

Our Lady of Consolation
Aged Care & Services



*Building Healthy
Communities*



APRIL 2018

Where we are headed in the upcoming year?

We asked Chairman, Dr Rodger Austin and Chief Executive Barry Wiggins for their thoughts on five questions...

What happens at OLOC that you are particularly proud of?

Dr Austin: The Board is proud of the way our staff constantly seek new and creative ways of enhancing the service we offer to the people entrusted to our care.

Mr Wiggins: I am proud of our success in growing our home care package services – our customers tell me that they like what we offer and they really like our staff.

What is happening that you are excited about?

Dr Austin: After a comprehensive process of research, consultation and planning, the Board is delighted that our housing project at Toongabbie is underway. It is a significant development in our mission in Western Sydney.

Mr Wiggins: I am excited about building our first seniors' housing development at Toongabbie and about the health and fitness services that will operate from the site.

What we are looking forward to?

Dr Austin: The Board must ensure our facilities meet the needs of the people we serve. Also it has the duty to ensure the gifts and skills of our staff are nurtured so as to provide holistic care.

Mr Wiggins: I am looking forward to a major building program over the next three years and outcomes such as a rooftop garden for one of our dementia-specific units!

What are you challenged by or concerned about?

Dr Austin: The Board has the responsibility to respond to the significant changes in the industry, in fidelity to our Franciscan mission. It is both the reason and goal of our existence.

Mr Wiggins: We need to keep on adapting to more of a free market environment in aged care, without ever losing touch with our mission and purpose. It is challenging and exciting in equal measure.

What are you thankful for?

Dr Austin: The Board expresses its gratitude to Mr Wiggins, senior managers and all staff for the dedication and professionalism they bring to their roles. The staff bring our mission to life for those entrusted to our care.

Mr Wiggins: Our Board, which supports innovation. Our staff, who like older people and who support our mission; who want to do things well.



Contents

<i>OLOC model of wellbeing</i>	04
<i>The model in action</i>	05
<i>OLOC resident wellbeing programs</i>	06
<i>Leisure and lifestyle programs</i>	08
<i>Home care packages</i>	10
<i>Rehabilitation respite programs</i>	12
<i>The respite wellness centre</i>	14
<i>OLOC operates community based exercise programs</i>	16
<i>Housing affordability crisis and its impact on older people</i>	18
<i>Rental affordability among older Australians</i>	19
<i>The growth of Our Lady Of Consolation</i>	20
<i>Governance</i>	22
<i>Financials</i>	23
<i>The breadth of what we do</i>	24



OLOC Model of Wellbeing ...

Being Active, Being Able

We want to help our residents and people who use our services to be as active, as able and as comfortable as they can be.

We work with people in maintaining and improving their physical function and mobility. We have tailored programs for people in dementia units.

Our enthusiastic GYM team customises programs to meet the varying abilities of each individual, whether they are accessing one of our community centre fitness programs, using a home care package with an allied health component or accessing the gym programs available at our residential care campus.

21
fitness classes
onsite per week in
maintstream units

34
classes
per week
in total

13
classes onsite
per week in
dementia-
specific units

30
respite
wellness
centre clients
on fitness
programs

17
fitness
classes
happening
across six
community
centre sites
each week

72
residents
on intensive
programs at
any one time
including 27 in our
nursing home

28
home care
clients on home
based programs

Being Emotionally Healthy

We want to help residents and people who use our services to enjoy a good level of emotional health and wellbeing.

We want people to feel empowered and to be appropriately engaged in the things that matter to them in their lives.

**Pastoral
care staff**
act as a potential point
of support for residents.
All new residents seen
within the week of arrival

**Wellbeing program
for new residents**
assesses their sense of
wellbeing and develops
a program to help
address any concerns

35
people
seen in this
program in the
last year

Being Connected & Engaged

We want to support our residents and people who use our services to stay engaged in long-held interests and relationships and to develop new ones.

We encourage families to stay connected with residents and service users in all aspects of their care. Residents can use our free WiFi internet access (with training and support) to keep in contact with family and friends via email, Skype and social media.

We provide residents with a wide range of leisure and lifestyle programs from movie sessions, arts and crafts, to gardening.

WiFi
internet
access for all
residents
provided

**Computer
training free.**
Using a computer
and accessing
internet if required

We employ
double the
number of allied
health and
lifestyle staff
compared to the
industry average

**Resident
gardening
program**

**Guerrilla
art
program**

**Art
classes,
art therapy**

Exploring a Sense of Inner Calm & Peace

We offer a range of resources and programs that help people to explore a sense of inner calm and peace.

Sometimes music can help people relax and find a sense of peace. These programs can also help people managing chronic pain.

Our Pastoral Care team is available to support people of all religious traditions, Christian and non-Christian, in maintaining their individual spirituality.

**Meditation,
relaxation,
tai chi,
aromatherapy
and massage**
programs
provided

We are trialling a
**Christian
meditation**
program for a
group of interested
residents

We use
iPods
to help residents,
including people
in our dementia
units, access their
favourite music and
enjoy that special
calm and joy that
music can bring

Daily Mass
on site for
residents who
are Catholic
and living at
our residential
campus

We have
**24 prayer
services**
a month that
are tailored for
non-Catholic
Christians

OLOC resident wellbeing programs

Residents have the opportunity to experience the healing power of making music together through the use of Djembe drums and a variety of percussion instruments.



The Guerrilla art club is a fun way for the residents to participate in the making of art projects to enhance their living space.



THE ART SPACE

At OLOC residents can join an eight week program designed to enhance wellness and cultivate a fulfilling life.

- Learn the art of meditation
- Express yourself with creative therapy
- Experience the power of drumming and music
- Embrace the healing power of touch
- Reconnect with nature
- Gain healing through the senses
- Weave a unique story of wellbeing
- Envision a fulfilling future



The Art Space allows residents to showcase their works.





Food is just so important ...

So we provide a hot breakfast every day, three hot meal lunch options catering to different tastes and a range of special dining experiences.

Monthly al fresco restaurant lunches and dinners. You can sit back and enjoy a different meal experience, served with a glass of wine.

Special Meals: our chef cooks your favourite meal and you can invite a friend or family member to join you and enjoy a glass of wine. Served at no cost to you!

Café Assisi is open 7 days a week for family and friends to meet.



June's special meal took place in the TV lounge where she and her friend Irene dined on lemon chicken and rice with cheesecake and icecream for dessert.

Leisure & lifestyle programs

We want to help people to be connected and engaged.

Whether it is fishing at Brooklyn, joining our photography group outings around Sydney or using your free WiFi to Skype friends and family around the world, our residents can stay connected with interests and with people.



Al fresco breakfast served in the outdoor dining area.

A home care package

helps Vic to care for his wife Doreen, who has advanced dementia.

“
OLOC
stands for
love. I couldn't
do it if they
weren't there.
”



We asked Vic about...

The quality of the service that he is receiving:

“I think the quality cannot be improved.”

The backup that is available to him:

“It's there, a telephone call away. You're there, I know you're there.”

About the staff:

“I appreciate consistency in staff. Very much.

...They're not only doing work, they're actually leaving an ambience, a feeling in the house.

I think they're brilliant. I think they're devoted wonderful people. I don't know how they do it.

Every year at Christmas and Easter I send them a little card and a small gift as an expression of my humble thanks for the hard and difficult work I know they are doing.”

Whether it is easy or difficult to change your services from week to week:

“It's absolutely flexible.”

His first contact with the ACAT representative:

“She rang and told me she had a package for Doreen and it was gold plated.”

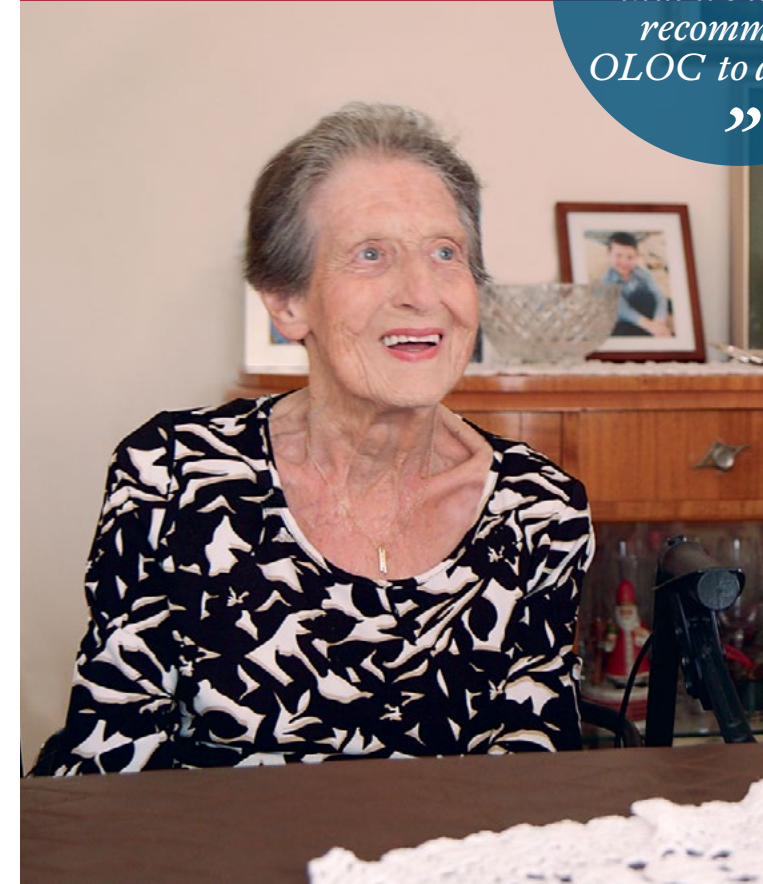
Has it turned out to be gold plated?

“Constantly and consistently. I have coped because of OLOC.”



Doug is 88 years of age and finds it very difficult to walk. He now very rarely leaves the house. Monica is 90 but is more active and uses a frame; she is able to go out with some assistance. She still does the shopping sometimes with the help of care package staff.

“
We've had
such a marvellous
experience
that we would
recommend
OLOC to anyone.
”



Doug and Monica are a couple on a home care package

We asked Doug and Monica about...

Their overall experience of having a home care package:

Doug: “They're marvellous. Taking care of the washing, the shopping, vacuuming carpets, washing the floors, cleaning bathrooms, they manage to do the lot.

They're such nice people.”

Monica: “I'm having massage now, which is wonderful. We're not that sick, we are just incapacitated.

Even when something goes wrong... it's amazing, things just happen. I just think the service is absolutely wonderful.”

We asked about the backup that our staff provide to the household:

Monica: “When Doug was in hospital last year I think I spoke to Deb four times that day. She's absolutely wonderful.”

Doug: “We're absolutely delighted with them.”

Does having a package make you feel more secure?

Monica: “Oh yes, much more secure.”

Doug: “We couldn't survive without them, simple as that.”

At OLOC we strive to deliver value for money, so we asked for their perspective on value for money:

Doug: “I really don't know how you do it, at the price.”

Monica: “We certainly get that. You must be very good at organising things.”

A rehabilitation respite program

Marija has twice been a client in our rehabilitation respite program, coming into OLOC for an intensive short-term program to help her recover further after she had a stroke.

We first saw Marija in mid October 2016 after she had spent three months in hospital, but had not made enough progress to be able to go home.

At that stage she could walk with the help of one person, but she lived alone and she needed to be more independent to be able to safely return home. She also needed to be able to go up and down four steps at her home.

Our OLOC GYM team assessed Marija and developed an intensive program for her.

Marija loves to cook and the practical goal of her rehabilitation program was to allow Marija to be strong enough to stand at her kitchen bench and cook. To get there, Marija had to do a lot of work to build her strength and balance.



“
OLOC
gave me
a way
to live again.
”

So Marija set to work building her strength – on the parallel bars, and using a skate board and a bike mechanism that both allowed her to sit in a normal chair while exercising.

In rehabilitation Marija had an electric bed but when she was home she adjusted her own bed to allow her to get into it and up from it more easily.

After six weeks she could go up and down the four steps at her home. She was, and still is, capable to showering herself using a shower chair. At the time her left arm was stiff and painful but she now has passive use of her arm.

“I got my confidence back.”

Most importantly, she was able to stand in one spot and cook. Marija loves cooking.

“If I’m stressed, I cook, and then I relax. As long as I can cook.”

Marija loves to make pies and sweets from her homeland, Croatia, so we often see her standing at her kitchen table, working with her pastries.

After being home for over a year, Marija had a couple of falls at home and came back into our rehabilitation respite program for a four week top up fitness program. She has been back at home for six months since then, with some support from OLOC.

Marija has a home care package from OLOC and she uses some of her package to purchase allied health services to help maintain her strength and balance. She has an exercise physiologist visit her at home twice a week and she comes into our wellness respite centre and gymnasium once a week.



“
I really
enjoy coming
to the GYM
program.
”

The respite wellness centre

We profile two people who attend the respite wellness centre, who enjoy the social contact and who both have a fitness program through the OLOC Get Yourself Moving programs.

DON STACY – 88 YEARS OF AGE

Don is a retired bus driver; he worked as a bus driver until he was 80 years of age.

Now Don comes to the wellness centre mostly for the social contact and for the GYM program.

His program is aimed at building his strength.



“
The staff at
OLOC are
marvellous.
”

CECIL MILLER – 85 YEARS OF AGE

Cecil came to know OLOC when his wife was a resident of one of our nursing home units for a couple of years up until 2014, and after that he began attending the day respite wellness program.

Cecil goes to the gym two days a week and one day a week to hydrotherapy at a nearby hydrotherapy centre.

His gym program is based around improving core strength, balance and cardio fitness.

“I love the gym.”

Throughout his life Cecil has been a keen volunteer. He has been a volunteer for the cancer council, has taught children to swim, and is still a volunteer at a local weekly running event.

So he helps where he can at the respite wellness centre.

“The social contact here is great.”

OLOC operates community based exercise programs

from six different community centres across western Sydney.

Kevin is a man with pulmonary fibrosis who participates in an OLOC community GYM program that operates from a community centre in Toongabbie. He attends two days a week for a program called Lungs in Action and one day a week for a maintenance program.

We asked Kevin...

What difference the exercise classes had made to him.

"It has improved my fitness out of sight. In the six minute walk test I have improved by 45 per cent.

I feel well. And I boil it all down to the exercises."

Previously, Kevin was struggling with some routine household tasks, like gardening and putting the garbage out.

"I have a very steep drive and I couldn't get the rubbish bin up the drive. Now I can get it up no trouble at all.

I can do the gardening that I couldn't do before.

I can mow the grass, prune the trees, I'm back into my gardening again.

I couldn't wash the car before but now I wash it. I can do housework that I couldn't do before."

Kevin was very concerned when he learned that he had pulmonary fibrosis.

"When I first found out about the disease I was pretty distraught, because the life expectancy is not very good. But I've remained fairly stable for the last twelve months."

We asked Kevin if he had been able to validate the impact that the program had made for his lung function.

"Yes I have just completed a 52 week trial... and the tests showed my lung capacity hasn't deteriorated at all. The hospital boil my current situation down to the exercises.

My GP is ecstatic. The specialist that I go to says the program is just fantastic.

All the medication does is slow down the process, but improving your body fitness makes things possible that weren't possible.

My walking here is as good as someone who is reasonably fit and doesn't have a lung problem.

Consequently the doctors have taken me off a couple of my blood pressure medications.

My blood pressure is now as good as a young boy's."

Kevin is a perfect example of why OLOC has become involved in community based exercise programs. We see it as a way in which we can contribute to people living healthier lives.

“
The exercise classes have improved my fitness out of sight.
”

Housing affordability crisis and its impact on older people

Rental affordability among older Australians



The new look Toongabbie Housing development.
(COMPUTER GENERATED DRAWINGS)



Trends in the housing market are a real concern for older people who are renting, with housing affordability in the private rental market now at its lowest level in years.

It is no surprise that since 2012 there has been a 53 per cent increase in the number of low income households with a household member aged 65 years and over paying unaffordable rents in NSW. We have had a particular concern for women caught up in this situation, because they are over represented.

In response, we are now underway with our rental housing development for older people in western Sydney, which will provide rental housing for people on low incomes, and which will be a major diversification in the range of services that OLOC offers.

Apart from the issue of affordability, many older people renting privately do not have any real security of tenure. This is particularly important because at this age they are likely to spend more time in their homes, and in the local neighbourhood, than at any other period in their lives.

Several years ago, we bought a number of adjoining properties in the main street of Toongabbie. They are an easy walk from shops and transport links; and now the train station has been upgraded to include a lift. We employed a team of planners, architects and project managers to develop a building design and we have now commenced stage one. A development application for stage two is now before the local council.

The initial development will include an onsite health and wellbeing centre for older people, a medical centre and a café on the ground floor. The mixed housing and commercial space development will be an opportunity to take our organisation's focus on health and wellbeing to a street front setting, serving a client group of people aged 65 years and over who are living at home.

The development aligns neatly with our home care package services for consumers in the Blacktown and Parramatta local government areas.

Older people at risk of homelessness in New South Wales

"The older I get the scarier it becomes"



Extract from: Report by Housing for the Aged Action Group

12,000

HOUSEHOLDS IN NSW THAT ARE IN HOUSING STRESS HAVE RESIDENTS AGED 75 YEARS OR OLDER.

65%

OF HOUSEHOLDS IN RENTAL STRESS ARE LOCATED IN GREATER SYDNEY.

Source: Ageing on the Edge NSW report

45%

OF HOUSEHOLDS IN RENTAL STRESS ARE OCCUPIED BY SINGLE WOMEN

The growth of Our Lady Of Consolation

1959

Building completed and residents and Sisters moved in on 25th July. Accommodation was for 300 residents – 75 nursing home beds and 225 hostel beds. A long period of stability followed.

1955

Search began for a new site due to overcrowding at Buckingham Street. This resulted in the purchase of a property at Rooty Hill.

1946

Five FMM's purchased Buckingham Street, Surry Hills from the Good Samaritan Sisters and so was born Our Lady of Consolation Home. It was also the first FMM foundation in Sydney.

1941

The arrival of the first group of Franciscan Missionaries of Mary in Australia.

1989

Changes to the way aged care was conducted were well underway with the introduction of the Home & Community Care Act. OLOC participated in these changes. Blacktown home modification, linen & laundry service and lawnmowing services were offered to clients in outer Western Sydney. The carer's service followed soon after, whilst the lawn mowing service expanded to the Blue Mountains and Cumberland areas in the mid '90's.

1998

Plans were underway to separately incorporate OLOC. A board of lay people and FMM's was named and began their work.

1999

Incorporation was registered on the 1st July.

2002

The first group of community care packages became part of OLOC extending our community involvement. Meanwhile extensive renovations were being undertaken in the residential care services.

2005

Our first level 4 home care packages commenced.

2007

The wellness centre officially opened with a emphasis on caring for the carer.

2015

For some time the role of exercise for both residents and community clients had been recognised as an asset in the care of the aged. As a result our GYM – Get Yourself Moving – programs were set up in their own fully equipped gymnasium area in the newly renovated St Helens.

2016

We started our first community based exercise programs, initially at Toongabbie and now they operate from six suburban centres.

2018

For some time we had been discussing the increasing need for low cost rental accommodation. Our plans and dreams were finally realised this year with the commencement of building an initial 36 units, together with a gym, professional rooms and a café at Toongabbie. Completion of stage one will be mid-2019. Stage two is scheduled for completion in mid-2020 with another 38 units and a hydrotherapy pool facility.

Governance

STATEMENT OF MISSION

Our Lady of Consolation Aged Care & Services seeks to be a vibrant Christian community creatively living out its mission, consistent with the tradition of the Franciscan Missionaries of Mary and with a special preference for those who are disadvantaged or marginalised.

We strive to be:

- Exceptional in the provision of holistic care to our residents and clients.
- Innovative in our ministry, creating new and appropriate ways to enrich the lives of those we serve.
- Proactive in our advocacy for justice and equity for older people, especially women.
- Dynamic in our response to emerging needs in a changing and complex world.
- Industrious in our stewardship of financial resources to ensure the continuity of our mission.

SENIOR MANAGEMENT

Barry Wiggins
- Chief Executive Officer

Jenny Fahy
- Operations and Development Manager

Peter Squire
- Quality and Performance Manager

Mark Doyle
- Corporate Services Manager

Jing Li
- Senior Accountant

DIRECTORS

Pictured - right to left

Mr Grant Corderoy, Mr Jeremy Pigott, Ms Sandra Lever, Sr Janice Long FMM, Mrs Anne Skordis, Sr Linda Price FMM, Dr Rodger Austin (Board Chairman), Mrs Kathy Eberl and Mr Wayne Wright.

At far left is Barry Wiggins, Chief Executive Officer.



Financials

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017 \$	2016 \$
ASSETS		
Current assets		
Cash and cash equivalents	1,572,508	1,715,687
Deposits	49,756,813	43,823,807
Trade and other receivables	1,713,253	1,758,808
Total current assets	53,042,574	47,298,302
Non-current assets		
Financial assets	16,258,111	14,918,435
Capital work in progress	8,261,004	7,115,872
Property, plant and equipment	21,598,692	22,703,480
Intangible assets	54,906	86,326
Total non-current assets	46,172,713	44,824,113
TOTAL ASSETS	99,215,287	92,122,415
LIABILITIES		
Current liabilities		
Trade and other payables	8,794,474	6,885,469
Refundable loans	22,771,325	21,184,871
Provisions	2,161,426	1,761,899
Total current liabilities	33,727,225	29,832,239
Non-current liabilities		
Provisions	442,815	593,094
Total non-current liabilities	442,815	593,094
TOTAL LIABILITIES	34,170,040	30,425,333
NET ASSETS	65,045,247	61,697,082
FUNDS		
Accumulated funds	64,221,173	61,671,028
Reserves	824,074	26,054
TOTAL FUNDS	65,045,247	61,697,082

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

Revenue	34,080,652	33,656,634
Other income	191,276	133,953
	34,271,928	33,790,587
Expenses		
Administration and other expenses	(2,690,979)	(2,874,369)
Cleaning and laundry expenses	(244,454)	(269,472)
Depreciation and amortisation	(2,469,878)	(2,607,610)
Finance costs	(60,367)	(48,354)
Food supplies	(1,010,408)	(1,012,258)
Maintenance costs	(989,108)	(1,002,934)
Resident and client expenses	(2,492,821)	(2,176,553)
Salaries and employee benefits	(21,056,944)	(20,436,147)
Utilities	(706,824)	(682,417)
	(31,721,783)	(31,110,114)
Surplus before income tax	2,550,145	2,680,473
Income tax expense	-	-
Surplus for the year	2,550,145	2,680,473
Other comprehensive income		
<i>Items that may be reclassified subsequently to profit or loss</i>		
Fair value gain (loss) on available-for-sale financial assets	798,020	(309,991)
	798,020	(309,991)
Total comprehensive income for the year	3,348,165	2,370,482

The breadth of what we do

at Our Lady of Consolation Aged Care & Services

www.oloc.com.au

