

## WHAT YOUR MANAGER SENT YOU

Pacific Aged Care offers residential aged care for 150 residents requiring twenty-four-hour nursing (high care) assistance and for clients who are not able to remain in their own homes or with family due to their need for greater assistance with daily living (low or hostel type care). The organisation also offers respite care enabling families to plan and manage a well-earned break.

Pacific Aged Care has developed the Performance Management Tool and introduced it at the Team level. The Team Performance Management Tool examines the types of teams, purposes and challenges confronted by the team. The team's performance is then measured, with the aim of rewarding good team performance. The importance of high-performance teams involves the following outcomes:

- A collaboration to deliver care and services to residents, families and other stakeholders
- Teams offer support in providing quality care and services
- Keep each other accountable to the values and goals of the organisation
- Support safe work practices by working together
- Promotes the organisation's Code of Conduct

Pacific is proud to have appointed a new Menu Manager, Chef Giulia Madafferi. As part of her role, Chef Madafferi will be implementing the Food Safety Program, developing the menu to reflect authentic International and Culturally Appropriate Cuisine and managing her team. Pacific Aged Care has also conducted an Internal Audit of the Catering Department, which involved the review and update of the Food Safety Program, policies and procedures and position descriptions.

Services at Pacific Aged Care aim to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity. A dedicated team of staff and contractors specialising in administration, housekeeping, catering, maintenance, gardening, lifestyle, pastoral care, personal care, nursing and allied health help make a difference in the lives of residents every day.

Services offered by Pacific Aged Care include Pastoral Care, Cultural and Lifestyle Activities and Pacific's Palliative Care Program: Approaching End of Life. There is also a weekly hairdressing service in our newly built Hair Salon and daily opportunities to enjoy a good coffee at Carmela's Café. We are also fortunate to have the services of two Iranian General Practitioners, the resource of The Residential Outreach Service, Geriatricians and Counselling Services by Costas Papadopoulos Psychology Services...

## AFTER THE MARGINAL NOTES EXERCISE

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Who we  
are (1)

New tool

Delete?

Board  
Report?

Chef (5)

Caring  
place  
(2)

More  
services  
(5)

## THE RE-ORDERED TEXT

Pacific Aged Care offers residential aged care for 150 residents requiring twenty-four-hour nursing (high care) assistance and for clients who are not able to remain in their own homes or with family due to their need for greater assistance with daily living (low or hostel type care). The organisation also offers respite care enabling families to plan and manage a well-earned break.

Services at Pacific Aged Care aim to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity. A dedicated team of staff and contractors specialising in administration, housekeeping, catering, maintenance, gardening, lifestyle, pastoral care, personal care, nursing and allied health help make a difference in the lives of residents every day. Five units each consisting of 25 beds. Each unit has a Nurse Unit Manager and a Team Leader.

Resident rooms are all ensuite and have ample room for special items to be brought from home. In fact, we encourage our residents to personalise their rooms, as this can be a comfort for those moving into care for the first time.

Pacific Aged Care believes that residents and staff can benefit from utilising existing and emerging assistive technologies to deliver efficient and effective services. In addition to current services incorporating the call bell and alarm system, Pacific Aged Care is rolling out the introduction of the JGDB SmartSense System, starting with the high care Bacchus unit. This is new technology that is able to detect resident movement within their room and also when staff are also in attendance. This data is detected via communications and computer software for staff to attend and will provide reports for analysis. This technology will greatly assist with the early detection of falls and render immediate assistance...

## YOUR FINAL DRAFT

Pacific Aged Care can offer residential aged care for your loved one, whether they need twenty-four-hour nursing assistance (high care), some assistance with daily living (low or hostel type care) or respite care that will enable your family to enjoy a well-earned break.

We aim to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity. A dedicated team of staff and contractors help make a difference in the lives of residents every day. Each of our five units consists of only 25 beds, so each nurse unit manager and team leader is able to give individual care to your loved one.

All of our resident rooms are tastefully furnished and allow your loved one to bring special items from home. In fact, we encourage our residents to personalise their rooms, as this can be a comfort for those moving into care for the first time.

Resident safety is our primary concern, so all rooms and ensuite bathrooms are equipped with a call bell and alarm system, as well as the SmartSense System, which detects resident movement within their rooms and greatly assists with the early detection of falls, so staff can render immediate assistance when needed.

We offer pastoral care, cultural and lifestyle activities and are also fortunate to have the services of two Iranian general practitioners who attend the facility each week. We offer a weekly hairdressing service in our newlybuilt hair salon and there are daily opportunities to enjoy a good coffee at Carmela's Café. Pacific Aged Care's food ambassador is Chef Giulia Madafferi, of Madafferi's Melbourne...