sensory well-being. At PSVCAC, we are committed to creating ongoing projects that not only foster meaningful relationships but also encourage social engagement between our residents and the younger generation.

Through these purposeful and mutually rewarding activities - whether it's art, board games, physical activities, or simple conversations about family history - we aim to bridge the gap between generations, fostering

greater understanding and respect. Our experience has shown that these programs can significantly reduce social isolation and depression among residents. The opportunity to connect with young people brings joy and excitement, helping to alleviate stress and anxiety as they immerse themselves in positive interactions.

For our residents, the program is a chance to share their wealth of experience and skills, providing them with a renewed sense of purpose. The smiles and laughter that fill the sessions are a true testament to the impact of these interactions.

For the students, this program is an invaluable opportunity to develop confidence, communication, empathy, and listening skills. By connecting with an older generation, they learn to build relationships with those who are different from themselves, gaining insights and understanding that will benefit them throughout their lives.











## HARBOURSIDE SENIORS HUB – CONNECTING SENIORS WITH COMMUNITY AND PURPOSE

Over the past year, PSVCAC rebranded and consolidated its two day centres into the Harbourside Seniors Hub at the Bill King Centre in Fingal Bay. This vibrant space offers seniors a welcoming environment to connect with others and engage in meaningful activities.

Supported by Commonwealth Home Support Programme and Home Care Package funding, the Hub operates every Tuesday, Wednesday, and Thursday from 10:00 am to 2:00 pm. Seniors can enjoy arts and crafts, exercise groups, BBQ lunches, bingo, scenic drives, and more.

Designed to foster friendships and enhance well-being, the Hub also provides specialised care for those living with dementia. With regular group outings and a focus on fun, friendship, and personal growth, the Harbourside Seniors Hub continues to expand its impact in the community.

Help us spread the word and invite seniors to join this dynamic, engaging program!

## OUR SERVICES

### RETIREMENT LIVING

Providing retirement in vibrant communities and beautiful locations

- Harbourside Haven Village, Shoal Bay
- Bernie Thompson Park, Shoal Bay
- Fingal Haven Village, Fingal Bay
- Crystal Close Village – Fingal Haven, Fingal Bay
- Salamander Haven Village, Salamander Bay

### COMMUNITY & HOME CARE

Supporting seniors to stay independent and happy in their own home

- Commonwealth Home Support Programme (CHSP)
- Day Program – Harbourside Seniors Hub, Fingal Bay
- Home Care Packages
- Private Services
- Meals on Wheels
- Department of Veterans' Affairs Nursing Services

### RESIDENTIAL AGED CARE

Providing 24/7 individualised care in a supportive and nurturing environment

- Harbourside Haven Gardens, Shoal Bay

### RESPIRE CARE

Time for carers while we care for your loved one

- Harbourside Haven Gardens, Shoal Bay

### ACKNOWLEDGMENT OF COUNTRY

We acknowledge the Worimi people as the traditional custodians of the land on which we operate. We pay our respects to their Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples. We recognise their continuing connection to land, waters, and culture, and we are committed to working together towards reconciliation and mutual respect.

### ACKNOWLEDGEMENT & GRATITUDE

At Port Stephens Veterans & Citizens Aged Care, we consider it a privilege to support seniors and their families. We wish to express our heartfelt gratitude to our dedicated employees and the invaluable team of volunteers who have consistently contributed their time and effort throughout the 2023/2024 year. Their unwavering energy, enthusiasm, and passion have been instrumental in allowing us to nurture and uphold meaningful relationships with our residents, clients, and their families. They truly embody our mission of providing 'Community Lifestyle, Individualised Care'.

We also extend our deepest appreciation to the families of our residents and clients for their trust and support. Together, we continue to create a caring and inclusive community where everyone feels valued and respected.



## CONTACT DETAILS

For more information

P: 4984 1811

E: [email@harboursidehaven.com.au](mailto:email@harboursidehaven.com.au)

[www.harboursidehaven.com.au](http://www.harboursidehaven.com.au)



FOLLOW US ON FACEBOOK

## CORPORATE ADMINISTRATION

89a Shoal Bay Road, Shoal Bay NSW 2315