

Connect

ISSUE 1: 2022



**Hear from our
CHAIRMAN**

**Meet members of
OUR TEAM**

**Enhancing the
CARE OF RESIDENTS**

Message from the Chairman



Welcome to the first issue of our Connect newsletter. As the name would suggest, as a local, community organisation, we are introducing our newsletter as a way to **connect** with not only our PSVCAC community but the broader community in the Port Stephens region.

The year got off to a difficult start, as the Omicron variant of COVID-19 continued to spread and have a huge impact on all of us both at work and at home. The challenges were particularly felt in our residential aged care homes with staff greatly affected, and a large number of staff testing positive to COVID or deemed as close contacts, which put huge pressure on our workforce. We have experienced another outbreak during June at our Harbourside Haven Residential Aged Care Home, so the challenges have certainly continued on into the year. I sincerely thank all of our staff for coming together as a team at such a difficult time and adhering to the strict infection control procedures we have in place. We continue to undertake regular rapid antigen testing of staff prior to the commencement of their shift, together with testing visitors prior to attendance at our homes. I also thank families for their patience when we have been required to restrict visitation on the advice of the Department of Health and the local Public Health Unit.

In March of this year we farewelled our General Manager, Sheree Gemmell. Sheree had been with the company for 14 years in a variety of positions and I thank her for the many hours she contributed to the welfare of our residents and consumers, together with her loyalty and dedication. Following Sheree's departure, the Board commenced recruitment of a Chief Executive Officer, and I am pleased to announce that Suzanne Newton will be commencing in July. Read more about Suzanne on the following page.

On 12 May, as part of International Nurses Day, we celebrated the vital contribution nurses make to our society and organisation and the difference that our nurses and staff make each and every day to the seniors we provide care and support to. Indicative of the sense of community throughout PSVCAC, we had volunteers from our Retirement Living Villages cooking a BBQ for our staff and residents and consumers assisted in making up 'Goodie Boxes' for all team members. For pictures of this fantastic day of celebration, see the back page.

The aged care industry as a whole is grappling with the issue of workforce shortages and PSVCAC is not immune to this. As the aged care industry grows in line with the ageing population, it is estimated that the aged care sector workforce will need to increase two or three-fold by 2050. However, currently this demand is not being met. Demographic analysis suggests the workforce problem is exacerbated by both a predominance of older workers and a deficit of younger workers. We continue to work on innovative ways we can attract and retain staff, including the introduction of a range of incentives and a reward and recognition program, and building strong connections with Tomaree Community College, which you can read about on page 3.

I hope you enjoy the first issue of our newsletter and look forward to many more. Our next issue will be released towards the end of 2022.

Kind regards,

Gerry Mohan
Chairman



Meet our team

Suzanne Newton – Chief Executive Officer

Commencing on 11 July 2022, recently appointed CEO, Suzanne Newton, comes to PSVCAC with a wealth of experience in the aged care industry. Her most recent role was with Opal Health Care. A Registered Nurse who has also completed a Masters of Business, Suzanne is passionate about building high performing teams who will work together to achieve the delivery of high-quality services to seniors in the Port Stephens area.



Webster Mtemachani – Residential Care Manager

We recently welcomed Webster Mtemachani to our team as the new Residential Care Manager at Harbourside Haven Residential Aged Care Home at Shoal Bay. A Registered Nurse, Webster brings a wealth of experience in both the hospital and aged care industries. He is also currently completing a Master of Advanced Nursing (Geriatrics). Webster loves working in the aged care industry and the relationships that he is able to build with residents and their families. On a personal note, having recently moved to the Port Stephens area, Webster is enjoying the beaches and is planning to continue with his love of soccer and cycling.



Jacqui Culver – Nurse Practitioner

Jacqui is a Nurse Practitioner who specialises in ageing, dementia, and palliative care. As a Nurse Practitioner, Jacqui can do many of the things a Medical or General Practitioner can do; prescribe, order tests, and refer to specialists, as well as autonomously care for people as they approach and reach end of life. Jacqui has been a Nurse Practitioner for over 10 years, working in both community and residential aged care. She is passionate about living well with dignity and choice until a person takes their last breath. Jacqui has a love of teaching and is often found educating staff and families about advance care planning, end of life care or responding to the unmet needs that people with dementia can often present with. Jacqui attends Harbourside Haven and Bill King residential aged care homes each week to support registered nurses in clinical practice and to provide on-site clinical treatment when a doctor is not available.



WHY WE **LOVE** AGED CARE



"It is so rewarding and satisfying to assist older people to stay living in their own homes. Something as simple as a smile can warm their heart and make their day!"

Kerstin, Home Care Employee
Worked in Aged Care 6 years



"I love making a difference to the residents' lives by supporting them in being as happy as they can be and living their best life. I am also able to provide emotional support when needed."

Anna, Activities Team Leader
Worked in Aged Care 22 years



CONNECTING WITH THE COMMUNITY

Intergenerational partnerships!

PSVCAC is proud to once again support the P&C at Shoal Bay Public School to offer a free healthy breakfast to their 400 Students. Not just filling tummies; the food provided by the Breakfast Club gives students the energy to be active with fellow students in the playground and try their very best in class. A great way to start the day.

We were also delighted to be asked to sponsor a foam Nippers Board with the Fingal Beach Surf Life Saving Club recently. Funds enable the Club to purchase boards for their littlest Nippers and allow them to continue their work training and giving the gift of surf skills required to perform rescues, save lives, and have fun too! Look out for cute pics in our next issue!

Enhancing the care of our residents

In recognition of the shortage of doctors able to visit our residential aged care homes, we recently entered into an exciting partnership with 'Health Access', which is a branch of the Rural and Remote Medical Service (RRMS). This virtual medical practice offers weekly onsite face to face clinics and virtual telehealth clinics, with 24-hour on call support to residential aged care facilities who are unable to access local doctors for their residents. It is a great way to provide residents with accessible, responsive and age specific medical care.

Residents who select Health Access as their medical provider are allocated both a general practitioner and a nurse practitioner who work collaboratively to ensure that regular health checks and routine tests are undertaken alongside any clinical needs that arise. Nurse Practitioner Jacqui Culver with Dr Julie Mallinson have been allocated to our facilities, both are passionate about ageing well and optimum clinical care for older people. You can read more about Jacqui on the previous page.

If you would like to know more about RRMS and their commitment to health care please visit the website/s:
Rural and Remote Medical Services Ltd | An Australian Health Charity Since 2001 (ruralandremotehealth.org.au)
And HEALTHACCESS - GP Telehealth Services | AUSTRALIA AND ASIA-PACIFIC (remotegp.org.au)

Future proofing our Workforce

PSVCAC and Tomaree Community College have enjoyed a long-standing partnership, with the College providing training not only to new staff, but also our existing employees, in areas such as nursing, first aid, medication, and home care.

Workplace experience is an important part of the training for new entrant workers to obtain the hands-on experience they need to work in the aged care sector, and that's where this partnership really shines! PSVCAC provide the learning environment that the students from Tomaree Community College require while completing courses such as the Certificate III in Individual Support. This then enables the students to confidently transition to working within PSVCAC's residential homes and community care services if they wish to do so.

Representatives from PSVCAC and Tomaree Community College work closely together to keep up to date with new and innovative ways to engage both organisations to benefit the training supplied. The ultimate goal is to continually reach out to the broader community to take up training which then enables the supply of a dedicated well-trained workforce for PSVCAC. In addition to training staff, another benefit to the partnership has been the ability for the College to run computer courses for residents on site over the years.

Want to know more about gaining a qualification that will enable you to work in the aged care industry? Or perhaps you are interested in the other courses that Tomaree Community College offer.

Go to the website www.tomareecc.nsw.edu.au The College is often able to offer free courses through the funding streams available to Community Colleges only.

Out & About



A visit from the Easter Bunny at Harbourside Haven Residential Aged Care Home



Coffee and a chat at Salamander Haven Retirement Living



Harbourside Haven Retirement Living Easter Celebrations



Fingal Friends Activity Centre lunch outing and park walk



Fingal Haven Craft Ladies recognising International Women's Day



St Patricks Day at Salamander Haven Retirement Living Apartments



The Men's Group at Harbourside Haven Residential Aged Care Home enjoying a beer and the view!



Chicken love at Bill King Residential Aged Care Home

INTERNATIONAL NURSES DAY

Celebrating the vital contribution nurses make to our society and organisation - nurses at PSVCAC make a difference every day!



OUR STORY

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.

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 SERVICES

Under the banner of Port Stephens Veterans & Citizens Aged Care we provide the following services:

RETIREMENT LIVING

We offer a variety of one and two bedroom villas and apartments.

- Harbourside Haven, Shoal Bay
- Fingal Haven, Fingal Bay
- Salamander Haven, Salamander Bay

RESIDENTIAL AGED CARE HOMES

- Harbourside Haven, Shoal Bay
- Bill King, Fingal Bay

COMMUNITY & HOME CARE

- Commonwealth Home Support Programme
- Day Centres
- Home Care Packages
- DVA Home Nursing Program
- Privately Funded Home Care Services
- Meals on Wheels
- Support and assistance to navigate MyAgedCare

CONNECT WITH US

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 FOLLOW US ON FACEBOOK

JOIN OUR TEAM

We are an employer of choice who values our staff, offers flexibility, competitive salaries, incentives and a community focused approach to aged care across a variety of different roles.

We also have opportunities for volunteers wanting to support and connect with seniors in our community.

To find out more, give our office a call.

