



**Helping
people stay
*Active
and able***

**2025
Review**



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

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Welcome

Welcome to our OLOC review for 2025!

We have sought to reflect in the following pages the key happenings at OLOC for the past year. I encourage you to take the time to read through our Review, and learn about the great things OLOC is doing to support the seniors in our community to stay connected and engaged, continuing to live life to the full! We pride ourselves in providing holistic support and 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.

You will read about our hard work during the year preparing for the new human rights based Aged Care Act commencing in November 2025. At OLOC, we are excited by the prospect of this Act heralding a new era in aged care for our community. The Act establishes a right to person centred care for every older person, and strengthens the Aged Care Standards to ensure quality care is accompanied by a focus on personal wellbeing. You will also learn about a number of other initiatives, and hear from several of our clients as well as our staff.

The highlight of the Review is a feature on the opening of our new residential beds – St Clare and Assunta, as well as the opening of our Hydrotherapy pool. Both these projects were long in the making, and so it was with great pride and a sense of achievement that OLOC commenced both these services this year.

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

Finally, I'd like to acknowledge and 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

OLOC's Support at Home services empower older people to live the life they choose, at home and in their community.

Support at Home

	2024/25	2023/24
Home Care Packages		
Total Clients in the Year	379	418
Avg Client Service (yrs)	4.2	3.8
Avg Client Age (yrs)	84	83
Commonwealth Home Support (CHSP)		
Total Clients in the Year	2,438	2,414
Avg Client Service (yrs)	1.9	1.7
Avg Client Age (yrs)	80	80
Short Term Restorative Care (STRC)		
Total Clients in the Year	93	107
Total Support at Home		
Total Clients in the Year	2,910	2,939

Day Wellness Centre

Total Visits in the Year	3,281	3,435
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Support at Home Client

Satisfaction %	88%	90%
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This year, we delivered over 115,680 hours of support, helping clients remain safe, healthy and connected.



Diverse and Tailored Services

Our programs – Home Care Packages (HCP), Commonwealth Home Support Program (CHSP), and Short-Term Restorative Care (STRC) – supported 2,910 clients in total during the year.

Services included:

- Personal care and domestic assistance
- Allied health and nursing support
- Transport and shopping assistance
- Lawns and home modifications
- Respite and restorative programs
- Social support groups and outings.

This holistic model reflects our belief that ageing well is about more than care – it is about dignity, independence, and community.

OLOC supported 2,910 clients in total during the year.



Feedback from our clients, friends and families

“The Coordinators and the carers that attend my home are always helpful, courteous and compassionate. Thank you all!”

“I am very appreciative of the care OLOC Staff give my mum and I hope as mum has more needs they will be able to cope with what is required whatever that may be. With many thanks. I know they are doing their Best!”

“Thank you to OLOC staff for all their support and knowledge they continually preciated!”

“OLOC staff have a personality like my mother – they are kind and caring. OLOC staff do a marvellous job. I am 99 years of age and I feel with OLOC and my family’s help and support I will live to over 100!!”

“Thank you to OLOC staff who are always friendly, understanding and always prompt to our enquiries. Thank you!”



Building for Reform

The new Aged Care Act commences in November 2025, and heralds significant changes for service delivery, particularly in Support at Home services. Preparation for the new reforms have been a central focus of our work during the year. Our teams engaged in system upgrades, staff training, and extensive client communication explaining the new government program to prepare a seamless transition. Clients have expressed confidence that OLOC would continue to be a reliable and caring partner through this change.

Commitment to Quality

Support at Home services consistently scored high in satisfaction surveys, with clients praising staff for being “friendly, respectful, and reliable”. This reflects our ongoing alignment with the Aged Care Quality Standards and our mission-driven approach.

Looking Forward

With reform on the horizon, OLOC’s Home and Community Team remains committed to innovation, responsiveness, and person-centred care. Our goal is simple yet profound: to help older people live not just longer, but active and able lives – at home, with dignity.



Residential Care

Life in OLOC Residential Care is vibrant and diverse. With our focus on person-centred care, we encourage our residents to make their own decisions, particularly about how they spend their day.

OLOC residents participated in more than 300 group activities and lifestyle sessions across the year.

RAC		
	2024/25	2023/24
Total Residents in the Year	336	326
Avg Resident Stay (yrs)	2.9	3.3
Avg Resident Age (yrs)	87	87

Clinical Quality Outcomes		
	2024/25	2023/24
OLOC Star Rating (/5)	4	4
OLOC Quality Indicators		
Better Than National Avg (%)	83%	87%
RAC Resident Satisfaction %	94%	87%

These group activities enriched the daily lives of our residents and included arts and crafts, cultural celebrations, music therapy, excursions, cooking activities, therapy dog visits, and special events.

The lifestyle activities give residents opportunities to connect, explore, and share meaningful moments together. Each activity is thoughtfully planned to create joy, comfort, and a strong sense of belonging, ensuring residents not only enjoy themselves but also feel truly valued as part of our community.

As OLOC prepares for the new Aged Care Act in November 2025, our Residential Care teams are focused on reviewing policies, strengthening governance, ensuring quality, and most importantly, safeguarding the dignity and joy of every resident.





A Culinary Experience

During the year, OLOC launched a new menu program, co-designed with residents to reflect their preferences & cultural traditions. The revised menu was developed in alignment with the strengthened Aged Care Quality Standards, with a particular focus on improving the quality of meals and optimising resident experience. The redesign prioritises high-protein, nutrient-dense meals and snacks (with an increased focus on the morning and afternoon teas), while maintaining quality, resident preference, and budget integrity. Enhanced use of high-protein drinks and supplements ensures that nutritious food remains central to the dining experience.



The new menu provides both an array of new meals, as well as offering greater variety & choice, with a continued emphasis on familiar meals desired by residents. Increased protein has been added in a variety of ways, including powdered milk to boost meal density, high protein milk, and other supplements. In addition, morning & afternoon teas have been enhanced with tasty cakes & cream biscuits.



Resident feedback has been overwhelmingly positive across all meal periods. Residents appreciate the increased variety and enhance nutritional profile of meals; the expanded selection of cakes and biscuits has been highly popular; & residents have reported noticeable improvements in flavour, texture, and presentation. OLOC will continue to review our Menus every six months to remain seasonal, balanced, and responsive to resident feedback. Servery staff now collect real-time feedback immediately following meal service, ensuring a continuous feedback loop that informs ongoing refinement of recipes, portion sizes, and menu structure.

As food is such an important part of our lives here at OLOC, here is a walk-thru of the array of food-based celebrations we have arranged with our residents across this year. We began with an Australia Day BBQ lunch, followed by a vibrant Chinese New Year alfresco celebration. February's Valentine's morning tea was sweet in every sense, with chocolate cakes shared in a cosy, cheerful setting. At Easter, warm hot cross buns made morning tea extra special, and the Biggest Morning Tea united residents over cookies, coffee, and gold coin donations. One of the most cherished events of the year, Mother's Day morning tea, was beautifully celebrated with delicious food and a gentle sense of occasion.



The elegant Daffodil High Tea and our Father's Day Roast Lunch were favourite.



Special themed events added variety, such as an alfresco French lunch with lamb shanks and roast chicken, and the elegant Daffodil High Tea. Our Men's Club lunches continued to be a favourite, with burgers and beer enjoyed in good company. In September, our Father's Day Roast Lunch became one of the most joyful events so far, with hearty food, live entertainment, and residents singing and dancing their hearts out. Residents expressed how special the day made them feel, reminding us of the importance of community and cherishing life's most special moments.

We also had the honour of celebrating one resident's 104th birthday – an incredible milestone marked with cake, decorations, and warm wishes from fellow residents and staff.



Therapeutic Companions

Visits from therapy dogs, musicians, school groups, and local volunteers added layers of companionship for our residents during the year. Simple interactions – a smile, a song, a shared story – proved powerful in lifting spirits.

In July, we introduced a new program that quickly became one of the most loved activities in our Leisure and Lifestyle calendar – therapy dog visits. Our therapy dog, Boffin, a gentle and intelligent cocker spaniel, has won the hearts of residents and staff alike.



Boffin's visits bring joy and comfort to everyone he meets. His calm nature, friendly personality, and treat-driven enthusiasm make him the perfect companion. Residents light up when he enters the room, eager to pat, cuddle, and spend time with him. For many, the experience of interacting with a dog again brings back fond memories of their own pets, creating a sense of warmth and happiness.

Although the program only began in July, it has already proven to be a highlight, with residents regularly asking when Boffin will return. His presence has been shown to lift moods, spark conversations, and create moments of pure connection. With such a positive response, we are delighted to continue the therapy dog program, ensuring residents can look forward to many more visits from Boffin in the months and years ahead.

Feature Story

Narelle Hines

Meet Narelle Hines, one of our residents here at OLOC. Narelle grew up in the St George area, where her early years were shaped by family, community, and strong values that have stayed with her throughout her life. Family has always been Narelle's greatest pride, and she speaks fondly of her sons, who continue to bring her joy and fulfilment. She says they are her proudest achievement and the centre of her world.

Narelle has a practical and down-to-earth outlook on life, summed up by her favourite motto:

“If it ain't broke, don't fix it.”

This simple wisdom reflects her calm, steady nature and her belief in appreciating life as it is. For the past four years Narelle has called OLOC home. She says the people who work here make her feel part of a family, and their care and kindness mean a great deal to her. Since arriving, she has also taken part in reading during Mass, which she considers a special way to contribute to the spiritual life of the community.

She keeps herself busy and happy with the activities she enjoys most, including crocheting, bingo, knitting, book club, and even Xbox bowling. She also says she enjoys all the meals provided at OLOC, appreciating the variety and comfort they bring.



Reflecting on life today, Narelle feels that:

“this century is a whole lot more unsafe.”

Compared to the times she grew up in. She values the simple connections of face-to-face friendships and community more than ever.

When asked what message she would like to pass on to the younger generation, Narelle simply says:

“Live up to your family's principles.”

And if she could travel anywhere in the world, Narelle dreams of visiting the Greek Islands, drawn by their beauty and sense of adventure.

Today, Narelle is a valued member of the OLOC community, sharing her warmth, humour, and positive spirit with those around her. Her story reminds us of the importance of family, friendship, and living life with gratitude.

St Clare and Assunta Redevelopment

Heralding a New Era in Quality Aged Care!



In May 2025 we excitedly welcomed our first new residents to our redeveloped St Clare & Assunta units

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 is a 33 bed specialist dementia unit, while St Clare is a 30 bed general care unit. There are a number of shared spaces residents can enjoy including welcoming dining areas, gyms, lounge spaces, kitchenettes and a state of the art roof top garden.

The redeveloped areas also include redesigned reception areas, a stunning new chapel, hairdresser and family room, large modern staff rooms, and a feature community hall for larger scale events that the entire campus can enjoy.



Both residents and staff alike are thrilled with the new accommodation. Families expressed pride in the modern, safe environment, and staff noted how the new facilities – with improved workstations, storage, and technology – made it easier to deliver quality care efficiently and compassionately.

In July we welcomed Bishop Vincent of Parramatta Diocese to formally open and bless our new accommodation. This was a special occasion where many of our residents and staff joined together with our Board and the FMM Sisters to celebrate the culmination of many years of planning and work to bring a new era of aged care alive.

This continues a long tradition on the Rooty Hill site of OLOC and the FMM sisters responding to changing times and upgrading our services to respond to the needs of the community.

The quality and state of the art nature of the newly redeveloped units is best summarised by Bishop Long when he quipped “This isn’t an aged care home, it’s a resort!” OLOC is very proud of this achievement, and is focused on fulfilling the promise of the beautiful building fabric in nurturing vibrant communities of care here at Rooty Hill campus.



Seniors Housing

OLOC's affordable Seniors Housing continues to provide safe, affordable, and welcoming accommodation for older adults in Western Sydney. The program ensures that tenants enjoy independence while being part of a caring community.



OLOC's affordable Seniors Housing at Toongabbie continues to support those in need in our community.

At a time when we hear so much about the lack of affordable housing in Sydney, the Toongabbie campus stands as a testament to the mission focus of OLOC to support those in need in our community. OLOC receives no government support for this service, and caps the rental cost at a low percentage of the pension. This year, the buildings received facade refurbishments, improving safety and visual appeal. Tenants spoke with pride about the renewed look of their homes, with many saying it gave them a “fresh start.” The recent opening of the OLOC hydrotherapy pool on the campus also gives our tenants a unique opportunity to utilise this exceptional service.

Seniors Affordable Housing

	Jun 25	Jun 24
Total Units	74	74
Total Tenants	99	99

Feature Story

More Than a Home – Gail Baker

With a professional background in banking and real estate, and as a long-standing member of the Management Committee at my local Seniors Club, I've always valued connection and purpose. Three years ago, however, a change in my personal circumstances meant I could no longer afford the private rental I was living in.

Through a friend who was already living in affordable housing, I was introduced to Jodie, our Housing Officer. From our very first meeting, I felt at ease. Jodie quickly arranged for me to view a vacant unit and guided me through the application process. Within days, I was thrilled to learn my application had been successful.

Moving into my unit lifted a huge burden. I no longer had to worry about lawns, gardens, or the upkeep of a house. The well-designed space is easy to maintain, giving me more freedom in my day-to-day life. Most importantly, affordable housing has brought me stability. As we grow older, the challenge of moving frequently and building new connections can be overwhelming—here, I feel secure.

Community has been one of the greatest gifts of this move. I enjoy the company of neighbours who are always willing to chat or lend a hand. Over time, I've come to know almost all of the residents, especially those on my floor, and we've built strong friendships. Staff members Jodie, Kumar, and Hakam have been consistently supportive, ensuring any maintenance issues are addressed promptly and with care.



Life here has also encouraged me to stay active. I regularly attend the exercise and pool classes, and a highlight of my week is joining the other ladies for morning tea at Café Perfecto afterwards. The staff there always make us feel welcome.

Living on a fixed income, affordable housing allows me to budget wisely, save for unexpected expenses, and still enjoy dinners out and activities with my family – without financial stress.

When I speak with others about my experience, I share how affordable housing not only provides a home but also a community of like-minded neighbours with shared interests. My real estate background gave me an understanding of the concept, but it's living here that has shown me its true value.

I especially love the shared spaces. The Level 1 Courtyard is a lively hub, where last Christmas many of us gathered for a wonderful get-together. The Level 4 Roof Terrace is another favourite spot—a peaceful place to read, relax, or simply enjoy the gardens in bloom.

Three years on, I'm grateful every day for the comfort, friendships, and peace of mind that OLOCs Toongabbie housing has brought into my life.



Get Yourself Moving (GYM) & Wellbeing

The OLOC GYM programs are thriving hubs of health, movement, and connection for older adults. The programs demonstrate that age is no barrier to fitness and vitality, and epitomise one of our key objectives of keeping people Active & Able.

Programs that Empower

Our Get Yourself Moving (GYM) programs span both Residential Care and Community settings. Our residential care service establishes a program for each resident and provides therapy interventions in resident rooms as well as in the multiple on-site Gyms.

For our community clients, all are encouraged to include the wellness program in their suite of services.



Therapy interventions are provided in their own home, or in our on-site Gym at Toongabbie, in addition to our Hydrotherapy Pool at Toongabbie. In addition, we offer therapy interventions to our Day Wellness Program clients, as well as running community-based exercise programs at 4 community centres in Western Sydney each week.

From strength and balance classes to hydrotherapy, and one-to-one physiotherapy, the GYM program offers diverse pathways to better health and re enablement. Our members report improved mobility, reduced falls risk, and increased confidence.

*With
over 17,800
resident visits
each year*

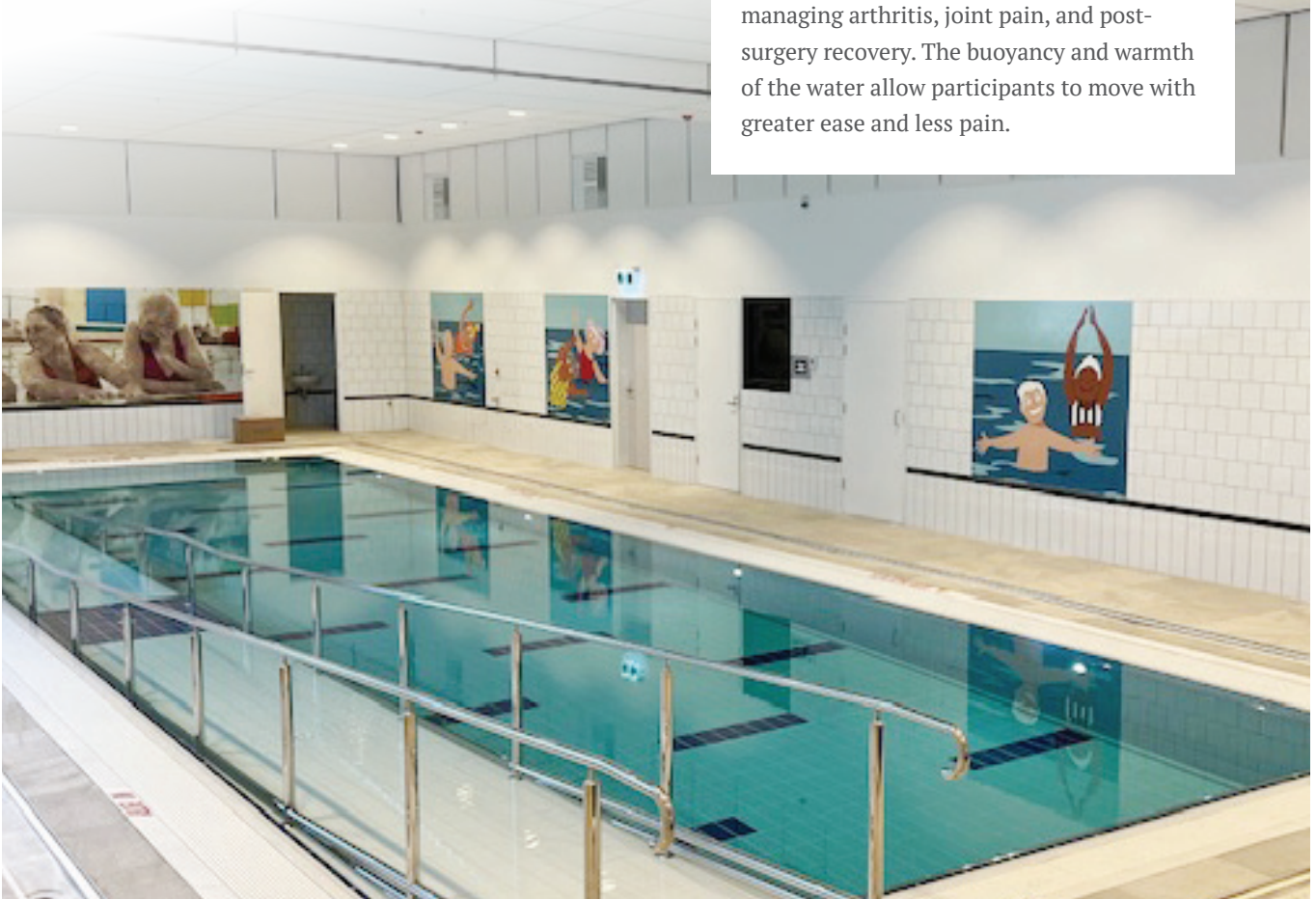
GYM

	2024/25
Home Care	
Gym Visit – Toongabbie	2,605
Home Visits	1,761
Community Group Class Visits	4,974
Wellness Centre Client Visits	1,213
Total Visits	10,553
Residential	
No. Residential Exercise Classes	2,370
Est. Resident Visits	17,840

Hydrotherapy Highlight

Our long-awaited Hydrotherapy Pool finally opened to clients towards the end of the 2025 financial year! The pool is a state-of-the-art facility and is designed as both a place of exercise and tranquility. It is conveniently located in Toongabbie with our Affordable Seniors Housing, Gym & Wellness Centre, and of course Café Perfecto.

The pool offers therapies that benefit those managing arthritis, joint pain, and post-surgery recovery. The buoyancy and warmth of the water allow participants to move with greater ease and less pain.



Feature Story

Tony Caruana

Meet Tony Caruana! Tony initially came into OLOC through the restorative care program halfway through 2021 due to his decline in mobility. At that time, Tony was mobilising with a ski frame walker for short distances and wheelchair for longer, where his goal was to be able to walk 32 metres so he could attend his sessions in the Gym. Tony diligently attended every Gym session, starting what would be a 4-year journey to his amazing improvements and achievements.

Tony continued to be a regular participant of the GYM program once his restorative care sessions completed, working on his mobility, strength and balance. He used equipment such as the parallel bars, bike and a specialised HUR pulley machine, and still attends 3 times per week today!

He now walks multiple laps of the OLOC campus numerous times a day, walking many kilometres! He also regularly attends bus trips, social outings, men's lunches, partakes in gardening and goes home with family weekly. He has improved his walking and



balance assessment results 10-fold, also placing him within age norms for his strength.

Tony stated that:

“The GYM helped me so much. Without it I wouldn’t be here”.

When asking his daughter Lorraine about his involvement in the GYM, she stated ‘his participation has greatly improved his social, mental and physical health. He needed a wheelchair taxi to go home when he first came which required advanced booking and was costly, but now we have more freedom and spontaneity with taking him home as well’.



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, and tenants. Our client and 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 and residents on their terms, and support them to make choices to live their best life. This includes staff from a wide range of disciplines, from our Registered Nurses, Care Workers, Allied Health staff and our Doctors, to our Hotel Service, Lifestyle, Pastoral Care and Admin staff. They all play a crucial role, and we acknowledge their great work and thank them for their dedication to our clients, residents and tenants.

Staff Indicators

	Jun-25	Jun-24
Gender Mix-Female	90%	89%
Avg Age (yrs)	45	47
Avg Length of Service (yrs)	6.1	6.7
Staff Satisfaction Rate %	92%	89%

Staff Profile Snapshot

Our staff numbers have grown over this past year, and will continue to grow even further as we welcome more residents in our new residential beds, and more clients in our Home Care programs.

The birthplaces of our staff are diverse and reflect the communities where we live and serve.

Staff Numbers

	Jun 25	Jun 24
RAC	240	204
Home Care	89	83
Allied Health	18	15
Lifestyle & Pastoral Care	12	11
Hotel Services	67	63
Admin	24	21
Total	450	397



Staff Diversity - Place of Birth

	Jun-25	Jun-24
Australia	28%	27%
Philippines	26%	26%
India	12%	11%
Nepal	10%	8%
Fiji	7%	8%
Other	18%	20%

Staff Feature

This year we are featuring 4 staff who have all worked at OLOC for more than 10 years, and at the same time celebrate the retirement of our longest serving Registered Nurse.

Rubina (Ruby) Caluag

Ruby joined OLOC in 2008 as a Care worker in Residential, and has worked regularly as part of our St Anthony's Dementia Specific Unit, where Ruby is known and appreciated for her suggestions and ideas.

Ruby will look at a problem or situation where something is not working well with a particular resident. Ruby will set her mind to the problem and suggest alternate solutions to the Registered Nurse to trial.

Ruby's suggestions and ideas are appreciated in other forums as well.



Ruby represents the Nursing Home as a trained Health and Safety Representative on OLOC's Work Health and Safety Staff Consultative Committee.

Charmaine D'Sila

Charmaine started with OLOC as a Care worker in Home Care on her birthday in 2007. She transitioned into our Home Care office in 2019, and now runs our CHSP Domestic Assistance service, which has grown steadily to meet increased demand. The service currently has more than 100 clients.

Charmaine also runs our Home Linen services, as well as supporting all our Home Care Package Coordinators with clients who choose Domestic Assistance as part of their package.

Charmaine shares her love of sport with us. Charmaine came second in this year's Rugby League tipping contest and is looking forward to this summer's cricket Ashes, where despite living in Australia for over 34 years, she will continue to support England. Of course, when Australia play India, Charmaine supports India!



Charmaine is known to be our 'go to' person in the Home Care office for all things Domestic Assistance.

Joyce Alvarez

Joyce began her journey with OLOC in 2013 when she joined the team as a Care worker. Inspired by her meaningful experiences in care and motivated by a desire to further contribute to the lives of others, Joyce decided to pursue additional studies with the goal of becoming a Registered Nurse.

Throughout her academic journey, Joyce balanced the demands of study with her ongoing responsibilities at OLOC. Her time as a Care worker has deeply influenced her approach to resident care, emphasising empathy, active listening, and personal connection. Upon successfully completing her nursing studies and achieving her registration, Joyce chose to continue her career at OLOC, reinforcing her commitment to the organisation and the people it serves.



Today, Joyce is an integral member of the nursing team at Alverna, where she applies her expanded clinical knowledge and practical experience.



Sonja is best known to our staff in the Employee Relations role where Sonja was usually the first point of contact for new applicants.

Sonja Paynter

This year we said goodbye to Sonja Paynter, our longest serving Registered Nurse. Sonja was with us for 36 years, starting as a casual RN in 1989, and fulfilled many roles for us: Residential Care Unit Manager, Educator, Employee Relations and Training Manager, and most recently with our Quality Team.

Demonstrating the respect and appreciation our staff have for Sonja, many of the staff Sonja hired would continue to seek her out for advice. This continued even after Sonja left the Employee Relations role and moved into the Quality Team, right up until her retirement!

We extend a very big thank you to Sonja for her dedicated service to our residents.

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 and Community Care Act. OLOC participated in these changes. Blacktown home modification, linen and laundry service and lawn mowing 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.

2025 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, Dr Rodger Austin, Sr Linda Price FMM, Mrs Anne Skordis, Sr Janice Long FMM, Ms Sandra Lever and Mr Jeremy Pigott (Board Chair). Board Adviser, Mr Grant Corderoy.

Absent: Ms Leigh Kildey.

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

- Support at Home 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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