

Our
Lady
of
Consolation
Focusing on Wellbeing 2011



Aged Care Services Ltd.

Contents

Chairman's Report	4
Chief Executive Officer's Report	5
Our Development Over Time	6
The Extras for Residents of our Facilities	8
Good Food, Good Living	10
Healthy Exercise	12
Customer Focus in Community Care	14
Respite and Wellness Centre	16
Growth in Community Building	18
International Partnerships – community building internationally	20
Research and Innovation	22
Financials	24
Governance	25

Chairman's Report



It is with pleasure I present this Report on behalf of the Board of Directors. The Directors bring to their task of governance not only expertise, experience, and skills but also great dedication and commitment. I gratefully acknowledge their service to Our Lady of Consolation Aged Care Services, a ministry of the Franciscan Missionaries of Mary.

The celebration in September 2009 of the 50th Anniversary of the arrival of the Franciscan Missionaries of Mary at Rooty Hill called us to remember the past with gratitude and look to the future with confidence and a new sense of vitality.

During the past year we have endeavoured to provide holistic care of the highest standard to our residents at Our Lady of Consolation and to those we serve in their own homes. In our desire to enrich the lives of our residents we strive to be innovative, always looking for new and appropriate ways whereby we enable and empower them, at this particular stage of their life's journey, to live life to the full.

In keeping with our Franciscan heritage we ensure that the facilities for our residents as well as the environment are cared for and preserved so as to enhance the home of our residents.

Helene de Chappotin, the Foundress of the Franciscan Missionaries of Mary, recognising the inequalities and injustices around her had a particular concern for the well-being of women. As a contemporary expression of her spirit we continue to expand our outreach ministry within the community of Willmot in the Mt Druitt area.

As we are part of the international mission of the Franciscan Missionaries of Mary, we continue to develop our partnership with the FMM Sisters in India to support their ministry of empowering poorer women.

We are unable to fulfil the responsibilities entrusted to us without the collaboration and co-operation of all our staff, to whom we express our gratitude for their participation, in many and varied ways, in this ministry of the Franciscan Missionaries of Mary.

On behalf of the Board of Directors I express our gratitude to Barry Wiggins, our Chief Executive Officer, and to the Senior Managers for the vision and energy they bring to their leadership and stewardship of Our Lady of Consolation Aged Care Services.

Dr Rodger Austin
Chairman

Chief Executive Officer's Report



The focus in 2010/11 was primarily on continually improving our care and service in our residential facilities and community services. My thanks go to all the staff who work very hard to achieve this.

Some highlights of the 2010/11 year were as follows:

- A significant increase in our staff resources and skill levels in recreation and well-being initiatives in residential care
- A complete repainting of the corridors and communal areas of our residential facilities. The advice of Jennifer French of Inside Out Colour and Design was invaluable in achieving a more modern look, with warm feature colours
- Acknowledgement of our Food Services by the Aged Care Standards and Accreditation Agency. The Agency printed an article in their Better Practice Magazine, featuring our additional food services such as the 'al fresco' restaurant-style dinners and lunches, our special meal program and our Café Assisi. They also had Jenny Fahy, the Senior Manager with responsibility for food services, do a presentation at their Better Practice Workshop.
- An increase, to 16 a month, in the number of residents benefiting by the special meal program, where we provide lunch or dinner for two, with drinks, at no cost to the resident or the friend or relative who dines with them. The resident gets to nominate their favourite meal and it is cooked by our Chef.
- Extraordinarily positive results from our annual resident and community careclient surveys
- Winning additional community care places as part of 2010 community care funding round
- Taking on the auspice of a cyber café in Willmot, in line with our commitment to helping to build community in the Mt Druitt area
- A partnership with Agewell Physiotherapy which has given us a significant increase in physiotherapy service levels for residents
- A continuation of the staff well-being training program, which gives staff a paid day away from work, focusing on their own well-being
- An increased focus on good staff training in community care
- Renovations that have given us more accessible bathrooms in the hostel buildings
- A further consolidation of our partnerships with the FMM Sisters in India

Barry Wiggins

Our Development Over Time

In 1946...six Catholic nuns arrived in Australia from Canada, Ireland and England in response to a request to care for elderly women in Surry Hills, Sydney. The nuns were members of the Franciscan Missionaries of Mary order and the elderly women to be cared for were mostly destitute and homeless. The founding Sisters assumed management of an institution in Surry Hills which became known as **"Our Lady of Consolation"**.

Our Lady of Consolation flourished despite cramped, poor conditions but before long a larger property was found at Rooty Hill in the outer west of Sydney on a five hectare site which was formerly a golf course and country club.

In July 1959...Our Lady of Consolation was officially opened and the residents moved from the inner city, surrounded by traffic and factories, to an atmosphere of peace and quiet in Rooty Hill. Expansion was so rapid that in 1962 – 1963 the original buildings were extended to cater for 300 residents.

In 1989...we started our first Home and Community Care (HACC) programs

In 1998...the FMM Sisters established a company structure, with a Board of Directors, to operate the organisation's services

In 2002...we established our first community aged care packages service

In 2005...we established our first extended aged care community care service

In 2008...we established our Respite and Wellness service for carers

Our Range of Services Today

- 130 High care residential care beds (Nursing Home); • 173 Low care residential care beds (Hostel); • 90 Community Aged Care Packages; • 45 Extended Aged Care Packages; • 25 Dementia Extended Aged Care Packages; • A Respite Wellness Program which caters for 65 people (National Respite for Carers Program) • A Carer Support Program (HACC)
- A Home Linen and Laundry Service catering to clients (HACC) • Home Maintenance and Modification Program (HACC)
- 3 Home Lawn Mowing Services, catering to clients (HACC)

Community Building

- Social bus trips for residents of Willmot
- Social bus trips for residents of Shalvey
- We are a partner in the health clinic at Willmot
- We auspice a cyber café in Willmot
- We provide an annual sponsorship to the Blacktown branch of The Older Women's Network to support healthy and wellbeing initiatives

Our International Links

We link with the FMM Sisters to sponsor the following projects in Southern India:

- An HIV/AIDs clinic
- Micro financing projects for poorer women in four cities across two states
- An extension to a school
- Education initiatives for children affected by the 2005 tsunami in Chennai



The Extras for Residents of Our Facilities

The Welcome

- Fresh flowers are provided in the room of each new resident
- A Resident Admissions Officer meets the resident and acts as a point of reference if there are any initial concerns or difficulties
- Free morning tea and hairdressing vouchers included as part of a program designed to support new hostel residents
- Our Catering Co-ordinator meets with each new resident and/or a relative to explain the variety of menu options and to discuss any food likes and dislikes
- Our pastoral care team catch up with the resident

The Food Experience

- All food cooked fresh onsite
- A hot breakfast each day and more menu choices than normally provided in aged care
- Monthly restaurant days, at no cost to the resident
- Café Assisi, a modern coffee shop provides an alternative menu at subsidised prices. The café is open 7 days a week.

Our Focus on Health and Well-being

- We have a particular concern for the emotional well-being of every resident, and we are determined to help every resident find a sense of belonging and peace in our facilities.
- We offer a diverse range of exercise classes tailored to the range of abilities of residents
- We are embarking on a major research project on resident well-being in our facilities

Bus Trips

- We operate many and varied bus trips per month to allow residents to get out and about
- We operate a weekly shopping bus trip for those residents

Modern Hairdressing Salon

- Our modern hairdressing facility is open five days per week



Good Food, Good Living



We see food and dining as being about more than just good nutrition. We believe it contributes to the lifestyle and well-being for our residents; so we want to be serving the very best in food and making it a pleasurable experience.

What makes OLOC different?

- A large range of choices at meal times, including 2 choices of a hot breakfast daily
- At lunch we provide 3 hot meal choices
- For those residents that have a taste for the adventurous we provide a range of mid-day meal options that explore a diverse range of cultural experiences
- A modern café facility that opens seven days a week
- Extra food services at no extra charge
- On admission, an individual consultation with the Catering Co-ordinator to explain our menu options and to assess any special requirements

Every day begins with a hot breakfast with choices including french toast, baked eggs with hollandaise sauce, bacon and eggs or warm poached pears with yoghurt. We believe there are many benefits for providing a substantial meal at breakfast time. Most residents enjoy a hearty, protein enriched breakfast and it helps set people up for the day's activities.

Café Assisi is a social hub at OLOC. Where lots of residents and their families mingle, and staff drop in through the day. Gourmet sandwiches, light hot meals and a variety of cakes and treats are made fresh on site every day.

For those residents that have a hankering for a special dining experience we have the special meal program where we provide lunch or dinner for two, with drinks, at no cost to the resident or the friend or relative who dines with the resident.

The resident gets to nominate their favourite meal and it is cooked by our Catering Co-ordinator.

Lobster features regularly, but the most difficult meal to source has been Alaskan sea crabs. Melissa Kelly, the Catering Co-ordinator works closely with the Wellness and Lifestyle staff from each area to make sure this is a memorable day for the resident.

"We've had such a diverse range of special meal requests" Melissa says, "including Alaskan sea crab, harissa glazed chicken with white asparagus, lemon pangrattato harissa and a resident who wanted take away pizza delivered". Melissa said "that some residents have also provided a special recipe to use with explicit instructions on how to prepare the dish".

"Food is a priority here; we think food plays a really important role in wellbeing".



Healthy Exercise



We have a commitment to keeping people well and fit

We have transferred some ideas and programs from the Respite and Wellness centre into our residential care services.

Our exercise physiologist, Andrea Cvorc, has been running a health and fitness program in the wellness centre since April 2008, with an emphasis on: a) Strengthening people's heart and lungs so that they can do all of those things that they want to without getting out of breath or getting tired; b) lowering blood pressure - which can reduce the medication required; and c) helping to prevent the onset of diabetes and strengthening bones which can slow down the disease process of osteoporosis.

Why Exercise?

- It helps you feel and look better
- A social experience which keeps you mentally active
- Improves sleep patterns
- Improves digestion

We also offer:

- Regular exercise classes
- Individual exercise classes
- Tai chi
- Falls prevention/balance class
- Walking groups





Customer Focus in Community Care



- We have a “*whatever it takes*” philosophy in meeting clients’ expectations
- We only employ people who can demonstrate that they genuinely like older people – our first and most important criteria
- We only employ staff who want to be problem solvers so as to meet our clients’ needs
- We minimise administration costs and maximise the number of hours deliverable
- We have a commitment to helping our clients stay connected in the community and to the things that have been important in their lives
- We give clients the flexibility to change rostered hours at short notice, especially in a crisis
- We provide quick, reliable access to Co-ordinators 24/7
- We have a strong focus on supporting carers in the community
- We operate annual customer satisfaction surveys, independent of the Service Co-ordinators, so we can ensure that we are maintaining the highest level of customer satisfaction



Respite and Wellness Centre



Improving the Well-being of Carers

The Respite and Wellness Centre operated by Our Lady of Consolation Aged Care Services (OLOC) is an innovative initiative focused on caring for those who care for an elderly relative or friend.

What is different about this program

Clients don't have to feel they are abandoning their partner at the door of the respite centre. Partners – many of whom have been together for decades – can enjoy the services of the centre together.

The centre's environment feels more like home than a service

There are comfortable chairs, sporting equipment and there are even drums for clients to make their own music. Massage and meditation is offered – it is a place for people to take a break from their daily routine, together with the person they care for.

OLOC's Wellness Respite Centre is people-focused

The service allows for flexibility and is tailored to cater for people's needs. Individualised programs are created for each client to ensure they receive the best opportunities and respite.

We can demonstrate that the program works

Independent evaluations have found OLOC's program makes carers happier and healthier.

Giving people the support they need to continue to live at home is at the core of OLOC's Respite and Wellness program. To achieve this, it is vital we support carers. If we fail, there is a high risk that the person they care for will go into residential care.

Research shows that programs that encourage people to stay at home are cost effective and for some people can produce better outcomes than residential care.

It is well known that carers have a highly stressful job. The Mental Health Council of Australia's Mental Health of Carers Report, released in November 2010, highlighted that there are strong beliefs in the community that 'being a carer means you are stressed'.

OLOC's Respite and Wellness program shows the burden of care can be relieved.



Growth in Community Building

A new initiative – the Cyber Café

In July 2011 OLOC took on the auspice of the Cyber Café in the Willmot shopping centre, which was facing closure because of a lack of ongoing funding.

The closure of the café would have meant the loss of a significant community resource in a community already poorly resourced, so OLOC committed to providing funding of \$50,000 per year to the project.

The Cyber Café was originally designed to bring together social housing residents, government agencies, community organisations and businesses in an integrated approach to improve housing, services and opportunities the local residents. The café offers a friendly, comfortable environment which encourages people to come in and participate in a range of activities that they were interested in. There are seven terminals and they are well used throughout the day.

The people using the café vary from children playing games to adults practising driving permit tests, searching for jobs, lodging centre link forms or just getting information or social networking.

New initiatives at the Café:

- A weekly cooking group, a knitting group, a craft group, a walking group, a men's group and a fresh vegetable project.

Other outreach services:

- Through our twice monthly social outings for older residents of Willmot, we provide a social outing for 40 people each month. OLOC provides the bus, lunches and support staff at no cost to the people using the service.
- Similarly, we provide monthly social outings for 20 Shalvey residents
- For older Willmot residents we also provide a fortnightly shopping bus to the Westfield shopping centre at Mt Druitt. This service is also provided free.
- Health One Willmot is a health clinic which opened in late 2009 and OLOC staffs the clinic on Tuesdays, helping to link older residents with community nursing, podiatry and massage services
- \$10,000 sponsorship of the Older Women's Network to provide for health and well-being initiatives for women living at home in the Blacktown local government area



International Partnerships



FMMs in the World

Community Building through our international partnerships

OLOC is proud to be part of the world-wide network of the Franciscan Missionaries of Mary and is a partner in a number of projects with FMM Sisters in India, the birthplace of the FMM order.

We fund a range of projects and maintain a close liaison with the Sisters and their lay staff working in those projects. The projects we support include the following:

- Projects which are focused on the empowerment of poorer women so that they can improve their level of income
- The extension of a school in an isolated area
- An inpatient and outpatient HIV/AIDS project, and
- Projects aimed at supporting women and children who were disadvantaged by the 2005 tsunami.





Research & Innovation

We have recently commissioned Elton Consulting to work with OLOC management and staff on three new research projects which aim to improve the quality of life of residents and community clients.

Depression Project

The first is a project which will focus on those hostel residents who have depression and is intended to increase OLOC's understanding of resident depression and help us to assess the impact of our clinical and non-clinical interventions with these residents. The project will run through to November 2012 and will:

- Measure and track individual levels of depressive illness amongst residents in the hostel facilities
- Identify and document current and proposed interventions to address and ameliorate depressive illness
- Analyse the impacts of interventions
- Provide evidence-based advice and recommendations on current and proposed interventions to address depressive illness in the low care facilities

Well-being project

The second project is one that looks at the well-being of residents in the first six months after they come into our care. The idea is that we would assess the well-being of residents in the first few weeks and then reassess them three months later. This is a ground-breaking project in that we believe that none has done this before in Australian aged care. To some extent this is also an exploratory study, in that we do not know exactly what findings will emerge, but the project has enormous potential if we can develop a tool that will allow staff in aged care to focus on and measure the emotional well-being of residents. It would have to be a major breakthrough in terms of person-centred care.

Follow up Evaluation of Wellness Respite Centre

In 2009 Elton Consulting did an evaluation of our Wellness Respite Centre, and we were pleased to find that the centre made a huge impact on the well-being of carers who participated in the program. Eltons are now finalising a follow up evaluation to further assess the impact of the program.



Financials

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011

	2011	2010
	\$	\$
ASSETS		
Current assets		
Cash and cash equivalents	36,782,409	31,351,752
Trade and other receivables	2,285,066	1,717,645
<i>Total current assets</i>	<i>39,067,475</i>	<i>33,069,397</i>
Non-current assets		
Financial assets	411,294	418,287
Property, plant and equipment	25,622,342	27,060,170
Intangible assets	4,563,550	4,605,582
<i>Total non-current assets</i>	<i>30,597,186</i>	<i>32,084,039</i>
TOTAL ASSETS	69,664,661	65,153,436
LIABILITIES		
Current liabilities		
Trade and other payables	4,605,341	4,043,128
Loans and borrowings	11,067,351	10,085,736
Provisions	847,311	1,091,010
<i>Total current liabilities</i>	<i>16,520,003</i>	<i>15,219,874</i>
Non-current liabilities		
Provisions	467,224	371,471
<i>Total non-current liabilities</i>	<i>467,224</i>	<i>371,471</i>
TOTAL LIABILITIES	16,987,227	15,591,345
NET ASSETS	52,677,434	49,562,091
EQUITY		
Retained earnings	52,573,033	49,450,697
Reserves	104,401	111,394
TOTAL EQUITY	52,677,434	49,562,091

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2011

	2011	2010
	\$	\$
Revenue	28,284,950	25,484,349
Other income	47,761	37,790
	28,332,711	25,522,139
Expenses		
Administration and other expenses	(2,399,089)	(2,590,289)
Cleaning and laundry expenses	(165,942)	(166,624)
Depreciation and amortisation	(2,317,997)	(2,307,164)
Finance costs	(29,461)	(21,029)
Food supplies	(863,805)	(748,649)
Maintenance costs	(997,245)	(696,034)
Resident and client expenses	(1,453,137)	(1,310,080)
Salaries and employee benefits	(16,469,694)	(15,978,640)
Utilities	(514,005)	(474,050)
	(25,210,375)	(24,292,559)
Profit before income tax	3,122,336	1,229,580
Income tax expense	-	-
Profit for the year	3,122,336	1,229,580
Other comprehensive income		
Net gain (loss) on revaluation of financial assets	(6,993)	38,243
	(6,993)	38,243
Total comprehensive income for the year	3,115,343	1,267,823
Contributions to Financial Results		
Residential Care 35%		
Community Care 17%		
Capital Subsidies and Investments 20%		
Other Investments 28%		

Governance

DIRECTORS

Dr Rodger Austin (Board Chairman)

Dr Penny Kearney

Sr Janice Long FMM

Mr Tony Martijn

Sr Linda Price FMM

Mrs Anne Skordis

Mr Wayne Wright

Mrs Kathy Eberl (appointed August 2011)

SENIOR MANAGEMENT

Barry Wiggins

Chief Executive Officer

Mark Doyle

Corporate Services Manager

Jenny Fahy

Community Care and Food Services Manager

Jenny Le Miere

Residential Care Manager

Peter Squire

Quality Systems Coordinator



Our Lady of Consolation Aged Care Services seeks to be a vibrant Christian community creatively living out its mission, consistent with the tradition of the Franciscan Missionaries of Mary, and with a special preference for those who are disadvantaged or marginalised.

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 whom we serve*
- proactive in our advocacy for justice and equity for older people, especially women*
- dynamic in our responses to emerging needs in a changing and complex world*
- industrious in our stewardship of financial resources to ensure the continuity of our mission*



Our Lady of Consolation Aged Care Services Ltd

32 Evans Rd. Rooty Hill NSW 2766 **P** 02 9625 2457 **W** www.oloc.com.au