

# Connect

ISSUE 2: 2024



**Hear from our  
CEO - Paul Fitzpatrick**

**Celebrating our  
AMAZING TEAM**

**Discover the benefits of our  
RESPARKE PROGRAM**

Jody

# Message from the CEO



Welcome to the second issue of our Connect newsletter for 2024, and my first as the new CEO of PSVCAC. I officially joined the team on 3 June 2024, and it has been a busy and rewarding few months getting to know our staff, volunteers, residents, and clients.

A bit about my background: I've spent the last 30 years in senior management roles, including within aged care, most recently serving as CEO of Braemar Presbyterian Care in Western Australia. Along the way, I've earned a Master of Social Work, Master of Public Policy & Administration, Bachelor of Justice Studies, and a Diploma in Mental Health Nursing.

Since my arrival, I've been engaging with our staff, residents, and clients, and I'm committed, alongside the Executive Team, to fostering strong, collaborative relationships with everyone involved. We're focused on transparency, clear communication, and resolving any issues promptly.

I've also been working closely with the Board to solidify our strategic direction for the next three years. Our Board is made up of a dedicated group of volunteer Directors who, like me, are passionate about moving PSVCAC forward. Together, we're committed to ensuring PSVCAC remains a vibrant, innovative organisation that provides exceptional care, support, and lifestyle options for our residents and clients. As one of the largest employers in the Port Stephens region, we also strive to be recognised as an employer of choice.

On a positive note, we recently completed an accreditation site audit by the Aged Care Quality and Safety Commission at Harbourside Haven Gardens in Shoal Bay. I'm pleased to share that we met all eight standards and assessment criteria in full. This achievement reflects the supportive environment and the high level of individualised care our outstanding staff provide daily. Our residents also had the opportunity to share their feedback with the auditors, and their responses were overwhelmingly positive. They expressed appreciation for the work of our staff and shared that they feel safe and confident raising any concerns – truly heartwarming feedback. This was our second successful accreditation visit in 2024, with our Home Care services also achieving outstanding results earlier in the year. We also took the time to celebrate our incredible staff on Aged Care Employee Day, 7 August. You can read more about these celebrations in this newsletter.

As CEO, I'll be guiding the organisation through the ongoing reforms on the horizon, including the introduction of a new Aged Care Act and strengthened Aged Care Quality Standards. The Act will focus on ensuring older Australians receive high-quality, person-centred care, and the enhanced standards will further ensure the safety and well-being of people accessing aged care services. Originally set for 2024, these reforms are now expected in 2025, along with improvements to in-home aged care services. I'll keep our PSVCAC community updated on these changes in future issues of Connect.

Lastly, on behalf of the Board, management, and staff, I want to express our deepest condolences on the passing of Jack Mees. Jack was a Company Member and former Board Director who was named Patron of the company in 2009 in recognition of his significant contributions to PSVCAC. His loyalty and pride in our organisation will be greatly missed.

I look forward to sharing more updates with you in future issues of Connect and to building on the wonderful legacy of PSVCAC.

Warm regards,

**PAUL FITZPATRICK**  
Chief Executive Officer





# Celebrating our Amazing Team!

We've had plenty of reasons to celebrate our incredible team over the past few months, and we want to share the joy with you!

## Employee Recognition Celebration

Our first celebration was on 24 May, where we honoured our outstanding staff for their dedicated service - those who reached milestones of 5, 10, 15, and 20 years in 2024! We also recognised team members who embody our core values, leading up to the grand moment:

### The 2024 Employee of Choice Award.

This year's well-deserved recipients were Jody Thompson (Case Manager, Community Care) and Janette Peake (Support Services, Harbourside Haven Gardens), pictured here with our Chairman, Raad Richards.

### So, what makes these ladies so special?

They share some remarkable traits - commitment, dedication, warmth, and a caring nature that shines through in all they do.



# AGED CARE EMPLOYEE DAY

Next up, we celebrated Aged Care Employee Day on 7 August, a day dedicated to honouring and recognising the dedication and hard work of the 370,000 aged care workers who care for more than 1.5 million older Australians. It's a moment to show our deep appreciation for the incredible contributions of our team and the vital role they play in our community.

Here at PSVCAC, we made the day extra special with a fun-filled crazy hair day, delicious food, and lucky door prizes. Each of our dedicated staff members also received a special card sent to their homes, featuring heartfelt messages from our residents and clients.

These touching messages expressed what aged care workers mean to them and the impact they have on their lives.







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

In our February issue, we shared the exciting launch of the Resparke program at Harbourside Haven Gardens. Now, just a few months in, we're delighted to report that the program is bringing real joy and connection to our residents.

Our Lifestyle Team has been thrilled with the positive response. Many residents are embracing the personalised mix of activities that Resparke offers. For instance, Norma and Janet, both avid music lovers, have found particular joy in the program. Norma enjoys the soothing sounds of relaxation music, with Tony O'Connor as her go-to, while Janet can't get enough of the timeless tunes of Rod Stewart.

But it's not just about the music. Other residents are finding comfort and engagement in activities like meditation, Church services, and even poetry. The group activities, such as Chair Yoga, trivia, and sing-a-longs, 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 how it allows us 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 can't wait to see more moments of joy as the program continues to thrive.

*Discover more about Resparke at [www.resparke.com](http://www.resparke.com)*





# Out & About



During NAIDOC Week, Harbourside Haven Gardens residents created artworks celebrating the rich culture of our First Nations peoples. At PSVCAC, we cherish this opportunity to honor Aboriginal and Torres Strait Islander communities, fostering respect and unity in our diverse community.



Another fantastic day for our home care clients, enjoying the 'Cycling Without Age' program! This wonderful initiative offers trishaw rides for seniors, helping them stay active and engaged in the community.



We love our volunteers at PSVCAC. Executive Manager of Community Care & Retirement Living, Felicity Hamilton, acknowledges the dedication of Deb and Donna from the Harbourside Seniors Hub at Fingal Bay.



Our team members, Jason and Linda, had the honor of escorting community clients to pay their respects at the Anzac Day Service at Nelson Bay, joined by our Chairman, Raad Richards.



Not wanting to miss out on the fun in Paris, Harbourside Haven Gardens hosted our very own PSVCAC Olympics, complete with a torch relay.



Our dedicated Board Members and CEO hard at work during a recent Strategic Directions workshop.



We had the opportunity to meet with some of the staff, volunteers and students from Shoal Bay Public School. PSVCAC proudly supports the P&C's initiative to provide a free healthy breakfast to 400 students daily.



Harbourside Haven Gardens resident Frances joined in the fun as we celebrated International Nurses Day in May, honoring our hardworking staff with a day of joy and appreciation.



# DISCOVER THE HARBOURSIDE SENIORS HUB at Fingal Bay

Are you looking for a welcoming place to connect with others, explore new interests, and enjoy delicious meals? Funded by the Commonwealth Home Support Programme (CHSP) or your Home Care Package, the Harbourside Seniors Hub offers just that!

*Join us every Tuesday, Wednesday, and Thursday from 10:00 am to 2:00 pm for a warm and engaging community experience.*



Our hub is more than just a gathering place - it's a vibrant space where seniors can enjoy a variety of activities tailored to foster new friendships, promote skill-building, and enhance overall well-being. Whether you're interested in participating in organised group activities or prefer to explore your own passions with the support of our caring staff, we strive to create a safe and supportive environment for everyone.

A highlight of each day is the shared joy and camaraderie over morning tea and lunch, where fun and friendships flourish. We believe that your unique background, interests, and experiences contribute to the richness of our community, and we encourage you to bring your full self to our diverse and vibrant environment.

Our Activities: From arts and crafts to cooking demonstrations, BBQ lunches, exercise groups, word games, bingo, scenic drives, and more, our activities are designed with your input to be meaningful and enjoyable. We also offer specialised care for those living with dementia, with compassionate staff dedicated to meeting your needs with kindness and respect. In addition to our regular activities, we organise group outings every second Monday and every Friday, offering even more opportunities for enjoyment and exploration.

**Join us at the Harbourside Seniors Hub and discover a community where fun, friendship, and personal growth come together.**



## OUR STORY

We are a local, caring, community organisation with over 40 years of experience in delivering on the original mission of the organisation - to provide quality care, support and 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

- Harbourside Haven Gardens, Shoal Bay

### COMMUNITY & HOME CARE


- Commonwealth Home Support Programme
- Day Centre (Harbourside Seniors Hub)
- Home Care Packages
- DVA Home Nursing Program
- Privately Funded Home Care Services
- Meals on Wheels
- Support and assistance to navigate MyAgedCare

## CONNECT WITH US

**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**

## 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.

