



*Ageing with excellence*



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## CEO Foreword

Welcome to PAC News! We will be publishing this newsletter periodically for our clients and residents to keep you up to date with all the latest news at Presbyterian Aged Care, as well as to provide you with information about some of the services we offer.

We recognise that all those who use PAC services are on a journey through life and we want you to know that we are right there with you every step of the way. As your needs change, we can continue to accommodate you and help you live your life to the fullest.

2019 saw the opening of one of the most ambitious projects PAC has ever undertaken, The Terraces in Paddington, and we're absolutely delighted that the project has just won the 2019 Urban Developer's Industry Excellence Award for Development of the Year in the Retirement, Aged Care and Seniors Living category. We have also just completed a redevelopment of PAC Thornleigh in Sydney's Northern Suburbs.

At a time when the aged care industry has come under increasing scrutiny, PAC will continue to focus on what we've been doing so successfully for over 75 years – providing high quality care for older Australians and treating them with the respect, dignity and warmth they deserve.

I hope you enjoy the newsletter.

**Paul Sadler**

Chief Executive Officer  
Presbyterian Aged Care



## PAC residents at The Terraces Paddington in new bicycling initiative

Some of our PAC Residents at The Terraces in Paddington recently reconnected with the joys of bicycle riding by taking part in a new initiative launched by the charity Cycling Without Age.

Sydney and Woollahra Councils have funded the purchase of a high-tech trishaw bike which can be used to take elderly people with limited mobility on free scenic bike rides around Sydney enabling them to enjoy the outdoors and include them in the community.

The trishaw was officially launched at Rushcutters Bay Tennis Club on July 31 by Mayor Clover Moore and featured PAC residents Shirley Ford and Rosemarie Falk. The event was widely covered by the media, including Channel 9.

The trishaw will be managed by local group BIKEast and be available for use by different aged care homes in the area, including The Terraces. Using the trishaw, PAC residents at The Terraces will be able to go on rides this summer exploring the Botanical Gardens, the Domain, Rushcutters Bay Park and even the Centennial Parklands.

**A great time was had by all and our PAC residents were the stars of the show!**



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## PAC is growing!

Presbyterian Aged Care and North Ryde Community Aid & Information Centre (NRCA) recently announced that on 1 January 2020 NRCA will merge its operations into PAC.

North Ryde Community Aid & Information Centre is a community-based, not-for-profit association providing Commonwealth Home Support Programme (CHSP) domestic assistance, group and individual social support, garden maintenance, transport and other services to around 370 older people in Ryde and its surrounding suburbs.

PAC CEO Paul Sadler is enthusiastic about the merger saying, “The high regard in which NRCA is held locally makes it a great fit for PAC given our core mission of providing high quality care for older people. The merger with NRCA will enable PAC to expand the reach of our aged care services in Sydney’s Northern Suburbs.”

NRCA Chairperson, Garry Pearce said, “This merger will provide a great opportunity for NRCA’s clients to access PAC’s broad range of aged care services, including Home Care Packages and Short-Term Restorative Care packages. PAC has an outstanding reputation in the aged care industry and we are proud to be merging our operations with theirs.”





## Grand opening of The Terraces Paddington!

On Saturday 31 August PAC celebrated the official opening of The Terraces in Paddington.

The award-winning over 55's community includes a 100-bed residential aged care facility featuring a 23-bed dementia unit. There are also 79 elegant independent retirement living units. The heritage-listed Scottish Hospital, which was a functioning hospital from 1902 to the late 1990s, has been converted into 9 house-size retirement apartments. The complex also features a resident cinema, on-site café, swimming pool and gym and landscaped parks and gardens. The Terraces is the largest construction and refurbishment project ever undertaken by PAC.

The event was a huge success with well over 250 visitors turning up, including many Paddington locals. Residents of The Terraces were also out in force on the day joining in the celebrations.

PAC welcomed a number of very special guests for the opening. The Honourable Margaret Beazley, Governor of NSW unveiled the official

plaque. Dave Sharma, Federal MP for Wentworth gave a speech on behalf of the Minister for Aged Care and the Mayor of Woollahra Council, Peter Cavanagh was also on hand.

After the official speeches, the festivities began. There was a taco truck, pizza stand and sausage sizzle on the Village Barbeque for guests to enjoy. Heritage tours also took place with actors dressed in period costume taking visitors on tours of the site. Entertainment was also provided for children including bubbles, face painting and balloons. To see more pictures of the event and watch a video of Dave Sharma's speech, visit the PAC Facebook page.

**To find out more about the range of aged care, home care and independent retirement living options available at The Terraces and other PAC locations, visit the PAC website [www.pacnsw.org.au](http://www.pacnsw.org.au) or call us on 1800 722 679.**





▲ From Left: Reverend Kamal Weerakoon, Mayor Peter Cavanagh, MP Dave Sharma, NSW Governor Margaret Beazley, PAC CEO Paul Sadler and Presbyterian Church GM Jeof Falls.



▲ A Terraces plaque was unveiled



▲ Paddington locals joined in the fun



▲ Terraces resident Mary Henderson with Sharon Bennett



▲ Actors in period costume gave historical tours



# The Terraces Paddington wins Development of the Year Award!

We're absolutely thrilled that The Terraces Paddington project has just won the 2019 Urban Developer's Industry Excellence Award for Development of the Year in the Retirement, Aged Care and Seniors Living category.

The project is the largest single building development ever undertaken by the Presbyterian Church in NSW. At a cost of around \$150 million, it represents a significant investment in the future of aged care services in the area. We're delighted that it has now been recognised as one of the flagship aged care developments in the whole of Australia.

To find out more about PAC's award-winning The Terraces Paddington retirement living and aged care community visit the PAC website, [www.pacnsw.org.au](http://www.pacnsw.org.au)



## Respite options through PAC

When your carer wants to go on holidays, or just needs some time off, PAC is here to help you.

Respite care (also known as 'short-term care') gives carers the opportunity to take a break from their caring role while you continue to receive the extra support you need. Respite care can be arranged for a few hours, a few days, or several weeks, depending on your needs, your eligibility and what services are available in your area.

Respite care can take many forms:

- ▶ In your own home: a PAC support worker can come and care for you in your own home while your usual carer is away on holidays
- ▶ In a residential care home: You can stay for a short period in a PAC residential care home

- ▶ Community based: You can join a day program at one of PAC's facilities
- ▶ Emergency respite: This is sometimes available if you need to deal with sudden illness, accidents, family troubles or emergencies



**If you are eligible, respite support can be obtained through a Home Care Package or the Commonwealth Home Support Program, or in PAC's residential facilities. For more information on respite options at PAC call our friendly team on 1800 722 679.**



## Short-Term Restorative Care (STRC) now at PAC

Short-term restorative care is an innovative new government-funded program that provides intensive support from a multi-disciplinary team for up to 8 weeks to help you if you are having difficulty completing everyday tasks or your mobility is starting to decline. The program aims to improve your wellbeing and independence and help you stay living in your own home for longer.

Signs that you may benefit from the STRC program might be that your walking speed has slowed down, you have trouble holding or gripping objects, you don't seem to be able to do what you used to do, you have increased levels of exhaustion as you go about your daily activities or you are experiencing unintended weight loss. Through early intervention, the STRC program aims to reduce and where possible, reverse this functional decline, and make it easier for you to get through your day-to-day activities the way you used to. The program works best for people who are goal-oriented and have a strong desire to return to earlier levels of independence.

STRC can offer a wide range of services, depending on your particular needs, including physiotherapists, audiologists, mobility aids, podiatrists, nutrition and dietary advice, nursing,

cooking assistance, home maintenance/modifications, chiropractic services, optometrists, help with transport and much more. STRC can be accessed twice in any 12 month period.

### How do I access STRC?

STRC is subsidised by the Australian Government and in order to be assessed for eligibility for the program you will need to register with My Aged Care. You will then be assessed by the Aged Care Assessment Team (ACAT) who will check your eligibility. Once you are approved you can get started.

**Call us to find out more about our STRC program, how it works and how it will help you. Chat to our friendly PAC team on 1800 722 679 or read more about STRC on the PAC website.**



# Staff spotlight

## Sami Byrne

Package Advisor for the PAC Hunter Home Care Team



### What do you do at PAC?

I have been working at PAC for 8 years. I initially started as a Care Worker and really enjoyed my years caring for clients in their home and forming close bonds with the people I looked after. I am now one of 3 Home Care Package Advisors for the Hunter Team.

My role is to facilitate the delivery of in-home care services for older people. I work collaboratively with clients and their families to provide the best care for their loved ones based on the client's goals and needs.

### What do you love most about working in Home Care at PAC?

I love helping others! Working in Home Care gives me the fulfilment of helping older people and making a positive difference in their lives. It's the most heart-warming job in the world. It can be challenging at times, but the rewards are huge. Also older people are a wealth of knowledge – every client has an interesting story to tell. We can all learn a thing or two from our older generation.

### What do you do in your spare time?

Outside of PAC I am studying towards my Diploma of Community Services. I am nearly finished my 12 month course. Just recently I started learning to play an Acoustic Guitar, I can now even play Ode to Joy! I am married with 3 children, our youngest is completing his HSC, so it's very trying times in our household at the moment!



## **How does Home Care benefit PAC Clients?**

Many older people want to remain living in their own home and be independent for as long as they possibly can. PAC's Home Care services can enable them to do this. For many clients, Home Care is the perfect choice for them. The services an older person receives in their own home are tailored to suit the client and their particular needs. Care plans are prepared collaboratively and ensure independence is encouraged at all times.

## **Can you remember a particular client who stands out where Home Care made a huge positive difference?**

I remember one particular client decided upon retirement she would travel across Australia with her husband in a caravan. They did this until one day, she had a stroke. She was only 67 at the time. Our client was told she would never walk again.

Our client was headstrong and determined that she would defy the odds and walk again. And she did! Our client is now able to walk short distances with the assistance of mobility aids, cook, go shopping and even go to the movies. Her single-minded determination and the services from her Home Care Package (as well as some external services such as physiotherapy) enabled our client to make it happen.

Another goal and desire she had was to feel the sand and ocean under her feet again at the beach despite her limited mobility. This dream was made possible with the help of Cooks Hill Surf Life Saving Club in Newcastle and our Chaplain at PAC Hunter. It was a triumphant day for our client and one she will never forget.

## **What do you find challenging in Home Care?**

There are lots of challenges. The biggest one is that some older people don't want to ask for help even though they now need some assistance in managing their day-to-day household tasks. Some are scared of losing their independence and self-worth.

Older people have usually structured their home and living environment to exactly how they want it to be. However their families and children see the need for their loved ones to get some help and support through Home Care. Thankfully most Home Care clients quickly adjust and are extremely grateful they reached out for Home Care help once they see the positive difference we make in their lives. You gain their trust and they come to realise that I'm not there to take away their independence, but to help them retain it.

**To find out more about PAC Home Care visit the PAC website [www.pacnsw.org.au](http://www.pacnsw.org.au) and click on "Home Care" or call our friendly PAC Team on 1800 722 679.**



## PAC Documentary has its Premiere!

The official premiere of “The Difference Makers: Celebrating Women Living in Aged Care” – a 17 minute documentary financed as a PAC Innovation Project – took place on Monday 21 October. The documentary celebrates the lives of 5 unique women living at Minnumurra, PAC’s Drummoyne residential aged care home.

A special screening took place at PAC Drummoyne and the 5 stars of the documentary – Neita Matthews, Claire Smith, Roma Wood, Yvonne Tupman and Nella Maritato were all in attendance, as well as PAC CEO, Paul Sadler, David Fleming – PAC Director of Consumer Experience & Growth and Olivia Wood – PAC Director of Care & Quality.

The video highlights that women living in aged care facilities are still capable of living extraordinary lives and able to contribute to their community and pursue their chosen projects or recreational interests. Many of these women, although they may have some limitations and need for assistance with everyday activities,

continue to follow their dreams regardless of their age and limitations.

Congratulations to the writer and producer, PAC’s own Donna Valantis, Leisure and Lifestyle Coordinator at PAC Drummoyne, who was the driving force behind the project. Well done also to the director Stefan Whitecunas and of course, to our 5 amazing resident stars.

**Watch the documentary in full on PAC’s YouTube channel – you’ll find the link at the bottom of the PAC website [www.pacnsw.org.au](http://www.pacnsw.org.au) along with a link to PAC’s Facebook page where you can see more pictures of the movie launch party.**



- ▲ PAC’s movie star residents pose for the cameras along with Donna Valantis, the driving force behind the documentary (third from left), Director Stefan Whitecunas (second from the left) and PAC CEO, Paul Sadler (on the far right).





## Final stage of PAC Thornleigh now complete!

PAC Thornleigh, our newest residential aged care facility, has recently undergone an extensive renovation and refurbishment with the final stage completed in November 2019. PAC Thornleigh offers the latest aged care features and technology, ensuring residents receive the very best care available, in brand new, interior-designed surroundings.

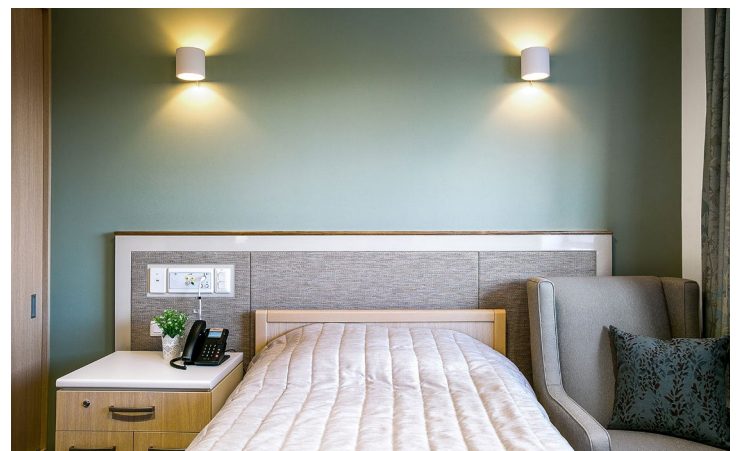
PAC Thornleigh is located in Sydney's Hills District, offering outstanding district views from multiple levels and is ideally located just minutes away from both Hornsby and Sydney Adventist Hospitals and close to shopping.

PAC Thornleigh features superb interiors by noted interior designers, Gilmore Interior Design, who have created a unique, tranquil environment delivering warmth, elegance and a homely feel. The aged care home is designed to feel as warm and welcoming as your own private residence.

Every bedroom has a spacious ensuite, and some bedrooms offer stunning district views. Lucky residents can choose from a number of beautiful common areas so they can be as social or as private as they want to be on any given day.

There are also a number of easily accessible communal balcony options moments from residents' bedrooms, enabling them to enjoy the fresh air, bask in the sunshine and take in the superb views. Manicured and beautifully maintained outdoor gardens are also available for residents to enjoy and feature native birds.

**To read more about PAC Thornleigh and our other retirement villages and residential aged care homes in NSW & ACT visit the PAC website, [www.pacnsw.org.au](http://www.pacnsw.org.au)**







## Do you have an Advanced Care Plan in place?

Most older Australians are not set up to direct the way they are cared for in the event they become unable to communicate as a result of accident, dementia, or illness.

We all have values and preferences related to health and personal care. It's important to think about those values and preferences, discuss them with your loved ones and write them down in an Advanced Care Plan so that your preferences are understood and respected if you are ever in a situation where you are unable to communicate them yourself.

An Advanced Care Plan enables you to express how you want to be cared for and ensures that decisions and actions taken on your behalf are consistent with your desires if you become incapable of making those decisions.

An Advance Care Plan answers the question, 'What would I want to happen if I couldn't speak for myself?'

Advance care planning can also reduce unnecessary transfers from a residential aged care facility to a hospital and decrease the level of worry and anxiety many older people have about their future. Advanced care planning puts your future in your hands by making sure your loved ones and doctors know what your preferences are should your health deteriorate, giving everyone peace of mind.

**For more information visit Advance Care Planning Australia's website at [www.advancecareplanning.org.au](http://www.advancecareplanning.org.au) or call them on 1300 208 582. Advance Care Planning Australia is a national program funded by the Australian Government Department of Health.**



## PAC Stockton lost a roof in a freak storm!

On 9 August PAC Stockton in Newcastle suffered severe roof damage in a storm in the area. The roof over the Ibis Wing of PAC's facility was partially blown off with the event receiving significant media coverage.

30 PAC residents had to be relocated temporarily to other aged care providers in the Newcastle area with normal services remaining available to residents living in other parts of PAC Stockton that weren't affected by the storm damage.

PAC management followed our detailed emergency plan to ensure all affected residents were well cared for. We're pleased to report that the roof damage has now been fixed and that the affected residents are now happily back in their rooms at PAC Stockton.



**Many thanks to PAC Stockton's caring staff who went the extra mile for our residents during this challenging and difficult time.**

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## Tim Crakanthorp MP visits PAC Stockton

We were delighted to welcome Tim Crakanthorp MP, the State Member for Newcastle, to PAC Stockton to mark "Thank you For Working in Aged Care Day" on September 10.

Thank you for Working in Aged Care Day is held annually and is an opportunity to say a big thank you and celebrate aged care workers for the work they do to help older Australians live their best life. The day is designed to celebrate everyone involved in the journey of caring for people who receive aged care services – from nurses and care workers to the cooks, cleaners, drivers and laundry employees, to the volunteers and leisure and lifestyle officers and everyone in between.

Tim visited our community care centre and also said a special hello to residents who were affected when the facility's roof was blown off in high winds.



**We want to thank Tim Crakanthorp for his visit.**



# Staff spotlight

## Trevor Lunney

Pastor at PAC Ashfield also known as “Rev Trev”



### What does the day to day job of being a pastor at PAC Ashfield involve?

Well I call it walking and talking. You just pop into a person's room or the lounge room or the dining room and you pull up a chair and say, “How's it going?”, “What's the latest in your life – what's going on?”. It allows the conversation to get past, “Hello, how are you”.

You get to a more intimate level with a person because you're journeying with them every day. Over time they start trusting you, they will tell you things they've probably never told anybody before. You can ask them, “What was it like growing up?” and their eyes light up because sometimes you are the only person who's ever asked them that in their life.

### Can you think of a resident where your pastoral care really made a difference?

Yes. I remember there was this one resident and it was the morning after the Lindt Café siege in the Sydney CBD and he wanted to know “Why do we live in a world where things like this happen?”. I gave him a multilayered answer and we talked about it for half an hour and it was the beginning of a really fabulous relationship I had with him, because he opened up about all sorts of stories about himself and his family and his life as a kid. I was privileged to be there during his struggles at the end of his life and also to help care for his family during that difficult time. I still keep in contact with his family even now.



## **What made you decide to become a pastor?**

An opportunity came up for me about a decade ago to go into aged care and it seemed to be a really good fit. I like it because you see people on a daily basis whereas if you are in a parish you only see people once a week on a Sunday. Seeing people every day offers you better insight into who people really are. I enjoy working with older people – I enjoy helping them, cheering for them, walking with them, loving them, laughing with them, crying with them. It's a privilege to do this job.

## **What do you find the most enjoyable part of performing pastoral care?**

It's the everyday of sitting with people talking with them, having a laugh. You listen to their pain whether its physical pain, emotional pain, pain deriving from fractured family relationships. I'm just privileged to be the one that they are sharing their deepest innermost thoughts with. And I'm happy to sit with them for as long as they want.

We have people here who were making aircraft during World War 2. And you say to them "Tell me about that, what was it like?". I often think "Wow! that's a really cool story I've just heard!".

There was a guy here who was a tail gunner in a Lancaster bomber during World War 2. He told me at the end of the mission they used to hose

him down with water because tail gunners are the most vulnerable part of the plane. Enemy fighter planes shoot at a plane from below and above and the tail gunner is the one who gets it. And he was very fortunate to survive 13 or more missions which is quite extraordinary for that position in the plane. That guy was a hero.

## **What's the most challenging part of pastoral care?**

Knowing that I can't be the same person to everybody. Some people I'll never get past hello with, no matter how hard I try, and other people will tell you their whole life story.

## **What do you do in your spare time?**

I like to catch up with friends, I like to swim, I like to travel. My wife and I have just come back from a trip overseas and for part of it we did charity work in Soweto in South Africa. There's incredible poverty in South Africa and a friend of ours works with these people, children whose parents have died of AIDS, people living in abject poverty. The charity's called Youth Outreach South Africa and we really support the work he is doing. My wife brought 70kg of clothes for him to distribute to orphanages. So my wife and I go there and we make a little bit of a difference in people's lives.





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Presbyterian Aged Care

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