

Pastoral Care services



“Do not be afraid, I am with you” Isaiah 43:5

Pastoral care is an important part of our holistic approach to care, with our pastoral care team providing spiritual and emotional support, and a sensitive, caring presence for all. While it is our Catholic heritage that drives this commitment, we respect and support all beliefs, religious traditions and cultures.

At St Vincent's Care Services, we believe our dedication to holistic, inclusive pastoral care sets us apart from other aged care providers. Our program encompasses spiritual and emotional support services and is available to all residents, regardless of religious, cultural or ethnic background, philosophy of life, or faith tradition.

Pastoral care is a ministry of presence. It does not seek to preach or convert; it is here to support you and your family on the journey ahead. We understand the decision to move into residential aged care can be a difficult one, for all involved, so we take the time to get to know you, and work with you to provide support services in keeping with your needs and beliefs.

The activities and programs we provide through pastoral care help our residents continue to live meaningful lives, and feel respected within the community.

Our residents believe having access to pastoral care is a major contributor to feeling happy, content and fulfilled.

Mission

As a Catholic health care service, we bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

Vision

We lead through research-driven, excellent and compassionate health and aged care.

Creed

We believe in the dignity of all people because each one is created in God's image. We are committed to justice and compassionate care for all.

Values

Compassion • Justice • Integrity • Excellence



**ST VINCENT'S
CARE SERVICES**

A SERVICE OF ST VINCENT'S HEALTH AUSTRALIA

Residential Living | Community Living | Independent Living

Our team

Our qualified pastoral care team do more than provide religious and spiritual guidance and support.

They form an integral part of our delivery of care, by encouraging participation in activities and social events, providing companionship and being a constant and friendly face.

Our team is here for your support, to talk to you about your life concerns and spiritual journey, and to share in your celebrations. They provide a friendly and non-judgemental listening ear for frank, open and confidential discussions, and are a support in times of anxiety, stress and concern.



Our unique CARE program

Pastoral care at St Vincent's Care Services can take many forms and is delivered through numerous structured and informal ways. Our unique CARE program outlines the four key areas addressed when delivering pastoral care to our residents.

Connection

We encourage residents to connect with our team for comfort and solace, particularly during times of change or uncertainty.

- Spiritual programs
- Carers programs
- Regular visitations
- Family support
- Spiritual awakening

Action

We provide residents with a program of activities to encourage participation and foster a sense of purpose.

- Sensory awareness
- Welcoming ceremonies
- Meditation and relaxation
- Music appreciation and therapy
- Memorial services and bereavement support
- Psychology programs and counselling
- Special occasion celebrations
- Leisure and lifestyle programs
- Health and wellness programs

Religious services

We provide opportunities for religious support across numerous denominations and faiths.

- Mass, Rosary, Communion and Anointing
- Ecumenical services
- Church services
- Prayer circles
- Chaplaincy visits
- Bible reading and study
- Guided private prayer

Engagement

We encourage engagement with other residents and families.

- Informal, friendly companionship
- Storytelling and reminiscing
- Recording resident life stories
- Social and hobby groups
- Reflection
- Building friendships, establishing confidentiality and trust

Our pastoral care team regularly reach out to residents and are a visible presence at our facilities. We also encourage families to connect with us for support.

If at any time you wish to see a member of the pastoral care team or a Minister of your preferred faith, please ask one of our friendly staff members.



A facility of
St Vincent's Health Australia,
under the stewardship of
Mary Aikenhead Ministries

St Vincent's Care Services
Phone: **1800 778 767**
Email: svcs.info@svha.org.au
www.svcs.org.au