



ANNUAL 2024-2025 REPORT

Our STORY

Who we are and Why WE CARE

We are a local, caring community organisation with a proud 40-year history, founded on a simple but powerful mission: to provide quality accommodation and care for the aged people of Port Stephens.

Our story began in the late 1970s, when volunteers from the Nelson Bay RSL Memorial Club’s Meals on Wheels service recognised a critical lack of support and housing for older people on the Tomaree Peninsula. Led by then RSL President Bernie Thompson, the community rallied together and formed a committee that ultimately established our original site in Shoal Bay – Harbourside Haven. It began with retirement living villas, followed by a nursing home and then a hostel – the first aged care facilities of their kind in the region.

This legacy of community-led care became the foundation of our culture – one built on compassion, dignity, and deep local connection. Many of our original staff were locals themselves, and that strong community spirit continues today.

As the needs of our ageing population have evolved, so too have our services. We now deliver a full range of aged care and support across Port Stephens – from home care, to retirement living, to residential, dementia and palliative care – across sites in Shoal Bay, Fingal Bay, and Salamander Bay.

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In January 2025, we proudly entered a new chapter, unveiling our new name and identity: Harbourside Port Stephens. While our legal name remains Port Stephens Veterans & Citizens Aged Care Ltd, our new trading name reflects who we are today – and where we’re going. Our refreshed logo, featuring three dolphins, honours our heritage while embracing the future. The dolphins symbolise our three core services – home care, retirement living, and residential care – and also pay tribute to the Worimi people, for whom the dolphin (guparr) is a significant totem.



Kaiyu from Murrook Cultural Centre performing the Smoking Ceremony at our **Rebrand Launch Party**, 20 January 2025 – marking the beginning of a new chapter for Harbourside.

MESSAGE

from the CHAIRMAN, Raad Richards



As you read this year's Annual Report, I hope it conveys the strength and vibrancy of our organisation. Harbourside Port Stephens continues to stand apart as a local, not-for-profit leading aged care provider, deeply rooted in the Port Stephens community. While many providers have transitioned to larger faith-based or for-profit entities, we remain proudly independent, offering the full continuum of services – retirement living, home care, and residential aged care – to support seniors at every stage of their journey.

A defining milestone of 2024–2025 was the rebrand of Port Stephens Veterans & Citizens Aged Care Ltd to Harbourside Port Stephens. Guided by the Board, this change was a moment of pride and renewal, symbolising both continuity and a fresh direction for the future.

The aged care sector continues to undergo significant change. The commencement of reforms was delayed from 1 July to 1 November 2025, but the Board remained focused on governance and oversight to ensure the organisation was prepared for these changes, which include the introduction of the new Aged Care Act 2024, the Strengthened Aged Care Quality Standards, and the Support at Home program. We know reform will remain a constant in the years ahead, and the Board is committed to ensuring Harbourside Port Stephens is well placed to adapt and thrive in this environment.

Financial sustainability has remained a central priority. This year we achieved stronger revenue and a significantly improved cash position, providing a more stable foundation for the future. While there is still work ahead to ensure long-term sustainability, the Board is confident that our current strategies, combined with careful stewardship of resources, will support continued improvement and allow us to reinvest in our people, services, and infrastructure.

We continue to work closely with the residents of our Harbourside Salamander Bay Apartments Stage 2 on rectification works. The Board has approved the replacement of the roof, which will commence in September 2025, and this will go a long way towards addressing the issues identified. Additional works are under review and not expected to progress until late 2025. Legal proceedings with Keystone Lawyers also remain ongoing to recover damages associated with the original building faults. We sincerely thank our residents for their patience and understanding as we work through this process.

During the year, the Board also gave careful consideration to the future of the Bill King Centre at Fingal Bay. After reviewing concept designs, we agreed to progress work with Jackson Teece Architects. While no final decision has yet been made, the redevelopment will focus on determining the best use of the site to meet the future needs of seniors – whether that be residential care, retirement living, or a combination of options. The project will proudly retain the name Bill King Centre.

The Board has also continued to support strong governance mechanisms to ensure the voice of residents and clients is heard. This year, both Consumer Advisory Body meetings (for Home Care and Residential Care) and the Quality Care Advisory Body continued, providing valuable feedback that strengthens accountability and reinforces our commitment to partnership with the people we serve.

On behalf of the Board, I thank our management team, staff, volunteers, residents, clients, families, and community members for their trust and support. Your contributions enable Harbourside Port Stephens to thrive. My sincere thanks go to my fellow directors for their diligence and continued support of our organisation.

Together, we look to the future with optimism, anchored in our values and our commitment to community.

MESSAGE

from the CEO, Paul Fitzpatrick



I was pleased to commence as Chief Executive Officer of Harbourside Port Stephens in June 2024. In my first year, I have seen both the challenges we face and the many opportunities ahead, but above all I have been inspired by the privilege of leading an organisation so deeply connected to its community, and one that embraces change with resilience, compassion, and purpose.

The past 12 months have been a year of consolidation, strengthening our foundations while preparing for the future. The rebrand in January 2025 was a defining milestone. More than just a new name and logo, it symbolised a fresh chapter for an organisation with deep local roots and a proud 40-year history. The positive response from residents, clients, families, staff, volunteers, and the broader community confirmed that Harbourside Port Stephens is proud of where it has come from and confident about where it is going.

The aged care reforms, originally scheduled for July but delayed until November 2025, have remained a major focus. The additional time allowed us to prepare thoroughly, investing in staff training, strengthening systems, and ensuring readiness for the new Aged Care Act, Strengthened Standards, and the Support at Home program. A key achievement has been bringing our Strategic Plan 2024–2027 to life through our Operational Plan, already guiding initiatives in workforce development, emergency preparedness, and community engagement.

I am proud of the progress we have made together over the past year, including:

- Maintaining high occupancy across Residential Care and Retirement Living, reflecting confidence in our services.
- Enhancing recruitment initiatives, including traineeships and new pathways, while reducing reliance on agency staff.
- Growing our volunteer workforce, whose generosity enriches residents and clients.
- Building stronger partnerships with residents, clients and families, particularly in Retirement Living, where longstanding issues have been addressed.
- Enhancing emergency preparedness, demonstrated during the January storms and May flooding with swift staff responses, new generators, and community welfare checks.
- Fostering a positive and inclusive staff culture, with recognition events such as Nurses Day, Carers Day, Harmony Day, Christmas celebrations, and our Family Picnic Day.
- Strengthening community engagement and quality of life, through the Maggie Beer Foundation partnership, Guest Cooks program, cultural celebrations, and intergenerational initiatives with schools.
- Expanding Home Care services, with more clients choosing Harbourside and expressing strong satisfaction. Our Seniors Hub continues as a vibrant day program offering social connection and respite for carers.
- Undertaking a review of operational performance, ensuring tighter systems that support efficiencies and improved financial results.
- Expanding dementia training for staff, including the Enabling EDIE virtual reality program from Dementia Australia.
- Modernising ICT platforms and embedding our new brand identity across signage, uniforms, website, and communications.

On a personal note, I thank the Board for their support during my first year and acknowledge the warm welcome I have received from staff, residents, clients, and families. I also thank my Executive Team, whose leadership and commitment have been central to our progress.

Looking ahead, I am confident that Harbourside Port Stephens is well prepared to deliver on our Strategic Plan and embrace the opportunities of reform. Together, we will continue to provide safe, high-quality, and person-centred care — staying true to our promise: We care.

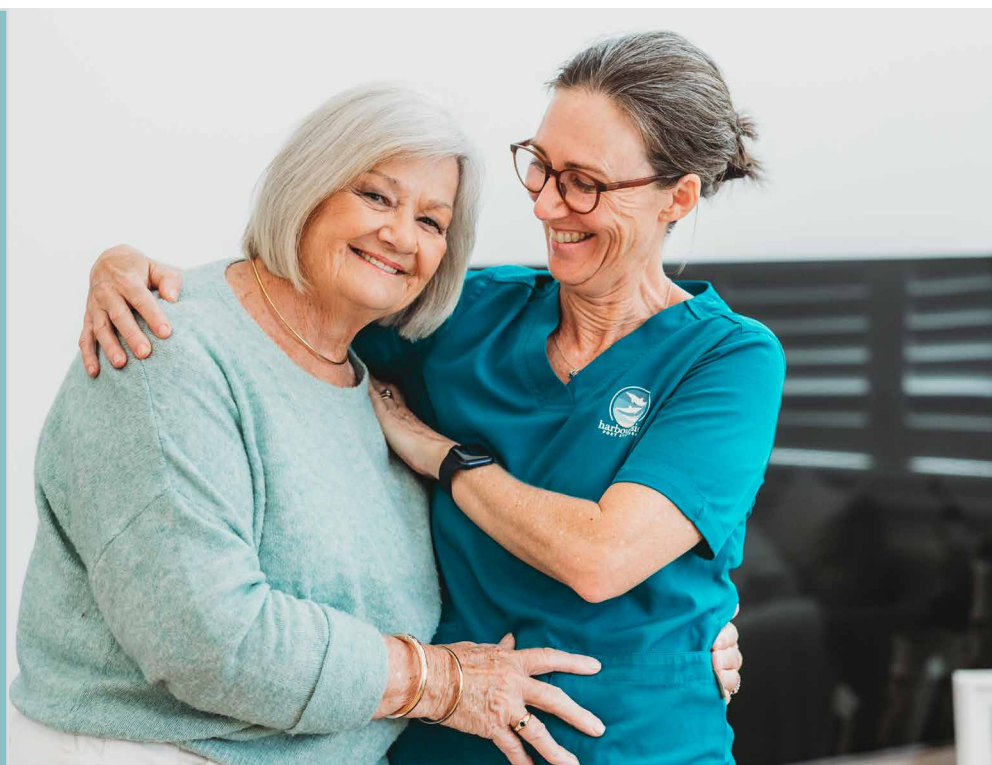
Our Vision

The leading and trusted provider of aged care services to our community.

Our Mission

Partnering with our community to provide:

- » Safe and respectful personalised care.
- » Vibrant residential, home care and retirement living.
- » Ongoing and innovative growth in service.



CARING

For our Community

A SNAPSHOT

Key Statistics

At Harbourside, our community thrives thanks to the people who live with us and those we support at home. As at 30 June, **125 Residents** were living in Residential Care, **270 Clients** were receiving Home Care, and **597 Retirement Living Residents** were part of our communities across Shoal Bay, Fingal Bay, and Salamander Bay. None of this would be possible without our **272 Employees**, whose kindness and dedication bring warmth and support to every corner of Harbourside.

Our Values

CARE + Community

Compassion



Accountability



Respect



Excellence



+
Community



Our Volunteers

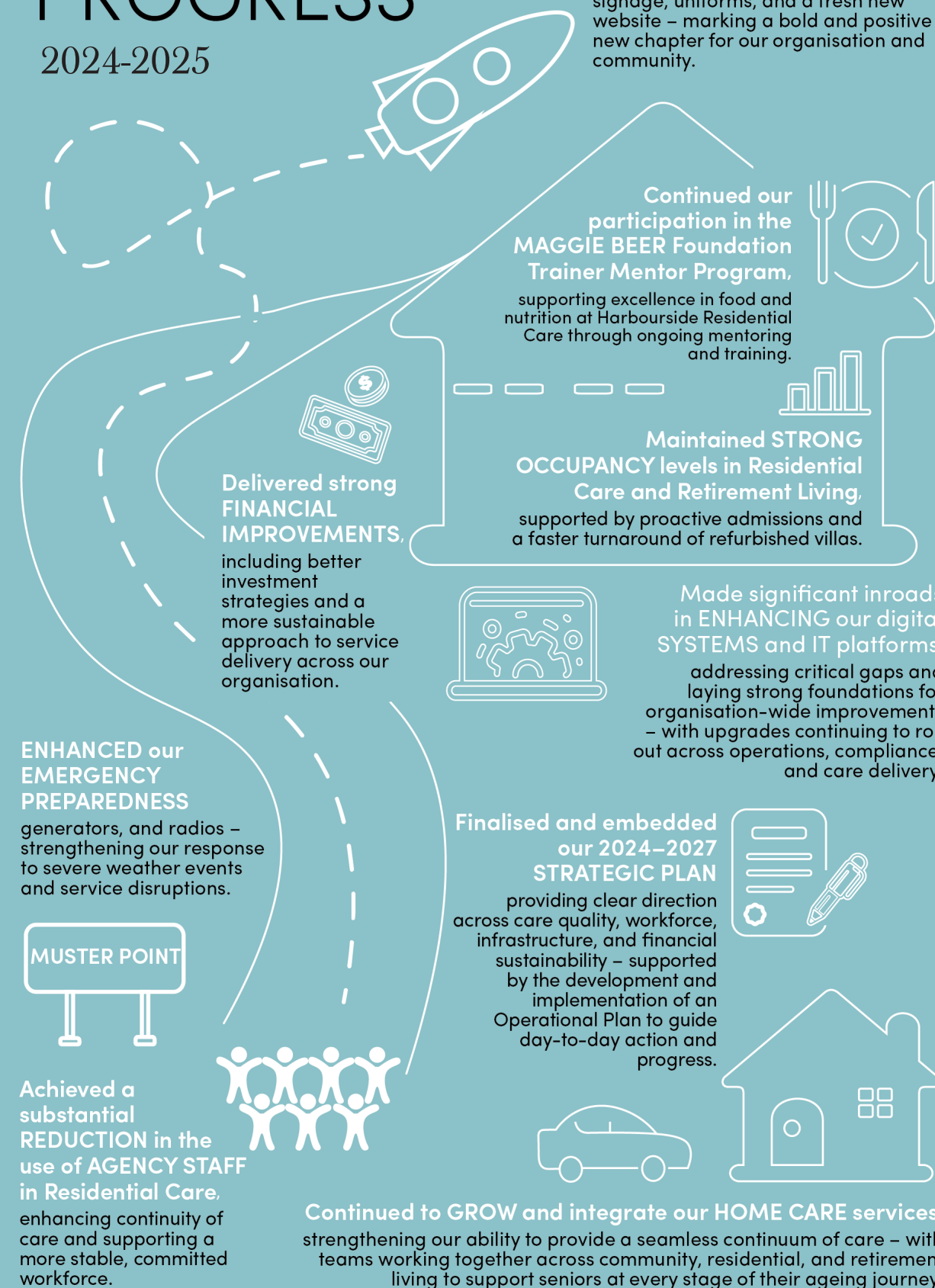
In the past year, our dedicated team of volunteers has continued to provide invaluable support across Harbourside. At 30 June 2025, around **46 active** volunteers contributed in areas such as:

13	6	4	1	4	13	5
Offering One-on-One visits for companionship	Supporting residential care service	Assisting at the Seniors Hub	Helping with fresh meals delivery	Religious/spiritual services	Providing entertainment	Supporting morning teas and social interaction

OUR PROGRESS

2024-2025

LAUNCHED our NEW BRAND identity, Harbourside Port Stephens – including updated signage, uniforms, and a fresh new website – marking a bold and positive new chapter for our organisation and community.



OUR Board of Directors



Raad Richards
Appointed to the Board – 27 Sept 2021
Appointed as Chair – 4 Nov 2023
Special Responsibilities – Chairman of the Property & Development Committee; ex-officio Finance, Audit & Risk Committee; ex-officio Quality & Clinical Governance Committee.



Max Pride
Appointed to the Board – 26 Feb 2018
Special Responsibilities – Deputy Chairman, Chairman of the Finance, Audit & Risk Committee and member of the Property & Development Committee.



Graham Blythman
Appointed to the Board – 23 Sept 2017
Special Responsibilities – Member of the Quality & Clinical Governance Committee and Property & Development Committee.



Jason Brennan
Appointed to the Board – 26 Sept 2009
Special responsibilities: Member of the Property & Development Committee.



Keian Barnard
Appointed to the Board – 1 Mar 2022
Special Responsibilities – Member of the Finance, Audit & Risk Committee and Quality & Clinical Governance Committee.



Anne Zele
Appointed to the Board – 21 Oct 2024
Special Responsibilities – Chairperson of the Clinical Quality & Governance Committee.



Geoff Robinson
Appointed to the Board – 9 Nov 2024
Special Responsibilities – Member of the Finance, Audit & Risk 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.

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.

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.

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 dedicated community leader.

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.

Professional Journey – Anne possesses extensive leadership experience in human resources, sales and marketing, and business management within multinational companies, alongside a rich background in clinical nursing. She has served as a director for various not-for-profit organisations, including Jarrah House and Seniors Rights NSW, and previously held the position of NSW Council Member for the Australian Institute of Training and Development.

Professional Journey – A long-time local family resident with extensive trades and engineering studies with a career in regional transport logistics, sand mining and civil engineering management. A former elected local government councillor along with active community responsibilities.

Harbourside Port Stephens Directors are dedicated business and community leaders who volunteer their professional expertise to achieve the strategic goals, purpose and mission of the company.

OUR Executive Team



Paul Fitzpatrick
Chief Executive Officer / Company Secretary
Key Responsibilities – Strategic Leadership, Operational Oversight, Stakeholder Engagement, Safety Risk & Compliance Management, Sustainability.



Deborah Ermer
Chief Operating Officer
Key Responsibilities – Executive Financial Management, Strategic Technological Innovation, Asset & Capital Project Management, Corporate & Business Improvement.



Leonie Phillott
Executive Manager People & Culture
Key Responsibilities – Employee Relations, Talent Management Development & Recruitment, Workplace Culture and Engagement, HR Strategy and Compliance.



Tamara Honeysett
Executive Manager Residential
Key Responsibilities – Residential Care Operations – Harbourside Residential Care, Clinical and Care Leadership, Rostering, Hospitality Services.



Felicity Hamilton
Executive Manager Independent Living
Key Responsibilities – Service Delivery Management for Home Care Services, the Harbourside Seniors Hub and Retirement Villages, Operational Leadership Stakeholder and Client Relations.



Kylie Jacques
Executive Officer
Key Responsibilities – Governance, Board and CEO Support, oversight of Marketing, Communications and Volunteer Engagement, and the Reception Team.

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.

Professional Journey – Deborah has over 20 years of executive leadership experience, spanning across both private and not-for-profit sectors. She holds a business degree, having specialised in economics, and has led a number of organisations through financial strengthening and business optimisation.

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.

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.

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.

Professional Journey – With over 25 years' experience in aged care, Kylie has a strong background in brand management, stakeholder engagement, and project delivery, and is passionate about fostering culture, enhancing community engagement, and reflecting Harbourside's mission of "We Care".

The Executive Team, led by the CEO, implements the company's strategic vision and oversees operations, ensuring exceptional care and support for seniors is always our priority

The PEOPLE

behind the CARE

At Harbourside Port Stephens, our people are the heart of everything we do. Delivering excellent support and care takes a whole team — from those providing direct care to the hotel services, administration, and maintenance staff who work behind the scenes. Together with our volunteers, it is their compassion, professionalism, and dedication that define the quality of care we deliver.

Building a Strong Workforce

In 2024/25, we continued to focus on stability, professional development, and future growth across our team. Recruitment and retention remain priorities, and we are proud to report a steady reduction in staff turnover.

We enhanced employee support through our Learning & Development programs and strengthened compliance via our Policy, Risk & Compliance Team. This was complemented by Certificate III Traineeships, a structured mentoring and buddy program, and a refreshed Employee of the Month/Outstanding Team Member recognition program, creating more opportunities to celebrate great work. The launch of our Human Resources Information System (HRIS), with recruitment and onboarding modules now live, is also making it easier for managers and staff to access, learn, and grow with us.

Importantly, we are continuing to strengthen our clinical capability. Following a CEO-led clinical review in early 2025, we identified key clinical portfolios — dementia and neurocognitive decline, palliative and end-of-life care, wound care, infection prevention and control, and chronic diseases. Clinical “champions” will be developed within these portfolios to embed best practice across our services. Additionally, we have further developed our Lifestyle & Engagement Teams and Allied Health Teams, recognising the vital role our people play in enhancing the quality of life for residents and clients.



To support our future workforce, we engaged in career activities — from the University of Newcastle Nursing & Midwifery Expo to local high schools and community career days. These initiatives connected us with students and jobseekers, promoted aged care careers, and positioned Harbourside as an employer of choice. We also onboarded several sponsored Registered Nurses, further strengthening our team for the future.

Recognising and Celebrating Our People

Celebration and recognition are central to our workplace culture. In 2024/25 we marked Aged Care Employee Day, International Nurses Day, Harmony Day, Multicultural Connections Day, R U OK? Day, and International Women’s Day. Harmony Day was a highlight, with staff sharing dances and costumes from their heritage in a colourful celebration with residents.

Employee milestones were acknowledged through our Years of Service program, recognising staff for 5, 10, 15, 20 and 25 years of service. These presentations were incorporated into Aged Care Employee Day, while our CEO Awards were announced at the Staff Christmas Party — an evening of connection, fun, and recognition.

Volunteers – A Growing Force

Volunteers continue to be an essential part of Harbourside. This year, volunteer numbers grew to around 46, supporting programs across Harbourside Residential Care, the Harbourside Seniors Hub, and our fundraising craft groups. Their generosity adds colour, warmth, and joy to the lives of our residents and clients, and we remain deeply grateful for the difference they make.

OUR YEARS of SERVICE

5 YEARS

Jennifer Bonser	Sujana Thapa	Krystyna Gade	Linda Alimede	Nichole Watson
Karen Carqueville	Dinah Watson	Rejee Clint Quiboy	Michelle Moyle	
Kirsty Bocking	Kylie Moir	Jaya Sapkota	Karen Trigg	

10 YEARS

Elizabeth Porter	Jill Kennedy	Oluwakemi (Kem) Omotayo
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15 YEARS

Natolie Pearce	Jennifer Whiting	Julua Toohey
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20 YEARS

Lincoln Godwin	Mark McMaster	Trudy Paul	David Buttenshaw
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25 YEARS

Frances Hand	Anastasia Priest
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CEO Award Recipients

COMPASSION	ACCOUNTABILITY	RESPECT	EXCELLENCE
Rochelle Welsh <i>Retirement Living Manager</i>	Rob De Lorenzo <i>Finance Manager</i>	Thomas Slowey <i>Head Chef</i>	Kylie Jacques <i>Executive Officer</i>
COMMUNITY	SERVICE	SERVICE	CLINICAL EXCELLENCE
Jason Parr <i>Seniors Hub Manager & Fleet Management</i>	Paula Adnam <i>HR Business Partner</i>	Dave Matalone <i>Maintenance Manager</i>	Hayley Phillips <i>Clinical Care Coordinator</i>

Kath Cridland Consumer Nominated Award – Michelle Gonzales – *Personal Care Assistant*

OVERVIEW of

FINANCIAL RESULTS

2024-2025

-Report by Max Pride, Deputy Chairman
and Chairman, Finance, Audit & Risk
Committee



The final statement in my 2023/24 report was “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 our Community Care Clients”.

I am very pleased to say my confidence has been justified as we have seen another year of management & staff stability, systems improvements, identification of efficiency gains for the future and excellent occupancy numbers in Residential Aged Care and all Retirement Living Villages.

We saw a reduction in the use of high-cost agency nursing staff and a dramatic reduction in our Workers Compensation Insurance premium (the benefit of this will occur from the 2025/26 financial year).

Significant progress has been made on converting several outdated manual systems to modern electronic systems, all of which will lead to much improved processes, productivity and produce positive results in the future.

In addition, outstanding work has been done to provide the Board of Directors with comprehensive and timely information on the financial performance of our Business Units.

The Company recorded a Net Profit After Tax (NPAT) loss of \$1.3 million in this financial year. This was similar to the previous year but much better than the budgeted loss of \$2.8 million. While the final NPAT result shows a loss, once non-cash items such as depreciation are excluded, the Company achieved an operating surplus of \$1.8 million.

From a Business Unit perspective, we continue to record losses in the very challenging Residential Aged Care sector. These are almost being totally offset by the positive returns from the Retirement Living and Home Care sectors.

Essential investment continued to be made on refurbishment of aged care and retirement living facilities. During the year we spent \$2.244 million in this area.

During the year we sold a residential property at Legana Close, Fingal Bay, with the net proceeds of \$1.762 million quarantined for use in the rectification of defects at the Salamander Stage 2 apartments.

Much has been achieved in the past year. Platforms and systems have been and continue to be put in place to identify and deliver long term benefits.

This all takes time and effort as we operate in an industry with continued emphasis on compliance across our business, both operationally and financially.

Our Auditors, Stewart Brown, have given a clean bill of health and an unqualified report on the Financial Statements and Directors Report for the year.

They have also confirmed, along with the Board, that they are fully satisfied with the Company’s liquidity, balance sheet strength, and its capacity to continue as a going concern.

I would like to acknowledge the contribution made by the management team, staff and fellow Directors as we faced another year of challenges and I thank you all for your support.

In closing, I remain extremely confident that the Company is well placed to continue to be a leading provider of Aged Care, Retirement Living and Home Care services.

Total Revenue

\$35,800,000

INCREASED over 12 months by \$3.4 million9.5%

Total Operating Expenses

\$37,200,000

INCREASED over 12 months by \$3.6 million.....10.7%

Investment & Interest Income

\$1,500,000

INCREASED over 12 months by \$0.375 million 25%

REVENUE	
Resident Fees	\$6,946,187
Resident Entry Contributions	\$6,249,049
Community Client Fees	\$4,692,081
Other Revenue	\$2,057,203
Government Subsidies	\$15,898,781
EXPENSES	
Employment Costs	\$25,260,345
Utilities	\$1,004,562
Overheads	\$1,360,445
Catering	\$850,728
Cleaning & Laundry	\$236,619
Depreciation	\$3,151,850
Insurance	\$438,981
Maintenance	\$2,664,080
Resident and Client Expenses	\$2,184,053

Total Liabilities

\$112,100,000

INCREASED over 12 months by \$10.2 million 10%

Total Assets

\$127,400,000

INCREASED over 12 months by \$8.9 million 7.5%

ASSETS	
Plant and Equipment	\$3,287,210
Cash and Cash Equivalents	\$38,853,466
Trade and Other Receivables	\$1,524,522
Financial Assets	\$1,465,920
Land	\$23,465,000
Buildings	\$58,808,626
LIABILITIES	
Resident Entry Contributions	\$77,549,691
Employee Benefits	\$2,724,404
Trade and Other Payables	\$3,842,122
Resident Accommodation Bond	\$27,999,378

A journey of **CARE** & Community

Bev's Story with HARBOURSIDE

At Harbourside, we are proud to support people through every stage of life's journey. Few stories reflect this more clearly than that of Beverley Lee — a woman whose life has been defined by resilience, community spirit, and the care she has both given and received.

Born in Cronulla as one of seven children, Bev raised four children and, after being widowed in 1979, channelled her energy into creating community. She founded the Port Stephens Friendship Group, now celebrating its 30th Anniversary, and later the Port Stephens Ballroom Dance Group, which continues today. She also became the foundation member of the Port Stephens Walking for Pleasure Group, which grew to more than 130 members — all driven by her belief that “we are happiest in the herd.”

Bev's Harbourside journey began in 2016 when she moved into our Shoal Bay Retirement Village. She quickly became a valued neighbour, sweeping paths, tending gardens, and helping others. Her contribution was recognised in 2024 with the Eminent Resident Award, nominated by peers who admired her tireless spirit.

As her needs changed, Bev accessed Harbourside Home Care. Daily support helped her remain independent, while she also became a regular at the Seniors Hub, joining outings, gardening projects, and social activities. Staff member Jason reflected:

“Bev was a fantastic person to have in our Seniors Hub. In her many years attending, she always had a good story and an amazing smile, and she nurtured new people joining the group. Even when in respite care, she still



“We are happiest in the herd.” – Bev Lee

attended the Hub, which really helped with her transition to Residential Care.”

Her family fondly recalls her close bond with staff, with daughter Debra saying, “If Mum could have adopted Jason, she would have!”

In 2025, after a fall in which she broke her ankle, Bev was admitted to Les Johnson House for respite care. Later that year, with increasing challenges from dementia, she transitioned into Residential Care at Harbourside. Though the move was difficult, her family found comfort knowing she could remain within the same trusted community she already knew and loved. Today, she is settled and content, supported by staff who ensure her comfort and wellbeing.

Reflecting on her mother's journey, Debra shared:

“Being part of Harbourside at every stage has given Mum security and belonging. From Retirement Living, to Home Care, and now Residential Care, we've always felt she was in the right place.”

Bev's story captures the essence of Harbourside — a place where people can belong, contribute, and be supported through every stage of life. We are honoured to continue walking alongside her.

Volunteers at the **HEART** of Harbourside

At Harbourside Port Stephens, volunteers are more than an extra pair of hands—they are the heart of our community. From our earliest days, when the organisation was founded and governed by volunteers, to today where our dedicated volunteer Board continues to guide us, their contribution has been central to our story.

This spirit of service extends across all areas of our work. Currently, we are proud to have around 46 active volunteers supporting both residential and home care services. They bring warmth, companionship, and joy into the lives of residents and clients, enriching everyday moments in ways that cannot be measured. As we look to the future, we remain committed to growing and strengthening our volunteer workforce, ensuring Harbourside remains a place of connection, compassion, and care.

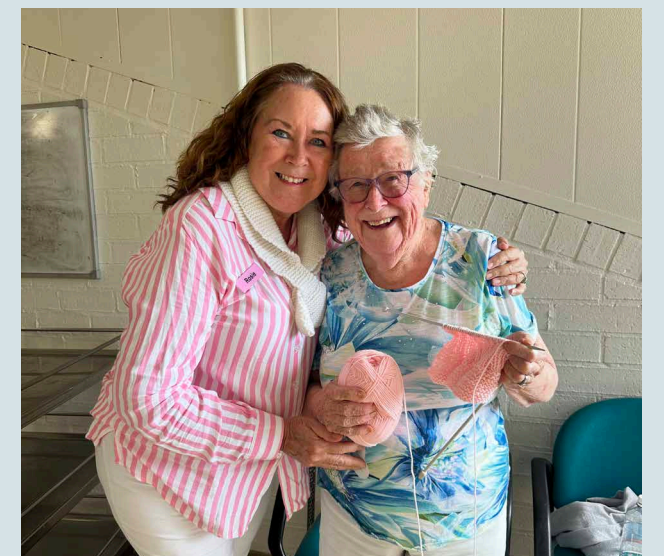
Deb's story is a perfect example of the power of volunteering. After moving to Nelson Bay from Sydney, Deb found herself far from family and friends. Encouraged by her new neighbours, she began volunteering at Harbourside and discovered a new sense of purpose and belonging. Today, Deb gives her time at the Seniors Hub several days a week, describing the people she supports as her “*Mumma Bears*.” What began as a way to fill her days has become the anchor of her new life, providing friendships, joy, and fulfillment.

For Rosie, volunteering has been part of her life for more than 14 years. From leading activities to starting a knitting club, she continues to bring people together and create meaningful connections. Rosie describes volunteering as “*more rewarding than working, because there's no stress—you can really enjoy your day*.” Her compassion, shaped by years of experience in dementia care, reminds us that sometimes the smallest gestures of kindness can open doors to understanding and friendship.



Volunteers are the heart of Harbourside—bringing connection, joy, and community to everything we do

- WE CARE



Deb and Rosie's stories highlight the extraordinary impact volunteers make—on others and on themselves. They remind us that at Harbourside, volunteering is about more than giving time. It's about sharing life, building community, and finding fulfillment in connection.

A NEW

Chapter for Harbourside Port Stephens

“Our new name honours our past while embracing a future of care, compassion, and innovation.”



2025 began with a milestone moment for our organisation — the launch of our new name and brand identity, Harbourside Port Stephens. On Monday, 20 January, we celebrated this transformation with a vibrant Rebrand Launch Party, proudly unveiling a name that honours our legacy as Port Stephens Veterans & Citizens Aged Care Ltd while embracing a modern, forward-looking future.

The event drew a wonderful crowd of residents, clients, families, staff, and community members, reflecting the deep connections we have built over many decades. We were also joined by special guests — the Hon Meryl Swanson MP (Federal Member for Paterson), the Hon Kate Washington MP (Minister for Families, Communities and Disability Services and State Member for Port Stephens), and Leah Anderson (Mayor of Port Stephens). All three acknowledged the important role Harbourside plays locally, and their rare joint appearance was a clear mark of the esteem in which we are held.

The day was filled with special moments. Bob Martin was formally recognised as a Company Patron and shared a moving reflection on our history. A ceremonial cake-cutting by Frank Ward added to the sense of occasion, and we were proud to present a Life Membership to former Chairman Gerry Mohan in recognition of his many years of service.

Our launch came on the heels of severe storms and widespread power outages across Port Stephens — a stark reminder of the challenges our community sometimes faces. Thanks to the commitment of our staff, generators were swiftly deployed at Harbourside Residential Care, and welfare checks were carried out for those receiving care in the community. Their quick response ensured continuity of care and safety for all.

The rebrand is more than a new logo and name; it represents our values of care, compassion, and innovation, and our vision for the years ahead. Harbourside Port Stephens is committed to providing seamless support across retirement living, home care, and residential aged care. This exciting new chapter marks the beginning of a future where we continue to grow with our community, for our community.

Virtual Reality TRAINING

A New Perspective on DEMENTIA CARE

At Harbourside, we believe that exceptional care comes from a skilled and supported workforce. In April and May 2025, around 50 staff took part in a groundbreaking program with Dementia Australia, using virtual reality technology to better understand the lived experience of dementia.

By experiencing first-hand the confusion, sensory overload, and challenges that many of our residents and clients face each day, staff gained a deeper appreciation of what it means to live with dementia. The immersive workshops combined VR simulations with classroom learning and problem-solving, offering both practical strategies and powerful moments of empathy.

The training is already shaping the way we deliver care, reinforcing our commitment to compassionate, person-centred approaches. More than a technical exercise, it was a reminder that empathy and understanding are at the heart of quality care.

Harbourside CEO Paul Fitzpatrick reflected on its impact: “This training is invaluable to all our care staff, not just Registered Nurses, but to our Personal Care Assistants, and activities and support workers across maintenance, kitchen, laundry, and cleaning. The empathy perspective of learning through the eyes of someone with dementia is incredibly meaningful and can positively change the way we approach our care.”

Our participation in this program also highlights Harbourside’s commitment to innovation in staff education. By embracing new and creative methods of learning, we are ensuring our workforce is not only skilled but also inspired to provide the highest standard of support to the people we care for.



Celebrating **FOOD** at Harbourside

“Food here is about joy, pride and shared moments.”



At Harbourside Residential Care, we believe food is more than a meal on the plate. It's a source of comfort, connection, and joy – a way to bring people together, spark conversation, and celebrate culture. Our kitchen team prepare fresh, nutritious meals on-site every day and continually look for ways to enhance the dining experience for residents.

A highlight of 2024/2025 has been our participation in the Maggie Beer Foundation Program. This 12-month initiative has given our chefs the chance to learn from some of Australia's most respected culinary mentors, bringing fresh ideas and inspiration into our kitchen. From slice-making workshops to resident taste-testing sessions, the program has been a valuable opportunity to trial new flavours while placing resident feedback at the centre of our approach. With the program



set to conclude in November 2025, we look forward to celebrating its impact on both our team and residents.

Equally special has been our Guest Cooks Program, which invites residents into the kitchen to share their favourite recipes and stories. Whether Stephen is making his famous chilli jam, Kerry hand-picking herbs for a French-themed lunch, or Derek joining staff to create an Italian feast, each experience has been a celebration of culture, tradition, and togetherness. From themed lunches to garden-to-plate harvests, 2024–2025 has been a flavour-filled year – nourishing both body and spirit.

Bridging **GENERATIONS**

Creating Joy and **CONNECTION**



At Harbourside, we know that some of the most meaningful experiences happen when generations come together. Inspired by the ABC series *Old People's Home for Teenagers*, our intergenerational programs continue to thrive, bringing residents and young people side by side to share stories, creativity, and laughter.

Following the success of our Teenagers in Aged Care program in 2024 with Tomaree High School, we were delighted to expand the partnership in 2025 with Creative Connections, an art program that brings students and residents together to create side by side. We are also liaising with the Port Stephens Community Arts Centre to collaborate on this initiative, supporting both students and residents in developing their skills. Looking ahead, the program will branch out into craft, knitting, pottery, and sculpture, with all of the works culminating in an exhibition planned for December 2025.

Our ongoing partnership with Shoal Bay Public School has been another highlight. Each visit from the students brings energy and joy, with residents joining in games, music, dancing, and quizzes. Residents also sometimes attend school assemblies, strengthening the sense of connection and continuity between our communities. These regular interactions have become a cherished part of our calendar, filling our spaces with laughter and friendship.

The benefits are clear: for residents, these programs offer purpose, companionship, and the chance to share wisdom. For students, they build confidence, empathy, and respect. Together, they show that joy and friendship truly have no age limits.

As one resident reflected, “When the students visit, it feels like the whole place lights up—it gives us energy, laughter, and hope.”

Harbourside DIVERSITY

A place for Respect, Inclusion
& BELONGING



At Harbourside Port Stephens, we are proud to celebrate the rich diversity of our residents, clients, staff, and volunteers. Our culture is built on respect, acceptance, and the belief that everyone deserves to feel valued and at home.

In 2024/25, this came to life through events such as Harmony Day and our Multicultural Connections Day, where staff shared traditional dances, foods, and costumes with residents, clients and families. Diversity is also part of everyday life across our programs and services, with activities like Arm Chair Travel and Theme Days — where food, culture, and connection always take centre stage.

“At Harbourside, inclusion is more than a value — it’s how we live and work every day. We want every voice to be heard and every individual to feel welcomed and supported.”

— Paul Fitzpatrick, Chief Executive Officer

Harbourside RETIREMENT LIVING

A place for Vibrancy, Support
& PEACE OF MIND



At Harbourside Port Stephens, retirement living is about enjoying life in a warm and welcoming community. Our villages are designed to make life easier, more social, and more connected — with the peace of mind that support is always available if and when it’s needed.

In 2024/25, we strengthened our Retirement Living Team — led by the Retirement Living Manager and joined by a new Coordinator and an Activities & Events Coordinator — to provide enhanced support and more opportunities for social connection. Highlights included a Mother’s Day movie day, a Bocce Tournament at Shoal Bay, and the launch of new physio-led fitness and aqua aerobics classes across our villages. Our Executive Manager Home Care also assumed responsibility for Retirement Living, becoming Executive Manager Independent Living. This change has delivered more streamlined continuity of care for residents.

Harbourside SENIORS HUB

A place for Friendship, Culture &
CONNECTION



The Harbourside Seniors Hub at the Bill King Centre in Fingal Bay continues to be a lively and welcoming space for older people in our community. Open three days a week, the Hub provides a wide variety of activities including arts and crafts, exercise classes, bingo, BBQ lunches, scenic drives and group outings. It is more than a program of events—it's a place where friendships are formed, stories are shared, and personal growth is supported. The Hub also offers specialised support for people living with dementia, ensuring everyone feels included and valued.

This year the Hub community was honoured by a very special gift. Long-time member Dot Glasson celebrated 11 years of attending by presenting a stunning artwork created by her daughter, Wiradjuri artist Doris Glasson. Using traditional symbols and vibrant colours, the painting tells stories from Doris's childhood and features her personal totem, the dragonfly, hidden within the design.

Now proudly on display, the artwork reflects both creativity and generosity. Moments like these highlight what makes the Harbourside Seniors Hub so special—a place where connections are made, stories are shared, and community is truly celebrated.

OUR SERVICES

Retirement Living

Providing retirement in vibrant communities and beautiful locations

- » Harbourside Shoal Bay
- » Harbourside Fingal Bay
- » Harbourside Salamander Bay
- » Harbourside Crystal Close
- » Harbourside Bernie Thompson Park

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 (HCP)
- » Private Services
- » Harbourside Fresh Meals
- » Department of Veterans' Affairs Nursing Services

Residential Aged Care

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

- » Harbourside Residential Care, Shoal Bay

Respite Care

Time for carers while we care for your loved one

- » Harbourside Residential Care, 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 Elders past, present, and emerging, and to all Aboriginal and Torres Strait Islander peoples.

In Memoriam

We acknowledge with gratitude the contributions of company members who passed away during 2024/2025. We extend our deepest sympathies to their families.

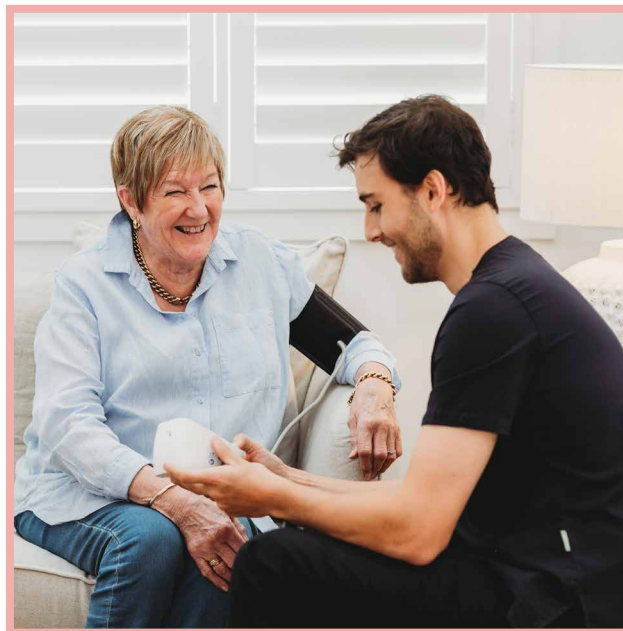
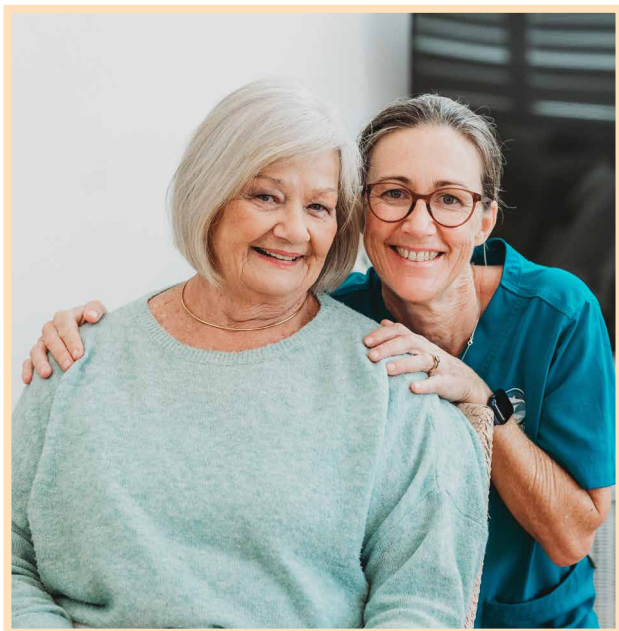
- » Fiona Whatham
- » Des Roberts
- » Brian Armstrong

Acknowledgment & Gratitude

At Harbourside Port Stephens, it is our privilege to support seniors and their families. We sincerely thank our dedicated staff and volunteers whose commitment and compassion make a real difference every day. We also extend our gratitude to families for their trust and support—together, we continue to build a caring, inclusive community.

We Care

Supporting your life your way



LET'S STAY CONNECTED

We'd love to hear from you.
Whether you're looking to:

- » Join our team
- » Volunteer your time
- » Learn more about our services
- » Share feedback

We're here to help.

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