

### Our New Look, Inspired by You

Spring is here — a season of fresh starts and new beginnings. Just like the blossoms returning, PACS has unveiled a refreshed look that reflects both who we are and what we stand for.

The navy and light blue colour palette was carefully chosen to represent the essence of PACS. Navy reflects professionalism, trust, and strength — values we live by every day. Light blue brings a sense of calm, care, and approachability, capturing the compassion and warmth our team shares with every client. The arch in our new logo is a special element, symbolising support, protection, continuity, and most importantly, home.

It's taken some time to get it just right, but I'm truly proud of what we've created. This new look was inspired by the care we provide to you, and the trust you place in us every day.

Spring also brings news of change across the aged care sector. The government has announced a delay to the new Aged Care Act, which will now take effect on 1 November 2025 instead of July.

While this gives providers more time to prepare, PACS is already well ahead. We've been updating our systems, policies, and training to align with the upcoming reforms, so the transition will be seamless for our clients.

You can continue to expect the same trusted care delivered with professionalism, compassion, and a focus on your individual needs. We'll keep you updated as we move closer to the new start date.

As the days grow longer and warmer, we look forward to sharing this next season with you — filled with growth, care, and connection.



*Amanda Hawkins.*  
Managing Director

## PACS Reaches 2.1 Million Hours of Care!

We're thrilled to share a special milestone with you, PACS has now delivered over 2.1 million hours of dedicated in-home care and community support across regional NSW and QLD.

Each of those hours represents meaningful moments spent supporting clients like you to live independently, safely, and with dignity. This achievement reflects the trust you've placed in us and the commitment of our incredible care team.

Thank you for being part of the PACS family — we're proud to continue delivering care with heart, every step of the way.



## Google Reviews

If we're doing things right, we'd love for you to share your experience by leaving us a Google Review. Your kind words not only help us continue improving but also let others in the community know they can trust PACS for their care and support.

Simply scan the QR code below it only takes a minute, but it makes a big difference!

Thank you for your ongoing trust and support.



---

## Admin Team Uniforms

You may notice some of our team in fresh new uniforms. These are part of our updated PACS look — designed to be professional, welcoming, and easy to recognise when our staff visit you.



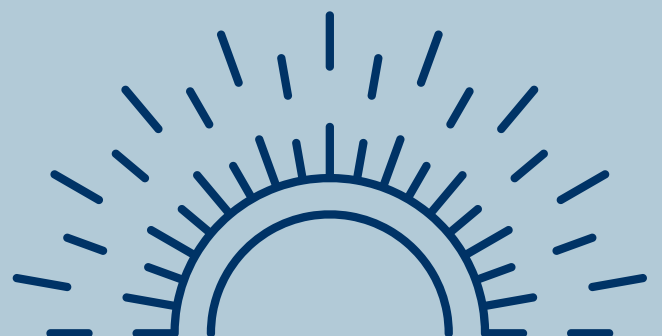
## Out & About Tamworth Senior Expo

Earlier this month, PACS was proud to take part in the Tamworth Senior Expo. Our Managing Director, Amanda Hawkins, and Care Manager, Lauren Bourke, attended the event, spending the morning connecting with clients, families, and other local service providers.

It was a wonderful opportunity to showcase the services we provide, share information about upcoming aged care reforms, and most importantly, catch up with both familiar faces and new ones from across the community.

A big thank you to everyone who stopped by our stand – your interest, questions, and warm conversations remind us why we do what we do.

Events like these help strengthen our ties with the community and highlight the vital role our staff play every day in supporting clients to live safely and independently at home.





## The New Aged Care Act

The Australian Government is introducing the new Aged Care Act in November, designed to strengthen the rights of older people and improve the quality of services. The new Act places a stronger focus on choice, dignity, and respect, ensuring providers like PACS deliver care that meets your individual needs and preferences.

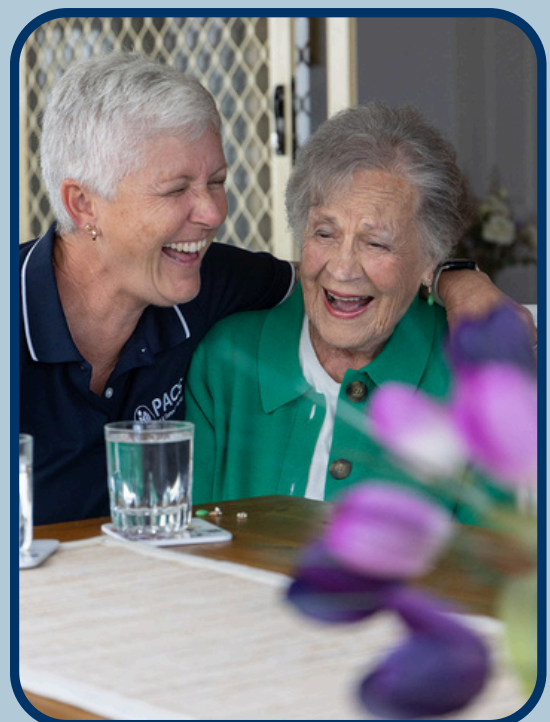
We will keep you updated as changes roll out and make sure your services continue without disruption.

## Sharing special moments together

Here's one of our much-loved clients spending time with our amazing Tamworth team member.

At PACS, it's the little connections and everyday moments that make the biggest difference.

---





## We're Listening – Your Feedback Matters

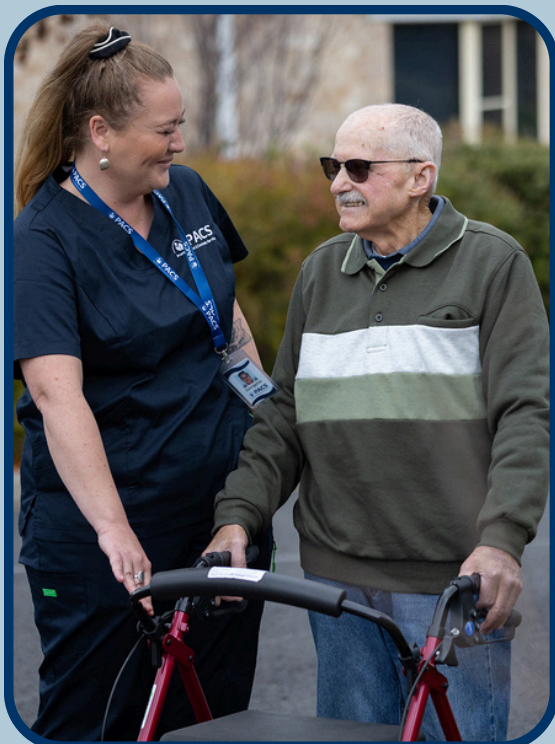
We've listened to you and understand that the PACS office needs to communicate better especially when it comes to notifying you of any changes to your service times or days.

To address this, we've introduced new internal procedures, and over the coming months, we hope you'll notice a real improvement in how we coordinate and communicate your care.

Just a reminder — the PACS Client & Family App is available to help you manage your services more easily. Through the app, you can:

- ✓ View service times and days in real time
- ✓ Cancel a service
- ✓ Chat directly with your coordinator

If you'd like access or need help logging in, please call the office and we'll be happy to assist.



As always, we value your feedback.

Whether it's something we're doing well or something we can improve, we want to hear from you. You can:

- ✓ Call us on 1300 826 219
- ✓ Speak to your care worker or our office team
- ✓ Email Amanda Hawkins, Managing Director
- ✓ Lodge your feedback [www.premiumacs.com.au](http://www.premiumacs.com.au)
- ✓ Post your feedback – PO Box 1157 Tamworth 2340
- ✓ Request a feedback form at any time

Email – [ahawkins@premiumacs.com.au](mailto:ahawkins@premiumacs.com.au)

**Thank you for helping us grow and improve — your voice makes a difference.**

---

# Home Care Packages (HCP)

## Expanded Opportunities with PACS

The Australian Government has recently released additional Home Care Packages (HCPs). If you currently receive support through the Commonwealth Home Support Programme (CHSP), you may be granted a Home Care Package to replace those services. Alternatively, if your needs have increased, you could be approved for a package for the very first time.

As of September 2025, 20,000 extra Home Care Packages are being released between now and 1 November, with another 20,000 to follow between November and December. These new packages form part of the plan to roll out 83,000 new packages nationally – welcome news for those waiting for support.

At PACS, we want to make this transition as smooth as possible. You now have two options to continue receiving the care and support you need:

### Option 1 – Partner-Managed HCP (New England only)

For over 35 years, PACS has proudly partnered with Gunnedah Shire Council (GoCo) to deliver aged care services in the New England region. If you choose GoCo to manage your package, your services will continue to be delivered by your current PACS carers – with no disruption to the care and familiar faces you already know.

### Option 2 – Self-Managed HCP with Trilogy Care (Central Coast & Toowoomba)

We are also pleased to be partnering with Trilogy Care, one of Australia's leading aged care providers. This collaboration allows PACS to deliver services under a self-managed HCP model, giving clients more choice and control over how their package is used – while still receiving all services directly from the PACS team.

### What this Means for You

- Continuity of care – keep the same trusted PACS carers
- Local workers – services delivered by people from your own community, who understand and care about your needs
- Flexibility – choose between a partner-managed or self-managed package
- Peace of mind – whichever option you choose, PACS will ensure consistent, reliable care

If you have been approved for a Home Care Package or would like to know more, call 1300 826 219 and ask for Lauren. She will guide you through your options and make sure your care continues without interruption.

At PACS, our mission is simple: supporting you to live independently at home with dignity, choice, and trusted care.



Lauren is our Care Manager and has been with PACS for more than 15 years. With her extensive knowledge and experience, she is our go-to person for all things Home Care Packages (HCPs).

Lauren has helped countless clients navigate the system with confidence, ensuring their services are set up smoothly and without stress.



Premium Aged & Community Services

SPRING 2025

## Veterans - Additional Support Services

If you're a DVA Gold Card holder currently receiving services like domestic assistance through PACS, you may also be eligible for additional support under the Veterans' Home Care (VHC) and Community Nursing programs. These services are designed to help you live independently and safely at home.

Additional support may include:

- ✓ Respite Care – gives your carer a break (your carer does not need to live with you)
- ✓ Personal Care – help with showering, dressing, grooming, and mobility
- ✓ Home and Garden Maintenance – tasks like lawn mowing, light bulb replacement, or cleaning gutters
- ✓ Welfare Checks & Medication Prompts – friendly visits to check on your wellbeing and assist with reminders
- ✓ Domestic Assistance – cleaning, laundry, and household support (if you are not already receiving or if you need an increase)

If you're unsure whether you're eligible for more services or your care needs have changed, get in touch with us. We can help guide you through the process and ensure you're getting the support you're entitled to.

## Already Receiving DVA or VHC Services? You Can Still Access a Home Care Package

If you're a DVA Gold Card holder and currently receive services through Veterans' Home Care (VHC) or Community Nursing, you can still be allocated a Home Care Package (HCP) – as long as the services you receive are not duplicated.

This means you can continue receiving your personal care or domestic assistance under VHC or DVA-funded programs, while using your Home Care Package to access different supports such as:

- ✓ Social support or transport
- ✓ Meal preparation
- ✓ Assistive technology or equipment
- ✓ Accompanied shopping

This flexible approach allows you to make the most of the support available to you, while ensuring your needs are fully met.

If you've recently been approved for a Home Care Package or are thinking of applying, please get in touch with our team. We can help you structure your services correctly, so you continue receiving your DVA entitlements while making the most of your package funding.



## Meet The Administration Team



Amanda Hawkins



Kelly Moodie



Nicole Dawson



Brooke Brown



Lauren Bourke



Kim McCarty-  
Neal



Hayley Nicholls



Ella Moodie



Josie Neal



Caitlan Smith



Amyche Smith



Serena McKenzie