

TWENTY
YEARS OF

Ozcare



CELEBRATING 20 YEARS OF
CARING FOR OUR COMMUNITY

SPECIAL 48 PAGE EDITION LIFT OUT



THEN



NOW

2016 is a very special year for Ozcare. This year we celebrated 20 years of delivering aged care, disability care, nursing, health, and community support services to the Queensland community.

Back in 1996 we were known as St Vincent's Community Services, created as a not-for-profit organisation by St Vincent de Paul Society to provide much needed help to Queenslanders.

We had a small but diverse list of services including in-home care, residential aged care, nursing services, drug & alcohol recovery services and emergency accommodation such as homeless men's hostels and women's refuges. With 46 services in 25 locations and 600 staff, we started our journey; to help seniors stay in their own homes as long as possible, to help the disadvantaged get back on their feet, to provide respite services to carers looking after loved ones and to offer homely aged care facilities to our oldest Australians.

Two decades on, we offer all that and more. Each year we have added new services and increased the number of people we can help by extending the locations we service, building and extending aged care facilities and employing more staff.

We continue to offer a hugely diverse range of services:

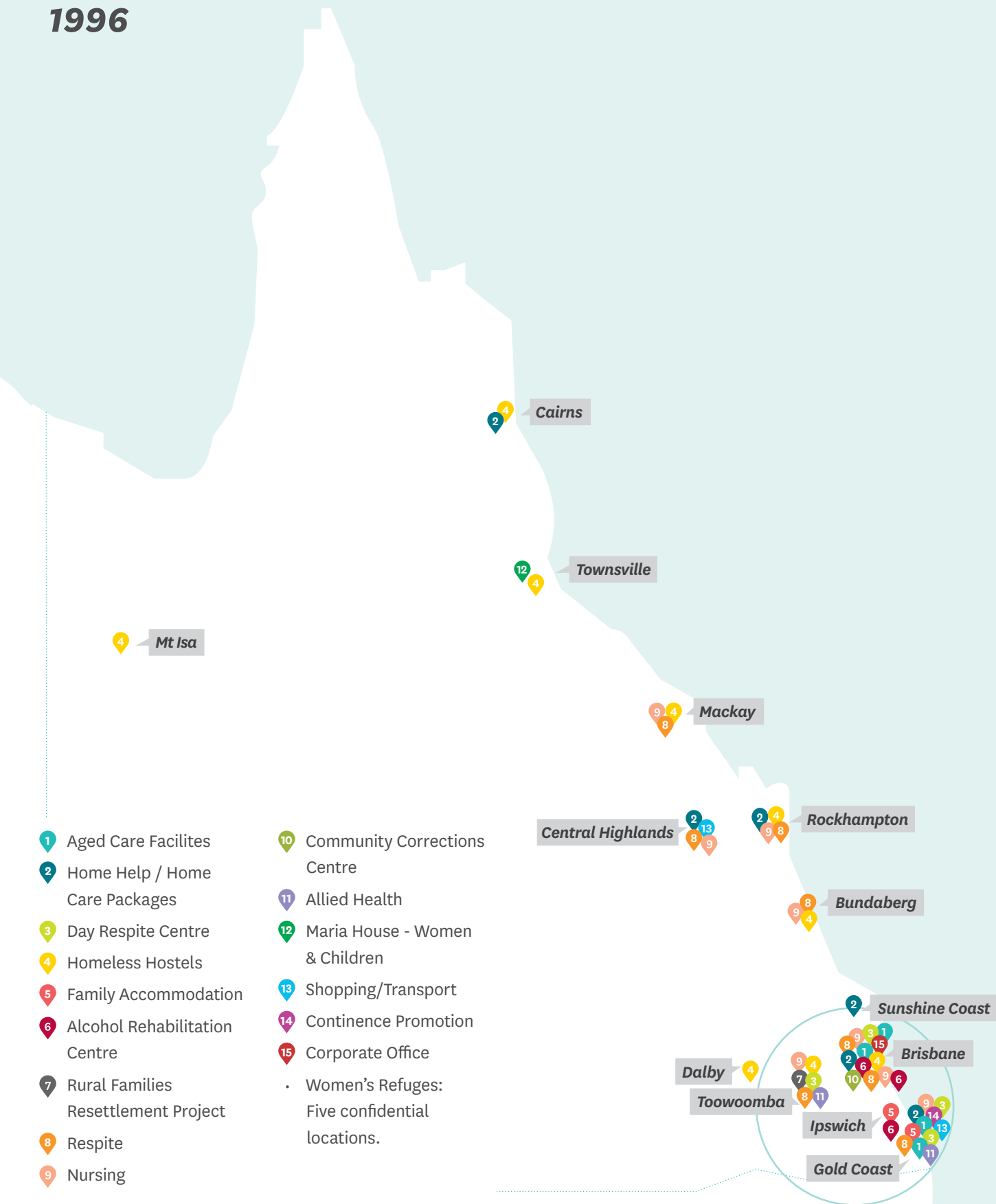
- Aged care – at home, in a day respite centre, retirement village, or an aged care facility
- Disability care – at home or in a day respite centre
- Dementia services - specialist advice as well as care services at home, at a day respite centre, or in a secure wing at our aged care facilities
- Nursing and allied health – including physiotherapists, occupational therapists, and social workers who come to your home
- Immunisation
- Women's refuges and domestic violence services
- Homeless men's hostels
- Housing services for those at risk of homelessness
- Drug & alcohol recovery programs
- Mental health services
- The Bush Connection, a support for farming families in Toowoomba
- Goodna Integrated Family Support

We are continuing our growth with three new aged care facilities in planning or building stages (in Hervey Bay, Toowoomba, and Mackay), expansion of our disability services in line with the introduction of the National Disability Insurance Scheme (NDIS), and more services being added to our list every year.

All up, we now proudly support more than 15,000 Queenslanders with 320 services and a workforce of 3,000 staff. Our staff have always been the backbone of our business. Our carers, support workers, nurses, allied health professionals and hospitality staff go the extra mile to help our clients, all supported by our wonderful administrators, professionals and management.

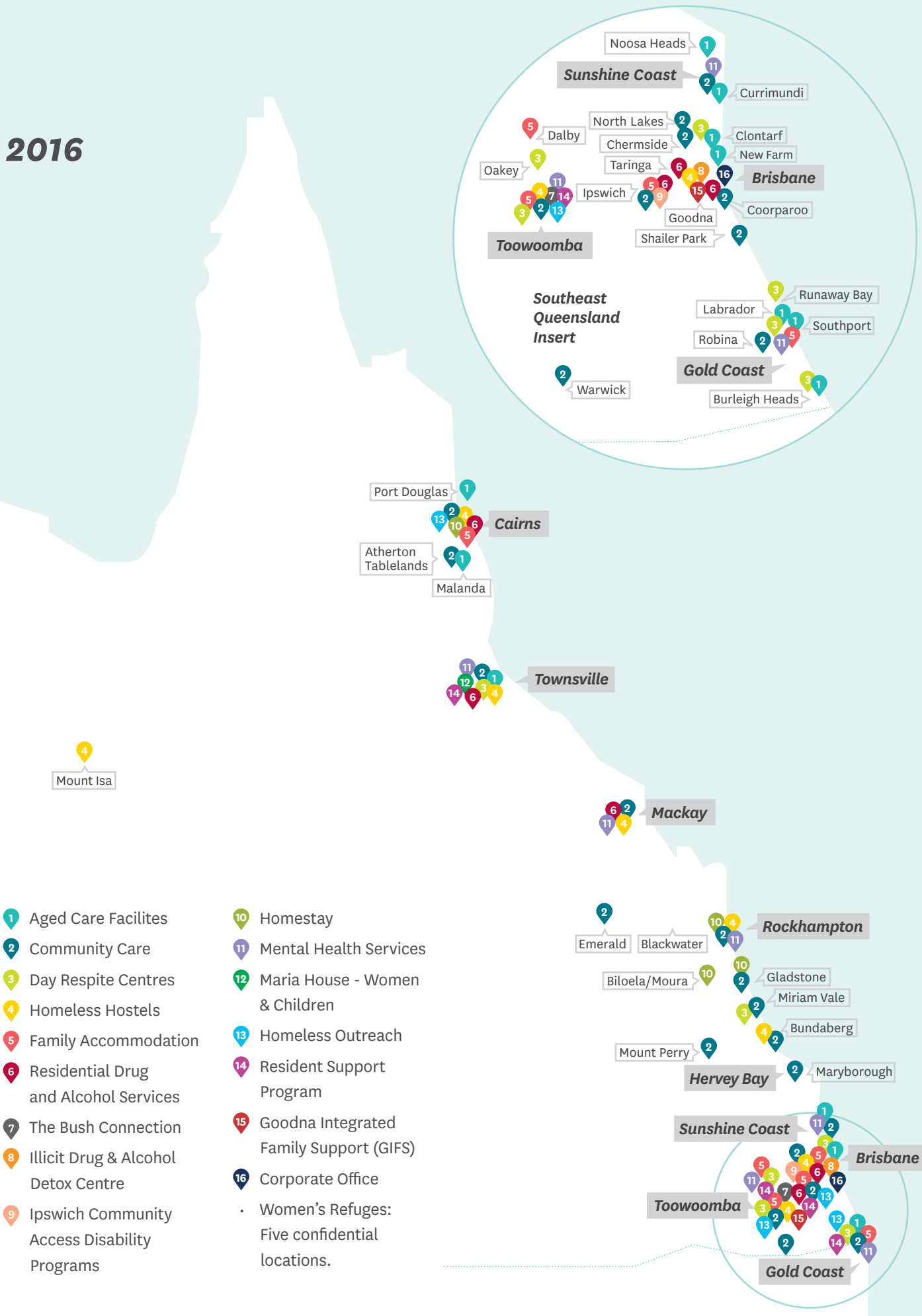
OUR LOCATIONS

1996



- 1 Aged Care Facilities
- 2 Home Help / Home Care Packages
- 3 Day Respite Centre
- 4 Homeless Hostels
- 5 Family Accommodation
- 6 Alcohol Rehabilitation Centre
- 7 Rural Families Resettlement Project
- 8 Respite
- 9 Nursing
- 10 Community Corrections Centre
- 11 Allied Health
- 12 Maria House - Women & Children
- 13 Shopping/Transport
- 14 Continance Promotion
- 15 Corporate Office
- Women's Refuges: Five confidential locations.

2016



A Warm Response

AS PART OF OUR 20TH ANNIVERSARY CELEBRATIONS, WE WENT OUT TO OUR STAFF AND CLIENTS TO FIND THOSE THAT HAVE BEEN WITH US THE LONGEST. THE RESPONSES WE RECEIVED WARMED OUR HEARTS, WE HOPE YOU ENJOY THEM TOO.

GOLD COAST

At inception Ozcare had a strong presence on the Gold Coast, which is even stronger today with three aged care facilities, three day respite centres and expanded services in nursing for continence, allied health, specialist dementia services, mental health services, domestic violence services and help for the homeless or people at risk of becoming homeless.

... RITA ENGLISH - DOMESTIC

Rita English, a domestic at Keith Turnbull Place Aged Care Facility in Labrador, has been with Ozcare since the beginning.

“ I started at what is now Keith Turnbull Place in 1987. I still love coming to work and I enjoy helping and interacting with our residents.

So much has changed in the last 20 years, the way we do things has improved and I feel that with each change our residents get a better service.”

... BERYL FINLAY - RESIDENT

“ I made the decision to move into an aged care facility over 11 years ago even though my family were reluctant for me to be admitted into care. An acquaintance of mine recommended Keith Turnbull Place and I haven't looked back.

The food, staff and activities have been wonderful since the first day. Rita is a particular gem, she always ensures that all the residents are well looked after – in many ways I see her as a mother figure and also as a friend.”

Betty Rix and Marie Bell, residents, with Jessica Rios, domestic, from Ozcare Keith Turnbull Place Aged Care Facility, image captured in 2016.



IPSWICH

From operating a drug & alcohol recovery service and crisis accommodation service for families in 1996, Ozcare Ipswich now offers home care, nursing, allied health, specialist dementia services and respite care, as well as homeless accommodation, disability services, mental health service and GIFS, a program for at-risk school children in Goodna.

...
LYNNE VERGUNST - CO-ORDINATOR

Co-ordinator of Community Care Lynne Vergunst has been with Ozcare since 2008.

“Every day is full of challenges, some that you can overcome and others that are more difficult, but behind it all are the people.

The team work, the smiles, the camaraderie, the caring, the frustrations, even sometimes the tears, or the corny joke that someone always seems to make when things are at their hardest. It's the people that make me love my job.

We all want to help people and make their quality of life better, and it's something that I see every day when I talk to clients and carers who want to say thanks.”

...
IRIS BARRY - CLIENT

“As a client of Ozcare for a number of years I have seen that the carers and staff love what they do. They are a voice on the other end of the phone when I have troubles that need sorting out. Ozcare is just a wonderful service and I'm so grateful for the care they give me.”

Victor Taylor, client, with Susie Duncan, care assistant from Ipswich, image captured in 2014.



TOOWOOMBA

Ozcare Toowoomba initially offered nursing, respite and allied health services, domestic violence services, The Bush Connection and homeless hostels in Dalby and Toowoomba. Since 1996 services have been expanded to offer home care, as well as homeless services, disability services, specialist dementia services and mental health services.

We have also extended our services into Warwick, with home care services and a meals on wheels services available for local residents.

GLENDA MCCARTHY - CLINICAL NURSE

Clinical Nurse Glenda McCarthy has been with Ozcare since the beginning.

“*The flexibility and challenges of the job is what has kept me here. Just when you are getting bored a new challenge comes along, the latest has been the school immunisation program, where we have travelled many kilometres to schools all over the region.*

For many years our nurses just had pagers but I remember when we got our first portable phone it was for our services in Oakey. It was a huge brick that we had to lug around, it was ground breaking at the time but so impractical! Advancements in

technology have complemented our client care but the quality of the care is something we've always prided ourselves on. We continue to provide innovative and holistic care to a broad spectrum of the community.”

HELEN MCNAUGHT - CLIENT

“*Thank you is never enough to say to all at Ozcare. Living alone in my own home, their kind care and assistance helps me to be out and about, to share life with others.*

*O'er the years some days in doubt,
There is of't a lot to think about.
Every eve I say a little prayer,
Of blessed thanks to Ozcare.”*



Helen McNaught, client, with Cheryl Clark, assistant coordinator from Toowoomba, image captured in 2013.

BRISBANE

Since our inception, Ozcare has had a strong presence both north and south of the river, with home nursing and care services widely available, aged care facilities in New Farm and Clontarf, domestic violence services, drug & alcohol residential recovery services, a day respite centre in Clontarf and a homeless men's hostel in South Brisbane. We now also provide specialist dementia services, respite care, allied health and services for those at risk of homelessness. We have three offices for our home care services located at North Lakes, Chermside, and Shailer Park.

...
**ANDRINA FARLOW - BUSINESS
OPERATIONS MANAGER**

Business Operations Manager Andrina Farlow has been with Ozcare since the beginning.

“ There are some things that stay the same in aged care no matter the technological advances and one of those is the quality of the care.

We have a core group who have known each other for 20 odd years, we've worked together for a long time and understand a lot about each other and the organisation. We still need new people of course, but I think it's the wealth of experience of our

long serving staff have that makes Ozcare so special.

I've made life-long friends here and for me Ozcare has a family feel to it.”

...
OLLIE - CLIENT

“ Ozcare are just great. They come in and make sure I've taken my medication and really I would be lost without them. I used to have someone come in to do my meals too but I've just started doing that for myself again. I like knowing that the services are available if I need them but I enjoy my independence too.”

Arthur Kean, client, with Roberta Burton, registered nurse from Chermside, image captured in 2013.



CLONTARF

Ozcare North Lakes provides peninsula residents home nursing and care services and we offer respite and aged care services at Clontarf Day Respite Centre and Ozanam Villa Clontarf Aged Care Facility. In addition, Ozcare now also offers specialist dementia services, allied health and assistance with care and housing.

...
DIANNE WILLIAMS - REGISTERED NURSE

Registered Nurse Dianne Williams has been with Ozcare since the beginning.

“ I’ve stayed so long because I simply love it! I get great job satisfaction working with our clients, and my colleagues are fantastic. I am still learning new skills after all these years and I get the support I need.

Back when I started we used to all sit in one room with all the mobility aids hanging on the wall, and the only record keeping we did was to put a tick on a green card after you had visited a client. Now we have charts in our client’s homes,

as well as electronic charts that are available right on our smartphones.

The camaraderie and excellent client care is something that has been here right from the start and that really hasn’t changed with technology – it just makes it stronger.”

...
MARY OOI - RESIDENT

Mary Ooi was a resident at Ozcare Ozanam Villa Clontarf Aged Care Facility from 1997 to 2016.

“ I am very fond of Ozcare staff, they are gentle, kind, helpful, caring, and most importantly patient!”



Residents at Ozanam Villa Clontarf Aged Care Facility, image captured in 2001.

SUNSHINE COAST

Offering home care packages for two decades, Ozcare Sunshine Coast also provides the local community with two residential aged care facilities, a retirement village, home care services, nursing, specialist dementia services, allied health services, mental health services and a service for seniors who are at risk of homelessness.

...

JILL BERWICK - CARE ASSISTANT

Jill Berwick has been a care assistant at the Ozcare Noosa Heads Aged Care Facility since it opened in 1997 and said she still enjoys her work immensely.

“ I have always liked interacting and caring for our wonderful residents, I get a lot of satisfaction from helping them with their daily activities.

I love to see the happiness of their relatives when they realise their loved one is content. I feel in some small way I've created a little bubble of happiness during the day.

We've grown a lot in size but also in our multicultural influences. We have a number of staff and residents who bring

new ideas and perspectives and that creates a really vibrant environment for all of us to work and live in.

One thing that's stayed the same in the past 19 years is the level of care and dedication of staff. Our number one priorities have always been our residents and their families.”

...

PENNY CHIDLOW - CLIENT

“ Ozcare come in three days a week to help with my housework, take me to my medical appointments and assist me with shopping and social outings - I have the most amazing carers and I couldn't survive living on my own without them.”



St Vincent's Noosa (now Ozcare Noosa Heads Aged Care Facility) image captured in 2001.

WIDE BAY

From operating a nursing and respite service and homeless hostel in Bundaberg back in 1996, Ozcare Wide Bay has grown exponentially; now servicing more clients than ever with home care, allied health, and specialist dementia services, as well as mental health services and services for people at risk of homelessness.

...
DEREK ALGAR - CARE ASSISTANT

Care Assistant Derek Algar has been with Ozcare since the beginning.

“ I enjoy coming to work every day, it’s been a vocation for me. I get a lot of pleasure out of helping people to stay independent and at home.

It’s good to be a part of a caring organisation like Ozcare. We’ve grown so much over the last two decades, we’re currently building an aged care facility in Hervey Bay, and I think our growth has been such a positive thing for our community.

The ideals of Ozcare and the focus behind our services have stayed the same. We have always put the client first and will always change the service to the client’s needs.”

...
CHERYL CONSTABLE - CLIENT

“ My life would have been a lot harder if I had not had assistance from Ozcare, the service has changed depending on what I need, and the staff have been wonderful. I feel that Ozcare really listens to me.”

Diversional therapy Bundaberg, image captured pre-2003.



ROCKHAMPTON

Originally operating nursing, home help and respite services and a homeless men's hostel back in 1996, Ozcare Rockhampton now supports more clients than ever with extended home care and nursing services, a continence unit, allied health, and specialist dementia services, as well as a service for people at risk of homelessness.

Nurses were also made available to residents in the Central Highlands, services that continue to this day with the addition of home care services and respite care.

In the mid-2000s, an office was opened in Gladstone to cater for the needs of the wider region, with the same services as Rockhampton but also including mental health services. These complimented the domestic violence services that had been running in the region under Ozcare since 1996.

...
COLLEEN COOPER - REGISTERED NURSE

Registered Nurse Colleen Cooper has been with Ozcare since 1999.

“ I enjoy making a difference in our clients' lives, I know I'm helping them to stay at home, where they are happiest, for as long as possible. I get a lot of satisfaction from seeing my clients regain their independence, their confidence, and even their self-respect.

The quality of the care and the dedication of all staff has never changed.”

...
CORAL MAHER - CLIENT

“ Ozcare has been looking after me for the past seven years and the service is extra good. The staff are helpful, pleasant, and cheerful, and they care for me like family. In fact they even get grumpy with me when I won't go to the doctor, I can be a bit stubborn at times!”

Rockhampton staff, image captured pre-2003.



MACKAY

Ozcare Mackay has grown significantly since 1996, when they offered nursing and respite services and a homeless hostel for men. They now also provide home care, allied health, and specialist dementia services, as well as mental health services, and a residential drug & alcohol recovery service.

...
BIANCA TOMARRA - CARE ASSISTANT

Care Assistant Bianca Tomarra has been with Ozcare since 2000.

“ I love helping people, and I have a lot of fun interacting with my clients and listening to their stories while I care for them. We have such a variety of clients who have had such interesting lives!

The things that haven't changed are definitely the quality of care and the fact that Ozcare has always been very supportive. I feel like my voice is heard."

...
NANCY O'HARA - CLIENT

“ I can't thank Ozcare enough. They have helped me stay in my home and all the staff are just wonderful. We've had a long association with them with my husband having received services and now me. Anything I need help with, I just call and they are so obliging.”

Official opening of St Vincent's Community Services in Victoria Street, Mackay, image captured in 2001.



TOWNSVILLE

Providing crisis accommodation to homeless men and women since 1996, Ozcare Townsville has grown exponentially; now servicing clients with a residential aged care facility, home care services, specialist dementia services, a day respite centre, mental health services and a residential drug & alcohol recovery service.

... DENISE DRAPER - CARE ASSISTANT

Care Assistant Denise Draper has been with Ozcare for 15 years.

“ We have a dedicated team of care staff, nurses, allied health professionals, and support staff, and a lot of us have been here for more than five years. It’s that longevity that allows you to really connect with a client and provide them with the best service possible because you know them, you know their family, and their specific needs.

The reason most of us joined Ozcare in the first place is that we love to help people, and there is nothing more satisfying than leaving a client who has been helped with their showering, or had grab rails installed to prevent falls, or even found permanent

housing after being homeless, and seeing how much it means to them. It’s such a great thing to be able to do for the people in our community who need it most.”

... BETTY FRYER - CLIENT

“ The work Ozcare do, so efficiently and caringly, to help us stay in our own home is quite remarkable.

There’s talk of the government giving clients the chance to choose our home care providers. In our case, there is no wish to change anything at all. Ozcare was the only provider that would come to Hervey Range to help us – how fortunate for us that they did.”

Staff at Townsville office, image captured in 2016.



CAIRNS

Operating a homeless men's hostel and providing home care services, which both continue today, Ozcare Cairns now also provides nursing, allied health and specialist dementia services, as well as services for people who are homeless or at risk of homelessness and a residential drug & alcohol recovery service.

We have also extended services for Far North Queensland residents with aged care facilities in Port Douglas and Malanda and home care services available in Malanda as well.

...
FIONA WAKEHAM - BRANCH MANAGER

Branch Manager Fiona Wakeham has been with Ozcare for 19 years.

“ I'm privileged to lead a very loyal and devoted team who all enjoy helping seniors who wish to remain residing in their own homes for as long as possible. It is amazing to see the difference that we are able to make in people's lives, and that by offering the support services we do, we're able to keep our clients in their own homes.

We've been able to grow our services a lot in the past two decades, which means we can look after our clients holistically. We still offer showering or domestic

Community Care Coordinator Fiona Wakeham, image captured in 2016.

assistance as we always have, but now they can also have one of our occupational therapists visit them in their own home, or our nurses, or dementia experts. It goes a long way to improving their quality of life which is what Ozcare is all about.”

...
INGE KOCHER - CLIENT

“ I have been a client of Ozcare for 14 years. I started on low level care but with my increasing needs I'm now received a high level of support. The care provided to me has enabled me to stay at home knowing I can still live independently with support provided by Ozcare. I would adopt some of the carers if I was able!”





THEN



NOW

Shining the Spotlight

WITH 320 SERVICES OPERATING FROM MORE THAN 60 LOCATIONS IT SEEMS APPROPRIATE IN CELEBRATING OUR 20 YEAR ANNIVERSARY TO SHINE THE SPOTLIGHT ON SOME OF OUR WONDERFUL SERVICES TO DEMONSTRATE JUST HOW IMPORTANT THEY ARE TO THE QUEENSLAND COMMUNITY.

DEMENTIA ADVISORY & SUPPORT SERVICE

The youngest of our services, the Dementia Advisory and Support Service (DASS), commenced in the first half of 2010 in Sunshine Coast, Ipswich, Rockhampton, Bundaberg, Gold Coast, Chermside, Mackay, Townsville and Cairns, by 2011 services had extended to Hervey Bay, Brisbane and Toowoomba.

The purpose of DASS is to provide information and support to people living with dementia, their family and friends, and to build sustainability in service delivery through the education of other providers.

DASS believe their service means different things to different people, the reason for this is their approach to care is person-centred. Dementia advisors are

focused on creating a truly unique and individualised approach for every single client they encounter.

People are surprised at the lengths our advisors go to in meeting the individual needs of clients, including face to face assistance and the delivery of practical information to make simple day to day living better for people in the community.

“Being able to discover and respond to the very different needs of each client is exciting and rewarding,” said Sue Radecker, dementia advisor.

“Making even a small difference in someone’s life never gets ‘old.’”

Ozcare’s Dementia Advisory and Support Service Team , image captured in 2016.



ALLIED HEALTH

Our history in offering allied health services dates back to 1996 with our first services in Toowoomba and Gold Coast.

Our physiotherapists, occupational therapists, social workers, dietitians, podiatrists and exercise physiologists work with clients to address any immediate issues they may be facing and then equip them with knowledge, practical strategies, exercises and aids to help them maintain or improve their health and well-being.

The multi-disciplinary nature of our allied health team allows them to look at problems in a team environment to achieve the best outcome possible for a client.

Our allied health teams run a variety of group programs for seniors and those with chronic illness to assist with health and fitness, such as Finding Your Feet and Tai Chi classes. Robyn Cordingley, allied health coordinator in Townsville said clients get a lot of enjoyment out of attending classes.

“It is lovely to see the expressions of delight on our client’s faces while they are taking part,” said Robyn.

“Clients are often surprised by what they can achieve with a little bit of exercise and by learning how to do things for themselves. It’s amazing to see how it renews their energy for life.”

Matt Daley, physiotherapist and Genevieve Dauth, resident at Parkwood Gardens, image captured in 2014.



WOMEN'S REFUGES

The story of our women's refuges dates back well before Ozcare's time. When Ozcare was established in 1996, we assumed responsibility for women's refuges in Brisbane, Gold Coast, Gladstone and Toowoomba.

To this day, we are committed to helping women and their children escape domestic and family violence with five women's refuge located in confidential locations around Queensland, however times have changed and so has the service we deliver.

In the beginning, our refuges were often in houses, with referrals coming to us from Lifeline, Queensland Police and St Vincent de Paul Society. We would do our best to fit as many women and children in as we could to get them to safety. With no domestic violence legislation back then, there was very limited protection and women only stayed on average six weeks.

Today, the service looks remarkably different. Many of the refuges are now offer independent living units for women and their children, and stays are based on a duration of need model averaging three months in length.

The service now has structure and a clear framework around service delivery and case

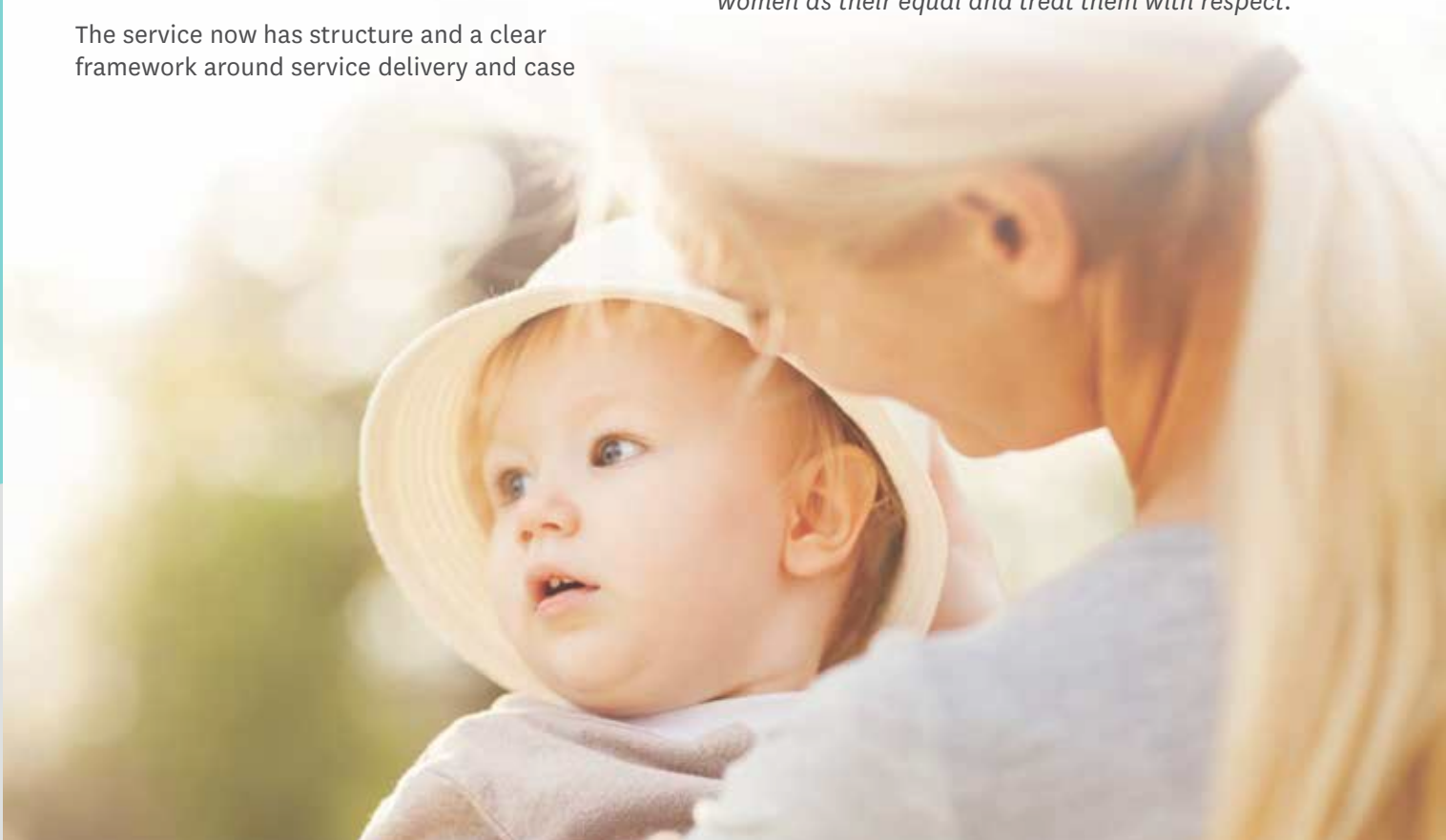
management. Our holistic approach recognises the individual journey of a woman that has escaped domestic and family violence.

However, staff agree, the biggest change has been the acknowledgement that domestic and family violence does occur and that it is never okay. A lot of work has gone into law reforms and recognition of domestic and family violence and today it is a topic that is very much at the forefront of change in both the legal and social domains.

Marnie Went, women's refuge coordinator, believes that every woman who survives and has the opportunity to live a life free of domestic violence is a success story.

"I feel so grateful that I have been given a chance to work in this space and be a part of the many women and children's lives that have come through our service," said Marnie.

"I hope that one day no one will experience abuse at the hands of their partner or ex-partner and that our children understand respectful relationships. It is my wish that our men and boys of today see women as their equal and treat them with respect."



GOODNA INTEGRATED FAMILY SUPPORT SERVICE (GIFS)

Our Goodna Integrated Family Support Service (GIFS) commenced in 2003. The goal of the service is to provide early intervention family support to families, in partnership with Goodna State School, Goodna Special School and other community and government services, to assist them to make positive changes in their lives.

The type of situations that a family might face, and require support from GIFS, could include any issue that may potentially escalate to a child protection concern including abuse, neglect, limited parenting capacity, financial hardship and homelessness.

GIFS is a very busy service, currently supporting 32 families with three staff and their work in the local community has not gone unnoticed. Winners of the Ipswich Region Child Protection Awards in both 2012 and 2015, they were honoured to have their hard work recognised for their exceptional contribution in child protection and child safety within the Ipswich region.

Coordinator Karen Roberts sums up the work of GIFS, *“The way we see it, early intervention for families equals let’s work with families to make positive change before things get to a point of no return.”*

Albert Lucky was referred to GIFS when his daughter Naomi came into his care after she could no longer be cared for by her mother. With no prior experience as to how to be a good dad and not in a position to provide a stable home life, Albert needed help.

“I didn’t know where to turn. I was lucky to have GIFS help me. They have been with me every step of the way; helping me to learn about Naomi’s illness, keeping me connected with medicals and making sure I make it to appointments,” said Albert.

“GIFS changed my life – instead of falling backwards, you pretty much take five steps forward with GIFS.”

GIFS receiving Ipswich Region Child Protection Award, image captured in 2015.



DAY RESPITE CENTRES

With four day respite services to our name at Ashmore, Burleigh Heads, Clontarf and Toowoomba in 1996 when we first began, we have proudly more than doubled our day respite centre offering to see three centres on the Gold Coast, two in South West Queensland, and a centre each for Brisbane, Central Queensland and North Queensland.

Our eight day respite centres provide care during business hours for older people, adults with a disability and those in the community who feel isolated or lonely.

We offer members of the community a day to forget their troubles and enjoy the company of others in a supportive, welcoming environment.

Coordinator of our day respite centre in Burleigh Heads, Kylie Jones, says that while a lot has changed over the years some things have stayed the same including the fun, laughter and friendship.

“There has always been great variety in the program and the types of activities we offer to our

clients. The quality of care is high, and always has been,” said Kylie.

“My favourite comment from clients is when they say, “I wish we didn’t have to go home, don’t you have any beds here?””

The benefit of our centres is definitely two-fold as described by our staff.

“What I love about my job is the look of relief on the faces of carers and their comments when we pick clients up for the day,” said Ray Landers, support assistant.

“A carer’s job is 24/7 and for us to be able to give them a break while they re-charge their batteries is a good feeling and I get a lot of satisfaction in knowing that I have been able to help someone.”

It will come as no surprise to hear that some of our carers of past clients now attend the centre as clients themselves!

Client and careworker at Burleigh Day Respite Centre, image captured in 2002.



HOMELESS MEN'S HOSTELS

The history of our homeless hostels dates back many years. When Ozcare was established in 1996 we took over the operation of hostels in Bundaberg, Cairns, Dalby, Townsville, Mt Isa, Mackay, Rockhampton, Bundaberg, South Brisbane and Toowoomba.

20 years ago the main role of our hostels was to provide accommodation to homeless men, while staff played more of a supervisory care role. Today the support provided is much more holistic incorporating a strong approach to comprehensive case management, focusing on the needs of individual clients. Our goal is to support clients to improve their lives, behaviours, finances and housing options.

While the approach to care is more intensive than ever before, there are a number of things that

haven't changed. Residents are provided three hearty meals a day, have access to laundry and shower facilities and there is always a shoulder to lean on, and most importantly, the same ethos of empathy and caring to all human kind still exists.

Coordinator of our homeless hostel in Bundaberg, Trevor Glass, explains that staff work diligently to provide a support base to ensure clients feel motivated and socially included.

"We provide a very humanitarian approach and have moved away from the authoritarian approach of many years ago," said Trevor.

"Our motto is to work with a person's behaviour not against it."

Staff and clients at South Brisbane Hostel, image captured pre-2003.



THE BUSH CONNECTION

1996 saw the establishment of The Bush Connection program in Toowoomba, formerly known as the Rural Families Resettlement Project.

This program was introduced in response to the ongoing drought and its effects on rural families. The initial focus of this program was on resettlement and relocation of rural people, its vision; helping rural people connect with a positive future.

Based in Toowoomba, Ozcare's The Bush Connection program reaches out to clients in neighbouring shires of Pittsworth, Dalby, Warwick, Stanthorpe, Clifton, Crows Nest and others. This support, referral and coordination service for rural families facing changing times is provided confidentially at no cost.

The Bush Connection would not be what it is today without the continued support of up to 30 volunteers at any one time known as The Friends of The Bush Connection. They work tirelessly as positive role-models to provide social support, practical help and emergency assistance for clients.

The Bush Connection proves that the spirit of the bush is alive and well. Our staff and volunteers visit with families on their farms, sit around the kitchen table with them and determine the best way forward. The Bush Connection aims to provide short term assistance (financial and in-kind) as well as long term emotional support.

Today, The Bush Connection program is staffed by Coordinator Pam Bryce and Client Support Officer Janice Williams and supports families to look at the bigger picture.

"We help families to look outside the fence line of what is available," said Pam Bryce.

"We are like a walking stick; we walk beside the family to help them look to the future. Sometimes it is just having someone outside the family to talk to, someone to share the load with. When banks foreclose on farms, it can be hard to know where to turn and this is where The Bush Connection and our volunteers come in, we help families adjust to living off the farm and we are always there for clients to talk to when needed."



DISABILITY SERVICES - IPSWICH

Ozcare has three disability services running out of Ipswich: Mozart; Community Access; and Community Linking, which are open to people aged 18-65 living with a disability in the region. The Ipswich Community Access Disability Service (ICADS) was the first to commence in 1999, followed by Community Linking in 2002 and Mozart in 2004.

The purpose of these services is to improve quality of life and this means supporting clients to live their lives in the best way they can. Coordinator of Mozart, Andrew Hobson, explains:

“We focus on empowerment through friendship, peer networks, linkages and physical activity. Clients brainstorm activities they would like to participate in and then we produce a quarterly calendar of activities for clients to pick and choose from,” said Andrew.

Client Billie said it is only because of Mozart that he has been able to visit all of the theme parks on the Gold Coast.

“I never would have gone by myself. Without Ozcare I would be socially isolated but now I have lots of friends.” said Billie.

While Mozart focuses on getting people out of the house and doing activities they never thought possible, the Community Linking program is an outreach service for people living in privately supported accommodation at Tarampa Lodge, Fairhaven Pine Mountain and Fernvale After Care. The program links them to activities such as picnics, museums, art activities, movies and bingo.

For adults living with a mental illness or acquired injury in Ipswich our Community Access service can help to access services which aim to improve quality of life and capacity for independent living through case management and access to community services, groups and social activities.

Billie is a great example of how our these services work together, not only has he achieved his dream to visit Gold Coast theme parks through Mozart, Community Access has also supported Billie to join the local community choir. Initially incredibly shy, Billie now performs solo acts in front of his choir members and was accepted into the Ipswich Orpheus Chorale – one of Australia’s premier community choirs.



Coordinator Andrew Hobson with clients of MOZART enjoying the Royal Queensland Show, image captured in 2014.

DRUG AND ALCOHOL RESIDENTIAL RECOVERY SERVICE

We started with three drug and alcohol services and we now offer six residential services, two in Brisbane, one in Ipswich and three in North Queensland, and a live-in detox centre within South Brisbane's Homeless Men's Hostel.

Our drug and alcohol residential recovery services (DARRS) have evolved tremendously over the last 20 years, going from a corrections model to a strength based client focused model, which has greater benefits for residents trying to recover from the effects of addiction to drugs and alcohol.

Program Manager of our DARRS in Cairns, Sharon Toyne, said that we have gotten much better at being individually focused.

"People use for a reason and it's about giving care and support around this. If you have a discussion around the problem there is more likely going to be a solution, so we have a strong focus on individual case management."

Life in our drug and alcohol residential recovery services is very structured and strength focused.

"It's about boundaries, structure and routine," said Sharon.

"If you have that you will walk through life better. We impart strategies for the future and hope that somewhere in the conversations, they've picked up some supports for the future."

Just one of our outstanding success stories is a lady called Louise. She came to our Mackay service in 2011 with a significant alcohol addiction. Her children were in care and she was homeless with a number of health and financial issues. Louise successfully completed the program and made many changes and decisions during her time at Ozcare.

Since then Louise has remained in contact and changed her life so completely, that she is unrecognisable as the lady that first arrived.

Louise has regained the care of her children, managed her finances to be able to buy and run a car as well as create and sustain a nice home. Louise became an advocate and worked voluntarily with a number of agencies in Mackay to assist people with all sorts of life issues.

Louise remains in contact with Ozcare and often states *"Ozcare saved my life!"*

Sharon Toyne, Program Manager for DARRS, image captured in 2016.



Behind a Support Worker

By Mark Walsh

MARK WROTE A BOOK OF POEMS IN 2010 WHILE HE DID THE 12 WEEK PROGRAM AT MACKAY DARRS.

Between the plans and the groups,
The support worker struts every rotation,
Yet they understand every emotion, every need,
The client can't feel the worker's obligation

Of all the touches here and there,
That make or hinder the worker's path,
The client's never see behind the door,
Nor the beating heart beneath

To clients it seems out of sight,
Where no heart seems within,
They don't see it from the other side,
Just focused on their past sins.

For a worker at their best,
Not a creation, born not made,
Must study with an unseen zest,
To master and learn the chosen trade.

So, to judge the worker,
Humane responsibility sits,
Or as Doc Phil they rave and storm,
Or help repair all the broken bits.

It seems to all an effortless work of art,
That constant vigilance means,
The worker who succeeds the part,
Has done their work behind the scenes.

Clients at our Drug and Alcohol Residential Recovery Service in Townsville participate in a yoga class, image captured in 2015.



HOME CARE

It was in Brisbane, Gold Coast, Clontarf, Sunshine Coast and Cairns that we set off with our home care offering, today we proudly service most of Queensland, and those we can't get to, we link with other providers.

The goal of our home care services is simple; to support people to live in their own homes in the community for as long as they can.

Many ageing Australians wish to remain in their own homes as they grow old, surrounded by the things they love and we help make this possible with a range of care options. Basic entry level care can be as easy as an hour or so of domestic assistance a fortnight for those who just need a little bit of help around the house.

For clients with higher care needs we can provide support with domestic assistance, shopping, hygiene, meal preparation, and company while carers run errands or take a break. Our packaged

care can also include allied health, nursing, equipment, home modifications, day therapy and dietetic support.

Toowoomba coordinator, Betty Noble, has been with Ozcare for 16 years.

"I love being able to work with staff who are so caring and passionate about their work, it sure makes my job easier," said Betty.

"Our staff are the face of Ozcare and beat any TV ad for the promotion of our organisation. We get so many compliments from people in the community about how caring our staff are to our clients – how lucky Ozcare is to have such great staff!"

Our clients agree. One recently said, *"It's easy to retreat as you get older and now I have a sense of friendship and feel grateful and comforted. Staff are always cheerful which carries over into the rest of my life, making me very happy."*

Client and Care Worker, image captured in 2006.



AGED CARE FACILITIES

With residential aged care facilities at New Farm, Labrador, Burleigh Heads and Clontarf at the time of establishment, we knew we wanted to be a market leader in residential care in Queensland. We now operate 10 aged care facilities throughout Queensland (and we're growing), where 1,300 residents enjoy living with Ozcare.

Our aged care facilities are homely and alive with activity. Residents have access to an abundance of social and physical activities including exercise and Tai Chi groups, scenic bus tours, shopping trips, special occasion events, musical performances and bingo to name a few. You might even be surprised to learn that happy hour is the norm and residents come and go as they please.

With round the clock personalised care, companionship, hearty meals and top-notch facilities, what's not to love?

Stanley Dale, Resident at Ozanam Villa Aged Care Facility Burleigh Heads, image captured in 2013.

Ozanam Villa Burleigh Heads resident, Stanley Dale said, "My wife died a few years ago, and I stayed on in the unit, it was a bit lonely on my own. Then I came over here, and as soon as I saw the place, I thought how everyone looked so damn friendly and I thought this will do me. I've been here over six years now and I love the place!"

Adam Zachara, care assistant at Ozanam Villa Burleigh Heads, explains why he loves his job, "I never grew up with grandparents so I feel like I have 160 grandparents here, it's great. You learn how to care for people better every day. Over a week or a month you get to know them so well that you know how to care for them, how to make them smile, which song to sing them in the morning to help them wake up - it's great," said Adam.



NURSING

Nursing has always been one of Ozcare's strengths. In 1996 we commenced with nursing services running from eight locations: Brisbane; Bundaberg; Central Highlands; Gold Coast; Mackay; Redcliffe; Rockhampton; and Toowoomba, these services were well-established with the first nursing service commencing in 1962 in Rockhampton.

Glenda McCarthy, acting clinical nurse manager in Toowoomba, started in 1983 and she still works for Ozcare today. Looking back she says they did whatever it took to get the job done.

"It was different back then, we helped clients with everything. I remember taking clients' washing home and laundering it for them."

The one thing that has remained the same is the quality and professional care given to our clients. Our nursing services have touched the lives of many over the years.

From management of diabetes, continence, medication, chronic disease, wounds and stomas to palliative care, immunisation and nursing care

to the homeless and people in need, our nurses do it all. The reason they enjoy it so much is because of the people they get to meet and help on a daily basis.

Acting Manager Clinical Care at Caroline Chisholm Aged Care Facility Kylie Rewald said she turned to nursing after a career as a legal secretary.

"I didn't feel like I was making a difference - now I know I make a difference every day, no matter how small it is," said Kylie.

"Palliative care is my passion and for me it is being able to help people leave this life in a comfortable and peaceful way. Supporting families through this journey means everything and they are always really appreciative."

Our nursing services help a broad range of people in the community and the approach never wavers; to empower our clients to become as independent as they can be.

Brisbane nurse with client, image captured pre-2003.



Poem

By Marg

A POEM BY A CLIENT FROM OUR ROCKHAMPTON NURSING SERVICE

With all your kind and loving care
Sweet Ozcare nurses did repair.
A host of potions you all put
Upon the ankle of my foot.

You treated me for nearly two years
And many times you dried my tears.
We often thought it healed... and then
Infection set in once again.

I try to remember the girls I saw
Cathy, Denise and there were some more.
To Bec, Adonna, Raewyn, Vick,
Thank you... my foot was really sick!

The day has come... it seems surreal!
You did your job... you made it heal!
Don't be strangers, pop in one day
For a cuppa or just to say G'day.

Love you all
Marg.

*Ann Heit, client, with Donna Gordon,
registered nurse from Brisbane North,
image captured in 2016.*



HOMELESS OUTREACH

Our Homeless Outreach services commenced in 2002 in Cairns, Toowoomba, Gold Coast and Ipswich to assist individuals over 18 years of age who are homeless, sleeping rough in parks, under bridges and in temporary shelters. The service extends to help those who are at risk of homelessness who live in boarding houses, caravan parks, short term accommodation and public housing.

According to Homelessness Australia, on any given night in Australia 1 in 200 people are homeless. It is our aim to provide assistance to these individuals to help them access health and support services.

Support from our homeless outreach service can mean getting to see a doctor, dentist or receiving nursing care, help with tenancy issues, referrals to drug and alcohol and mental health services and assistance with self-care such as showering and dressing.

One of our Toowoomba clients explains what the service means to him.

"I am a 49 year old male who moved to Toowoomba six years ago. That day I stopped using IV drugs and pot which I had been using for

the past 35 years. I had Hepatitis C and was in bad shape and I turned to alcohol to get me through. It started with half a glass of port a day but within six months I was drinking 12 to 16 litres of port and 6 to 7 bottles of spirits a week. I would drink and gamble all my money away and wouldn't have money for food or anything. I was a very depressed dead man waiting to happen.

Then one day at a soup kitchen I was asked by an Ozcare staff member if I needed help. I quickly said yes. I was then assisted by Ozcare's Homeless Outreach service to get my life back on track. They assisted me with doctor's appointments, shopping, and domestic assistance, but most importantly they listened to me and gave me the tools to get my self-esteem and courage in order to stand on my own two feet again.

I owe my life to the assistance of Ozcare's Homeless Outreach staff. I would be dead without their help, friendship and guidance. I can't thank them enough."

Melvis Conley, client, with care assistant Michelle Harris from Outreach Toowoomba, image captured in 2015.



RESIDENT SUPPORT PROGRAM

In Townsville, Gold Coast, Ipswich and Toowoomba you will find our Resident Support Program (RSP). They work to improve the quality of life for people living in privately owned residential services such as hostels, boarding houses and aged rental accommodation.

Often people who reside in this type of accommodation are living with a health condition, experiencing mental health issues, dealing with an alcohol or drug dependency or are facing social isolation. RSP supports these individuals to access health services and social and recreational opportunities.

Coordinator of our Townsville program, Harold Scott explains the benefits are life changing.

“The enjoyable moments come when clients receive something good, for example when they receive a new set of dentures. Unable to pronounce their words properly yet, many excited clients have been seen grinning and clicking their teeth at people to

show off their new choppers while listing off the foods they desire to eat. It is a joy to see people receive something they previously thought they never would.”

Harold continues, *“My staff love seeing these moments too as I often hear them say, “This is the best job ever!””*

Clients also think the RSP program is great. *“The Resident Support Program is terrific! It has helped me in so many ways. I had just moved here and didn’t know anything about Townsville. Ozcare staff showed me around the city and linked me with accommodation, health services and a volunteering role after coming out of hospital, while providing much needed support at appointments,”* said Geoffrey, client.

I couldn’t have got started without their help – they’re like friends to me.”

Geoffrey Nelson, client from our Resident Support Program in Townsville, image captured in 2015.



ASSISTANCE WITH CARE AND HOUSING

1994 saw two pilot programs for Assistance with Care and Housing (ACH) trialled at Ozcare's Palm Lodge Aged Care Facility and homeless men's hostel in South Brisbane. In 1995 the service also commenced on the Sunshine Coast and we now offer a service in Cairns.

The purpose of ACH is to assist financially disadvantaged older people who are homeless or at risk of homelessness to meet both their accommodation and care needs.

This service supports people to find the right accommodation for their needs from beginning to end. From locating appropriate properties, providing transport to view properties, assisting with paperwork to apply for the tenancy or social housing, helping understand the requirements of the tenancy and access loans right through to

helping them relocate and maintain their tenancy.

We all want to feel safe and secure and our ACH team supports their clients to achieve this. Clients wholeheartedly agree, *"Thank you doesn't seem enough to express appreciation for ACH's gusto and dedication, their time and understanding, provided with a smile so alive. Each moment spent with these people of such compassion, one learns: "I am going to survive"."*

Staff say the work is truly rewarding, *"There are too many memorable moments, however the feeling of working through a potential crisis with our clients, often who are in quite dire circumstances and facing a constrained timeframe before finding themselves homeless, is quite satisfying."*

Photo of ACH staff, image captured in 2015.



Dedicated to St. Vinnies Community Services

By Kay, ACH client in 1997

In my own little way I shall try to convey,
The gratitude deep in my heart.
For the caring and toil given by this wonderful team,
And the opportunity to make a new start.
The gusto and dedication,
The time and understanding,
Given with a smile so alive.
Each moment spent with these people of such
compassion,
One learns, "I am going to survive."

What can we do to express appreciation is a question to
myself I often ask?
Thank you doesn't seem enough,
A prayer is always there,

Yet for these people,
Nothing is too much a task.

So to all involved in this incredible support,
Especially David, Helen and Joan.
No matter how insurmountable things may seem at the
time,
With such people one never feels alone.

God bless you,
And thank you all.

*Phyllis Eagles, client, with Sharon Mc Cormick,
activities officer from St Catherine's Day Respite
Centre in Clontarf, image captured in 2013.*



Residents and staff at Keith Turnbull Place Aged Care Facility celebrate 20 years of Ozcare, image captured in 2016.





20 Years of Ozcare

TIMELINE



1996

- The Queensland State Council of the St Vincent de Paul Society forms a separate incorporated body to undertake a range of care services
- On 1 July 1996 St Vincent's Community Services begins operation with 46 services and 600 staff including aged care facilities, day respite centres, community care, women's refuges, homeless men's hostels, alcohol and drug rehabilitation centres and family accommodation
- Brisbane, Gold Coast, Sunshine Coast and Cairns successful in obtaining home and community care packages
- The Bush Connection, a support service for farmers in the Toowoomba region, commences

- Noosa Heads Aged Care Facility opens with 50 beds on the Sunshine Coast
- Palm Lodge Aged Care Facility at New Farm is extended with 18 additional beds
- Runaway Bay Day Respite Centre opens on the Gold Coast
- Opening of new Rockhampton premises for nursing service
- Community care services open in the Central Highlands

1997



1998

- Nursing services established in Cairns
- Aged care hostel opens at Palm Lodge Aged Care Facility
- Offices and community services open on the Gold Coast and Mackay
- Construction of high care facility at Burleigh Heads
- Transfer of the Windsor Centre to St Vincent's Community Services
- Accreditation of nursing service
- Commenced immunisation program including workplace influenza programs and the national Measles Mumps Rubella campaign





1999

- Noosa Heads Aged Care Facility (opened in 1997) receives an architectural design award
- Ozanam Villa Burleigh Heads Aged Care Facility official opening of 30 high care beds
- Ozanam Villa Clontarf Aged Care Facility is approved for 10 additional beds
- Malanda Aged Care Facility is approved for 18 additional beds
- Mental health services commence on the Gold Coast
- Funding of an additional 105 community aged home care packages throughout Queensland, allowing for the establishment of our first service in Townsville
- Commencement of Ipswich Community Access Disability (ICADS) Project
- Illicit Drug & Alcohol Detox Centre commences services in South Brisbane
- Organisational restructure to create community care division across all locations throughout the state

- Noosa Heads Aged Care Facility is extended with 32 additional beds
- Commencement of National Respite for Carers Program (6 sites)
- Runaway Bay Day Respite Centre moves to a new, larger premises
- Dairy Regional Assistance Program commences
- Gold Coast St Vincent Community Services moves to Miami, combining a number of services into one location
- All aged care facilities receive three year accreditation following audits by Aged Care Standards Agency

2000



2001

- New Ozcare branch office opened in Labrador to accommodate Community Care Gold Coast North, Emergency Housing, Continence Unit and Community Nursing for Gold Coast
- Additional 55 low care residential aged care places approved for Ozanam Villa Burleigh Heads (15), Palm Lodge (20), and Noosa Heads (20)
- Veterans' Home Care program commences in all Department of Veterans' Affairs (DVA) Queensland regions
- Acquisition of 'Care of Excellence' resulting in an increased presence in Redlands, Gold Coast, Logan, and Ipswich areas
- Opening of Redlands office for community care
- Opening of offices in Dalby, awarded government funding for day respite centre
- Opening of offices in Maryborough
- Community nursing co-located with the day respite centre at Clontarf
- Volunteer Recognition Program – 'Years of Service' badges presented to over 500 volunteers in recognition of their contributions in the 'International Year of the Volunteer'



- Homeless outreach services commence in Cairns, Townsville, Gold Coast and Toowoomba
- Residential drug & alcohol services open in Mackay, Townsville and Cairns

2002

- Official opening of Malanda Aged Care Facility on land donated by Christine Doan
- Acquisition of the Caroline Chisholm Aged Care Facility (40 low care)
- Acquisition of the Villa Vincent Aged Care Facility (161 beds), community aged care packages, and a day respite centre in Townsville
- Additional residential aged care places for Ozanam Villa Burleigh Heads (47 high care), Keith Turnbull Place (27 low care), Ozanam Villa Clontarf (12 low care), Malanda (10 low care), Caroline Chisholm (40 high care and 38 low care)
- Extension at Noosa Heads Aged Care Facility (16 low care and 4 dementia)
- Gold Coast Allied health services begin
- Lymphedema services started
- Additional funding for 26 home care packages in Cairns, Toowoomba, Ipswich and Rockhampton, this meant the opening of first community based services in Ipswich
- Ipswich Community Linking started
- Offices purchased for Cairns
- Offices opened in Townsville offering various community services
- Nursing service commences in Townsville

- St Vincent Community Services is renamed 'Ozcare' to acknowledge the work of the Blessed Fredric Ozanam who, with his companions, founded the Society of St Vincent de Paul in Paris in 1833.
- A secure dementia wing (18 beds) opens at Caroline Chisholm Aged Care Facility
- Additional 65 home care packages are funded in Townsville, Toowoomba and Gold Coast
- The Goodna Integrated Family Support Program (GIFS) opens to support at risk children in the Goodna area
- Burleigh Heads and Noosa Heads aged care facilities receive three year accreditations
- Construction work commences at Labrador and Burleigh Heads aged care facilities
- Ipswich Community Access Disability Service is funded to establish a disability recreational service for Ipswich and surrounding areas

2003



2004

- New offices open in Toowoomba and on the Sunshine Coast
- Land purchased for new offices in Bundaberg
- Primary health clinics for at-risk populations commences
- After care programs are added to the Cairns and Townsville drug & alcohol recovery services
- Mozart program, a recreational service for people living with disabilities, opens in Ipswich
- Counselling and court support services commence in Gladstone
- Additional home and community care funding secured across the state
- Community Care Gold Coast offices move to new offices in Southport
- Keith Turnbull Place Aged Care Facility stage one reconstruction completed
- Low care wing at Burleigh Heads Aged Care Facility completed
- Construction commences at Malanda Aged Care Facility
- Official opening of 78 bed extension at Caroline Chisholm Aged Care Facility, Currimundi



2005

- Caroline Chisholm Aged Care Facility is awarded the Minister for Ageing's Award for Excellence in Aged Care for dementia care
- The Goodna Integrated Family Support Program (GIFS) is awarded by the Federal Government for excellence
- Keith Turnbull Place Aged Care Facility is renovated and extended to 137 beds
- Acquisition and extension of Port Douglas Aged Care Facility, with 12 new beds added
- Ozcare was audited against the AS/NZS ISO 9001:2000 (Quality Management System) Standard for the first time, gaining the organisation an internationally recognised certification.
- Opened our first satellite office in Hervey Bay
- Contracted to provide school based Immunisation program at Sunshine Coast

- Our women's refuges are recognised by the state government for domestic and family violence prevention awards
- Nursing branch opens in Carina for Brisbane South services
- 100 additional home care packages are approved throughout the state
- Additional respite care places are offered
- Hervey Bay, Caboolture, Pine Rivers, and Rockhampton nursing and community care services expanded
- Work completed on Ipswich office renovations and extensions
- Opened first satellite office in Gladstone

2006



2007

- Corporate office moves from Warry Street in Fortitude Valley to River Terrace in Kangaroo Point
- Community services split between Brisbane North and Brisbane South
- Mental Health Recovery Program commences
- New offices opened in Bundaberg
- Offices purchased in Hervey Bay
- New offices opened in Logan
- Construction commences on new homeless men's hostel at Blackwood Street, Townsville
- Risk and Incident Monitoring System (RIMS) software was implemented across Ozcare
- Ozcare is certified to the Human Services Quality Standards for the first time



2008

- Port Douglas Aged Care Facility extension opens
- Relocation of homeless men's hostel to Blackwood Street, Townsville

- New offices built in Rockhampton
- Ozcare Parkwood Gardens Aged Care Facility opens
- Opening of offices in North Lakes

2009



2010

- Reconstruction of Villa Vincent Aged Care Facility complete
- Dementia services commence in Sunshine Coast, Ipswich, Rockhampton, Bundaberg, Gold Coast, Chermside, Mackay, Townsville, Cairns
- Allied health services commence in Townsville
- The first of many Food Safety Programs across Ozcare services is approved



2011

- Cairns, Babinda and Atherton Tablelands amalgamated into one region for service delivery
- Transfer of services from Gladstone Regional Council to Ozcare for services in Miriam Vale and surrounding areas
- Opening of offices in Warwick
- Dementia services expanded to Hervey Bay, Logan, and Toowoomba

- Opening of newly constructed offices in Ipswich (Booval), Robina and Townsville
- Transfer of services from Gladstone Regional council to Ozcare for services in Mount Perry
- Addition of 20 new beds at Caroline Chisholm Aged Care Facility
- In 2011-2012 Ozcare provides a workplace vaccination program, immunising 38,287 clients for influenza, hepatitis A and B, and tetanus
- Goodna Integrated Family Support receives 2012 Ipswich Regional Child Protection Week award
- Contracted to provide school based immunisation programs in Rockhampton and Bundaberg

2012



2013

- Ozcare brand refresh is introduced
- Opening of newly constructed offices in Emerald
- Port Douglas Aged Care Facility is refurbished
- New offices built in Gladstone



2014

- New offices purchased, refurbished and opened in Toowoomba
- Homeless men's hostel in Bundaberg is rebuilt after the floods
- New Chermside office under construction (Brisbane North)
- Renovations finish at homeless men's hostel in Townsville
- Refurbishment complete at Caroline Chisholm Aged Care Facility
- Construction work commences on a 32 bed extension at Parkwood Gardens Aged Care Facility
- Ozcare is successful in the aged care approvals round and receives an additional 161 places for residential aged care and is awarded an extra 140 home care packages

- New offices open in Chermside (Brisbane North)
- Ozcare Parkwood Gardens Aged Care Facility is extended with 40 additional beds
- Land purchased for new aged care facility in Toowoomba (150 beds)
- Ozcare is allocated 100 bed licences for new aged care facility in Mackay
- Malanda aged care refurbishment and extension for special care is complete
- Development approval received for extension at Ozanam Villa Clontarf Aged Care Facility (36 beds plus special care wing)
- Completion of dementia care wing at Malanda Aged Care Facility
- Development approval received new aged care facility at Hervey Bay (154 beds)
- Land purchased at Labrador (next to Parkwood Gardens Aged Care Facility) to accommodate day respite centre (currently located within Parkwood Gardens) and potential for future independent living units
- Goodna Integrated Family Support awarded '2015 Ipswich Region Child Protection Week Award' (nominated by Queensland Police)
- Refurbishment work commences at Ozanam Villa Burleigh Heads Aged Care Facility
- Implemented workforce mobility programs

2015





2016

- Purchase of Currimundi Gardens Retirement Village (37 units co-located with Caroline Chisholm aged care facility)
- Construction begins on new aged care facility in Hervey Bay (154 beds)
- Construction commences on new extension at Ozanam Villa Clontarf (36 beds) and extension to day respite centre
- Land purchased in Mackay for new aged care facility (120 beds)
- Extension to laundry at Malanda Aged Care Facility
- Refurbishment of Palm Lodge Aged Care Facility
- Tickit on Demand Risk & Compliance Management software was implemented as a replacement for RIMS
- Contracted to provide school based immunisation programs in Emerald, Hervey Bay and Darling Downs



Making the Most of Today!





WHILE MANY THINGS HAVE CHANGED IN OZCARE'S JOURNEY OVER THE LAST 20 YEARS, THE ONE THING THAT HASN'T CHANGED IS OUR MOTIVATION TO MAKE A POSITIVE DIFFERENCE IN THE LIVES OF OUR CLIENTS, THEIR CARERS & FAMILIES.

This not only holds true in our services, reflected by our people on the ground, it also flows down from management through service development and the endorsement of a number of initiatives we implement each year to make our staff and clients count.

We look forward to a bright future of caring!



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Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2008)



Australian Government



**Queensland
Government**

Ozcare's wide range of services to support Queenslanders are made possible by funding from a diverse range of programs from the Australian and Queensland Governments.

**A Special Work of
St Vincent de Paul Society Queensland**

**Caring
for our
Community**