



# 2013 - 2014 **ANNUAL REPORT**

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## 11. Hobart

Winter Lantern Competition Entry.



## 32. Fundraising

216 people attended this premier event with many dressed in the “A Night at the Races” theme.

Cover Picture  
Elizabeth Zaslona & Karen Jackson

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# OUR ETHOS, VISION & MISSION

## Our Ethos

*We exist to serve Christ  
in all we do.*

## Our Mission

*"Enriching the lives  
of others"*

## Our Vision

*Excellence and leadership  
in the provision of aged,  
community and disability  
services.*



## BOARD OF DIRECTORS



Mr I. Waterhouse  
**Chairman**



Mr S. Buckland  
**Deputy Chairman**



Mr G. Roberts  
**Secretary**



Ms R. Hamelink  
**Director**



Mr O. Lloyd  
**Director**



Mr D. Marshall  
**Director**



Mr E. Stewart  
**Director**

# CHAIRMAN'S MESSAGE

## Our Ethos:

We exist to Serve Christ in all we do.

## Our Vision:

Excellence and leadership in the provision of aged, community and disability services.

## Our Mission:

Enriching the Lives of Others.

*It is my pleasure to provide this Annual report for Presbyterian Care Tasmania. It has been another busy year which has involved the Board working through many strategic issues.*

The Aged Care sector continues to go through change. Introduction of new legislation has seen an increased workload for the Executive in implementing changes to the way services are charged for and adapting processes to suit. With this in mind the Board set aside a day in May to work through the emerging strategic issues.

Over the past year the Board has continued to negotiate with the State Government over the transfer of the James Scott Wing facility in Scottsdale, and more recently confirmed an extensive capital program that will ensure Presbyterian Care Tasmania facilities offer contemporary environments that are an attractive option for those seeking to enter residential care. Home Care continues to be a focus of our expansion plans and in addition to our vision to be an aged care leader in the North East with planned improvements at the Aminya facility, we have also made application in the recent aged care allocation round for an increase in Home Care Packages across the state.

The composition of the Board and recruitment of Directors is continually being addressed by the Board. Board has completed a Board Skill Matrix which has been used in recruitment of new Directors. Close consultation with Presbyterian Churches in Tasmania has occurred, which has resulted in the identification and recruitment of new Board Members.

All the committees of the Board namely the Audit and Risk, Governance and Continuous Improvement, and Board Remuneration and Performance has all been working tirelessly to ensure the Board maintains its strategic direction.

Board continues to meet with the Consultative Committee of General Assembly and submits formal reports to the half yearly meetings of the General Assembly. The positive dialogue through this process continues to inform and build on the spiritual strength of our mission and a mutual understanding of the complexities of delivering service in the aged care sector.





Many projects have taken place to improve the facilities for the benefit of residents. In addition to a regular program of capital expenditure for minor improvements and equipment purchase, Board appreciates all those who put in many of their own hours in assisting with fundraising to enable the improvement of amenities for all.

During the course of each week, many volunteers come to our homes to support and be involved in the varied activities that occur for the residents. The Board and Staff thank and appreciate the time and dedication of all those who volunteer in our homes.

At each facility, we are encouraged by the work of the Chaplains, supporting the residents and families spiritually through many life events. The Board sees their work as essential in the life of the homes and I thank them for their work.

In conclusion I would like to thank all those who are involved in Presbyterian Care Tasmania for their tireless hard work in caring for our residents, and in particular for the service and support given to me by my fellow Directors. When looking at all Presbyterian Care has achieved over the last year, we give thanks to our Lord for the provision of the dedicated staff and volunteers who make the lives of our residents comfortable at this stage of their lives. Looking forward I see an exciting future ahead as our Lord leads us as an organisation.

**Mr Ian Waterhouse**  
**Chairman, Board of Directors**

## CHIEF EXECUTIVE OFFICER'S REPORT



*As we look back on the past year it is appropriate to reflect on a period which included the demise of one government and the ushering in of a new. Each year it seems an increasingly challenging strategic environment for the organisation and operational challenge for our staff.*

An internal group was tasked with planning our way forward with the introduction of the Government's objective of Consumer Directed Care (CDC) and the introduction of a new system of accreditation standards governing the delivery of home care packages. This has involved considerable work around a review of policy and standards to ensure that compliant systems and process are in place and able to be demonstrated to our clients and external assessors. This function has now been taken over by the Australian Aged Care Quality Agency, this body also now having responsibility for residential care standards.

The restructure of aged care programs was committed by the previous Government and continued by the new incoming Government. There was a clear policy change with the cessation of the former government's Wages Compact and the subsidy previously foregone to fund this initiative has been returned through the annual indexation process. The late minute notification by Government of the withdrawal of the recently introduced Dementia Supplement has caused a significant budget rethink for the year going forward and it is of real concern on the part of our peak industry bodies and Presbyterian Care Tasmania as a provider, that consistency in Government approach to sustainable policy is now in jeopardy.

It is anticipated that Government will undertake further consultation with peak provider groups before undertaking any further changes in this important area.

The residential facilities continue to be fully accredited and have had support visits throughout the year. The next round of three yearly re-accreditation visits have commenced and Hobart has just recently been re-accredited for a further three years. Visits are scheduled for Norwood, Aminya and Legana throughout the 2014-2015 period. During the year we also implemented an inspection and accreditation program for the passenger transport vehicles at each of our facilities and entered into a contractual arrangement for the independent auditing of all facilities for essential services and annual maintenance compliance.

As with any other aged care provider operating in this highly regulated field, we have a continual challenge to ensure that maximum funding entitlements through the Aged Care Funding Instrument are achieved with the regulatory funding framework. Our clinical staff are to be commended for working through the complex process of assessments and reviews that ensures the continuing flow of operating funding.

Our capital program this past year has been mainly focused around equipment purchases and replacements necessary for staff to be able to safely perform their duties especially with resident transfers to perform personal hygiene. Some funds have also been expended on an extension to the covered walkway at the entrance to the John Tooth Day Centre in Hobart and equipment for the ADARDS kitchen.

Our Business support unit have been engaged with the challenges of introducing new information technology systems to support payroll and time keeping across all locations. In addition, work has continued with the revamp of the IT systems and software with a full software



Each year we invite residents, family, staff, volunteers, visitors and others to nominate staff for a Presbyterian Care Staff Reward and Recognition Award. After reviewing some 45 nominations, presentations were made at the 2013 Gala and our congratulations went to Helen Howard, Registered Nurse, Aminya, Jane Hoskinson, Community Care Assistant South, Nicole Harding, Personal Care Assistant, Norwood and Margaret Ross Registered Nurse, Legana. These awards recognise staff who have made a special contribution to their workplace through outstanding achievement or service areas such as Customer service, Team work, Respect, Leadership or Initiative.

documentation and compliance package having been completed. The implementation of a Tasmanian developed Pharmacy and Medication Management software package has been undertaken at our Scottsdale Aminya facility with the cooperation and support of the local Pharmacy provider. This has enabled staff at Aminya to manage the administration of medications electronically using readily available hand held tablet devices whilst being linked with the Pharmacist at Galloways Pharmacy. This system has assisted in the elimination of medication errors at both ends of the medication process and enabled us to keep the medication packaging locally in Scottsdale.

During the year, discussions were held with the Chaplaincy Commission of the Presbyterian Church of Tasmania regarding the transfer of the employment of our Chaplains to Presbyterian Care Tasmania. With the exception of Scottsdale where an arrangement was already in place with the Scottsdale Presbyterian Church, the employment of all existing Chaplains was transferred to Presbyterian Care Tasmania and we look forward to a deeper engagement with the Chaplains in the spiritual and pastoral care of our residents.

High Level discussions and negotiations have continued with the objective being to bring to fruition the strategic goal of integrating the James Scott Wing to the N.E.S.M Hospital Scottsdale into the Presbyterian Care Tasmania fold. Whilst there have been considerations to address relating to leases and related property transactions, the emphasis has primarily been on ensuring staff have been consulted and are comfortable with an employment arrangement that protects their long-term interests. With the support and cooperation of all involved, the staff and their representatives, I am pleased to report this matter is now nearing completion.

As we look forward to the year ahead, we anticipate completion of the transition to the Governments changed methodology for calculating accommodation charges and means tested fees, the changeover to CDC Home Care Packages and further improvements to our IT systems as well as continuing to resource our care, hotel services, maintenance and business support staff to ensure the continuation of the highest levels of care and support.

**John Brooks**  
Chief Executive Officer



## SENIOR MANAGEMENT TEAM



Mr J. Brooks  
**Chief Executive Officer**



Mrs L. Alexander  
**General Manager**



Mrs D. Franklin  
**Regional Manager  
North**



Mrs A. Fahey  
**Manager Special  
Projects**



Ms F. Weeding  
**Care Services  
Manager South**



Mrs R. Collins  
**Facility Manager  
Scottsdale**



Mr P. Francis  
**Care Services  
Manager Legana**



Mrs W. Blackberry  
**Manager Purchasing &  
Hotel Services**



Mrs L. Holdaway  
**Manager Financial  
Services**



Mrs M. deQuincey  
**Quality & ACFI  
Consultant**

# RESIDENTIAL CARE SERVICES

## HOBART

*The key focus of the past year has been preparation for our three yearly Accreditation Audit in June 2014. The outcome of this visit was positive with all three assessors reporting positive feedback from residents, staff and families. We were successful in being granted three years accreditation.*

Occupancy rates have remained in 98-99% range with demand for places being consistently strong and feedback from prospective clients indicates that our reputation with acute facilities and the broader community is that of a “can do” organisation with the ability to meet the needs of a diverse range of clients including a cohort of younger residents.

### Graduate RN Program

We have continued to participate in the ACST Graduate Nurse program this year with one of our former PCAs, Jeremy Scott, successfully completing his nursing studies and joining our team of experienced nurses. Congratulations to Josefa Hochman who graduated from the program in March 2014 and has remained with Presbyterian Care consolidating her experience and providing invaluable support to upcoming graduate nurses.

The services of several visiting specialists have been engaged to meet the needs of residents including an optometrist, dentist, orthotics and audiologist. These specialists are cognisant of the special needs of some of our residents and work collaboratively with the clinical care team to ensure good outcomes.

### Catering

Catering continues to be a key focus of service delivery ensuring both good nutrition and an enjoyable dining experience for residents. We have been fortunate in securing the services of a new Head Chef, Geoff Nicholls, who comes

to our organisation with extensive experience in managing aged care hotel services. A new menu has been successfully trialled with positive feedback from residents. This menu will be changed quarterly to facilitate variety for residents and to take advantage of seasonal produce.

### Refurbishment

The gradual refurbishment of the ADARDS suites continues with an appreciable improvement in the overall aesthetics of this area as a result. A new suite of lounge furniture has been purchased for North house consisting of both single chairs and 2-seater lounges and it is a delight to observe residents engaging socially in this area. Old carpeting in the hallway has been replaced with a floorboard effect non-slip vinyl. This has created a modern, airy look in an area which had previously appeared somewhat tired and dated. Funds raised through generous donations at the annual Presbyterian Care Gala Dinner Auction were utilised to purchase new curtains for West House and the ladies who reside in that house were involved in choosing a soft pink and green floral fabric for their new curtains.

Work continues on the beautification of our outdoor areas with a focus on low maintenance gardens which can be safely enjoyed by all. A small hothouse has been set up to propagate cuttings to enable large scale plantings at minimal cost. Residents are also involved in planting up and maintaining garden areas with the assistance of our leisure and lifestyle team.

### Chaplaincy

Reverend Andrea Ward joined us as Chaplain this year and has been a valuable addition to our team. Andrea's bright and bubbly personality brings joy and comfort to residents and she has been instrumental in ensuring that the spiritual care needs of all are met. Of particular note are the beautiful memorial services that Andrea

facilitates quarterly to remember our residents who have passed away. These services give the opportunity for residents, staff and families to come together and share their memories of those no longer with us.

During this year we sadly farewelled two staff members who passed away. Staff and residents participated in services to remember them and we have planted trees in our gardens so that they will always remain a part of our community. Vale, Betty and Sandra.

### **Education and Training**

Education and training have again been a strong focus this year with staff across all areas completing a range of qualifications including Cert IV in Leisure and Lifestyle, Cert III in Aged Care and Certificate IV in Hospitality. Three staff from our Environmental services area have embarked on their Certificate III in Aged Care with one having recently graduated and has enthusiastically embarked of her new career path as a PCA. It is this culture of seeking development and career path that will ensure a sustainable workforce into the future. Our training capacity has been enhanced with the purchase of online training modules providing staff with a flexible approach to completion of both optional and mandatory training units.

Our relationship with key training providers such as University of Tasmania (UTAS), Work and Training and TasTAFE continue to be strong with a multitude of students gaining valuable experience through work placements within our services.

### **Leisure and Lifestyle**

Under the experienced leadership of Aileen Wright the Leisure and Lifestyle team have continued to offer a diverse range of activities to residents both on site and in the broader community. Residents have attended many interesting venues and events with a highlight being winning a prize for most colourful entry in Glenview's mid-winter lantern festival. We were also delighted to welcome international students from UTAS who have been engaging in sharing stories with our residents through the Companion Club.





### **Glenview Winter Lantern Competition Riverview Lodge Entry**

During the winter solace Glenview Nursing Home had its winter Lantern Festival. Residents enjoyed putting our entry together, which won a prize for the most colourful entry which delighted the residents.

### **Franklin Wooden Boat Centre**

Riverview Lodge and ADARDS men enjoyed a personal guided tour of the Franklin Wooden Boat Centre. The men were treated to a fabulous tour seeing many handmade wooden boats being made by the skilled craftsmen. All enjoyed immensely and brought home a piece of Huon Pine timber to craft their own barometer.



### **Accomplishments**

- Enhanced volunteer program with involvement in art, craft and other areas of the volunteer program.
- Development of an outdoor courtyard café and garden program.
- Implementation of a younger residents group.
- Updated format of resident newsletter.
- Re-instated ADARDS specific family and friends support group and have recently expanded invitation list to appropriate families from the Riverview Lodge section.
- Completion of landscaping enhancements and artworks in garden areas including the creation of a courtyard cafe for residents and families.
- Refurbishment of several outdoor areas in ADARDS to enhance resident safety and enjoyment.
- Installation of card swipe door controllers in the secure unit.
- Replacement of curtains in 2 ADARDS houses and replacement of a full suite of lounge furniture in one house.
- Replacement of vinyl in bedrooms and bathrooms in ADARDS as per schedule identifying areas of high to low priority.

## LEGANA

*With a focus on innovation, quality and productivity, the last 12 months have seen significant achievements; all of which would not have been accomplished had we not had skilled, dedicated, compassionate and hard-working staff. I extend to everyone; staff, residents, volunteers and our wider community my appreciation for such a successful year.*

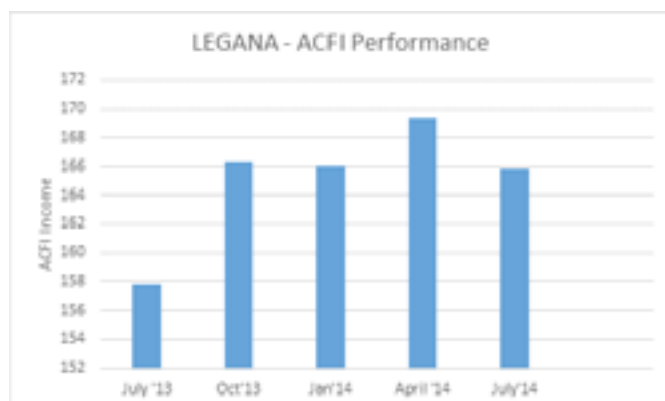
### Funding

Our focus on maximising our ACFI revenue has resulted in significant investments into resident care, staffing resources, equipment and furnishings. With the appointment of an ACFI Coordinator in the latter stages of 2013, we have not only seen significant increases in the completion of our ACFI assessments and submissions, but also substantial gains in our revenue. These achievements have had a direct and positive impact on our residents' care needs. The appointment of a Pain Therapy Nurse in October 2013 has enabled us to provide pain management and massage therapies for residents with complex pain management issues. Previously this task had been identified by our staff as difficult to achieve given the resources at that time. A process flow and position description has also been designed and implemented since this role's inception, facilitating a quality service with some very pleasing outcomes.



In addition to these initiatives, the role of Clinical Care Coordinator was concurrently launched to facilitate documentation compliance, enhance care standards and maximise clinical and family support.

In conjunction with our focus on ACFI, the development and implementation a multi-disciplined 28-day schedule evolved. This document enables staff to follow a plan from either admission or from the commencement of an ACFI re-assessment period, that ensures not only the completion of essential assessments for ACFI purposes, but also improves staff care planning, care provision and accreditation requirements.





### Living Environment & Lifestyle Activities

Significant investment into essential equipment and our residents living environment has been undertaken throughout the last 12 months. The purchase of new dining settings for three of our five Suites has improved dining comfort for our residents. Some rooms received new carpet, while the kitchens in Gardam, Allambi and Cameron Suites had new refrigerators and flooring installed to ensure compliance with food safety and accreditation standards. Both residents and staff have also benefitted from the purchase of pressure relieving devices, floor-line beds, a lifting hoist, shower chairs, 'Princess' chairs and fall alarms.

Our leisure and lifestyle team has undergone significant changes over the last 12 months also, with recruitment of staff, re-engineering of rosters and review of processes been central concerns. Our team conduct scheduled resident meetings, relative meetings, planning meetings and attend education opportunities when able. Documentation compliance remains a focus and staff continue to build

on their activity program options by using feedback from residents, relatives and within the team.

Our volunteer program continues to operate, though recruitment has been a challenge with the retirement of some long-standing members acknowledged during the year. Leisure and lifestyle staff have also engaged Local Council programs in drumming for our residents, supporting students and volunteers with 'special needs', engaging our community with theme days for National events such as Jeans for Genes, pyjamas for "Stress Down" day, banquets on "Harmony Day" and red noses for SIDS. Our annual carols concert for Christmas, banquets for Mother's and Father's day were also very successful.

In mid-2013 we launched our "Freshwater Café" - a monthly event where our chapel is converted into a café for residents, relative's staff and members of the community to attend. Each month has a theme set (eg. St Patrick's Day) and drinks and finger foods offered on these days are in support of these themes. The monies raised from the sale of drinks and nibbles either directly returns to the homes fundraising or supports other organisations such as RSPCA, Jeans for Genes and the Cancer Council.

Other initiatives have included the enhancement of a home-like environment with residents making tablecloths and participating in Montessori based activities such as cooking, cleaning, laundry and other "every-day" happenings. Our chook house was reopened with three feather friends introduced and residents now participate in the collection of eggs, feeding, petting and general maintenance. This has been a great success story.





## Workforce and Training

Significant undertakings in supporting the development of our future workforce has remained paramount through the last 12 months, not just through preceptorship of undergraduate nursing students, trainee enrolled nurses and those who have completed certificates in aged care, but also through a new initiative called “Work Inspirations”, a joint venture with Presbyterian Care Tasmania, Partnership Development Association of Australia (CDAA), TL3 and the Exeter High School, providing students with an opportunity to explore the many career paths available in aged care. Students were provided an opportunity to meet with professionals from various specialties whilst “on the job”; assisting students in career path decisions. The event was added to You-tube and presented at a local CDAA conference, before expanding the initiative to other Presbyterian Care campuses across Launceston. Another program is planned for August 2014 with Riverside High School.

Our workforce has continued to grow and we have continued to support staff in their studies towards higher education qualifications. Two Registered Nurses completed their Graduate Transition Programs in March 2014 and a third commenced shortly thereafter. Numerous graduate Enrolled Nurses have been supported throughout their transition and a number of Personal Care Assistants have been recruited as a result of pleasing skills and attributes demonstrated during their clinical placements.

Our workforce is ever changing and shifting resident needs have prompted us to respond with the relocation of resources throughout the home as required. Our home consists of five suites and 106 high care residents and our staffing enables a team approach to care with a clear chain of command. The allocation of “primary carers and nurses” to specific areas ensures continuity of care for our residents and relocation of our evening Registered Nurse to a more central suite has also enhanced accessibility and efficiency for staff and residents when required.

We have invested significant efforts to develop a flexible workforce and have continued to support ongoing education opportunities enabling our team to fine-tune their skills in: the management of behaviours and psychological symptoms associated with dementia; medication management; the maintenance of skin integrity; elder abuse; hydration and nutrition; aromatherapy; manual handling; continence promotion and management; wound care; palliative care, and other specialised areas.

The introduction of an on-line learning system was also implemented in March 2014 and nursing and care staff team meetings continue on a scheduled basis. We have reviewed and implemented some new systems relating to admission processes, the management of our waiting list and pre-admission care planning.

## Accreditation

It had been some 18 months since our last unannounced support visit from the Australian Aged Care Quality Agency in May 2014. With a focus on: continuous improvement; medication management; health and personal care; behaviour management; resident lifestyle.

Some pleasing results and compliance in all areas were achieved and we were also provided with some feedback that will continue to assist us to pursuit for excellence. Our residents are our central concern and the staff embraced this experience as an opportunity to improve, demonstrating beautifully our commitment to our cause. We look forward to another productive year ahead.





## NORWOOD

*Over the past year our Norwood facility has continued to provide a high standard of care to meet the changing needs of its residents.*

### Funding

We have had some changes in relation to the Aged Care Funding Instrument. Marianne Bennett has been appointed as ACFI co-ordinator to continue to ensure we are receiving maximum funding so we are able to continue to provide excellent care to residents. Emma Ryan has been appointed as our Pain Nurse and she is able to provide regular pain relieving treatments to residents such as massage and heat packs. Staff continue to meet in regard to ACFI to discuss resident care changes to ensure they are receiving funding to meet their increased care needs.

The staff often receive positive comments from both residents and family members commending the care we provide. We can pride ourselves on the personalised care we provide with a continuity of staff. Many staff have worked with us for 10, 15, 20 years or longer. Staff receive badges when they have been here for 10, 15 and 20 years. Staff who

complete further studies often stay and take on different roles within the organisation again improving the ability to personalise care with a continuity of staff.

Dementia care continues to be an important aspect of the services provided at the Norwood facility. We have a close relationship with the Dementia Behaviour Management Advisory Service who continue to provide resources and advice on managing residents with Dementia. Our Woolston suites has reduced from 18 to 12 beds due to a decrease in the amount of residents requiring a secure environment.

### Physiotherapy

Physiotherapy is provided by Ian Payne with the assistance of Jacky Voorham and Suzie Hughes. In the past year they have worked with staff to implement new equipment and ensure a high standard of safety for staff and residents. New equipment has been purchased to meet the increasing needs of our residents and to maintain their comfort and dignity. Our exercise program is now incorporating drumfit into its weekly sessions, where residents sing and drum along to music.

As we care for people in the end stages of their lives we provide palliative care to residents to ensure they receive high quality care in a familiar environment with people that they already know and trust. We work closely with the northern palliative care team to support staff, residents and their families to ensure the resident's end of life journey is comfortable and dignified as possible.

home come in and play piano each week for happy hour. We are fortunate to offer a full activities program that includes bus trips, card and board games, exercises, chat groups, beauty care, bingo, choirs and craft.

Residents also have an opportunity to have one on one time with lifestyle staff, this is where staff really get to know residents and enhance our person centred approach.



### **Leisure and Lifestyle**

Over the past year the Leisure and Lifestyle team have been striving for excellence in delivering varied activities that are suited to the abilities and preferences to residents.

Residents have enjoyed regular social outings to local restaurants and parks as well as in house events such as afternoon teas, happy hour and other special occasion get-togethers. We are lucky enough to have a friend of the

Norwood have recently started attending inter-home Trivia challenge, the “Norwood Nutcrackers” have regular get togethers to practice. The Norwood home is looking forward to hosting the event in the coming year.







## SCOTTSDALE

*With a focus on people, not routines the dedicated staff at Aminya are committed to providing the highest standard of care to the residents, as well as meeting the individual wishes to maintain their independence, comfort and wellbeing.*

It is nearly 12 months since the SVIDA medication system was commenced at Aminya with the overall response from staff using the system being very positive. SVIDA is an electronic medication system which staff access by logging on to the tablet. Resident medications are up loaded into the system from the pharmacy once they have received the medication chart. Comments received from staff are:

*“On average, over a six month period, there are now half as many medication errors compared to this time last year.”*

*“The SVIDA system is a lot quicker than using the paper charts.”*

*“I love the SVIDA system. It’s so easy to use.”*

Our commitment to deliver the best possible care to residents is reflected in achieving compliance from the Australian Aged Care Quality Agency.

Worksafe Tasmania conducted an inspection of “Hazardous Manual Handling” at Aminya in March. Emergency response procedures and policy were examined thoroughly. The

inspectors observed transfer of residents with the standing lifter. They examined and took photos of compliance plates on all lifters, the hand sanitiser dispensers throughout the building, fire and safety vests with prompt cards attached, and looked for trip hazards and other obstacles. They also looked at laundry and kitchen trolleys for suitable height and ease of use. They were pleased to note that slide sheets are readily accessible in a specific place in each room, regardless of the health and mobility status of each resident.

The final report was positive, noting that incidents were dealt with promptly and met the legislative requirements.

Refurbishment of residents’ rooms and their living environment has been an ongoing priority. This last year has seen the upgrading of residents’ rooms with new built in wardrobes, new carpets and replacement curtains for the rooms. Heat pumps were also installed in the main lounge area, dining room, chapel and activities area where many residents spend a large amount of time socialising and engaging in activities.

The National Broadband Network (NBN) is now up and running at Aminya with a noticeable increase in the speed of the IT system.

## Leisure and Lifestyle

Wow—what a busy year at Aminya! We have had many varied outings to the Tasmanian Zoo, Tamar River boat cruise, Myrtle Park for a BBQ and many other places in the Northern region. We encourage our residents to continue with their involvement in community events or meetings, so to assist with that we take some of our residents to regular Probus Community events at Bridport.

There has been special activities on a regular basis like the Sundowners program, knitting hats for premature babies and collecting items for the Samaritan boxes, participated in the RSPCA cup cake, Jeans for Genes and Cuppa for cancers.

The daily exercise program continues to be very popular with many residents attending and



enjoying the chat with volunteers and Leisure & Lifestyle staff as much as the exercises. Another popular activity is the walking program where the residents either walk or are assisted in a wheel chair.

We provide a varied entertainment program for the residents, from African drummers to Belly dancing, Sing-a-Long and dancing is enjoyed by all. The residents always enjoy our special events, such as an Aussie BBQ, pancake day or eating fish and chips at the beach.

Over the past year we have been enjoying the company of clients at the Day Care Centre and James Scott residents, participating in combined community events, outings and entertainment.

Aminya has a wonderful group of volunteers that the Leisure and Lifestyle staff rely on and without these volunteers many of the outings and activities would not occur.





# COMMUNITY CARE SERVICES

## Day Respite Centre North

*The past year has been extremely busy for all at the **Day Respite Program North**. Our Day Centre Program has continued to expand and grow, welcoming many new clients and their family members.*

We have enjoyed experiencing many venues in and around Launceston and Northern Tasmania including: The Strawberry Farm, Tranquillity Gardens, The Axeman's Hall of fame, touring Gourlay's Sweet Factory, and the Gourmet Sauce Factory, Old Macs Farm, and visiting Bristowe Lavender Farm.

Highlights would be: The Phantom of the Opera Theatre production, the Platypus House tour, the Tamar River Cruise and our monthly Wednesday "shopping trips".

Staff continue to strive to "enrich the lives of others", providing a client focused program for both centre based and in home respite clients.

We have created a community garden area at the rear of Mountain View lodge; building some of the raised garden beds and seats ourselves has been extremely satisfying for all involved.

On 22nd May 2014 the Home Care program took part in a Quality Review site visit. The Home Care program includes our Package Care Services and Day Respite Program combined. Clients, family members and staff were all involved in this continuous improvement process. We were advised our program met all three required standards, with extremely positive feedback from the assessors (representatives from the Department of Social Services) for each program individually received. Although this process was challenging, it was wonderful to be able to participate in this process and receive such positive feedback from the assessors.



Rachel and Liz have continued to attend ongoing education, ensuring they continue to provide the best service possible.

We have welcomed many new clients and look forward to getting to know them and their family members. We have said farewell to many clients, they are often in our thoughts, along with their family members. Past clients are often remembered and spoken of with fond memories.

Liz has been out in the local community networking. Meeting other service providers to ensure we continue to have a client focused program, making sure clients and their families are aware of what services are available to help them to remain living independently in our community.

Every day is different. Staff continue to look forward to each and every day where they can assist clients to access their/our community.

We look forward to the next year, and are ready to have many more challenges as we continue to strive to provide the best service possible.



## Home Care Services - North



This last year has been a busy one with adapting our programme to the new government changes that have come into effect. Firstly we have a name change, we are no longer called Community Care but Home Care Services.

Over the next few months we will be visiting our clients to explain how the new Home Care packages will affect them and to get them signed up to new Agreements.

We have appreciated working with Alison Keleher who was appointed Project Consultant last year to review and develop our Home

Care policies and procedures to meet the new standards. This was completed in time for our Quality review which took place in May. The review went well with all standards met. Both Support Workers and some of our clients had the opportunity to have input into the day by being interviewed by the assessors.

### National Open Day

The Home Care and Day Respite Centre combined to hold information stalls at Meadow Mews, Prospect Market Place and Launceston Plaza promoting the services Presbyterian Care provide in the community. We had worthwhile conversations and information bags were given out.



## Home Care & Day Respite Services South

*This year has been one of change in the Community Care sector. Of perhaps greatest significance within our organisation is the restructure of this department with creation of the new role of Clinical Nurse Manager–Community.*

This position is responsible for the oversight of both the Home Care Services and Day Respite programs and is staffed through a job-share arrangement by Andrea McKibben and Rachel Smith. Additionally a new role for a Case Manager has been developed and Vanessa Webb has successfully embraced the challenge of this role. Integral to this restructure has been the location of the Home Care Services offices within the John Tooth Day Respite Centre.

In preparation for the change to Consumer Directed Care we have engaged the services of Alison Keleher as a Project Consultant to develop a suite of policies and procedures that will meet the changing demands of our clients and service.

The staff at the John Tooth Day Respite Centre have continued to provide a wide variety of activities to clients who attend ranging from outings to some interesting craft and building projects. Of particular note are the innovative



craft and building projects undertaken utilising recycled materials resulting in some weird and wonderful creations such as bicycle wheel owls which now adorn the fences of the centre. The lads can often be found working on projects such as building a doghouse or framing pictures with the ladies offering advice and passing comment. The staff of the centre are to be commended on their ingenuity and artistic skill in providing the clients with such fulfilling activities.





## CARE SUPPORT SERVICES



### Quality Improvement & Performance

*Our staff have continued to focus on resident focused care and our staff, managers and Executive have demonstrated their commitment to the organisation's Quality Improvement Plan.*

Our Continuous Quality Improvement Plan ensures that our facilities, management systems, health and personal care service, resident lifestyle remains customer focused as we seek to achieve our commitment to Quality Standards and through Aged Care Standards and Accreditation, as well as to meet our mission and values of quality service and safety – in all that we do.

This year our Quality Improvement program has concentrated on updating our Policies and Procedures and further strengthened our policy development, procedures, education and staff development, management systems, regulatory requirements and resident lifestyle programs. Our regular monitoring, evaluation and reporting through our internal and external auditing systems provide a collaborative organisational approach to improvements.

Policy development is an important area to maintain regulatory compliance. Some of our newer policies include: Compulsory Reporting – Reportable Assaults, new Admissions Policy,

Purchasing & Procurement Policy, Workplace Anti-bullying, Pain Management, Restraint Free, Medication Management, Regulatory Compliance, Resident Shopping, Privacy and Hazardous Tasks – Manual Handling.

A number of management systems have been implemented which have improved efficiency, timeliness and effectiveness.

Accreditation is a major event for any organisation and this year Aminya, Hobart and Norwood received unannounced and planned visits, with Hobart undertaking full Re-Accreditation Assessment Audit against the 44 expected outcomes of the Accreditation Standards on 3rd and 4th June 2014.

The next financial year Norwood, Aminya and Legana facilities will be reviewed for Re-Accreditation.

Staff Education is another area of quality improvement and I am pleased to report that our mandatory and compulsive education also provides an on-line opportunity for staff to address education modules on-line – this allows our staff to attain national standards in education, as well as attend key focus in-house education session.





## Special Projects

### Consumer Directed Care

On 1st July 2015 all Home Care Packages Nationally will be delivered in the Consumer Directed Care (CDC) model. Presbyterian Care Tasmania is committed to meeting this date and offer our community consumers the opportunity to have more say in how their home care is delivered. We have been working towards implementing the significant changes required to ensure we meet our obligations as a provider, this has been facilitated through a Working Group of our senior managers with Case Managers and Registered Nurses providing the group with feedback.

CDC aims to empower consumers and their families and endorses a wellness approach to care, this supports consumers to stay at home longer and have choice and flexibility in the way their care and support are provided. CDC offers the consumer the opportunity to determine the level of involvement they would like to have in the managing of their package of care; to assist this a detailed personal budget showing Commonwealth subsidies and the cost of care is provided and expert support from our experienced Case Managers.

We will offer current and new consumers a comprehensive suite of services these include:

- Personal services – i.e. help with showering or bathing, dressing and mobility,
- Support services – i.e. help with washing, ironing, house cleaning, and gardening, transport to assist with shopping, doctors' visits and social activities,
- Clinical care including nursing and allied health.

Other services may be negotiated where they are identified in a consumer's care plan.

Anita has been working with community programs for 22 years and has seen the sector grow and go through many changes, the CDC model is the biggest change to the packaged care program and leads towards a more transparent and flexible framework. We look forward to working with our customers and their families and meeting the challenges of providing a high standard of individualised care and services.

# BUSINESS SUPPORT SERVICES

## Finance

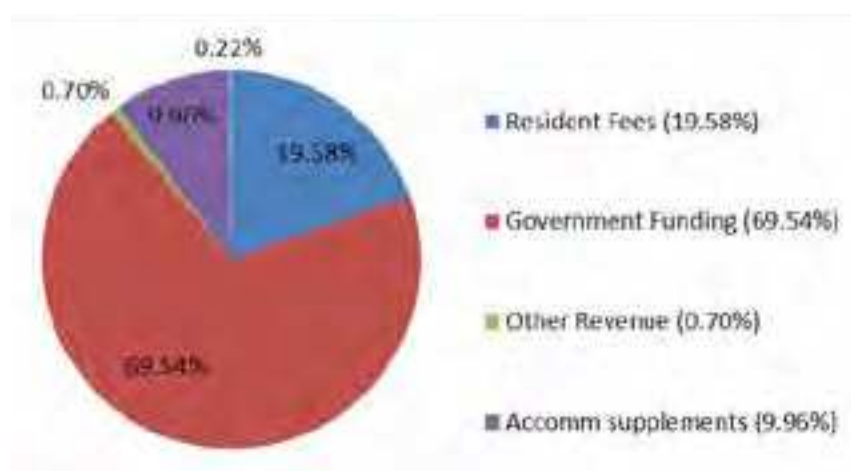
The financial year ended with a Net Surplus of \$0.820M (before impairment of bed licences).

The revaluation of the business assets by Knight Frank indicated no significant movement in the value of Land and Buildings however it resulted in a revaluation downward (impairment) of the bed licences. This impairment was \$237K and was required to be processed through the Profit and Loss rather than the Statement of Financial Position. This accounting entry reduced the surplus to \$582K.

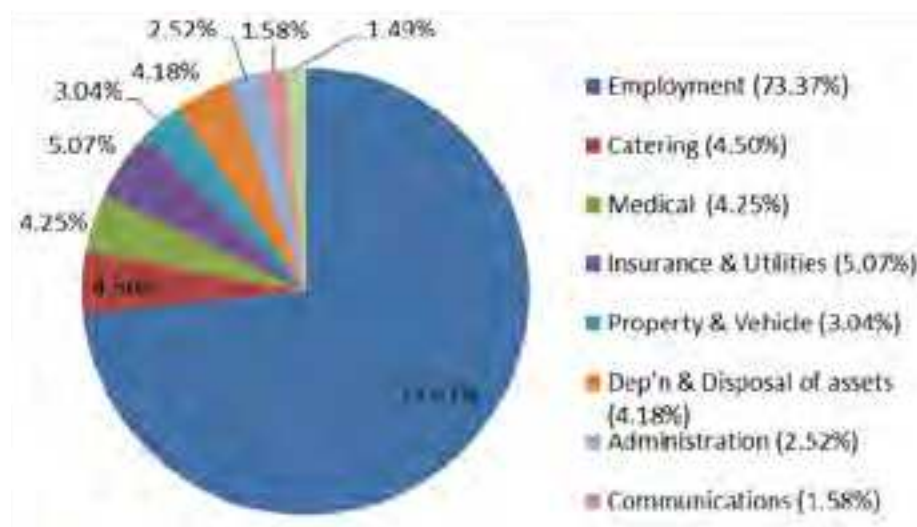
Our cash at year end was \$1.386M, a significant increase compared to \$614K at the end of last financial year.

There were no major acquisitions during the financial year and no significant adjustments during the financial year.

### TOTAL INCOME \$27,860,772



### TOTAL EXPENDITURE \$27,040,749



We have continued to focus on spending wisely whilst maintaining the quality of our services. The main indicators below, for medical, catering and staff ratios to total income, compared to previous financial year, reflect this. The introduction of a new time management (rostering) and payroll system have contributed significantly to tightening our controls in this area, improving the way in which we roster our staff and allowed managers access to detailed information regarding the cost of rostering staff.

## FINANCIAL POSITION AT 30 JUNE 2014

	2014	2013
Current Assets	1,634,857	1,334,469
Non Current Assets	28,601,240	29,386,095
<b>Total Assets</b>	<b>30,236,097</b>	<b>30,720,564</b>
Current Liabilities	10,538,021	10,686,708
Non Current Liabilities	8,897,859	9,777,666
<b>Total Liabilities</b>	<b>19,435,880</b>	<b>20,464,374</b>
<b>NET ASSETS</b>	<b>10,800,217</b>	<b>10,256,190</b>

## General Indicators:

	2014	2013
<b>Total Number of Staff</b>	<b>465</b>	<b>450</b>
<b>Staff Costs/Total Income</b>	<b>71.21%</b>	<b>70.97%</b>

	2014	2013
<b>Catering Costs/Total Income</b>	<b>4.37%</b>	<b>4.60%</b>
<b>Medical Costs/Total Income</b>	<b>4.12%</b>	<b>4.26%</b>

Following our continued focus on improving ACFI, total revenue increased by 5.42% which supported us in achieving a Net Surplus despite a reduced occupancy level, in the last two months of the financial year.

	AMINYA	HOBART	LEGANA	NORWOOD
<b>Bed Occupancy (average this FY)</b>	<b>88.06%</b>	<b>98.94%</b>	<b>95.86%</b>	<b>94.70%</b>
<b>ACFI (average this FY)</b>	<b>145.94</b>	<b>125.19</b>	<b>147.24</b>	<b>137.64</b>
<b>ACFI (average previous FY)</b>	<b>139.63</b>	<b>124.61</b>	<b>127.16</b>	<b>127.60</b>



## Hotel Services (North)

### Maintenance

*Our maintenance department has undergone major changes in the last 12 months. Tony Schafer retired as Maintenance Manager and his position was not filled. The maintenance department became part of the Hotel Service team. Our after hours and unit maintenance service has been outsourced to Anstie Constructions. This has been successful with minimum call outs required. Our internal staff are able to enjoy weekends without interruption.*

As with many organizations the weather in the last 12 months has presented some challenges. During our annual fair a torrential downpour resulted in minor flooding to some of our independent living units. This was our first after hours maintenance call out and the most challenging. The heavy rain also identified that our skylights in MA Stokes were in need of replacement. This was done with minimum fuss and no disruption to the residents. It has been great to have qualified builders at hand with some long term jobs finished off.

Andrew Cute is our new maintenance person at Scottsdale. Andrew has come from a building background. His knowledge is proving to be very valuable. Andrew and our Legana maintenance person Tony Lockhart attended and received certificates in tagging and testing. All maintenance staff have attended fire training and manual handling training.

### Catering

Our catering departments at all sites are independently audited every 12 months. Auditors inspect all of our food safety records to ensure we are safely delivering our meal service. All Northern Sites were issued with certificates in March.

Our food is provided for Norwood and Legana by the Launceston General Hospital. Residents and families are invited to do a tour of the Launceston General Hospital kitchen to see how our food is prepared. Monthly themes have continued in the last twelve months with resident input sought. Lamb shanks seem to be the favourite yet again this year.

Our multi national team at Norwood continues. We now have staff from Australia, Japan, Philipines, Ireland, New Zealand and Ukraine.

In catering we have had a baby boom with two staff members taking maternity leave this year at Norwood and one at Scottsdale. It is always a great time when staff bring in new babies to visit. In our cleaning team the trend is more towards becoming a grandparent.

### Cleaning



Our cleaning team at all sites is very stable with very little staff turnover. Cleaners don't just clean. They often spend quite a bit of time chatting and giving support to our residents whilst they clean. Residents take a great interest in staff and what they do outside of work hours.

Several staff in hotel services are versatile and work across catering, cleaning and laundry as well as both Norwood and Legana. This is fantastic from a rostering point of view. It also ensures that we are providing a consistent service across the sites.

### Laundry

The laundry service at all sites is a hive of activity. We have an onsite labelling service enabling new clothing to be identified as soon as it arrives in the facility. No need to wait for labels to be shipped in. The service operates seven days per week with limited services on the weekend.

## CHAPLAINCY SERVICES

### Hobart

*I started my ministry as chaplain at Presbyterian Care South in August 2013, and have since become very much part of the team and involved in the life of the homes, spiritually caring for residents, relatives and staff.*

Coming from the hospital system, I obviously found it a bit different here, but being already part of the network of Chaplains and Christian counsellors proved to be helpful, including professional development programs, especially the one by Rev. Prof. MacKinlay about “Ageing and Spirituality”.

I work together mainly with Leisure and Lifestyle and they are very helpful with setting up services and getting residents to and from the services. I found all staff appreciative and very supportive of what I do, including referring residents to me, and I, in turn, refer residents to them, and help look after students and introduce the chaplaincy ministry to new staff and students.

We have a church service every Sunday, with Presbyterian ministers from different churches coming in to take them, and all residents are welcome and it is well attended. Same as for the Anglican service once a month at Riverview. The services at ADARDS are celebrated by Rev. Cyril Dann who has been part of ADARDS from the very beginning; he also visits every week. The Catholics go out to mass, and a pastoral carer is coming in most weeks for visits and communion.

Bible study is going well, with applying what we are learning to life in the home, and we usually end up talking about personal concerns and issues of faith, going with what is happening for the participants at the time.

Our resident minister made the suggestion that we have a “wayside pulpit,” that is, a poster with a Christian message, which I put up in the two dining/living rooms where residents congregate, and with Christmas, Easter, Pentecost and Ascension in the last half year, those feasts have provided a lot of the themes for them.

At ADARDS, Christian Music is very well received, and the men (at the men’s house) especially like



the brass bands from the Salvation Army.

Every three to four months we have a memorial service for residents who have passed on during that time, for which we invite residents, staff and the families of those residents. I’ve been asked to conduct a few funerals since I started working here, and just recently we held a funeral here on site for a resident who had no relatives, so that we were her family and wanted to do that for her. It was a good team effort, with her housemates being able to come, too. We also took the opportunity to thank the dedicated staff for the wonderful way they care for the residents.

Most of my time is spent doing individual ‘pastoral care’ which is my passion. It was great to get to know and love all ‘my’ 84 residents, assess their spiritual needs, and develop their spiritual care plans. They are all beautiful people with amazing stories, and I like to bless them in any way I can, and help them to deal on the issues they are confronted with, and accompany them on their journey of ups and downs.

Our last Bible Study theme was ‘running the race’ of faith (Hebrews 12.1-3) and how Jesus’ example helps us persevere and demonstrates the kind of dependence we need to complete our ‘race’. Other qualities we learn from Jesus are patience to wait for God’s timing, wisdom to respond appropriately to the various things that happen to us, forgiveness towards those who hurt us, and concern for others.

To God be the glory.

**Reverend Andrea Ward**

## Legana

*As we reflect on the past year, both Keith and I feel very blessed that we have been able to serve residents, staff and families at the home. The year we have had and still are facing a number of challenges, but by the grace of God we are working through them.*

As Chaplains we now come under Presbyterian Care Tasmania, whereas before we came under the Presbyterian Church of Tasmania. Thank you to those who have made this transition as smooth as possible.

We also faced and are still facing a number of changes to our Sunday Services. Due to some volunteer preachers retiring the local Presbyterian Church has had to withdraw its support to the home. Unfortunately for our residents this meant that we no longer have Sunday services in the chapel and in Mountain View lodge the services have been cut back to once a fortnight. These services are led by Keith and myself and two volunteers. With the support of some local Anglican churches we are also able to hold some midweek communion services. We are in the process of contacting other local churches to see if they are able to help with some Sunday services. Our prayer is to provide our residents with two Sunday services, one in the chapel and one in Mountain View Lodge. Your prayers in this matter are greatly appreciated.

We would like to say a huge thank you to our retired volunteers: Don Christie, Bert Letter, Trevor Clezy and Father Allan for their time and dedication to the home over a number of years. We welcome Father Martin, who comes in once a month to spend time and have communion with those of the Catholic faith.

We continue to hold devotions every morning in the dementia

units. It is such a pleasure to see residents clap their hands and tap their feet as we sing the old Sunday school songs and say the Lord's Prayer. Thanks to our group of regular ladies we are able to hold devotions once a week in the chapel and twice a week in Mountain View Lodge. These devotion times are a special time to our residents of sharing God's love, encouraging each other, and praying for each other and the home.

We have also held some special services during the year. These services include the Anzac Day service on 25th April. The Remembrance Day service on the 11th November as well as Easter and Christmas Day services. Thank you to the lifestyle team for your support.

*"I can do all this through  
Him who gives me strength."  
Philippians 4:13*

*This verse sits on our desk.  
A reminder that with God is  
at the centre of our work. It  
is His love and compassion  
that we wish to share.*

We have had to say goodbye to a number of our residents. Although death is not an easy topic to discuss it continues to be a privilege to spend time with those residents and families in their final days to be able to offer them some comfort and hope through Jesus. Then there is the privilege of welcoming

new residents and families to the facility. As we know it must be a difficult time for families to place a loved one in aged care, we continue to hold our fortnightly family support group. A very informal time just to come and chat and share concerns and have a cuppa, to be supported and encouraged or to be the support and encouragement to others.





The one on one time with our residents and staff is one of the most precious experiences we have during the day. To get to know them to listen to them to pray with them and to support them is a real blessing.

During the year both Keith and I have continued with our professional development. Keith's desire to serve God and share His love and compassion, saw him ordained as a priest. I completed the "Understanding Dementia" course, run by the Wicking Dementia Centre and UTAS. Both Keith and I attended a seminar organised by the Chaplaincy Commission. At this Seminar Morris Key, head of the chaplaincy programme at West Mead Hospital in Sydney spoke. The seminar was of great encouragement and a real blessing as we looked at the functions of pastoral care and assessment models.

We wish to thank Presbyterian Care Tasmania for the opportunity to provide spiritual care for our residents, it continues to be a privilege.

**Inge Hillier & Keith McCoy**  
**Chaplains**

### **Norwood**

*We have had a very full and interesting year. We continue to have challenging and thought provoking Devotions and Bible Studies from our wonderful volunteers. Without our excellent volunteers we would not have Devotions or Bible Study, so thank you very much for your continued service and commitment to these endeavours.*

To prepare and deliver a Devotion or Bible Study takes time and perseverance, and the residents have been blessed by the variety of Devotions and Bible Studies they receive. Each leader genuinely cares for the people they are delivering their talk to, and this shows in the meaningful interactions they have during this time. We have a regular, faithful group who attend Devotions and Bible Study in the Chapel, but Devotions and Bible Study is open for anyone to come – it is a safe, friendly environment where people can explore who God is in their life, the purpose and plan he has for them, and the invitation to accept Jesus as Lord and Saviour.



The Sunday Services are well frequented, with the support we receive from staff being much appreciated. The residents enjoy the opportunity to hear a good sermon alongside inspiring and enjoyable hymns. A big thank you to our Preachers and their musicians for their time and commitment to Sunday Services.

The Bible and Prayer guide for people with dementia, has covered topics in the Bible on Words of Faith, Words of Peace, and Words of Hope. Our residents have particularly enjoyed listening to and responding to the hymns we sing to them. Many of our residents have a Sunday School background, so they identify with Amazing Grace, All things Bright and Beautiful, What a Friend we have in Jesus, and This Little Light of Mine. We have had residents share Bible verses and prayers as well as joining in as we read out the "Our Father".

*If I could speak in any language in heaven or on earth but didn't love others, I would only be making meaningless noise like a loud gong or a clanging cymbal. If I had the gift of prophecy, and I knew all the mysteries of the future and knew everything about everything, but didn't love others, what good would I be? And if I had the gift of faith so that I could speak to a mountain and make it move, without love I would be no good to anybody. If I gave everything I have to the poor and even sacrificed my body, I could boast about it; but if I didn't love others, I would be of no value whatsoever.*

1 Corinthians 13:1-3

When appropriate we continue to have “Time To Remember” for our residents. To see family, residents and staff sharing memories of a departed resident has been moving and healing. Each person who attends and shares about the deceased resident, brings forward something that others knew nothing about, a more complete picture is being painted of a very precious life.

Our residents who need to go to the hospital, we like to visit when possible. The residents appreciate seeing a friendly face in a difficult environment, while hearing well wishes passed on from friends in the Home. We also have the opportunity of relaying back to residents and staff first hand how that resident is doing.

We are very appreciative of the time we spend with our residents, each and every one is precious and worthy of love and support.

**Reverend Norman Shellard  
& Chaplain Brendan Foley**

**Scottsdale (Aminya)**

*I spend four hours a week at Aminya with residents and running a weekly devotional time. My work also involves welcoming new residents (and respite residents), informing them about chaplaincy services, chapel, devotions, and completing a spiritual care plan.*

Wednesday morning Devotions continues to draw 6-10 regulars. Several new residents have joined in this year, and a number of respite clients come along. Residents enjoy encouraging one another in their faith around a bible verse, praying and singing together, and reminiscing about past church involvement and life experiences. Two to three hours a week I spend in individual visits, from short times of just a few minutes to

over an hour. Residents and sometimes their families ask me to pray with them and respond positively to these opportunities for fellowship. Their anxieties, confusion and fears often lessen through prayer, hearing the bible read or singing their favourite hymns in chapel or at devotions.

As the trend in aged care provision continues towards high care, and the average age of residents has increased, with “younger” elderly people staying longer at home with home care, this has an impact on the nature of chaplaincy provision, as on other areas of care. There was a higher than usual number of resident deaths over the past year, nearly two thirds of total bed numbers, and this has had an effect on other residents and staff. Several were longstanding residents of many years who are greatly missed. After the death of a particular resident, one staff member commented “the place seems empty without her”. All of this makes even more important the provision of services such as our annual memorial service. This is a time for residents and staff to remember those who have left us in the past year. The 2014 service was held on Wednesday 25th March and the Lifestyle and Administration staff sent out invitations to the families of those who had died over the previous 12 months. I have also represented Aminya at the funerals of several residents, speaking at one funeral in particular of the special relationship that the resident had with staff and other residents. Other special services



included an Easter Day service in the Chapel, the annual ANZAC service in the lounge, and we have begun a Sunday afternoon Communion Service every two months. At the first of these, musicians from Scottsdale Presbyterian came along and entertained the residents before the service. The normal Friday services also continue, led by different churches each week.

I have had opportunity to attend some training sessions that have been greatly helpful over the past year. Among these were: a session at the local hospital on Dementia that I found very useful in understanding the condition and its progression; and a seminar at Aminya on using the i-care system. On Friday 31st February I attended a chaplains' Training Day at the Norwood facility with Rev. Morris Key, who trains chaplains at Westmead Hospital in Sydney and teaches a Masters Course in Pastoral Care. I found it very professional and encouraging. We participated in workshopping of scenarios, and were able to share various experiences. Hospital and aged care chaplains attended from across the state and it was a very enjoyable day. I also attended on Wednesday 5th March a Training Session at Aminya run by Maribeth Harris from DHHS Tasmania on Palliative Care. It also was very helpful, covering the significance of the COMPAC guidelines for provision of Palliative Care. About 25 Aminya staff attended. In our table groups we workshopped case studies, seeking to apply the COMPAC guidelines in areas ranging from medical and psychiatric care to social and cultural issues to spirituality and grief and loss. One thing that came through very clearly was the need for an interdisciplinary needs-based approach in providing palliative care, and I have been encouraged by the way that my chaplaincy work has often dovetailed with that of RNs, PCAs, Lifestyle staff, volunteers and others. Together we minister to the whole person's bodily, emotional, and spiritual needs.

**Reverend Greg Munro**





# FUNDRAISING AND BEQUESTS

## Gala Dinner Auction 2013



This year Presbyterian Care Tasmania held their 11th Gala dinner and Auction fundraising event, "A Night at the Races". 216 people attended this premier event with many dressed in the theme. Businesses, staff, residents, families and friends supported the event by attending and/or donating items to auction on the night. An amazing amount of \$28,150 was raised which is an incredible effort for a one night event!



The money raised went towards:

- Chair Scales – Norwood
- Ipod/Dock with Surround Sound – Woolston Suites, Norwood
- Curtains – West House, Hobart
- Bath Chair – Legana
- Microphone Kit & Stand / Loudspeaker on Stand – Legana
- Regency Care Chair 2400 – Norwood
- Blinds & Recover Pelmet – Alan Pryde Suites Sitting Room, Norwood
- Legana Chapel Window furnishings including Dome Windows battery motorised roller blinds
- Dementia Garden Beds – Internal courtyard and Main Entrance – Norwood

This annual event is so successful each year because of our remarkable sponsors and a dedicated Gala Committee who behind the scenes, attend to the preparation work that is necessary to make such an event successful.

### Entertainment Books

Entertainment books are available to purchase at Presbyterian Care Tasmania. Book sales assist in the organisations ongoing fundraising to assist in the refurbishment of our facilities.





*A lifetime commitment to families and service to both, their professions  
and community, aged people deserve our love, respect and care.*

*Giving the care needed and deserved, our Home supports aged people  
when they are no longer able to support themselves.*

Providing Aged and Community Care in the form of Residential Aged Care,  
Respite Care, Home Care Services, Day Respite Centres, In Home Respite  
and Retirement Village Housing Options.



## BEQUESTS & DONATIONS

Support the work of Presbyterian Care Tasmania  
Make your Donation today

Please find enclosed my cheque for:

\$250 ☐ \$100 ☐ \$50 ☐ \$25 ☐ \$10 ☐ Other \$ \_\_\_\_\_

**Donations of \$2 and over are tax deductible**

### CREDIT CARD PAYMENTS

We accept: Bankcard   MasterCard   Visa (Please circle)

Please debit my credit card:

Card No:

Expiry Date:   /

Name of Cardholder: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please return to: 1-9 Freshwater Point Road, Legana, Tas 7277**

**Phone:** 1300 479 933

**Email:** [info@prescaretas.org.au](mailto:info@prescaretas.org.au)

**Web:** [www.prescaretas.org.au](http://www.prescaretas.org.au)



## Fundraising - Legana

It's been an incredibly busy year for the fundraising team with the redevelopment of the Cameron Suite front garden being the major fundraising priority for this year. Events such as our annual fair (which raised approximately \$4,000), Freshwater Café, and theme days, Mother's Day and Father's Day crafts, lolly trolley sales, calendar sales (calendars made by our residents), amongst other initiatives raised a much appreciated \$9,479.42. Our garden redevelopment has been scheduled for spring 2014 with some welcomed support from the Launceston Rotary Club secured to assist with labour. Additionally these funds have assisted with the purchase of:

- Raised garden beds for Allambi, Cameron and Gardam Suites,
- The purchase of a new microwave for the Freshwater Café,
- Hi-Fi systems for Allambi and Olivet Suites,
- Purchase of 2 thermometer signs for fundraising goals,
- Replacement of roses at our front reception,
- Signs for our Freshwater Café.

The annual Presbyterian Care Gala Dinner and Auction is also a major fundraiser for our homes and we have been able to secure a total of \$11,598 to aid in the purchase of:

- Bath chair for Mountain View Lodge – \$695,
- Microphone kit and stand & loud speaker and stand for the chapel – \$700,
- Stage 1 – Chapel Window Furnishings including Fire Exit Door – \$5,355,
- Stage 2 – Chapel Window Furnishings – Dome Windows battery motorised roller blinds – \$4,848.

Thank you to everyone who has supported us in these quests.

## Fundraising - Norwood

### New Recreation Room Opened 2nd June 2014

Funds were used from money raised at the Norwood Annual Twilight Fair to create a new recreation room for residents, family members, visitors and staff to enjoy. Many activities are held in the new room ranging from trivia competitions, eight ball, cards, board games as well as a record player and television.



# PRESBYTERIAN CARE TASMANIA

## WHO WE ARE

**Presbyterian Care Tasmania Incorporated is a not for profit organisation established on 28th June 1980 as a duly constituted Incorporated Association. We are approved by the Commonwealth Government under the Aged Care Act 1997 as an Approved Provider to deliver Residential and Community Care Services.**

## RESIDENTIAL CARE FACILITIES

### HOBART

*Our Hobart Home has magnificent views of the River Derwent and offers 48 residential beds as well as 37 beds in our ADARDS Suites for clients in need of dementia care.*

Husband and wife suites are available in our River View Lodge building and state of art facilities which include guest entertainment areas, a Chapel and Hairdressing Salon. Rooms are tastefully decorated and as you walk through our front doors you will feel that you have come home.



### LEGANA

*Our Legana Home is located in the West Tamar Municipality in one of Launceston's fastest growing suburbs. Here our Home offers 106 state of the art rooms for residents.*

Our Home is located adjacent to a large shopping centre and local Tavern. Views of the mountains and local shops and landscaped grounds provide our Residents with a pleasant environment. A Chapel, hairdressing salons, activities rooms and facilities for Residents to entertain guests in lounges and dining areas are available.



### NORWOOD

*Located in a pleasant residential suburb, our Norwood Home offers 95 beds for our community.*

Our Home is located close to a new shopping centre and two bus routes service our Home. Our facilities include a Chapel, Hairdressing Salon, activities rooms and facilities for Residents to entertain guests in lounges and dining areas – a homely environment delivering services that effectively meet needs.



## SCOTTSDALE

*Presbyterian Care Tasmania became the new owners of North-East Aminya Hostel on 1st July 2011.*

“Aminya” is an aboriginal term for “peaceful place”, and had its beginnings as a six unit hostel for independent living residents. This gradually grew to become a 31 bed residential aged care facility.

The building sits dominantly at the end of Cameron Street in Scottsdale and proudly has the front steps of the original Scottsdale Hospital remaining in place. The residents are from the local surrounds and are able to enjoy close contact with their on-going community activities and friends. The windows look over the lush pastures of the nearby farms.







## RETIREMENT LIVING

*Presbyterian Homes Retirement Village consists of 32 single bedroom Independent Living units and two, two-bedroom units located within the grounds of the Norwood Aged Care Complex.*

These units provide an affordable housing opportunity for older members of the community who wish, because of ageing concerns, to downsize from other forms of accommodation and live in a secure and supportive environment with other older members of the community.

Retirement Village Residents have the opportunity to participate in the Presbyterian Homes Norwood “Leisure and Lifestyle Program” and in the management of the Village through Village Residents meetings.

## DAY RESPITE NORTH

### CENTRE BASED DAY RESPITE

*The Presbyterian Care Tasmania Day Respite Centre North is located at our Legana Residential facility. Door to door transport, to and from the centre is available to clients who live within a 30 minute radius. Clients can also make their own way to the centre if they wish.*

Morning/Afternoon tea and lunch are provided with consideration to special dietary requirements.

The centre offers: companionship, social outings and picnics, music and singing, gentle exercise, group and individual activities, a diverse range of craft and activities.

### IN HOME DAY RESPITE

In Home Day Respite offers respite support in your home at a time to suit you. This service provides individual assessment of needs and can include: Social Support, Companionship and Personal Care.



# HOME CARE

*Home Care Services operate both in Hobart and Launceston.*

The programs provide a wide range of services. Assessment and Case Management is provided by Registered Nurses supported by experienced teams of Home Care workers.

# THE JOHN TOOTH DAY RESPITE CENTRE

*The Day Centre provides care for up to 15 clients each day in a comfortable and inviting environment specifically designed for the person with dementia.*

Our clients are picked up from their homes and returned at the end of an enjoyable day of planned activities. Our Centre enables Carers living with a family member with dementia to have “time out” and to survive the challenges and pressures that occur when living with a person with dementia.



## **“ENRICHING THE LIVES OF OTHERS”**

**Presbyterian Homes Legana**

**Presbyterian Care Day Respite  
Services North**

**Presbyterian Homes Norwood**

**Presbyterian Homes  
Retirement Village (Norwood)**

**Presbyterian Homes Aminya  
(Scottsdale)**

**Presbyterian Homes Hobart**

**The John Tooth Dementia  
Respite Centre**

**Prescare Tas Home Care Services  
(North & South)**

**1300 479 933**

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or [admissions@prescaretas.org.au](mailto:admissions@prescaretas.org.au)

[www.prescaretas.org.au](http://www.prescaretas.org.au)







*Ron Naylor and Estelle Tunks*