

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 2

APRIL 2024



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- CELEBRATING DIVERSITY
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APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY

you are welcome here

Staff Events

Farewell Barry; Welcome David

This month we bid farewell to Barry Wiggins as he enters into the exciting new chapter of retirement.

This month we bid farewell to Barry Wiggins as he enters into the exciting new chapter of retirement. We are grateful for his knowledge and experience, his guidance and his unwavering 20-year commitment to Our Lady of Consolation, the FMM and the people that work for, live in and make up the greater OLOC community. We wish him a healthy and happy retirement.

David Maher will succeed Barry in his role as CEO. We welcome David and look forward to working with him.



ALL STAFF WELCOME
COME AND SAY FAREWELL TO BARRY
AND MEET THE NEW CEO, DAVID

Staff Events

Harmony Day



**International
Nurses Day**

May 12th

Notes from the FMM



- Sr Janice

Be Renewed

By the time you receive this Newsletter it will be end of the Holy Week celebrations of Holy Thursday, Good Friday and culminating with the Easter Sunday joy on 31st March.

These three days are the most important liturgical celebrations for Christians as they celebrate and recall the key elements of the life of Jesus and our Christian faith.

However, I want to start this article by looking back to the month of March when we were meditating on the phrase -Stop! Reflect! Be Renewed! The time of Lent is not only a time of taking stock of our past life, but also planning for the future – of being renewed. Jesus' life was based on the Jewish faith, but his eyes also were focused on a future life, which we call Christianity, a life based on compassion and love for one another and absolute trust in the God Jesus taught us to call "Father". It does not matter what Faith we follow; it will be based on a belief in God and we live our lives not only for ourselves, but for the good of those who live around us.

At Easter we are reminded that our life is constantly being changed and it is only this change which gives the possibility of renewal. Often this change may be difficult for us, but without change we will stagnate will not achieve the ongoing growth we need in our lives.

It often takes great effort to accept or make some changes, and it may seem safer if we stay the way we are, and with what we know and with what we are comfortable. If Jesus had stopped at just preaching a better way of life, and not accepted the Cross when faced with opposition, we would not have the Resurrection and the birth of Christianity which followed.

Retirement from work is a change most of us have made or will make during our life. This month our CEO, Barry Wiggins, is retiring after 20 years as CEO of OLOC. During that 20 years Barry has led the organization through many cycles of change; hence OLOC has not stagnated but has developed and been able to respond to the changing needs of older Australians in different and creative ways. His leadership has been an example of Christian faith in action!

I would like to take this opportunity to express my sincere thanks to Barry for his years of service to OLOC and offer my best wishes as he moves into hopefully a relaxed but active retirement.

Staff Survey



Aged Care Worker Survey 2023-24

The Australian Government is committed to improving the care of our older people and supporting the dedicated workforce who care for them.

The Aged Care Worker Survey 2023-24 provides an opportunity for people working in aged care to tell us what is working well and not so well in the sector. This survey will also provide information on who makes up the aged care workforce, what parts of the job are challenging and rewarding, and where further support may be needed.

The survey is open from 18th March – 30th April to **aged care workers who provide one-on-one care (nurses, personal and home care workers and allied health professionals working in residential aged care and home care services).**

The data will provide important information for the Government to better plan for the needs of the aged care workforce.

All information supplied for the survey will remain confidential. The information you provide will not be shared with your employer and will not be used for compliance purposes.

The Department will only publish de-identified summary data from the survey. No one participating in this survey will be identified.

The survey will take about 20 minutes to complete.

To access the survey, scan the QR code below or phone 02 4403 0640.



Health & Wellbeing

International Day of Action for Women's Health

May 28 is the day on which women's health takes a centre stage. It's an occasion to celebrate the gains for women's health as well as a reminder to ministries, governments, and international agencies about their commitments to women's health and rights.

Health is the key to empowerment. A healthy mind and body play an important role in helping women and girls to fulfil their potential at every stage of their lives. Prevention and awareness are key in helping to ensure a continuing legacy of powerful inspirational women who make positive impacts in the world.

As of June 2016, there were 12.1 million women living in Australia – making up 50.3% of the total population.

This is a snapshot of their health:

- 3 in 5 Australian women rate their own health as excellent or very good.
- 1 in 2 Australian women have a chronic disease.
- It is estimated that women account for 46% of all new cancer cases.
- Nearly 1 in 2 Australian women have experienced a mental health problem.
- 6 in 10 Australian women are overweight or obese.

However, the good news is that while 56% of Australian men and women are not participating in sufficient physical activity, 1 in 2 Australian women aged 18-64 are getting enough exercise.



Why Exercise is Important for Women's Health

Protect Your Mental Health

The link between regular physical activity and positive mental health for women has been well documented. Exercise helps to both manage many mental health conditions, such as depression and anxiety and has a positive effect on mood and overall mental health.

Support Ageing

As women age, exercise becomes even more crucial for maintaining health and movement. Half of all Australian women over 60 will suffer a fracture related to osteoporosis. Weight bearing exercise can help to improve bone health and reduce the risk of fractures.

Prevent Chronic Conditions

Half of Australian women are affected by at least one major chronic disease. Exercise can help to reduce the risk of developing a range of chronic conditions, including cardiovascular disease, breast cancer and diabetes.

In line with Australian physical activity recommendations, it's suggested that women undertake 2.5 to 5 hours of moderate activity or 75 minutes to 2.5 hours of vigorous intensity physical activity each week. This can include activities such as biking, walking, swimming or jogging.

It's also recommended to fit in at least two strength sessions every week and limit long periods of sitting.

Wellbeing

Moments of Relaxation

It should be the easiest thing in the world to do, but the reality is that switching off isn't always straight forward. From 5 minutes to a whole day, we share 40 suggestions for ways to find moments of relaxation each and every day.

1. Try a 10-minute yoga routine.
2. Go forest bathing.
3. Listen to an audiobook.
4. Wander around a free museum.
5. Complete a jigsaw puzzle.
6. Search for treasures in a charity shop.
7. Try a new kind of tea and savour the flavour.
8. Re-read a book from your childhood.
9. Visit a local historical site.
10. Pick a new recipe from a cookbook and give it a go.
11. Go for a swim at your local leisure centre.
12. Put on a film you've been meaning to watch.
13. Experiment with making bread.
14. Try a guided meditation.
15. Learn a new card game.
16. Make a playlist of your personal feel-good songs.
17. Go for a brisk walk.
18. Visit a café and try something new.
19. Catch up with a friend.
20. Try bird watching out of your window.



21. Make a vision board of your future goals.
22. Follow a breathing exercise.
23. Rearrange a small section of your home.
24. Have a candlelit dinner.
25. Put your phone on 'do not disturb.'
26. Wake up early to watch the sunrise.
27. Try a relaxing stretching routine.
28. Make your favourite childhood dinner.
29. Start a new craft you've always wanted to try.
30. Visit a beach.
31. Read a book from a genre you wouldn't usually pick.
32. Take a 20-minute nap.
33. Spend time with a pet.
34. Try cloud watching.
35. Reduce your screen time.
36. Spend 10 minutes taking in direct sunlight.
37. Write down 10 things you are grateful for
38. Watch a feel-good film
39. Have an at home spa day
40. Set yourself a self-care challenge for the week.



Dementia Care

Trauma and Dementia

Trauma is common in people who experience dementia.

Many people with dementia have been affected by trauma at some stage in their lives, such as:

- a serious accident, war, or a fire or flood
- an assault or emotional abuse
- severe illness or losing someone close to them during the COVID-19 pandemic.

Sometimes, people with dementia are physically, sexually or emotionally abused by family, carers, or other residents in aged care facilities. People with dementia may need your help to understand their problems and get professional help.

Dementia can make coping with trauma difficult

For people living with dementia, the loss of memories, independence and relationships can be very stressful. This can make it harder for them to cope with trauma. For some people, as more recent memories fade, memories of past traumas can become stronger and more upsetting.

The symptoms of trauma and dementia can often look the same. Common signs include:

- Memory and thinking problems
 - Forgetful, having difficulty communicating or understanding what others are saying
- Anxiety, anger and stress – Restless, irritable, stressed by changes in routine or having to make decisions
- Depression – Less interested in activities, feeling down, tearful, spending more time alone
- Difficulty managing feelings – Sudden emotional outbursts, crying, physical and verbal aggression
- Physical changes – not sleeping well, not eating.



How to help them feel safe

- Create a connection with the person by talking about things important to them, such as good times in their life. People with dementia can be sensitive to your body language, so try to act in a gentle and relaxed way. Smile and make eye contact.
- Work slowly and calmly, and try not to rush the person.
- Explain the tasks that you are going to do so that the person understands what is going to happen. Ask for permission. Allow the person time to think and respond.
- Keep a routine across the day so they know what to expect.
- Try not to make many demands of the person.

Reduce triggers for distress

- Try to identify what causes their distress – what was the person doing or what was happening around them when they became distressed? Something may have reminded them of a past trauma.
- Change their environment – reduce bright lights or encourage the person to move away from loud or sudden noises so that they are not overstimulated.
- Find out if the person is in pain – people can't always tell you they are in pain. Pain can be a reminder of past trauma and cause distress.

Celebrating the Diversity of our Staff

We'll be getting to know you in each edition of the OLOC Staff News. It would be great if you would keep the conversation going and get to know one another a little better.

THE QUESTIONS

1. How would your friends describe you?
2. Where did you grow up?
3. What do you do on your days off?
4. Where is the best place you've ever travelled to?
5. What is your favourite family tradition?
6. What's on your bucket list?

Leanne

Hotel Services



1. Helpful, motivated, strong and friendly.
2. I grew up in the local area; around Penrith.
3. I love gardening and spending time with my family. I guess I spend time cleaning my own house!
4. Tasmania; I loved Launceston and Hobart was nice.
5. Just the usual celebrations. Even though my eldest is in her 20's I still decorate with balloons and make a special cake for them.
6. Hang gliding or skydiving; something different!

Ghia

Reception



1. Strong, friendly and generous.
2. I grew up in the Philippines.
3. I mostly do housework, church activities and sometimes catch up with friends.
4. I went for a cruise to Tasmania and Adelaide. I loved going to the beach. It doesn't matter where I go, it's always the best when I am with my children.
5. Attending church service every Sunday because my children are also involved in the ministry. My son is in the choir, my daughter teaches Sunday school and I am in catering.
6. I want to do a European cruise.

FUTURE EDITIONS

If you'd like to nominate somebody to be in the magazine, talk to your manager or coordinator.

Charity

Nursing Home Care Staff



1. Quiet, family oriented and hard working.
2. In Dagupan City, Pangasinan. Our city is known as the bangus (milkfish) capital of the Philippines because of its abundant supply of fresh bangus.
3. I spend my time with family or going to the gym to work out.
4. Boracay! The beach was pristine and there was plenty to do, like swimming, island hopping, night shopping and parasailing.
5. Christmas Day; we stay up late on Christmas Eve and feast at midnight before sleeping in.
6. It has always been my dream to visit New Zealand. I am fascinated by its stunning landscapes and picturesque mountain ranges.

Suresh

Alverna RN



1. An introvert! I'm extroverted around close friends, but mostly an introvert.
2. Kathmandu in Nepal; it's a beautiful place; very rich in culture.
3. I have two young children, so I always try to take them out somewhere like the beach or park.
4. Annapurna Base Camp. It took seven days to get there, and it looks so much better in real life than in the pictures.
5. Dashain festival; it lasts for 9 days, we worship everyday and fly kites.
6. I would love to go to Everest Base Camp.

Brigette

Cleaning



1. Sweet, friendly and approachable.
2. In Antipolo City in the Philippines. It's a very busy city!
3. I am doing my masters in Tourism so I study in my spare time or spend time with family.
4. Bago City in the Philippines. It's cold and clean with lots of trees; it's really peaceful!
5. My family here in Australia make sure we spend time outside visiting places.
6. I would love to go back to the Philippines and visit the attractions.

Resident Experience Survey

St Josephs

(2 surveys /
18 respondents)

St Francis

(2 surveys /
13 respondents)

St Anthony

(2 surveys /
10 respondents)

Alverna

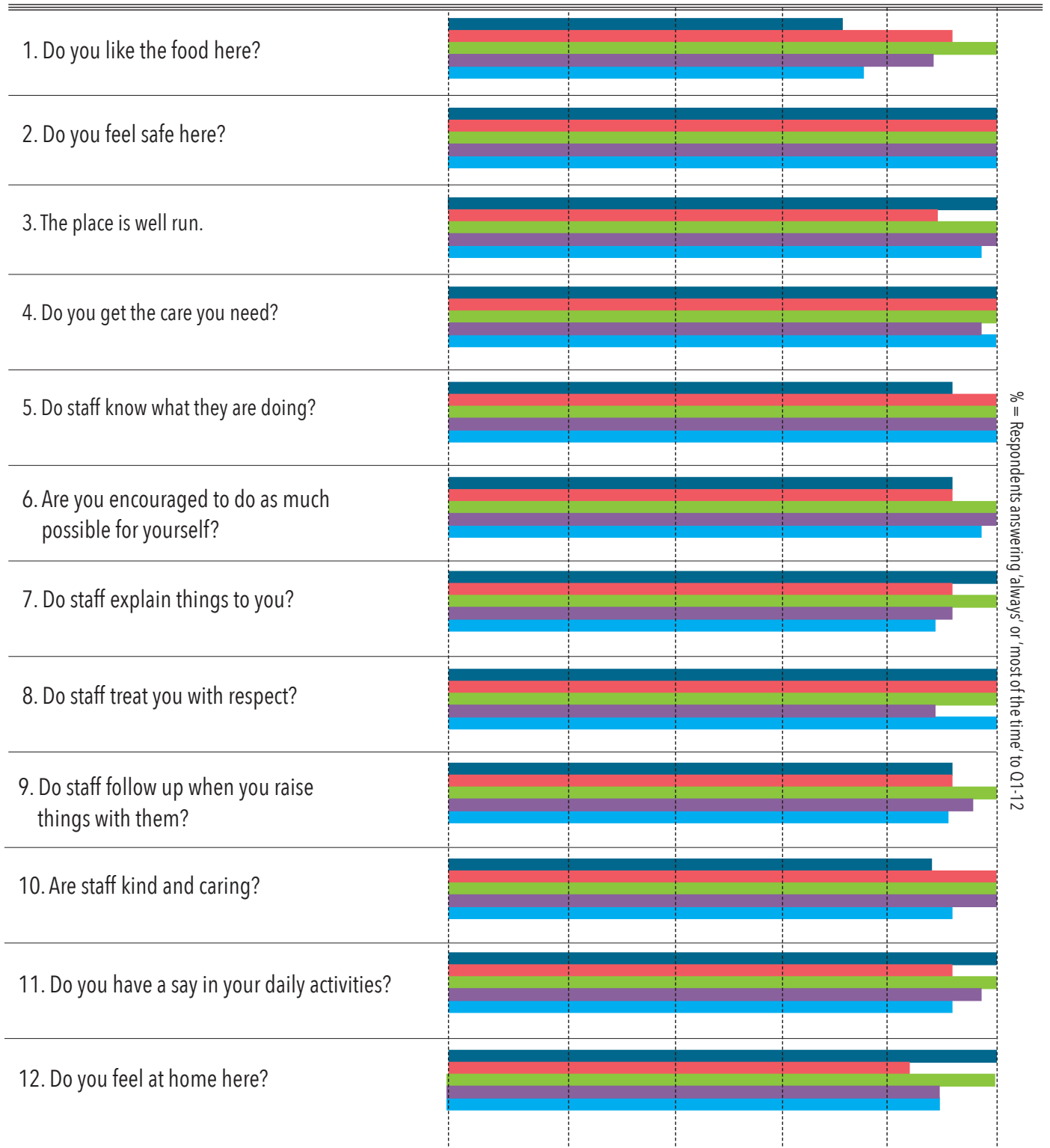
(4 surveys /
10 respondents)

St Helens

(4 surveys /
36 respondents)

July - December 2023 by Area

0% 20% 40% 60% 80% 100%



% = Respondents answering 'always' or 'most of the time' to Q1-12

Quality of Life / Quality of Care Surveys

St Josephs

(2 surveys / 29 respondents)

St Francis

(2 surveys / 25 respondents)

St Anthony

(2 surveys / 8 respondents)

Alverna

(4 surveys / 64 respondents)

St Helens

(4 surveys / 69 respondents)

July - December 2023 by Area

0% 20% 40% 60% 80% 100%



% = Respondents answering all or most of the time for Q1-6 and always or mostly for Q7-12

**EDUCATION
CALENDAR**

MAY 2024

MONDAY 6TH	Block Training
WEDNESDAY 8TH	St Josephs Staff Meeting
FRIDAY 10TH	St Josephs Fire Safety
TUESDAY 14TH	WMG Meeting
TUESDAY 14TH	St Francis Staff Meeting St Helens Staff Meeting
TUESDAY 21ST	Alverna Staff Meeting
WEDNESDAY 22ND	St Anthony Staff Meeting
THURSDAY 23RD	Nursing Home RN Meeting
MONDAY 27TH	Orientation Day 1
TUESDAY 28TH	Orientation Day 2 WMG Meeting
WEDNESDAY 29TH	Orientation Day 3

JUNE 2024

TUESDAY 11TH	WMG Meeting
WEDNESDAY 12TH	St Joseph Staff Meeting
TUESDAY 18TH	Alverna Staff Meeting
WEDNESDAY 19TH	St Francis Staff Meeting St Helens Staff Meeting
FRIDAY 21ST	St Francis Fire Safety
MONDAY 24TH	Block Training - Night Staff
TUESDAY 25TH	WMG Meeting
WEDNESDAY 26TH	St Anthony Staff Meeting
THURSDAY 27TH	Nursing Home RN Meeting

CODE OF CONDUCT FOR AGED CARE

- A.** Act with respect for people’s rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
- B.** Act in a way that treats people with dignity and respect and values their diversity.
- C.** Act with respect for the privacy of people.
- D.** Provide care, supports and services in a safe and competent manner with care and skill.
- E.** Act with integrity, honesty and transparency.
- F.** Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- G.** Provide care, supports and services free from:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse and
 - ii. sexual misconduct.
- H.** Take all reasonable steps to prevent and respond to:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse and
 - ii. sexual misconduct.

ELDAC Care Model

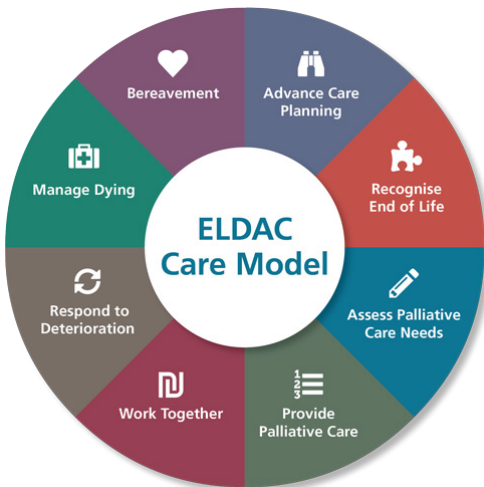
What is the ELDAC Care Model?

The ELDAC Care Model is a guide to help aged care staff and health professionals meet the needs of older Australians coming to the end of their life. It reflects national policies and practices in palliative care.

How can I use the ELDAC Care Model?

The ELDAC Care Model can help you determine:

- whether a person is approaching the end of their life
- how to plan and deliver care for a person
- how a person's care needs might change over time
- what resources would be useful for you in providing care
- whether you have education or learning needs.



Features of the ELDAC Care Model

- Advance Care Planning
- Recognise End-of-life
- Assess palliative care needs
- Provide palliative care
- Work Together
- Respond to deterioration
- Manage dying
- Bereavement, Grief and Loss



Aged Care Quality and Safety Commission

Quality Audit

Tuesday 30th April -
Thursday 2nd May 2

Please be advised that the Aged Care Quality and Safety Commission will soon be conducting a Quality Audit of our Home Care Services.

The purpose of the visit is to assess whether the quality of care and services being provided meets the Aged Care Quality Standards.

Quality Audits usually happen at least once every 3 or 4 years.

Assessors will be conducting an on-site visit in our Rooty Hill offices on 30 April to 2 May 2024, and we understand that some telephone interviews with consumers will happen before the on-site visit.

More Information on Voluntary Assisted Dying program and ELDAC will be provided at the Community Care Block Training

MORE INFORMATION

Notice Board

SUPPORT FMM SISTERS' PROJECTS IN INDONESIA AND ETHIOPIA

Please speak to your manager or payroll officer to complete a Fortnightly Payroll Deduction Form to assist the FMM Sisters in providing HIV/AIDS Education in Ethiopia.



CHARTER OF AGED CARE RIGHTS

I have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated

CHARTER OF AGED CARE RIGHTS 1ST JULY 2019

EMPLOYEE ASSISTANCE PROGRAM (EAP)

ACCESS Programs have been engaged by OLOC to provide an Employee Assistance Program for staff members. They provide confidential, professional and free counselling for work related, family and personal problems. Through access to qualified counsellors, our staff have the opportunity to identify problems and find the best way to resolve them. You can contact ACCESS to make a confidential appointment on: **1800 818 728**.

PUBLIC HOLIDAYS NSW 2024/2025

Anzac Day

Thursday 25th April 2024

King's Birthday

Monday 10th June 2024

Labour Day

Monday 7th October 2024

Christmas Day

Wednesday 25th December 2024

Boxing Day

Thursday 26th December 2024

New Year's Day

Wednesday 1st January 2025

Australia Day

Monday 27th January 2025

Good Friday

Friday 18th April 2025

Easter Monday

Monday 21st April 2025