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CEO Foreword

Welcome to another edition of PAC News! 2020 has certainly been a year to remember with Australia enduring the dual challenge of both a devastating bushfire season as well as a global pandemic.

I am proud of the way residents in our care homes and our staff have pulled together to get through the COVID-19 crisis. Our residents showed tremendous resilience and fortitude and a willingness to embrace new ways of doing things so we could reduce the risk of COVID-19 entering the homes.

The first half of 2020 has seen some highlights. February saw the grand opening of PAC Thornleigh after undergoing a \$25 million renovation. We are very proud of the completed facility. We have just acquired the Inner West Home & Community Podiatry Service from Burwood Council which will enable PAC's inner west clients to access high quality podiatry services as part of our offering. We also started work in February on a \$9.5 million refurbishment of our Wescott aged care home in Stockton. And

I'm delighted that The Terraces Paddington is a finalist in the Asia Pacific Eldercare Innovation Awards 2020 having been nominated in the Facility of the Year - Ageing in Place category.

As an organisation we will continue to focus on our Christian mission of providing high quality care to older Australians and treating them with respect, dignity and compassion.

I hope you enjoy the newsletter.

Paul Sadler
Chief Executive Officer
Presbyterian Aged Care

\$9 million renovation underway at PAC Stockton “Wescott”

PAC’s aged care home in Stockton, Newcastle known locally as “Wescott”, is undergoing a \$9.5 million renovation.

54 rooms on the ground floor of the 127 room care home will be completely renovated as well as common areas such as lounges and dining rooms. The renovation will ensure Wescott offers the very latest aged care features and technology in beautiful interior-designed surroundings. A new dementia wing will also be added, along with a secure dementia courtyard.

The renovation will take place in 4 stages. Work started in February 2020 and is expected to be completed by August 2021.

“We’re really excited about the project,” said Wescott Manager Julie Henderson. “The interior design in the new section will be stunning, with stylish bedrooms and ensuites as well as new

air-conditioning. We will also have a brand-new reception area and contemporary lounge and dining areas.”

The project is being undertaken by Tower Projects and is designed by architect Sue Kenny with interiors by noted interior designers, Gilmore Interior Design. The aged care home will be operational during the renovation. While demand is always high at the home, a few rooms in the previously refurbished Ibis wing are currently available.

For more information about Wescott call our friendly team on 1800 722 679 or read more about the care home on the PAC website www.pacnsw.org.au.



Grand Opening of PAC Thornleigh!

On Thursday 20 February PAC celebrated the official opening of PAC Thornleigh, a \$25 million redevelopment of PAC's existing residential aged care home in Sydney's Northern Suburbs.

The redevelopment took place in three stages with PAC Thornleigh increasing from a 54-bed to a 67-bed facility on completion. The project was designed by Sue Kenny Architects and built by Tower Projects with interiors by noted interior designers, Gilmore Interior Design.

Julian Leeser, Federal MP for Berowra, gave a speech at the opening ceremony on behalf of the Honourable Senator Richard Colbeck, Minister for Aged Care and Senior Australians and unveiled the official plaque. Reverend Richard Keith, Moderator of the Presbyterian Church in NSW, blessed the new facility. The Deputy Mayor of Hornsby Shire Council, Michael Hutchence was also present at the ceremony.

"We're delighted that PAC Thornleigh has now been officially declared open," said Paul Sadler, PAC CEO. "PAC Thornleigh has been designed to feel as warm and welcoming as your own private residence while offering the high quality, personalised care that Presbyterian Aged Care has been giving older Australians for over 75 years. State-of-the-art technology has been utilised to increase the level of communication between residents and care staff to ensure every need is met."

A number of new common areas have been added, including a conservatory, solarium, entertainment lounges and communal balconies offering superb district views. Every resident bedroom now has a spacious ensuite, with



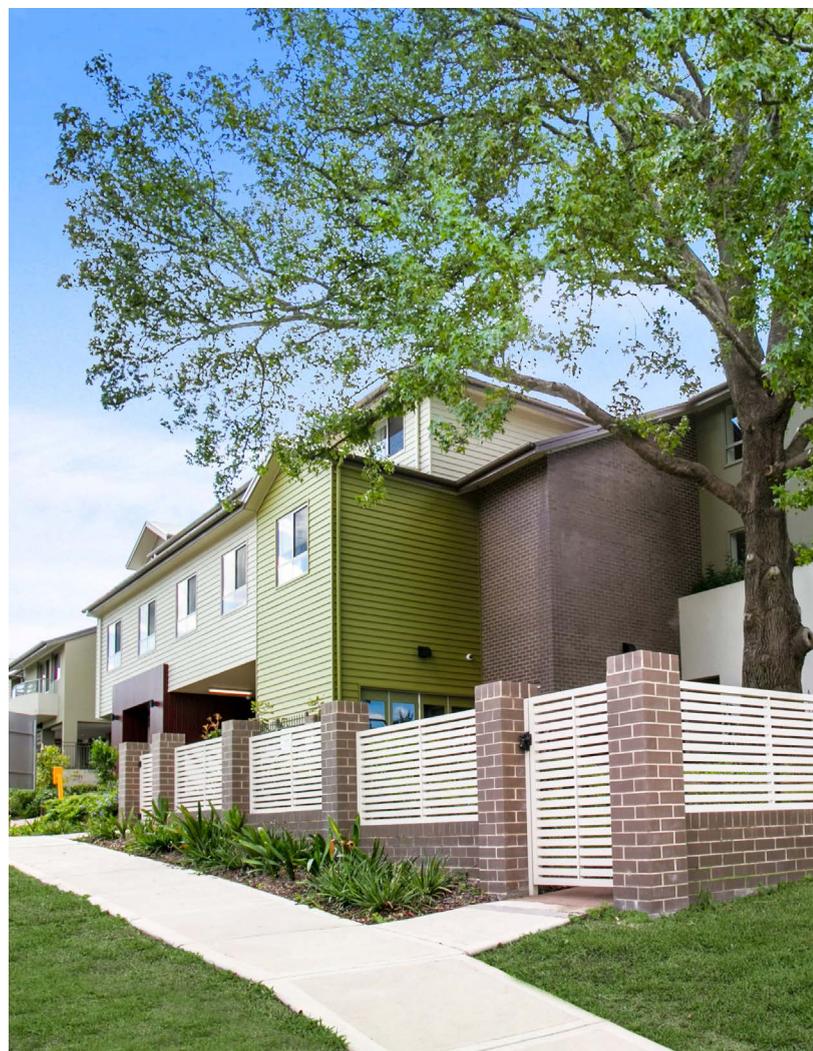
▲ Julian Leeser, Federal MP for Berowra and Reverend Richard Keith, Moderator of the Presbyterian Church in NSW, unveiled the plaque.

some offering views. A dementia-specific wing was also added to cater for the increasing number of Australians living with dementia.

In-house chefs prepare resident meals and lifestyle staff organise activities to keep residents occupied, from art classes to Jazzercise, cooking lessons to floral appreciation workshops and regular movie nights and concerts. There is also an on-site hairdressing salon.

PAC Thornleigh features a dedicated Chinese cultural lounge as approximately 40% of residents speak the Chinese language. Landscaped outdoor gardens and courtyards are also available for residents' enjoyment. PAC Thornleigh is ideally located close to shopping and just minutes away from both Hornsby and Sydney Adventist Hospitals. All levels of care are offered.

To find out more about PAC Thornleigh or our other aged care homes in NSW & ACT visit the PAC website www.pacnsw.org.au or call us on 1800 722 679.



▲ PAC Thornleigh.



▲ PAC Thornleigh residents attended the celebration.



▲ PAC Thornleigh architect Sue Kenny.



▲ Julian Leeser, Federal MP for Berowra and PAC CEO Paul Sadler (right).



▲ Presbyterian Church GM Jeof Falls (left) with Deputy Mayor Michael Hutchence.



PAC responds to the Bushfire Crisis

The devastating bushfires earlier this year saw New South Wales in a state of emergency for months and made global headlines around the world.

More than 19 million hectares of bush were burned, more than 6000 buildings were destroyed, more than 33 people died and over one billion animal lives were lost.

The bushfires impacted parts of PAC's operations and many of our staff and clients. In particular, PAC's South West Sydney Home Care services were substantially impacted by the Green Wattle Creek and Bargo fires. Patricia Marchant, Southern Region manager and the PAC Client Care Support Team headed by Liza Nieto swung immediately into action when the bushfires broke out contacting PAC clients.

"Our Home Care clients started being affected on 19 December. We had to cancel some services because it was unsafe or roads were closed.

We reached out to 40 Home Care clients who were directly impacted, calling clients and family members one by one to make sure our clients were safe" said Liza.

As well as PAC Home Care clients, many PAC Home Care staff were personally affected by the bushfires. Jacqueline Rhodes, a member of the care staff in the SWS Home Care Services team lives in Tahmoor – a town which had an evacuation order in place at the end of December due to the Green Wattle Creek fire. Jacqueline also lost a property she owned in an adjacent town due to the fires.

"Being directly affected by the bushfires myself meant that I was able to identify and empathise with PAC Home Care clients in a similar position,"

Jacqueline said. “I know first-hand what it is like to face closed roads, the fear of approaching fires, evacuations and property loss. It’s a very tough situation to be in. You’re living on tenterhooks, you don’t know what is going to happen next.”

One of PAC’s Home Care clients in the Southern Highlands is largely confined to a wheelchair. When her home was evacuated due to the bushfires she initially organised accommodation with friends on Sydney’s North Shore but because the home was not wheelchair accessible, basic needs like showering became difficult.

Her medication also began running out and she wasn’t getting the ongoing care she needed and as a result her health began declining. PAC’s Home Care team immediately reached out to staff at PAC Thornleigh – our newly redeveloped residential aged care home – to arrange respite accommodation in the facility.

Her daughter Antonia said she was incredibly grateful for PAC’s help. “I’m very impressed with PAC. The turnaround and the response to get her into some care was immediate and I was very grateful. She went into a brand-new room and they accommodated us really quickly which was fantastic.”

PAC’s CEO Paul Sadler praised PAC’s staff for their response, “I’m really proud of our staff and volunteers for the way they responded to the bushfire emergency and how they rose to the occasion.”

PAC is committed to help tackle climate change by operating sustainably and improving our energy efficiency. Some of the things we are doing include retrofitting air conditioning in older buildings, ensuring that all new buildings utilise solar power and installing energy efficient measures in both new and existing buildings.

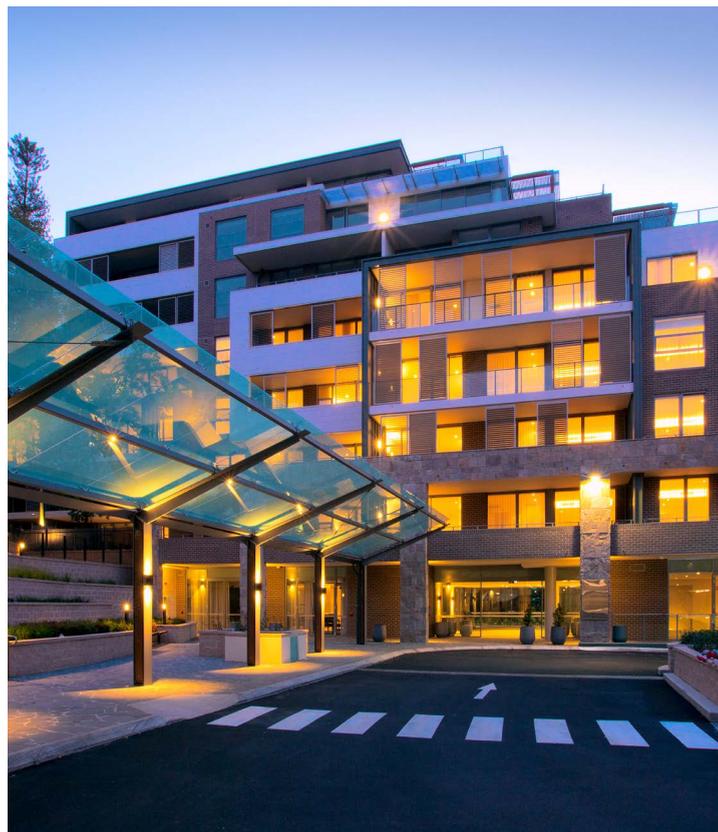
The Terraces at Paddington nominated as a finalist for Prestigious Award

The finalists in the 8th Asia Pacific Eldercare Innovation Awards were recently announced and The Terraces at Paddington is a finalist in the Facility of the Year - Ageing in Place category.

The winner will be announced in Singapore at this year’s Ageing Asia Innovation Forum on 24-25 November 2020.

We’re very proud of The Terraces and thrilled that it’s been honoured with another award nomination.

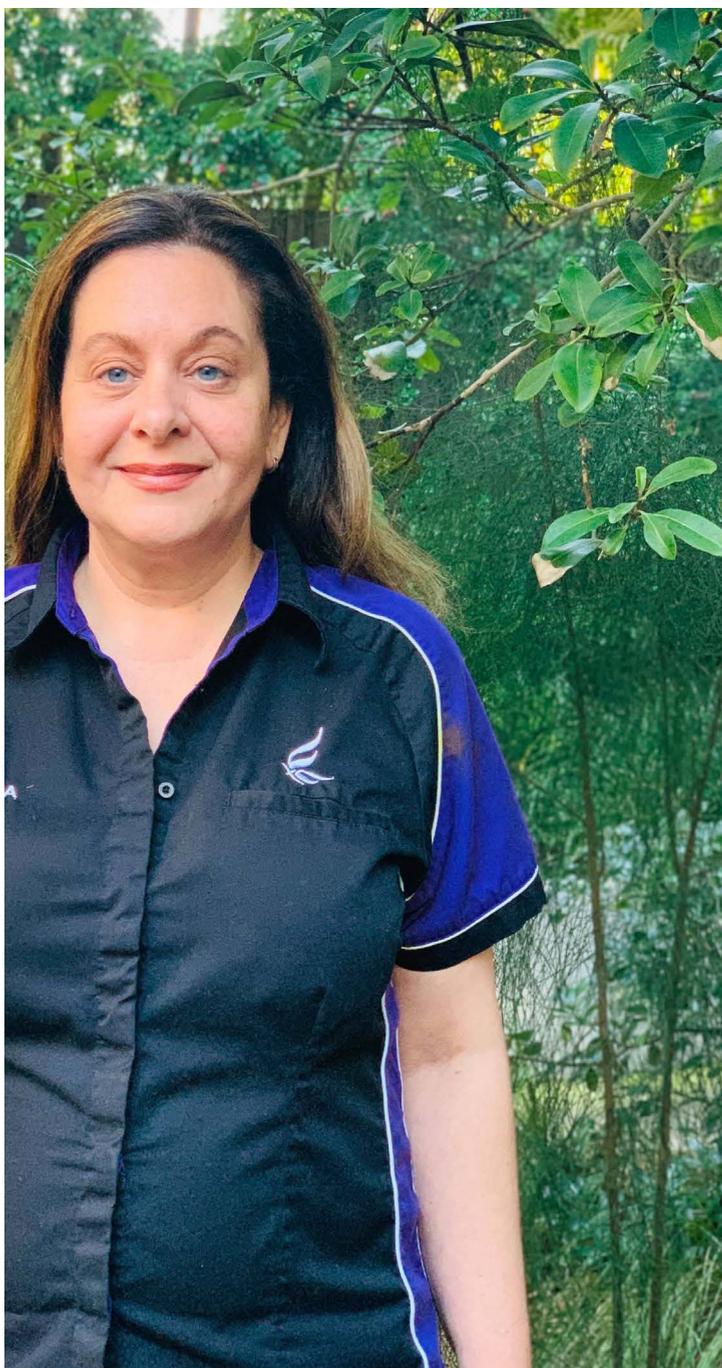
To find out more about PAC’s award-winning The Terraces Paddington retirement living and aged care community visit the PAC website, www.pacnsw.org.au



Staff spotlight

Donna Valantis

Leisure and Lifestyle Coordinator at
PAC Drummoyne



What does your day to day job at PAC involve?

I am the Leisure and Lifestyle Coordinator at PAC Drummoyne - Minnamurra. I manage a small team to deliver high-quality leisure and lifestyle programs that are compliant with industry standards. We offer both group and individual programs - some residents are more comfortable participating in group activities and others are more solitary. We cater for everyone.

How do you come up with your event ideas?

All program and event ideas are driven by our resident's interests – after all it's their recreational program. We have a monthly meeting with residents to brainstorm ideas. I am very fortunate - I work with great staff and have a brilliant Facility Manager who is very supportive and open minded about the program.

Our recreational programs are designed to support, challenge and enhance residents' psychological, social, emotional, spiritual, cognitive and physical well-being. We aim to keep our residents engaged, productive, stimulated and contributing to society.

In addition to our ongoing activities, we do things around seasonal celebrations e.g. Australia Day, the Australian Open, Mother's Day, Easter, Christmas or the Melbourne Cup. For Mother's Day we had pink champagne, chocolates and scones. For the Australian Open we created a tennis-themed tv room so residents could watch the tennis in a great atmosphere. On the Queen's Birthday we had Union Jack décor and arranged a screening

of a documentary of her life and reign. We have regular Happy Hours and before Covid-19 we also arranged fun external outings for residents who are still mobile like restaurant lunches and shopping outings.

What do you enjoy most about your job?

We have talented members of the local community who volunteer to work with us and bring along their specific expertise to create programs that enrich our resident's lives. Examples of activities we have run with their help are yoga, art projects, drama classes, meditation classes, singing lessons, foot spas and facials. We also conduct educational seminars for our residents on a range of topics given by outside speakers.

We put a lot of effort into coming up with new and interesting things for our residents to do to keep them entertained. It's all about choice – we put on a wide variety of events and activities and residents participate in the ones that interest them.

What's the most challenging aspect of your job?

Budgets can sometimes be a challenge but I do the most I can with what's available! You have to be creative with the budget and think outside the square. I love decorating the activity room for themed events so that when our residents walk into the event they are thinking WOW! This job is never boring – I always have to keep coming up with new ideas for activities and novel approaches.

Recently you received a PAC Innovation Grant which you used to produce and write a documentary about 5 women living at PAC called "The Difference Makers – Celebrating Women Living in Aged Care". What inspired you?

I was inspired by the life stories of the 5 women depicted in the documentary. Yvonne, Neita, Nella, Roma and Claire all made societal changes for their community, culture, city or for Australia. I wanted to showcase these amazing ladies' talents with a mini documentary that could be promoted to the younger generation.

There is a societal misconception that once a person enters an aged care facility their life is over but that's far from the truth. Even though older people may have some physical limitations, they are still capable of living their life to the fullest! It was a fun project to work on.

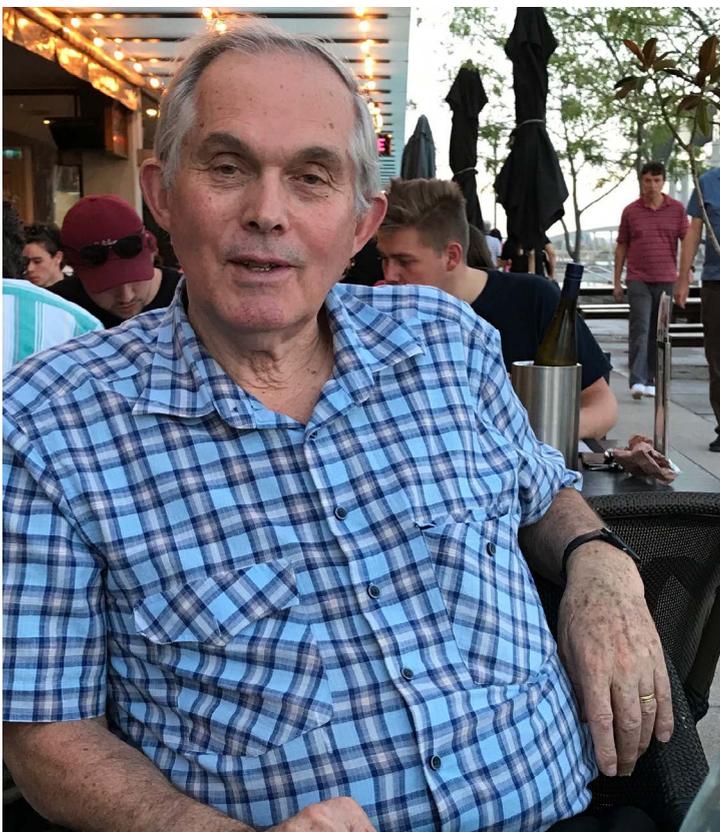
What do you do in your spare time?

I love to spend time with my family – I'm the mother of two beautiful daughters aged 9 and 12. I also guest write for an online magazine called "Inspire" which is an aged care leisure and lifestyle guide for industry staff. Real people and real issues also drive me. I'm passionate about many social issues and causes that are close to my heart which I enjoy raising awareness about. I like to be the change that I would like to see happen in the community.

Message from the Chaplain

Reverend Phil Paul

Presbyterian Church



‘Have no fear of sudden disaster...for the Lord will be your confidence and will keep your foot from being snared’.

Proverbs 3:25

We live in troubled times. As of 17 July there are 11,235 confirmed cases of coronavirus and 116 deaths caused by the virus in Australia.

As a consequence of the measures introduced by the Federal and State Governments to limit the spread of the pandemic, many people have spent time quarantined in their homes, residents in aged care facilities have been isolated from family members and outside groups and some state borders have been closed.

A number of businesses were forced to shut and unemployment rates rose substantially. Many Australians have had trouble meeting their rent or mortgage costs and are deeply concerned about the future and how their basic needs will be met.

What should our response be to this challenging situation? Certainly, one response is fear – fear of what the future may hold. We have recently seen this reaction in the shopping centres with people panic buying and loading their trolleys with all kinds of foods and household items. Other people are overly concerned with their self-preservation so have avoided contact with people and may not even come to work because they fear that they may succumb to the virus.

While it is acting responsibly to take precautions in relation to our own health and to take measures to avoid spreading the virus to others, excessive fear-based reactions are a reflection of the

condition of our heart. **Proverbs 27:19** says ‘As water reflects a face, so a man’s heart reflects the man’. Fear-based reactions are often a reflection of what we trust in to bring us meaning, satisfaction and joy in our life such as financial or personal security, job status, pleasure seeking, good health and family or personal relationships – which are all temporal in nature. And when these motivations for living are threatened or taken away, we can feel a deep sense of anger, fear or dread.

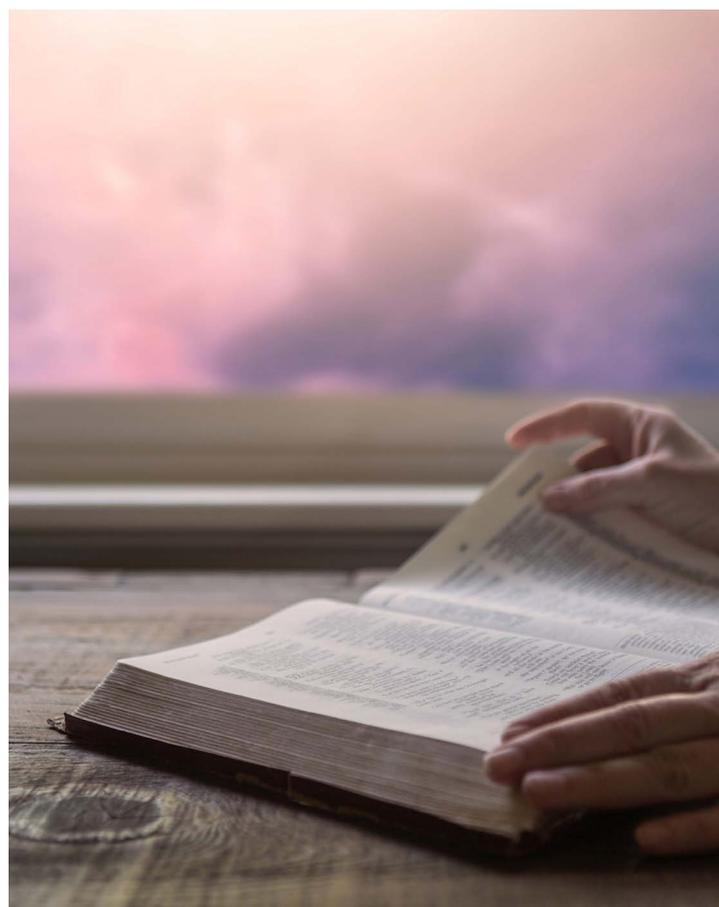
What is the antidote? **Proverbs 3:25** says ‘Have no fear of sudden disaster...for the Lord will be your confidence and will keep your foot from being snared’. Again, **Isaiah 41:10** says ‘So do not fear, for I am with you. Do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand.’

There are countless examples in the Bible where God has protected his people when they have faced great danger or disaster – you only have to read in the Bible about people such as Moses, David, Hezekiah, Daniel, Peter and Paul. Difficult times such as these are a reminder that our world is fragile and subject to decay, and that we need to look at where our real trust lies. Easter is a reminder of the truth in **John 3:16** that God so loved the world that he gave his one and only son, that whoever believes in Him, shall not perish, but have eternal life. What a comfort to know that if you trust in Christ, you can rest secure in your relationship with Him whatever disaster or

difficult circumstance you may face on this earth, and know that when you die, you will be with Him in eternity.

We may continue to face challenges as a result of COVID-19 until we develop either an effective treatment or a vaccine. But we can take comfort in the words of **Jeremiah 29:11** to sustain us and give us hope: ‘For I know the plans I have for you,’ declares the Lord, ‘plans to prosper you and not to harm you, plans to give you hope and a future.’

God Bless you all and stay safe and well.



Staff spotlight

Zoe Williamson

Home Care Manager at PAC North Ryde Community Aid



What does your day to day job at PAC involve?

I am the Manager at PAC North Ryde Community Aid (NRCA). We've been around for 40 years but we merged with PAC on 1 January this year. Previously, NRCA was a small operation with 8 staff and 90 volunteers in one local area.

Now we've joined with PAC we are part of an organisation with over 700 staff covering the whole state of NSW and ACT.

What services does PAC NRCA provide to older people on Sydney's North Shore?

NRCA provides Commonwealth Home Support services (CHSP) to older Australians. The programs we run include Social Support Groups, Shopping, Transport, Gardening and Home Maintenance, Bedmaking, Personal care and Cleaning.

We also offer Home Care Packages which is an expanding part of our business. Many older Australians living in Northern Sydney can benefit from receiving help at home so they can stay living independently for as long as possible.

We also run a lawn mowing program supported by North Ryde RSL where we provide subsidised lawn mowing to over 200 older people in the local area. We help maintain their lawns when they are no longer able to do it themselves.

Do you have a lot of Volunteers?

Yes! We have about 90 volunteers, some of whom have been with us for over 20 years. We have groups of volunteers who go out in a team together each week to make beds, volunteers who come to our social groups and help with activities and food preparation, and others take clients shopping or provide transport.

Tell me about the other community initiatives that NRCA is involved in

While our primary focus is aged care, we also work with the local council and the State Government to provide a range of community programs for people in need. We provide emergency food relief for people of all ages. Members of the community donate bags of pantry items to us which we distribute. And recently we've partnered with Harris Farm Markets to deliver fresh fruit and vegetables weekly to needy people. Due to COVID-19 unemployment has risen and we've seen increased demand for this service. We also provide information and referral for community services such as domestic violence and financial counselling, as well as aged care.

What do you enjoy most about your job?

The variety. Each day is different and poses new challenges. When volunteers drop by and speak animatedly about a shopping trip they went on, I'm never sure who gets more out of the service – the older client who is having a practical need

met or the volunteer who enjoys helping others so much! I enjoy watching older clients come to our centre each week with smiles on their faces knowing we are responsible for getting them out of the house so they can socialise with others and have a nutritious meal. I love improving the day-to-day lives of older people.

Can you remember a particular client who inspired you in some way?

Every year we hold a Tea Dance – an old-time dance where we hire a band and hall and play music from the 1940's and 50's. About 150 older members of the community attend. One client comes every year. Her mobility is now limited but that doesn't stop her getting on the dance floor with her walker and having a dance with a huge smile on her face. It is inspirational watching older people doing what they love to the best of their ability.

What do you do in your spare time?

I have three children aged 10, 12 and 14 and they take up most of my time when I'm not at work. I enjoy camping and hiking – a couple of years ago we went on a one-month 4WD road trip from Darwin to Alice Springs including Kakadu and Uluru. I also enjoy running, walking my new dog and I've just begun teaching myself the ukulele.

To find out more about our Home Care services visit the PAC website www.pacnsw.org.au and click on Home Care or call us on 1800 722 679.

PAC takes over the Burwood Council Podiatry Service

Presbyterian Aged Care and Burwood Council recently announced the transfer of the Burwood Council podiatry service to PAC from 1 July 2020.

The podiatry service receives an annual grant from the Commonwealth Community Home Support Programme (CHSP) and provides services to over 900 older people in the Inner West region. The service sub-contracts with 12 podiatry clinics.

“The synergy of the Burwood Council podiatry service and customer base with PAC’s existing services to older people in the Inner West is good for all parties” said Paul Sadler, PAC CEO. “PAC has forged strong relationships with older people in the local community and acquiring the podiatry service will enable us to better serve their needs.”

Burwood Council Mayor John Faker, said, “We are delighted that PAC will take over management of the Burwood Council podiatry service. They

have an excellent reputation in the local area and their extensive experience and wide reach means that podiatry customers will gain access to a broader range of aged care opportunities. We are confident that they are the right organisation to take over this key service, which plays an important role in the health and wellbeing of older people in our community.”

The service has been renamed the PAC Inner West Home & Community Podiatry Service.

Contact PAC’s friendly Care Support team for all your podiatry needs in Inner West Sydney on 1800 722 679.



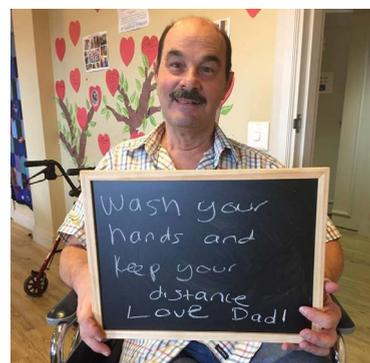
Keeping in touch with family during COVID-19

The COVID-19 pandemic has been a challenging time for aged care homes.

Unfortunately, advanced age and pre-existing medical conditions are two of the most important risk factors making individuals vulnerable to COVID-19. When the pandemic was declared, PAC immediately introduced stringent measures across every aspect of our operations to minimise the risk of the virus entering our aged care homes.

PAC also embraced technology to help care home residents keep in touch with their loved ones remotely, buying iPads for all our facilities so residents could communicate via software like Zoom and Facetime. We were thrilled to see many of our residents take to the technology like ducks to water!

We enjoyed seeing pictures of residents at PAC Drummoyne – Minnamurra communicating with family members during the height of the lockdown. When residents at Minnamurra weren't using Zoom and other new technology to maintain contact with their loved ones, they used good old-fashioned chalkboards to write special messages to their families and emailed or texted the photos!





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Presbyterian Aged Care

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