

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 3

OCTOBER 2026



- STAFF UPDATE
- NOTES FROM THE FMM
- HEALTH & WELLBEING

- WELLBEING
- CELEBRATING DIVERSITY
- SPOTLIGHT ON

- TECHNOLOGY
- EDUCATION & TRAINING
- NOTICE BOARD

Contents

3	Staff Events RU OK? Day; Breast Cancer Awareness Afternoon Tea.
5	Notices OLOC Christmas Market.
6	Notes from the FMM Reflection on St Francis of Assisi: Mortality, Eternity, and the Grace of Living Fully.
8	Wellbeing Caring for Older People.
9	Food Safety Food Brought into the Facility.
10	Spotlight On Strengthened Quality Standards - Standard 2: The Organisation; Standard 3; The Care and Services.
12	Education & Training Stop & Watch Tool; OLOC Staff Work Health Safety Consultative Committee 2026; Education Calendar.
14	Feedback and Concerns Feedback and Concerns; Whistle-Blower Policy; Incident Management System; Workplace Gender Equality Agency; The Statement of Rights; Code of Conduct for Aged Care; Employee Assistance Program (EAP); Public Holidays NSW 2026/2027.



Staff Events

RU OK? DAY



Ask
RU OK?™ ANY DAY

Breast Cancer Awareness Afternoon Tea



Thank you to everyone who dressed in pink, attended the afternoon tea, donated and made the afternoon so wonderful! The event raised \$422.05 that will go towards supporting Look Good Feel Better, an organisation that supports cancer survivors in feeling their best during and after their cancer journey.
For more information go to: <https://lgfb.org.au>

Notes from the FMM

Reflection on St. Francis of Assisi: Mortality, Eternity, and the Grace of Living Fully

As we approach the 800th anniversary of the death of St Francis of Assisi on 4 October 2026, we are invited to reflect not only on his remarkable life but also on the wisdom he offers us as we grow older.



Sr Janice Long FMM



JUBILEE YEAR OF SAINT FRANCIS

1226- 2026

Francis lived with a rare clarity about what truly matters. His life was shaped by an awareness of both mortality and eternity—of the briefness of earthly life and the enduring promise of God.

Near the end of his life, when his body was weakened by illness, blindness, and pain, Francis composed the *Canticle of the Creatures*. It is striking that in this hymn of praise he did not avoid the reality of death. Instead, he welcomed it with faith and peace:

"Praised be You, my Lord,
through our Sister Bodily Death,
from whom no one living can escape."

Francis did not deny death's certainty. He named it honestly. Yet he did not fear it. By calling death "sister," he expressed a profound trust that death is not an enemy, but a doorway—part of God's loving design. Francis understood that our lives on earth are precious and finite, and precisely because they are finite, they are sacred.

For older adults, this message speaks deeply. With age comes a growing awareness of our own mortality. We experience the loss of loved ones, the limits of our bodies, and the passing of time. Francis invites us not to resist these realities with fear, but to meet them with faith. Accepting mortality does not mean giving up on life; it means learning how to live more fully, more gently, and more purposefully.

Francis lived each day as a gift. He did not cling to possessions, status, or control. Instead, he embraced simplicity, gratitude, and love. In doing so, he teaches us that preparation for eternity does not happen at the end of life alone—it happens in the way we live now.

Every act of kindness, every moment of forgiveness, every choice to love rather than resent is a step toward eternal life.

To live fully now means letting go of fear: fear of death, fear of loss, fear of being forgotten. Francis shows us that our worth is not measured by productivity or youth, but by love. Even in weakness, suffering, and decline, our lives remain meaningful and fruitful in God's eyes.

As we reflect on Francis' life and his peaceful acceptance of "Sister Death," we are invited to trust that death is not the end, but a passage into God's eternal embrace. With Francis, we can learn to live with open hands and open hearts—grateful for each day, reconciled with our limits, and confident that the God who gave us life will also receive us into fullness.

In this way, mortality becomes not a shadow over life, but a gentle reminder to live well, love deeply, and hope always.

The Tomb of Saint Francis: A Place of Pilgrimage and Devotion

The tomb of Saint Francis, visited each year by millions of pilgrims from around the world, is a simple stone sarcophagus enclosed within the pillar beneath the main altar of the lower church of the Basilica. The saint's body was transferred to the Basilica built in his honour in 1230.

The crypt, where the tomb can be visited today, was carved into the solid rock in 1820. In the corner niches rest the tombs of four of the saint's closest disciples: Leo, Masseo, Rufino, and Angelo.



Wellbeing

Caring for Older People

How can trauma affect me?

Working in aged care and looking after people can be very rewarding, but sometimes it can be difficult or stressful. The people you provide care for may have experienced trauma and grief in their lives and this can have an effect on you.

Caring for people who have suffered a lot in their lives can be draining or upsetting.

- They may tell you stories of things that have happened to them that are hard to listen to.
- They may become very sad, anxious or irritable and it's hard to help them calm down.
- Some people you are providing care for may become abusive when they are upset or confused.
- You may be with a person when they die or you have lost several people you have been caring for over a short period of time.

These kind of experiences at work can build up over time until you feel you've reached your limit. If work is busy, stressful and you don't feel supported, this can make it even harder.

Warning signs that suggest you may need help:

Look out for warning signs that you need to take care of yourself and get some support. You might notice changes in your body and changes in the way you feel. For example:

- Tired all the time, not sleeping well
- Constant headaches or upset stomach
- Loss of appetite
- Taking sick days to avoid going to work
- Feeling anxious when going to work
- Avoiding certain residents or becoming irritable with them
- Feeling that you can't do enough to help the people you are looking after
- Not enjoying your work anymore
- Finding it hard to concentrate or remember things
- Feeling negative most of the time.

Getting Help

Sometimes it can take a while before you realise that you are not coping so well.

You don't need to feel embarrassed or ashamed. Anyone can be affected by the things they see or hear when caring for people who are grieving and have experienced trauma.

Get Help:

- Talk to your manager about how you are feeling and how this affecting you and your work.
- Engage with the EAP to receive counselling to help you work out what is happening and how to manage it.
- Talk to family and friends, if you feel comfortable. They can be an important part of helping you to feel better.

OLOC'S Employee Assistance Program for staff members provides confidential, professional and free counselling for work related, family and personal problems. You can contact ACCESS to make a confidential appointment on 1800 818 728.

Food Safety

FOOD BROUGHT INTO THE FACILITY

STAFF INFORMATION

**To help keep our residents safe and well,
all food brought into the facility must be labelled.**

Please ensure food is correctly labelled before it is accepted and given to the Nurse.

CHECK THE LABEL

Make sure the food label is complete with:

- ✓ Name of resident
- ✓ Room/Bed No.
- ✓ Date received
- ✓ Received from (family/visitor)
- ✓ Item (description of food)
- ✓ Use by date

FOOD LABEL	
Name:	
Room/Bed No.:	
Date received:	
Received from:	
Item:	
Use by:	

WHAT TO DO

- 1 Check the food label is complete.
- 2 Ensure the label is attached to the food container.
- 3 Give the food directly to the Nurse.



WHERE TO GET LABELS

- Food labels are available from the Servery or Nurses' Station.
- If both areas run out of labels, request additional labels from the Main Kitchen.



STORAGE & USE BY RULES

- Ready-to-eat/perishable food – use within **24 hours**.
- Frozen food – use within **1 month**, or follow the manufacturer's instructions.
- Any food showing signs of deterioration or spoilage must be disposed of immediately.
- Food without a properly completed label will not be accepted.



UNSAFE FOOD WILL BE DISPOSED OF

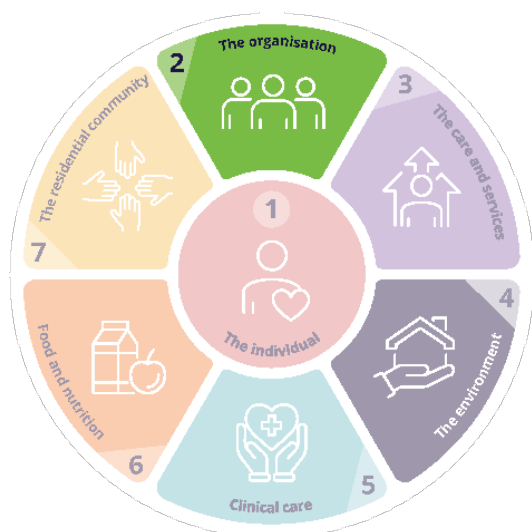
Any food showing signs of deterioration or spoilage will be thrown away.



FOOD WITHOUT A LABEL WILL NOT BE ACCEPTED

Please ensure the food label is completed and attached.

Spotlight On



Strengthened Quality Standards Standard 2: The Organisation

Strengthened Quality Standard 2 recognises it's the responsibility of the governing body to set strategic priorities and encourage a culture of safety, quality and inclusion. Your workers and governance systems are key to the delivery of safe, quality, effective and person-centred care for every person in your care.

Standard 2 focuses on the organisation and governing body and how they meet certain requirements to deliver aged care services.

Without processes and procedures in place, care cannot be delivered well. Standard 2 asks that organisations have strategies and procedures in place to ensure that residents and staff both feel confident in the provider.

The standard focuses on making sure that governing bodies proactively engage, listen and consult with older people and staff, supporting them to report and reflect with the care they receive and provide. It is about promoting a culture of safety, quality and inclusion for all. The standard also addresses the require for effective procedures and plans to guarantee the delivery of great care as well as efficient and appropriate management of emergencies and disasters.

Standard 2 can be demonstrated by:

- using continuous improvement and risk management processes regularly reporting to older people receiving care, their supporters, and workers about your systems and how you're performing
- making sure all aged care workers regularly get competency-based training
- using strategies to support and maintain a satisfied and a safe workplace where workers feel safe to speak up, ask questions and raise concerns
- creating, regularly testing and reviewing emergency and disaster management plans
- supporting older people to be involved in partnership with their care
- understanding that there are specific requirements for a quality aged care system. A system that considers a range of information such as quality indicator data and feedback from supporters and workers
- using and maintaining policies and procedures that are clear, accessible and used by workers and relevant people

Older person statement



I have confidence in my service provider.

Worker statement



I feel empowered to do my job well.



Strengthened Quality Standards

Standard 3: The Care and Service

Strengthened Quality Standard 3 is about the way you tailor care and services to each older person. You need to understand that the older person has the right to take risks and you need to plan care to support this.

Standard 3 emphasises that care must be person-centered, supporting a person's right to dignity, autonomy, and even taking informed risks while managing safety. It applies across all types of aged care services (such as residential and in-home care) and relies on strong communication between older people, their families, and care workers.

This standard ensures that aged care services are providing individuals with services that meet their needs, goals and preferences, therefore optimising their quality of life, reablement and maintenance of function. Under this standards, services must be delivered in a way that is culturally safe and appropriate for the individuals needs.

Standard 3 also guarantees that care plans are current, focused on care needs, goals and preferences while including strategies for risk management and preventative care.

Standard 3 can be demonstrated by:

- using a holistic approach to understand the older people you provide care to. This means that you need to look at the whole person and all their needs
- supporting detailed assessment and planning
- improving older people's independence and helping older people get back their independence after an illness or injury
- focusing on preventative health
- respecting and supporting the rights of older people receiving care
- having a system to identify and review the skills and strengths of people living with dementia
- providing older people with care statements
- encouraging older people to be involved as partners in their care
- supporting older people's right to take risks

Older person statement



My care is based around who I am and what's important to me.

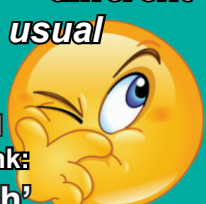
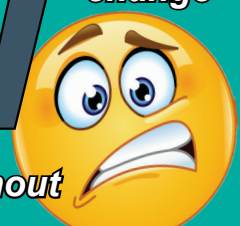
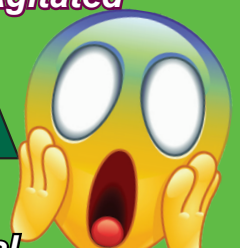
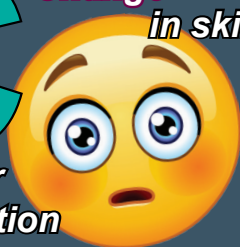
Worker statement



I understand who I'm caring for and what is important to them.

Stop & Watch Tool

Recognising Deterioration

<p>S <i>Seems different to usual</i></p> <p>No matter how small the change, think 'Stop & Watch'</p> 	<h3>Early Warning Tool</h3>		<p>W <i>Weight change</i></p> <p>Losing weight without trying</p> 
<p>T <i>Talks or communicates less</i></p> 	<p>A <i>Ate less</i></p> <p>Lack of appetite</p> 	<p>A <i>Agitated or more nervous than usual</i></p> 	
<p>O <i>Overall</i></p> <p>needs more help</p> 	<p>N <i>No bowel movement in 3 days or diarrhoea</i></p> 	<p>T <i>Tired weak, confused or drowsy</i></p> 	
<p>P <i>Pain (new or worsening)</i></p> <p>Participating less in activities</p> 	<p>D <i>Drank less</i></p> <p>Monitor using a hydration chart</p> 	<p>C <i>Change in skin colour or condition</i></p> 	
<p>Everyone can spot the signs</p> <p>If you notice an important change make sure you talk to the right person about this without delay. This could be your manager, healthcare professional, the family, or the out of hours health service.</p>		<p>H <i>Help with walking, transferring or going to the toilet more than usual</i></p> 	



OLOC Staff Work Health Safety Consultative Committee 2026

Vacancies

There is a current vacancy for a 2nd Hostel Staff Representative, as the terms of reference for this meeting is to provide for 2 Hostel HSRs and there is currently only 1.

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 the Hostel position, please contact Peter Squire by telephone on ext 406 or by email: psquire@oloc.com.au.

EDUCATION CALENDAR

OCTOBER 2026

MONDAY 19TH	Block Training RNs
WEDNESDAY 21ST	Medication Training
THURSDAY 22ND	Medication Trainings
FRIDAY 23RD	Palliative Care
MONDAY 26TH	Medication Training
TUESDAY 27TH	Block Training Hotel Services
WEDNESDAY 28TH	Meditrax Webinar
THURSDAY 29TH	Medication Training
FRIDAY 30TH	Block Training

NOVEMBER 2026

TUESDAY 3RD	Wound Management Block Training Admin/Maintenance
WEDNESDAY 4TH	Palliative Care Training
THURSDAY 5TH	Palliative Care Training
THURSDAY 12TH	Meditrax Webinar
TUESDAY 17TH	Meditrax Webinar
WEDNESDAY 18TH	Orientation
THURSDAY 19TH	Orientation
FRIDAY 20TH	Orientation
MONDAY 23RD	Medication Training
TUESDAY 24TH	Fire Safety - Community
WEDNESDAY 25TH	Meditrax Webinar Palliative Care
THURSDAY 26TH	Medication Training
FRIDAY 27TH	Medication Training

Feedback and Concerns

Feedback and Concerns

If a resident or representative wants to provide general feedback they can speak to any member of staff, speak to the manager or Coordinator of the service.

They can also fill in a Concerns, Complaints and Suggestions form at the residential care facility.

If the matter is not resolved to their satisfaction, or they have further feedback, they can contact the Head of Operations on (02) 9832 5418.

If for any reason they are dissatisfied with the outcome they can then write to our Chief Executive Officer.

In the unlikely event that a matter cannot be resolved to their satisfaction, or the person would prefer to make an external complaint, they can contact The Aged Care Quality and Safety Commission.

More information is available at:

www.oloc.com.au/feedback-and-complaints/

Whistle-blower Policy

The OLOC Whistle-blower policy covers current and former employees, volunteers, suppliers, relatives, representatives or anyone associated with OLOC who wishes to report a potential breach of the Aged Care Act.

The Whistle-blower policy allows anyone who is aware of a possible wrongdoing to have confidence to speak up knowing that they are supported by OLOC and the whistle-blower legislation. OLOC will take all reasonable steps to protect the identity of a Whistle-blower, effectively protecting them against adverse actions for making a disclosure.

More information is available at:

www.oloc.com.au/about-us/visitor-policies-and-updates/feedback-and-concerns/

Incident Management System

OLOC works to ensure a proactive approach to managing and resolving incidents in a blame free culture, preferring to use incidents to improve our care, services and systems. Consumers have a right to feel safe – consumers, their representatives and staff are encouraged and supported to let us know if they have concerns for their own or another person's safety. Incidents can be disclosed by anyone who has observed or suspects an incident or recognises that an error may have caused harm.

More information is available at:

www.oloc.com.au/about-us/visitor-policies-and-updates/feedback-and-concerns/

**WORKPLACE
GENDER
EQUALITY
AGENCY**

Each year, OLOC lodges a report with the Workplace Gender Equality Agency in accordance with the requirements of the Workplace Gender Equality Act 2012. Public data reports for all organisations required to report to the WGEA, including OLOC are available from the following website: <https://www.wgea.gov.au/>

As employees of this organisation, you may make comments on the report Peter Squire, Human Resources and Quality Manager at psquire@oloc.com.au or to the WGEA. The WGEA's guidelines on making comments are on their website.

The Statement of Rights

A new rights-based Aged Care Act commenced from 1 November 2025

A new rights-based Aged Care Act, The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people accessing aged care services. Below is the full Statement of Rights from section 23 of the new Act.

Independence, autonomy, empowerment and freedom of choice

(1) An individual has a right to:

- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
- (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
- (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

(2) An individual has a right to equitable access to:

- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma aware and healing informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
- (b) palliative care and end of life care when required.

Quality and safe funded aged care services

(3) An individual has a right to:

- (a) be treated with dignity and respect; and
- (b) safe, fair, equitable and non discriminatory treatment; and
- (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
- (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma aware and healing informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

(4) An individual has a right to:

- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
- (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Respect for privacy and information

(5) An individual has a right to have the individual's:

- (a) personal privacy respected; and
- (b) personal information protected.
- (6) An individual has a right to:
 - seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

(7) An individual has a right to:

- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
- (b) express opinions about the funded aged care services the individual accesses and be heard.

(8) An individual has a right to:

- communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(9) An individual has a right to:

- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
- (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
- (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
 - (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

CODE OF CONDUCT FOR AGED CARE

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, support and services safely and competently.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
7. Provide care, support and services free from violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
8. Take all reasonable steps to prevent and respond to violence, discrimination, exploitation, neglect, abuse and sexual misconduct.

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 2026/27

Christmas Day

Friday 25th December 2026

Boxing Day

Saturday 26th December 2026

Additional Day

Monday 28th December 2026

New Year's Day

Friday 1st January 2027

Australia Day

Tuesday 26 January 2027

Good Friday

Friday 26 March 2027

Easter Saturday

Saturday 27 March 2027

Easter Sunday

Sunday 28 March 2027

Easter Monday

Monday 29 March 2027

ANZAC Day

Sunday 25 April 2027