

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 1 **FEBRUARY 2025**



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APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY

you are welcome here

Valentine's Day - Beyond Chocolates & Roses

Valentine's Day often brings to mind images of chocolates, roses, and romantic gestures, but for senior citizens it can be a significant opportunity to reflect on the deeper meanings of love, friendship, and connection.

This day can serve as a reminder to cherish past friendships while nurturing new ones, ensuring that we remain connected to the people and the world around us.

As we age, friendships can become more precious. The bonds we've formed over the years hold stories, shared experiences, and mutual support that have shaped our lives. Reflecting on these friendships allows us to appreciate the love that has been a constant source of joy and comfort. Whether it's a childhood friend, a neighbour, or a companion from a shared hobby, reaching out to those we hold dear can reignite connections that may have dimmed over time.

In addition to valuing past connections, it's essential to embrace the opportunity to cultivate new friendships. Engaging in community activities, joining clubs, or participating in group classes can open doors to meet new people who share similar interests. These new relationships can bring fresh perspectives and joy into our lives, combating feelings of isolation that can sometimes accompany aging. The love that blooms from new friendships can be as enriching as that of long-standing ones, reminding us that it's never too late to forge meaningful connections.

Moreover, developing a relationship with nature can enhance our sense of well-being and happiness. Nature is a nurturing presence, offering beauty and tranquillity that can soothe our minds and spirits. Spending time outdoors, whether through gardening, leisurely walks, or simply sitting in a park, allows us to connect with the rhythms of the natural world. This connection fosters a sense of peace and gratitude, reminding us of the larger tapestry of life in which we are all woven.

Valentine's Day can be a beautiful occasion for seniors to embrace love in its many forms. By reflecting on past friendships, nurturing new connections, and cultivating a relationship with nature, we can foster a sense of confidence and happiness. In doing so, we not only enrich our own lives but also inspire those around us to value the connections that matter most. Let this Valentine's Day be a celebration of love—past, present, and future—reminding us that we are never truly alone when we cherish our relationships and the world we inhabit.

Keeping in line with the above thoughts, I have added a short reflection from Pope Francis' encyclical "Laudato Si."



- Sr Janice



St. Francis Preaching to the Birds, Giotto, Basilica of St Francis, Assisi

If we no longer speak the language of fraternity and beauty in our relationship with the world, our attitudes will be that of masters, consumers, exploiters...

By contrast, if we feel intimately united with all that exists, then sobriety and care will well up spontaneously for our common home...

What is more, St Francis invites us to see nature as a magnificent book in which God speaks to us and grants us a glimpse of his infinite beauty and goodness."

Pope Francis, Laudato Si, Art.11

Health & Wellbeing

Boost Your Immunity

When the weather cools down it's tempting to reach for the comfort food and spend more time indoors, but it's important to continue to make healthy lifestyle choices to give your immune system the best chance to help you stay cold-free this season.

Building strong dietary and lifestyle habits helps you keep fighting fit and better able to deal with stress or infection when it crosses your path. Your immune system is designed to fight off harmful germs and for it to function efficiently it needs to be fuelled with adequate nutrients. While not one lifestyle choice is capable of boosting your immunity on its own, eating a nutrient packed and balanced diet, drinking water and sleeping well can help the body and immune system to function at its best.

Brightly Coloured Foods and Spices

Our bodies benefit from variety and eating a diversity of coloured foods can be an easy way to get a complete range of the vitamins and minerals our bodies need to thrive. The variety of vitamins, minerals and antioxidants in fruit and vegetables all have immune boosting properties. Antioxidants are often pigmented and this is what gives fruit and vegetables their vibrant hues. Aim for 2 serves of fruit and 5 serves of vegetables each day.

Here are some tips to add more fruit and vegetables into your day:

Start the Day Right

► Enjoy a vegetable loaded omelette in the morning or a smoothie that contains a mix of fruit and vegetables. Top your cereal with pears, dates, berries or bananas.

Snack Away

► Try carrots, celery or cucumber with some dip, or turn beets, sweet potatoes and kale into chips by baking thin slices with a little salt. Even easier than that, keep pieces of fruit in the fridge or in your bag so you can grab them on the go.

Warm Up with Soup

► Soups are always a winner in winter, warm up with a vegetable soup.

For Something Sweet

► Finish the day with something sweet, create a fruit salad by mixing different coloured fruits or enjoy fresh fruit with yoghurt.

WHAT IS A SERVE?

One serve of fruit is approximately 150g and one serve of vegetables is approximately 75g.



IMMUNE SYSTEM FACTS

Nutrients for Immunity

Zinc

Zinc is essential for the normal development and functioning of the cells and antibodies that make up our immune system. Meat, fish and poultry are best for adding zinc to your diet, but wholegrain cereals, fortified cereals, nuts and dairy can also provide substantial amounts.

Vitamin C

Vitamin C is important for maintaining a strong immune system. However it can't be stored by the body, meaning it needs to be replaced daily. Having your 2 serves of fruit and 5 serves of vegetables a day would ensure you are getting enough vitamin C in your diet.

Keep Your Fluids Up

We drink less water in the cold months as we tend to not feel as thirsty. Dehydration can actually worsen cold and flu symptoms and slow down your digestion. It is recommended that you should drink at least 6-8 glasses of fluid a day. If you find water harder to drink in the colder seasons try drinking warm water with a slice of lemon, or herbal teas such as peppermint, jasmine or lemon and ginger.

Get Some Shut Eye

A lack of sleep can reduce your immunity, as during sleep the immune system releases protective proteins to fight inflammation and fight infection. If you are sleep deprived there is a decreased production of these proteins, leaving you more vulnerable to viruses and colds. The recommended amount of sleep for adults is between 7-8 hours a night.

Scrub Up

It goes without saying that handwashing is key in fighting off infection. Make sure you continue to practice hand hygiene by washing your hands frequently, particularly before eating and preparing food and after using the bathroom.

■ **Vaccines Educate Your Immune System**

Vaccines work by stimulating the immune system to produce antibodies without actually infecting you with the disease. As a result, when the body encounters that infection, it knows how to fight it off.

■ **Not all Germs are Bad**

While bacteria have a bad name, our bodies are also home to 100 trillion 'good bacteria.' Good bacteria help our bodies digest food and absorb nutrients. They also produce several vitamins in the intestinal tract including folic acid, niacin and vitamins B6 and B12.

■ **Stress Stresses your Immune System**

Stress can cause an increase in cortisol, a steroid hormone that is important for the functioning of our body, but too much can lead to a decrease in immunity.

■ **Happiness Boosts your Immunity**

Research suggests that optimism can actually make our immune system work better, especially as you're more likely to eat right and be less stressed.

■ **Allergies are Immune System False Alarms**

When you experience an allergic reaction, your immune system is responding to a harmless allergen that it is perceiving as a threat.

MORE INFO:

To find out more about eating for immunity and the Australian Dietary Guidelines, visit: <https://nutritionaustralia.org>

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?

Rachel
Cafe/Servery



1. Talkative, supportive, approachable & helpful.
2. I grew up in Cavite, a province near Manila in the Philippines.
3. I like to rest and watch K-drama (Korean Drama).
4. Dubai; the infrastructure is amazing! It is almost an extension of the Philippines; everyone seems to be there!
5. Christmas of course! We always have a lot of food!
6. I would love to go to Korea and Japan for the food.

Riza
St Francis CSE



1. Friendly.
2. I grew up in Nepal and moved to Australia when I was 25 to study to be a pastry chef.
3. I love cooking Nepalese food and going to new places.
4. Dubai; the buildings and roads are amazing.
5. Diwali, the festival of lights and flowers is my favourite. We have a day for brothers and sisters and I enjoy celebrating that with my siblings.
6. I would love to explore Thailand and Bali.

FUTURE EDITIONS

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

Glen

Hotel Services



1. Kind and hardworking.
2. In the Philippines; I moved to Australia in 2023.
3. Watch Netflix, clean the house and go shopping.
4. Haven't travelled much, yet!
5. Christmas, New Year and birthdays.
6. I would love to travel with my family and for my children to finish their studies.

Pretty

St Josephs CSE



1. Friendly and calm.
2. Kerala in India.
3. I take my son to the park and we like to watch movies.
4. I really enjoyed the beaches in the Gold Coast.
5. The festival of Onam; we celebrate with friends and family, we dance and serve food on banana leaves.
6. I would love to go to Switzerland to see the mountains and snow.

Precious

St Helens RN



1. Playful and hardworking.
2. I grew up in the Eastern part of Nigeria. I completed my first degree in Microbiology there before moving to Australia where I started studying again.
3. Cleaning, taking care of my little one, shopping and watching movies at home.
4. I haven't done much travelling or sightseeing yet, but I did a day trip to Newcastle to see a friend graduate; it was nice there, not busy like here.
5. We celebrate Christmas, cooking different dishes and sharing gifts.
6. I want to have a big family.

Wellbeing

Dehydration – Why water is so important?

Dehydration can be a serious issue. Water and remaining hydrated is imperative for our health. Not only on hot days but for our kidney health, to lower our blood pressure, to remove toxins, and to prevent fainting in the hot, summer weather.

Lack of water can make you feel dizzy and fatigued. You may also find that you have a headache. It can cause problems with your digestive system and long-term effects can cause a range of health issues. Problems can even be at a cellular level. You can feel sluggish or tired, your mental performance becomes impaired, and it can result in chronic inflammation and many degenerative diseases. Add to this lack of energy and dry skin. That's a long list of damage to your health.



Damages to your body

Dehydration, loss or lack of water builds in your body so if you do it often enough sometimes you are not even aware your body is deprived. You may find you don't acknowledge when you are thirsty. Water makes up more than half of your body mass as blood, intracellular fluid, cerebrospinal fluid etc. These fluids help your body's systems communicate better, remove toxins, transport nutrients and oxygen, balance your heart rate and blood pressure, temperature, lubricate joints, and hydrate your skin.

How does dehydration happen?

Digestive problems, acid reflux, and constipation are also signs that a person is not drinking enough water. How many times have you felt down, tired, felt dizzy, light headed, headache, disorientated or simply had a foggy head and wondered why? Could it be you are not drinking enough water? Are you craving sugary snacks? It could be a sign that you need to be better hydrated.

So, how much water do I drink?

As a rule, though try not to drink more than 2.5 litres a day unless you know you are losing a lot of water with strenuous exercise or have been told otherwise by a medical professional. It's always a good idea to keep a water bottle with you.

What about water type foods?

Remember it is important to keep up your mineral levels so eat lots of dark-green leafy and cruciferous vegetables such as broccoli, cauliflower, bananas and also fruits high in potassium. A good supply of antioxidants can be found in herbal teas and eating foods high in water such as cucumbers, lettuce, celery, tomatoes, zucchini and watermelon can also help.

OLOC Work Health Safety Staff Consultative Committee 2025

Following a recent expression of interest and election process for Catering Staff representative, Ezekiel Manampan has been elected by Catering Staff.

Congratulations and welcome Ezekiel. Thank you to all the Catering Staff who voted.

In the meantime, the 3 year terms for the other Staff Health and Safety Representatives on the Committee is up.

The existing staff members have renominated as follows:

- Lorraine Payne, (HSR) Administration, Home Care and Other Services
- Dianne Napier, (HSR) Nursing Home Staff Representative
- Ruby Caluag, (HSR) Nursing Home Staff Representative
- Sandeep Kaur, (HSR) Laundry and Maintenance Staff Representative
- Kathleen Mae Tompong, (HSR) Hostel Representative

There is also a current vacancy for a 2nd Hostel Staff Representative. The Hostel position is open to any staff member working in Alverna or St Helens in Care, Leisure & Lifestyle, Cleaning or GYM roles.

Training is offered to Committee Members who are expected to attend meetings every 2nd month to represent the staff they work with.

If you would like to express and interest in either the vacant hostel positions, or would like to nominate for another position, please contact me by telephone on ext 406 or by email; psquire@oloc.com.au by 4.00pm on 28 February 2025.



Thickening Fluids

Dysphagia is the medical term used to describe having a difficulty or inability to swallow safely or efficiently. Common in babies and elderly, dysphagia can affect people of all ages and can be caused by many conditions including Parkinson's, Alzheimer's and even strokes.

Thickened fluids are recommended for people who have difficulties swallowing and keeping food or liquid from entering their airway. Thin fluids such as regular water, pose the greatest risk of aspiration or choking to people with dysphagia. In order to prevent choking, additives like thickening fluids adjust the consistency of fluids by increasing their thickness and allowing them to move more slowly thereby making them easier to control in the mouth and throat.

People who live with dysphagia are afflicted to different degrees, have different levels of muscle strength and control and as a such, need their fluids thickened differently.

It is vital the we follow the thickness guidance laid out in the resident's care plan.



Understanding Swallowing

Swallowing dysfunction along any point from your mouth to your throat (phases 1 to 3) can result in food and liquids entering the 'wrong tube' and into your airway.

Phase 1: oral preparation in the mouth

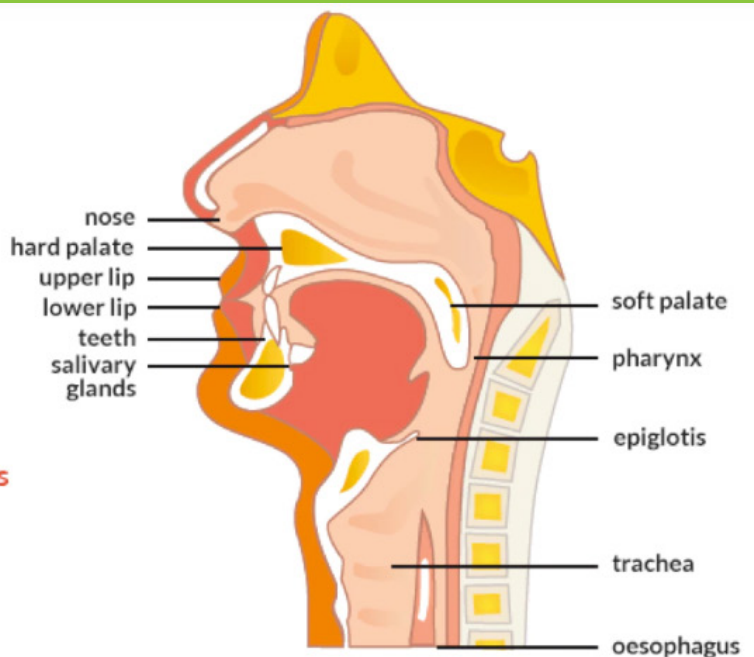
Food is chewed, moistened with saliva and pressed to form a bolus. The tongue and cheek muscles move the bolus to the back of the mouth.

Phase 2: early transit through the throat

The food bolus passes the pharynx and enters the oesophagus while the epiglottis closes the larynx.

Phase 3: late transit through the esophagus

The food bolus passes the oesophagus to enter the stomach.



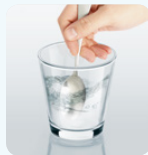
For Basic Liquids[^]



Place required amount of RESOURCE[®] THICKENUP[®] Clear powder into a clean, dry glass or jug.



Pour **prepared** liquid over powder.



Stir for 20-30 seconds until the powder has completely dissolved.



Leave to stand for 1 minute before serving.

Water, Juice, Cordial, Tea, Coffee [^]	IDDSI Framework			
	Level 1 Slightly Thick	Level 2 Mildly Thick	Level 3 Moderately Thick	Level 4 Extremely Thick
200mL Liquid (Blue Scoop)	1 Blue Scoop	2 Blue Scoops	4 Blue Scoops	6 Blue Scoops [†]
200mL Liquid (Nested Scoops)	–	1 Pink Scoop	1 Yellow Scoop	1 Green Scoop [†]
Water, Juice, Cordial [^]				
1 Litre Liquid (Blue Scoop)	5 Blue Scoops	10 Blue Scoops	20 Blue Scoops	30 Blue Scoops [†]
1 Litre Liquid (Bulk Scoop)	–	1 Bulk Scoop	2 Bulk Scoops	3 Bulk Scoops [†]

[^]Refer to a healthcare professional when mixing protein or citric acid containing liquids (e.g. milk, oral nutritional supplements, juice, carbonated and alcoholic beverages). These liquids behave uniquely when mixed with RESOURCE[®] THICKENUP[®] Clear.

[†]Level 4 Extremely Thick liquids are evaluated as IDDSI compliant based on Spoon Tilt Test.

For Milk



Place required amount of RESOURCE[®] THICKENUP[®] Clear powder into a clean, dry glass or jug.



Add just enough milk to cover powder (~50mL).



Stir for 20-30 seconds or until mixture starts to thicken.



Pour remaining milk into glass. **Wait 15 minutes** then stir and serve immediately.

	IDDSI Framework			
	Level 1 Slightly Thick	Level 2 Mildly Thick	Level 3 Moderately Thick	Level 4 Extremely Thick
200mL Light Milk [‡]	1 Blue Scoop	2 Blue Scoops	4 Blue Scoops	8 Blue Scoops [†]
1 Litre Light Milk [‡]	5 Blue Scoops	10 Blue Scoops	20 Blue Scoops	24 Blue Scoops [†]
200mL Full Cream Milk [#]	1 Blue Scoop	2 Blue Scoops	4 Blue Scoops	8 Blue Scoops [†]
1 Litre Full Cream Milk [#]	4 Blue Scoops	11 Blue Scoops	20 Blue Scoops	25 Blue Scoops [†]

Please note: The protein and fat content of milk will vary greatly. Discretion from a healthcare professional must be used when thickening milk to ensure it reaches the correct consistency.

[‡]Recipe based on light milk (fat content 1.0g per 100mL).

[#]Recipe based on full cream milk (fat content 3.4g per 100mL).

[†]Level 4 Extremely Thick liquids are evaluated as IDDSI compliant based

FOR
MORE
INFORMATION

You can find more information on the mixing guides and ThickenUp from the guide located in somewhere

Reporting Skin Issues

Older people are at risk of their skin becoming frail and prone to breakdown, as changes that can occur to skin as it ages can affect its integrity, making it more vulnerable to damage, and to the development of a pressure injury or skin tears.

A comprehensive head to toe examination of an older person’s skin helps us to identify any changes to the skin, including pressure injuries and skin tears so that they can be treated and managed as soon as possible.

Skin assessments must be attended to every shift during personal hygiene care. A daily skin integrity check is to be completed with the following checklist.

Skin Check Spread sheet.

Month: January 2025 Residents Sticker

Skin check	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
Head: ears, eyes, nose, mouth, back of head. RN	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Care staff															
Torso: chest, abdomen, back, hips, Sacrum, buttocks. RN	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Care staff															
Upper Limb: shoulder, elbow, hand, wrist, fingers. RN	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Care staff															
Lower limb: heel, ankle, foot, toes, knee, calf, shin, thigh. RN	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Care staff															

Mark Areas of concern

Follow up if YES & wound developed: Client Incident commenced/Wound Chart commenced/Progress notes written.

Look for:

- Signs of dry skin, variations in skin colour, bruising, inflammation, swelling, blisters, rashes, excoriations, or skin tears.
- Pressure areas for signs of potential breakdown.

If there are any concerns you are to report to the RN on duty, write a progress note and client incident, if applicable.

If you think an issue has already been reported then clarify this information with the RN.

The RN will check in MANAD and perform a skin inspection.

DO NOT assume that an issue has been reported

DO NOT rely on indirect information.

A close-up photograph of a human eye, showing the iris and eyelashes. The eye is looking slightly to the left. The background is a soft, out-of-focus skin tone.

Vision Loss

Whether blind or vision impaired from birth or experiencing loss of sight later in life, vision loss can have a dramatic impact on people's lives. Everyday tasks may be challenging or seem impossible, but with the right support, people with vision loss can continue to live a fulfilling life without giving up the activities they enjoy.

Vision can deteriorate with age and many eye diseases result in central vision loss which can greatly affect the ability to read, recognise faces, participate in activities or watch television. Vision issues amongst residents of aged care facilities are very common, with over 70% having a vision related condition and over 60% with some degree of age-related macular degeneration.

Assisting people with vision loss

People with vision loss should be encouraged to be as independent as possible while being helped with critical tasks. Here are some tips for assisting people who are blind or have low vision.

Approach, Ask, Assist

Not all people who are blind or vision impaired need or want assistance on all tasks.

Approach: if you suspect someone may need a hand; greet them and identify yourself.

Ask: "Would you like some help?" Allow the person the opportunity to accept your offer or tell you if they don't need assistance.

Assist: Listen to their reply and assist as required.

Communication

Always identify yourself when approaching someone with major vision loss. Speak naturally and clearly; loss of eyesight does not mean loss of hearing. Use accurate and specific language when giving directions, for example: 'The door is on the left.'

Glare and Lighting

Good lighting is essential for reading, writing or undertaking any fine work. Meanwhile you can help control glare by positioning chairs away from windows, and encouraging the person to wear hats and sunglasses to minimise the glare while outside.

Environment

Make sure a person's room is decluttered and any important items like tissues, glasses and remotes are kept in the same place to help them locate them. Contrast colours also helps to make things clearer, for example: white plates on coloured placemats.

For more information on vision loss and providing care and support for someone with a vision impairment, go to <https://www.visionaustralia.org>

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.



MARCH 2025

TUESDAY 4TH	WMG Meeting
FRIDAY 7TH	St Anthony Fire Safety
WEDNESDAY 12TH	St Joseph Staff Meeting Block Training
FRIDAY 14TH	Hostel RN Meeting
TUESDAY 18TH	WMG Meeting
WEDNESDAY 19TH	St Francis Staff Meeting
THURSDAY 20TH	Alverna Staff Meeting St Anthony Staff Meeting
FRIDAY 21ST	St Helens Staff Meeting Alverna Fire Training
TUESDAY 25TH	Wellness Centre Fire Safety
THURSDAY 27TH	Nursing Home RN Meeting

APRIL 2025

TUESDAY 1ST	WMG Meeting
FRIDAY 4TH	St Joseph Fire Safety
WEDNESDAY 9TH	St Joseph Staff Meeting
FRIDAY 11TH	Hostel RN Meeting
TUESDAY 15TH	WMG Meeting
FRIDAY 19TH	Block Training
WEDNESDAY 16TH	St Francis Staff Meeting Laundry & Maintenance Fire Safety
WEDNESDAY 16TH	St Francis Staff Meeting
THURSDAY 17TH	Alverna Staff Meeting St Anthony Staff Meeting
FRIDAY 18TH	St Helens Staff Meeting
THURSDAY 24TH	Nursing Home RN Meeting
TUESDAY 30TH	Wound Management Meeting

Happy New Year Community Care

Happy New Year everyone! We're looking forward to another great year, with big changes.

Support At Home

2025 will see the introduction of Support at Home commencing 1st July. This program will improve client's access to services, and bring together current in-home aged care programs to help older people stay at home for longer.

This program will be for new clients and we will continue to share information with you via your care coordinators during Staff Meetings.

Dementia Training Australia

Dementia Training Australia is offering OLOC access online dementia training courses, if you are interested in this offer, please speak to your care coordinator.

Block Training

Block Training is booked for Tuesday 20th May and will focus on the topics that the team asked for in the last block training session.

Topics include:

- More scenario-based questions and answers
- Depression in elderly people
- Basic wound care and compression stockings
- Lewy Body Dementia
- Fire Training in a community care setting
- Staff Rights in client's homes
- Facetime in the work place
- As well as some fun and games!

We look forward to seeing everyone there!

Deborah
Care and Service Coordinator



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 2025/26

Good Friday

Friday 18th April 2025

Easter Sunday

Sunday 20th April 2025

Easter Monday

Monday 21st April 2025

Anzac Day

Friday 25th April 2025

King's Birthday

Monday 9th June 2025

Labour Day

Monday 6th October 2025

Christmas Day

Thursday 25th December 2025

Boxing Day

Friday 26th December 2025

New Year's Day

Thursday 1st January 2026
