



**Helping  
people  
stay  
engaged  
and  
connected**

**2024  
Review**



**OUR LADY OF CONSOLATION  
AGED CARE & SERVICES**

# Contents

Welcome	03
Support at Home	04
Short Term Restorative Care	
Short Term Rehabilitation Program	
Respite Wellness Centre	
Get Yourself Moving Programs	07
Community Based Exercise Programs	
New Hydrotherapy Pool in 2025	
Celebrating 10 Years	
Residential Care	11
Life at OLOC	
Wellbeing Transition Program	
Our Services	
OLOC Connection with Loved Ones	
New beds opening in 2025	
Affordable Seniors Housing	14
Our Team	16
Farewell Barry & Jenny	
The OLOC Journey	18
Governance	19
OLOC's Model of Wellbeing	20

# Welcome

## Welcome to our OLOC review for 2024!

I encourage you to read through our review and learn about the great things OLOC is doing to support the seniors in our community to stay connected & engaged and continue to live life to the full! We pride ourselves in providing holistic support & care to our seniors, wherever they are on their aged care journey. As their needs change, our services change with them – providing the right type of support at the right time, and this has been no different during this last year.

You will read about our services to clients in their homes so they can stay living at home, our strong focus on exercise therapy to keep people active & able and about our residential services providing personalised quality care our residents can rely on. You will also read about our support for the community through our Affordable Seniors Housing services, and the new services to be introduced in 2025, including our Hydrotherapy Pool and additional residential beds & rooftop garden.

This year marks a major stage in OLOC's journey, with the retirement of Barry Wiggins, our long term CEO, and also Jenny Fahy our Operations & Development Manager. Both these people have been outstanding leaders who have shaped the OLOC we see today for the past 20 years, and leave a memorable & lasting legacy.

In addition, the aged care sector continues to undergo much reform, and the year ahead will see the passing of a new Aged Care Act. We are confident the changes will support improvements in the care & services for seniors in our community in the years ahead.

We must pay tribute to and thank the wonderful caring & professional staff of OLOC for their dedication to our clients & residents across the year. We receive frequent praise for their caring work and we are so very grateful for their compassionate commitment.

Finally, I'd like to acknowledge & thank the OLOC Board for their wisdom, support and oversight in governing our organisation. Their insightful contributions are instrumental in directing OLOC's successful progress.

I hope you enjoy the read!

David Maher  
CEO



### Our Vision

*OLOC is focused on assisting the disadvantaged and elderly people in our community, improving their wellbeing regardless of any health challenges they may experience. OLOC endeavours to create communities that encourage the elderly to stay engaged and connected.*

# Support At Home

From help with the simple tasks in life to the more complex of care needs, our Home Care Packages and Commonwealth Home Support Programs provide the support needed for even the toughest of days.

With the daily basics cared for, our clients have the time to do the things they enjoy and to stay connected with family and friends. Our care plans can also include opportunities that encourage our clients to explore new interests.

Our Lady of Consolation offers Home Care Packages and Commonwealth Home Support Programs to people living in Blacktown, Parramatta, Holroyd, Baulkham Hills, Penrith and Lower Mountains areas who have been assessed by an Aged Care Assessment Team as requiring this level of care.

Our home care and CHSP packages help clients maintain their household, stay connected and engaged while encouraging them to stay active and able so they can continue to live how they like.

*During the last year, we have provided support to over 418 clients with home care packages and nearly 2,500 clients under CHSP.*

## Home Support Programs



### Lawn Mowing

The OLOC Lawnmowing service is the entry level home program designed to give a small amount of help to a large number of people.



### Home Modifications

The OLOC Home Modifications service enables clients to remain safe and independent at home. There are a wide range of alterations available including in bathroom areas and access into client's homes.

# Short Term Restorative Care

A goal orientated, time limited program, the Short-Term Restorative Care program offers eligible older people a program to help them regain as much independence as possible and assist them in making longer term care support arrangements. The program provides access to therapy which is focused on wellness and restoring independence.

*After an operation to treat her Parkinson's Disease, Franca came to OLOC in order to improve her health and reduce the effect the condition had on her life. Two weeks into her program, Franca was able to walk unaided and perform everyday tasks that she had previously struggled to complete. She credits the individualised programs and focused one on one time for her results. Franca is now working to maintain her health and mobility.*



*OLOC provided support to over 113 clients in the past year.*

# Short Term Rehabilitation Program

Our Rehabilitation Respite Program is for those people who are at risk of needing residential care because of their reduced physical function. The program is offered for as little as 2 weeks, with clients living in our residential facilities whilst utilising our on-site allied health staff and gym. The Short-Term Rehabilitation Respite Program helps people to recuperate in a safe and supportive environment, while they regain their health to return home.

# The Respite Wellness Centre Program

A day centre with a difference, the Respite and Wellness Program at OLOC provides tailored programs that encourage carers and the person they care for to participate in a range of activities to enhance their health and wellbeing. The program is focused on 4 key areas including health and exercise, support and respite, relaxation and social and recreational activities.

Coming to our centre allows people to create friendships and build support networks by connecting with one another and pursuing similar interests. With individualised activities and flexible transport, our program allows clients to have complete control over how, when and what activities they participate in.



*After Anne experienced health problems and her husband became a resident of OLOC, Anne connected at the Wellness Centre as it allowed her to continue staying socially active. Anne enjoys that the program allows her to meet new people, go on outings and participate in activities that keep her mind active. The convenience of the program offers her family assurance of her wellbeing while allowing Anne to continue being herself.*



*OLOC supported nearly over 5,500 visits to the wellness centre in the last year.*



# Get Yourself Moving Programs

A fun and safe way to ensure people stay active.

With a number of exercise classes on offer across OLOC's residential campus every week, residents can participate in a diverse range of activities that they'll find interesting, challenging and convenient.

With daily exercise classes, walking groups, simulated sports activities and targeted classes available, residents are provided with endless opportunities to stay engaged with the types of exercise they enjoy and benefit from.

OLOC's Get Yourself Moving programs offer our residents the facilities, expertise and support they need to help them be more active and independent, achieve their goals and be more able to do the things they love.

*Regular group exercises, walking groups and active games also provide the perfect balance in supporting both your physical health and social wellbeing.*



# Community Based Exercise Programs

Hosted in 4 local community venues, our supervised exercise programs are designed to help people in the community improve their quality of life and to achieve their health goals, while fitting seamlessly into their daily routines. These programs are for people 65 and over who live at home and who might want to improve their balance, their strength or their flexibility.



An extension to our existing senior exercise programs, the Toongabbie Fitness and Wellbeing Centre provides a place for our organisation to focus on our client groups who still live at home.

The Fitness and Wellbeing centre is a modern gym setting where we operate our community-based exercise and Short Term Restorative Care programs as well as hosting a number of health initiatives from intensive rehabilitation to short term 8-12 week programs.

Fitted with automated exercise machines, the Fitness and Wellbeing Centre provides an opportunity for entirely customised programs for our clients. Complete with a main gym area, consultation rooms, lockers and shower amenities; the Fitness and Wellbeing Centre is open to the public as a part of our community-based programs.

*The Toongabbie Seniors Gymnasium has a focus on our community clients – people who still live at home. We want to help them stay at home.*



# New Hydrotherapy Pool



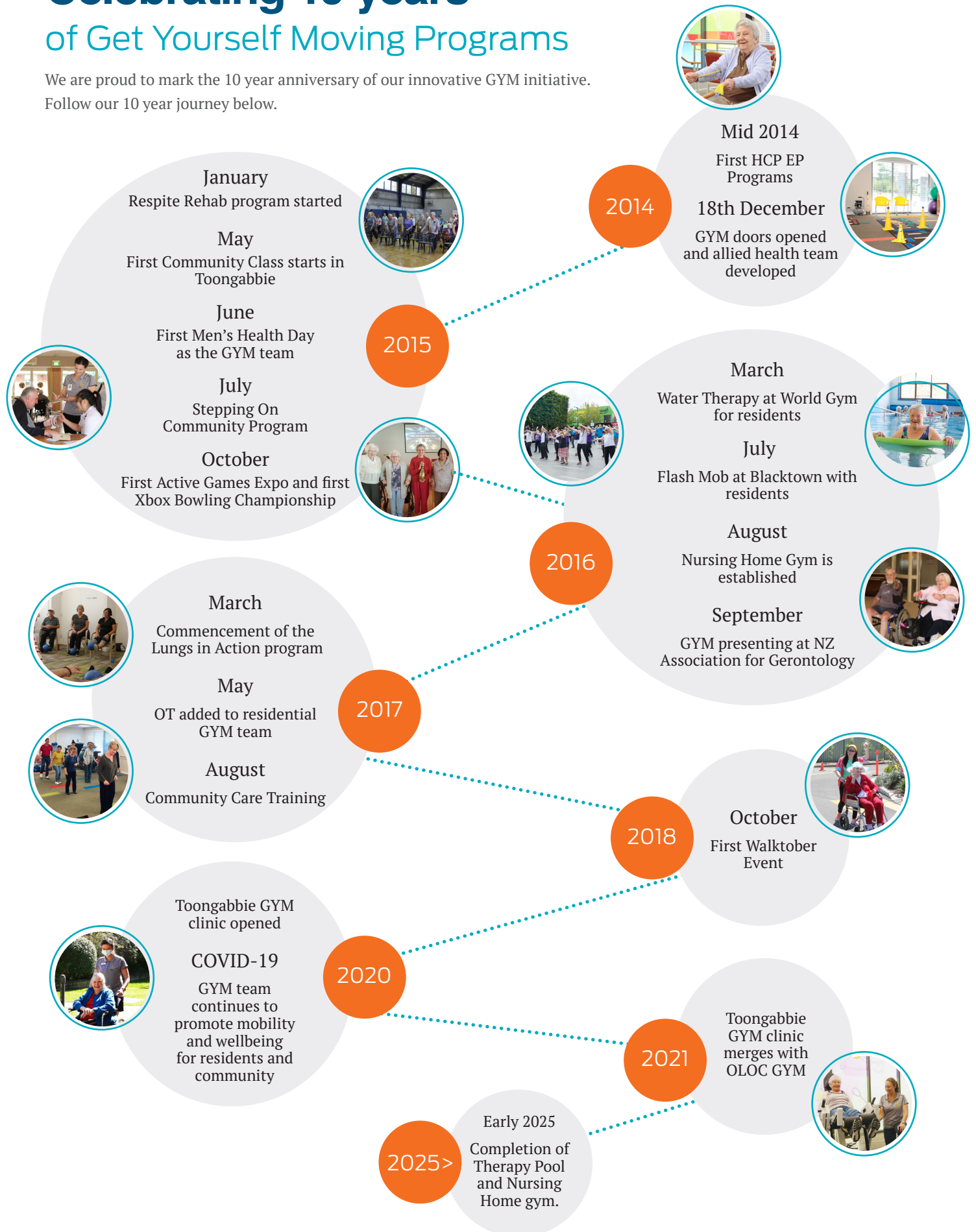
We are very excited that our new Hydrotherapy Pool will be completed by Christmas, and ready to provide additional services to clients from 2025. The pool has been a labour of love for OLOC, and we are very proud that our dream has come true. The new pool will enable us to provide therapy services to our seniors who have difficulties with land-based activity & exercise; as well as to supplement wellness programs for all our clients.

The pool itself is a state of the art facility, and the environment is designed as both a place for exercise and tranquillity . It is conveniently located in Toongabbie with our Affordable Seniors Housing, Gym & Wellness Centre, and of course our Café Perfecto. We look forward to sharing the new amenities and providing even further activity opportunities for our clients.



# Celebrating 10 years of Get Yourself Moving Programs

We are proud to mark the 10 year anniversary of our innovative GYM initiative. Follow our 10 year journey below.



# Residential Care

## Life at OLOC

With our focus on person-centred care, we encourage our residents to make their own decisions, particularly about how they spend their day.

Our residents enjoy the benefits of a diverse leisure and lifestyle program that encourages them to participate in activities that suit both their past and present interests.

Providing opportunities for our residents to reconnect and express their creativity is at the forefront of our programming. Group floral art classes, monthly photography outings, gardening and art therapy programs are available to all residents regardless of skill or experience.

Our fleet of three buses take residents as far as Wollongong, the Northern Beaches, the Eastern Suburbs the Blue Mountains and everywhere in between. On site, residents have access to our landscaped gardens, theatre, gym, cable television and free WiFi internet access.

Food can encourage social engagement and can play an important role in family traditions and cultures of the people that live with us at OLOC. We understand that the dining experience is about more than just providing basic nourishment. Our residents have an exceptional range of meals to choose from and we cater to the varied taste preferences of residents from different cultural backgrounds.



## Wellbeing

Our Wellbeing Transition Program aims to ease the transition from living at home to living in a residential facility by ensuring that all new residents are comfortable, engaged and happy living at OLOC.

Alongside their medical history, we employ a series of interviews to capture any psychological, physical, social or environmental concerns within the first week of admission in order to develop an individualised assessment of their transition.

Changes during the initial 6-week period are recorded and determined by follow up interviews which conclude progress in the resident's transition to life at OLOC. From here we can determine whether the resident is integrating into residential care or whether a new action plan needs to be developed.





# Our Services

## OLOC Nursing Home

Our Lady of Consolation Nursing Home has two frail aged units and a 21-bed specialist dementia care unit. A third frail aged unit will reopen in early 2025 after completion of our major refurbishment program.

## OLOC Hostel

Our Lady of Consolation Hostel comprises two separate units, St Helens and Alverna. A third unit, Assunta will reopen in early 2025 as a 33 bed specialist dementia care unit.

*In the past year, OLOC has cared for over 315 residents in our residential care services.*

### Respite Care

Respite Care in either of our two facilities gives carers the opportunity to take a well-deserved break while we provide a caring, safe environment for their loved one. We also actively use our respite program to get people back on their feet and able to return to living at home.

## OLOC Connection with Loved Ones

At OLOC we recognise the care & support of our residents & clients is in partnership with their family & loved ones. We pay particular attention to asking families about their loved one, and developing ideas to support their care with them. We also seek to keep families informed about their loved one's life at OLOC, and developments occurring in our services.

We thank our families for their ongoing help and support. We couldn't achieve our vision without their partnership.



# New Beds in 2025!

In early 2025 the redevelopment of St Clare and Assunta will be complete, providing 63 new beds to our campus.

Carefully designed with our residents in mind, the units are a physical continuation of OLOC’s holistic approach to care, providing residents with dignity, choice and comfort.

Assunta a specialist dementia unit, features 33 single rooms with private ensuites. There are a number of shared spaces residents can enjoy including a welcoming dining area, gym, lounge spaces and a state-of-the-art interactive rooftop garden.

St Clare is a nursing home unit, featuring 33 single rooms with private ensuites and functional kitchenettes. All rooms are designed to overlook lush green spaces and provide easy access to shared spaces.

St Clare also connects with a redesigned reception area, chapel, hairdresser, family room, gym and hall which will allow for larger scale events that the entire campus can enjoy.



# Affordable Seniors Housing

OLOC's seniors affordable housing developments provide a safe and affordable rental option at a time when market rents are soaring.



*Modern, vibrant and exciting, this new initiative allows residents to maintain their own living space and lifestyle while providing security for their future.*

Established to provide affordable rental housing for retired people in the wider community who struggle to afford private rentals, our affordable seniors housing developments are home to a group of residents who have embraced this new initiative. The development currently provides rental accommodation to over 100 residents in 76 units.

The affordable seniors housing project is part of OLOC's commitment to older people living in the community. Our seniors housing aligns neatly with our home care services for clients in the Blacktown and Parramatta local government areas. It provides the next level of service and a security of tenure which most people cannot acquire by renting privately.

The position of our development allows an easy walk from local shops and transport links for our residents. With the combination of housing and commercial space, it is an opportunity for our organisation to focus on the health and wellbeing of our client group who are living at home.

With a street front setting, we have been able to establish a fully equipped seniors' gymnasium and a café which are both open to the public.

The Fitness and Wellbeing centre is a modern gym setting where we operate our community-based exercise and Short Term Restorative Care programs as well as hosting a number of health initiatives from intensive rehabilitation to short term 8-12 week programs. Complete with modern equipment and ample space, this location allows our services to expand while maintaining our individualised and thorough approach to the health and fitness of our clients.



# Our Team

Multidisciplinary staff with respect and compassion for our clients and residents and their stories.

OLOC prides itself on providing high quality, professional and compassionate holistic care to all our clients & residents. Our client & resident feedback confirms this, as do our quality indicators.

We would not be able to boast this without a tremendous group of talented staff who day after day meet our clients & residents on their terms, and support them to make choices to live their best life.

Our holistic offering involves a wide number of staff from many disciplines, and coordinating this effort requires a lot of supportive teamwork which is highly evident at OLOC! We are particularly grateful to our staff for their tremendous dedication and hard work, and we thank them for the care they show to our clients & residents, as well as to each other.

We have added resources to our educational support & human resources team during this year, so we hope to be able to enhance the positive experiences of our staff in the year ahead.

As an extension of our staff, we also acknowledge the excellent Doctors who provide great service & support to our OLOC residents. We have a number of committed Doctors providing a regular presence & service at OLOC, which is not universally common amongst aged care homes in Australia. So we are fortunate to have their support, and on behalf of our residents we thank them.





# Farewell to Barry & Jenny



2024 marked a monumental time for OLOC, as Barry Wiggins retired after 20 years as our CEO.

As CEO since 2003, Barry oversaw the organisation transform and expand its service range whilst still maintaining an ethos of serving the community and its people. With his unwavering dedication and tireless efforts in advancing the wellbeing of all who use the broad range of care services OLOC provides, Barry saw a great growth in home care services, and in community-based GYM programs, as well as establishing OLOC's affordable seniors housing that is now home to over 100 people.

It can't be understated how important Barry's thought leadership has been to the progress & success of OLOC. He has been far ahead of his peers in the industry in developing real supportive environments for seniors in our community to flourish in their older years. And he has had the courage to explore, innovate & trial approaches that others thought too hard. He has left a lasting legacy in the OLOC story.

If that wasn't significant enough, 2024 also saw the retirement of Jenny Fahy after nearly 20 years as OLOC Operations & Development Manager.

Jenny came to OLOC in 2004 with extensive experience in all realms of aged care, management and governance.

During her time at OLOC, Jenny led the operational implementation of many key initiatives & projects, including the refurbishment of St Helens, St Clare and Assunta. Jenny developed a professional & loyal team that was the backbone of quality service delivery for 2 decades, with an enviable supportive culture & dedication to responding to client & resident needs.

Barry and Jenny have both worked tirelessly to continually strengthen OLOC's outcomes, governance and processes. Under Barry's stewardship as CEO and Jenny's watchful eye as Operations Manager, the number of community care packages increased, the Get Yourself Moving program and Helen de Chappotin Day Respite Centre were established, the Toongabbie housing projects were completed alongside refurbishment projects, all while continuing to deliver positive outcomes and navigating the COVID-19 pandemic which presented significant challenges to all of our services.

The contributions both Barry and Jenny have made to the OLOC story have been vast and significant. The innovative thinking; continuous hard work, commitment and dedication Barry and Jenny have shared will be forever etched in the heart of OLOC; and we know that a part of OLOC will forever remain with them.

# The OLOC Journey

at Our Lady of Consolation Aged Care & Services



**1959** Our new site at Rooty Hill was 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.

**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.

**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.

**2007** The wellness centre officially opened with a emphasis on caring for the carer.

**2015-16** 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.

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

**2018-22** For some time we had been discussing the increasing need for low cost rental accommodation. Our plans and dreams were realised with the completion of two seniors affordable housing buildings consisting of 76 units together with a gym, professional rooms and café at Toongabbie.

**2024** OLOC completed a major redevelopment of Assunta and St Clare units, providing 63 new beds in state of the art facilities including new specialist dementia care. OLOC also opened our new hydrotherapy pool at Toongabbie.

# Governance

## Directors

*Pictured- left to right*

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

## Senior Management

David Maher - *Chief Executive Officer*

Isha Kang- *Head of Operations*

Peter Squire - *Human Resources & Quality Manager*

Jing Li - *Finance Manager*

**Further Information:** Our company profile and annual financial report are available from the website of the Australian Charities and Not for Profits Commission

<https://www.acnc.gov.au/charity/charities>

## Statement of Mission

***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.*

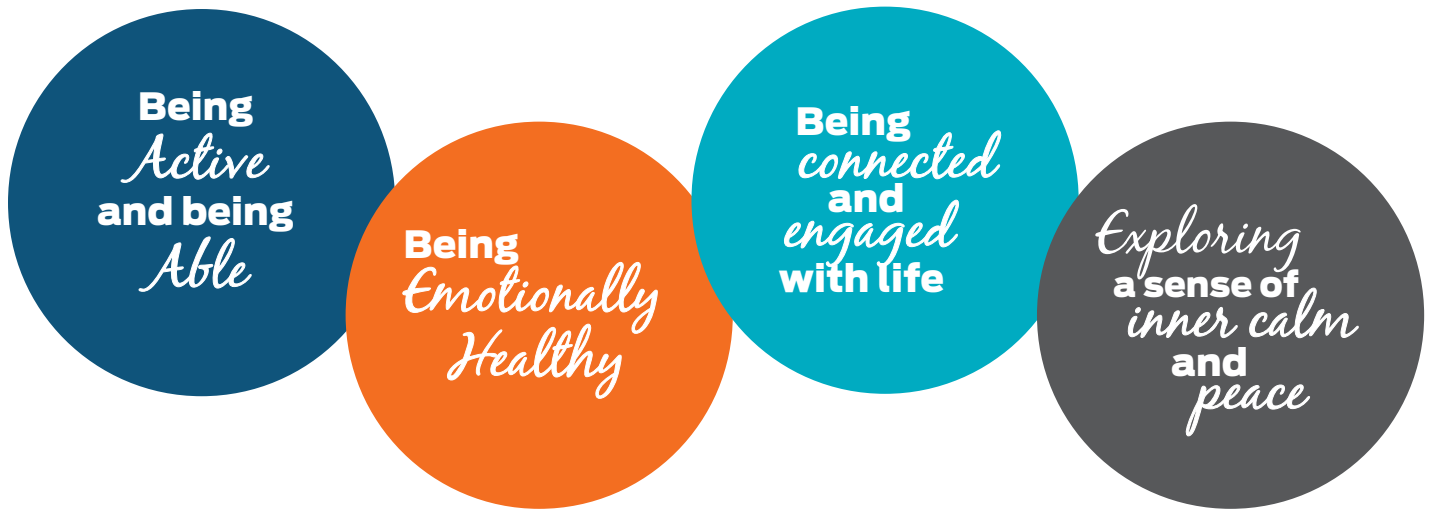
*Dynamic in our response to emerging needs in a changing and complex world.*

*Industrious in our stewardship of financial resources to ensure the continuity of our mission.*



# OLOC's Model of Wellbeing

Building Healthy Communities



## The breadth of what we do

### *Services to help you stay at home*

- Home Care Packages Level 1, 2, 3 & 4
- Respite and Wellness Centre
- Short-term Rehabilitation program
- Fitness programs to build strength and endurance
- Home Modifications for your home
- Lawn Mowing and Maintenance
- Home Delivery Linen Service

### *Residential Care*

- Mainstream Facilities
- Specialist Dementia Facilities
- Short-term Respite & Rehabilitation program
- Gymnasium Rehabilitation & Fitness programs
- Dementia specific Fitness & Exercise programs
- Emotional Wellbeing Program

### *Get Yourself Moving Programs*

- Gymnasium Rehabilitation & Fitness programs
- Short-term Respite & Rehabilitation program
- Community exercise programs
- Hydrotherapy Pool Programs

### *Affordable Seniors Housing*

- Toongabbie Housing Project
- Toongabbie Gym & Wellness Centre
- Hydrotherapy Pool
- Café Perfecto



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