

ANNUAL REPORT 2020

LIKE FAMILY,
like home.

A SPECIAL WORK OF
ST VINCENT DE PAUL SOCIETY QUEENSLAND

LIKE FAMILY, *like home.*

We genuinely care about our clients like we do our own families. We are committed to creating a nurturing home-like community where people feel supported and valued for who they are.

Come join us on our journey of care during 2019-20.



“THEY COULDN’T BE BETTER,
THE STAFF I’VE HAD COME HERE.
I NEARLY FEEL LIKE
LOCKING THE DOOR AND
KEEPING THEM HERE.”

- KATHLEEN,
HOME CARE PACKAGE CLIENT

ABOUT *Ozcare.*

GUIDING PRINCIPLES

Ozcare was established as a special work of St Vincent de Paul Society Queensland. The Society, as a lay Catholic organisation, aspired to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

OUR PURPOSE

Our purpose is to improve our clients’ quality of life through the delivery of personalised health and human services in the spirit of the St Vincent de Paul Society Queensland.

OUR VALUES

Our values form the basis of our culture and guide everything we do.



Commitment

Loyalty in service to our purpose and values.



Compassion

Welcoming and serving all with understanding and without judgement.



Respect

Service to all regardless of belief, ethnic or social background, health or gender.



Integrity

Promoting, maintaining and adhering to our purpose and values.



Empathy

Establishing relationships based on respect and trust.



Courage

Encouraging spiritual growth, welcoming innovation and giving hope for the future.

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CARING
FOR OUR
COMMUNITY



Ozcare has been supporting Queenslanders for nearly 25 years with a range of aged care, retirement living, disability care, respite care, nursing, allied health and dementia advisory and support services. Our caring workforce of over 3,000 staff and 235 volunteers proudly serve more than 15,000 clients from over 40 locations across the state.



On behalf of the board of Ozcare, it is my pleasure to present you with our annual report for 2020 and advise that we have enjoyed our 24th year of successful operation. I am proud to chair an organisation that has a real family feel, while steadfast in our commitment to professionalism and service quality.

OUR ACHIEVEMENTS

We continue to increase our footprint to help even more people in need. This year saw the opening of our newest aged care facility in Mackay. We are proud to have delivered three new aged care facilities within three years to regional Queensland and believe it demonstrates our on-going commitment to caring for our community.

1 July 2020 saw the successful transfer of ownership of De Paul Villa Aged Care and De Paul Manor Estate to Ozcare. We are honoured to continue the wonderful 30-year legacy of Southport Catholic Parish in memory of our founding Chairman, the late Father Keith Turnbull (OAM) who had strong ties to the Parish.

CHAIRMAN'S *report.*

We are proud to continue to operate in alignment and harmonisation with the mission and vision of St Vincent de Paul Society Queensland (The Society). The successful transfer of our Community Support services to The Society on 1 July 2019, has enabled Ozcare to strongly focus on the growth and value offering of our core business of residential aged care, community care and retirement living.

OUR PEOPLE

I would like to take this opportunity, on behalf of my fellow directors, to thank directors, Fred Gillett and Katherine Sadler, who retired from the Board of Ozcare on 29 November 2019. I thank them for their efforts and service. I would like to make special mention of Fred, his wide experience and wise counsel proved invaluable to Ozcare over nearly 15 years. Fred retires with our sincere gratitude and best wishes. We welcome Declan Rooney, Glynis Schultz and Mike Gilmour to the Board and look forward to their contributions.

It has been a challenging year for the world, Australia and particularly this nation's aged care industry with the recent COVID-19 pandemic. I congratulate the Leadership Team and employees of Ozcare for their foresight and contribution during this unprecedented time. Thank you for your hard work and commitment, and above all, for keeping our clients safe and well.

To my fellow directors, thank you for your continued support and dedication to the good governance of Ozcare so we can continue to improve our clients' quality of life.

John Thomas
Chairman

I am pleased to report that Ozcare has delivered a strong financial result for 2020. While our operating environment has presented numerous challenges, we have risen to these challenges, upholding our strong reputation and continuing to deliver new projects to Queensland.

STRATEGIC UPDATE

The current pandemic saw the opening of our new Mackay facility temporarily put on hold; however, we were pleased to open our doors in July and safely welcome our first residents. The facility is filling fast, demonstrating the local need for this project, particularly secure dementia care.

In January, we commenced construction on our first retirement village development in Hervey Bay. Co-located with our award-winning aged care facility, this state-of-the-art village will deliver up to 132 independent living units across six stages. It is an exciting time for Ozcare as we build our retirement village portfolio, with Development Approval granted for an extension to our Currimundi Gardens together with the addition of our newly acquired De Paul Manor Estate at Southport. Plans for our Newstead development are progressing.

The addition of Mackay and De Paul Villa to our aged care portfolio, sees Ozcare operating 14 aged care facilities throughout the state. I am pleased to report that all facilities maintained full accreditation throughout the year, and we remain genuine in our mission to support our most

vulnerable older Australians, with approximately 57% of residents being in receipt of a pension.

In community, we achieved our highest number of Home Care Packages to date and we are focused on being a provider of choice in this space through continuous improvement. I am happy to report our number of NDIS participants also grew; this area continues to be a focal point for Ozcare.

OUTLOOK

We remain committed to serving our clients with the highest level of professional, compassionate care. We are focused on individual needs and how

we can best support our clients to continue to discover meaning and purpose in their lives.

Ozcare will continue our path of growth and expansion as new opportunities arise. Our strong financial position affords us the ability to continue to invest in new projects to directly benefit Queensland communities.

THANK YOU

To our wonderful clients and families, thank you for your loyalty to Ozcare, it is our privilege to serve you. To our invaluable staff and volunteers, thank you for your

ongoing hard work and dedication to making Ozcare feel like home. To my supportive leadership team, thank you for your vision and commitment, and finally, to our board, thank you for your continued guidance and governance of our great organisation.

Anthony Godfrey
Chief Executive Officer

CEO'S *report.*



SPIRITUAL reflection.



Written by Sr Mel Dwyer FdCC

State Spiritual Advisor, St Vincent de Paul Society Queensland & State Spiritual Advisor, Ozcare

Being new to Ozcare, I have been learning recently about what makes us unique in delivering quality aged care for thousands across Queensland.

I was struck by the simplicity of our message, 'Ozcare feels like home'. It left me to reflect, how do we ensure that the services we provide for those in need truly feel like home? How do we ensure that the physical structures we provide for people are not just houses, but really homes; places where people are nurtured and supported and feel valued more than just having a roof over their heads.

Blessed Frederic Ozanam, founder of the St Vincent de Paul Society, was always seeking to explore new ways to respond to the needs of the times. He was passionate about searching for solutions to the causes of people's poverty.

This is one of the reasons why the mission of the St Vincent de Paul Society aligns so beautifully with that of Ozcare. We carry on the mission of Frederic Ozanam who sought to alleviate people's poverty not just with short term efforts but committed to lasting improvement of their lives. All those who serve under the Ozcare banner have a willingness to do things with heart, carrying on the mission of providing a hand up to people in need.

Opening of Ozcare Toowoomba



“THE BEST WAY TO CHANGE THE WORLD IS TO STOP TRYING TO CHANGE OTHERS, BUT TO TRY TO CHANGE OURSELVES”

- POPE FRANCIS, DECEMBER 2019

3,107
employees



290
YEARS' OF
SERVICE
ACHIEVEMENTS

235
volunteers

14
AGED CARE
FACILITIES

1,864
Bed Licenses



57.3%
Concessional
Ratio

9,150
CHSP Clients

A snapshot.

333
day respite
centre clients

2
Retirement
villages



1
Retirement
Village Under
Construction

114
RETIREMENT
LIVING UNITS

1,917
HOME CARE
PACKAGES

FEELS LIKE HOME

When you're here with me.
All my worries they disappear.
Now the future is very clear.
I'm never alone.
And it always feels like home.
Feels like home.
Ozcare feels like home.

Ozcare's
very own
jingle

63,017
Enquiries to
1800 Ozcare

1,286
NDIS Clients

845
QCSS
CLIENTS



Anna & Gerald, Ozanam Villa Clontarf

"I can't crow enough about the place! The little bits and pieces going on all the time. The care is wonderful; the nurses are phenomenal - they go out of their way and the physiotherapy here is exceptional - they've got me up and doing things I haven't been able to do for 5 years. Dad loved the place; he was well looked after and that's why I wanted to come here. It feels like home."

- Gerald, Client at Ozanam Villa Clontarf



AGED CARE *Facilities.*

- ✓ Registered Nurses always on duty
- ✓ 24 hour permanent, respite & secure dementia care
- ✓ Family atmosphere
- ✓ Fresh, nutritious meals
- ✓ Full social calendar
- ✓ 57.3% residents fully or part concessional
- ✓ Maintained full accreditation in 2019/20

Over 2,200 residents enjoyed aged care living with Ozcare this year. Our wonderful staff and volunteers across 14 facilities work really hard to create living environments that make our residents feel safe, relaxed and at home.

It can be a lot of work, but there are so many moments that make us realise that we are on the right track.

For example, a resident at Ozcare Malanda who never stops, who has dementia and other challenging behaviours, but the setting we provide is making him feel comfortable enough to come and have his morning tea, grab the paper and relax as if he was sitting at home.





We love moments like this! Ozcare isn't just living in an aged care facility, it's "home."



NEW MACKAY FACILITY

DOORS OPENED JULY '20

Located just 5km from the city centre, Ozcare Mackay offers a first-class, 120-bed facility that is only moments away from Mackay Base Hospital. With sweeping views of neighbouring cane fields and cool sea breezes, this state-of-the art facility is somewhere we know residents will be proud to call home.

-  **Single ensuited rooms with private balconies**
-  **Cinema**
-  **Extra-large suites**
-  **Hairdressing salon**
-  **Two secure dementia care wings (18 beds each)**
-  **Coffee shop with children's playground**
-  **Prayer room**
-  **Bocce & giant chess set**



“One word “WOW”, I went for walk through today and was overwhelmed by it’s beautiful decor, facilities and the staff I was able to meet. It’s a wonderful credit to the work Ozcare do in the community, residents will love this facility - it has everything!”

- Daughter of Potential Resident

“

“MY MUM AT 94 LOVES BEING A RESIDENT AT THE NEW OZCARE AGED CARE HOME. I COULDN'T ASK FOR ANYTHING MORE. THE STAFF ARE ALL VERY CARING, LOTS OF ACTIVITIES FOR THE ELDERLY AND THE FOOD IS DELICIOUS. GOD BLESS TO ALL.”

- HEATHER, DAUGHTER OF RESIDENT



VISION FOR AGED LIVING AT OZCARE MACKAY

Written by Facility Manager, Anne Crowley

I am excited to be moving into the aged care sector at such an exciting and challenging time – the Royal Commission, the new Aged Care Standards, the COVID-19 pandemic, and a state-of-the art, new facility to commission!

Recruiting and onboarding a kind, caring, inclusive workforce, and witnessing the genuine love and care for our community elders has been a joy. I am loving welcoming our residents to their new home and I am keen to ensure they receive excellent care from our forming team in a nurturing, friendly environment.



SPOTLIGHT ON OUR AGED CARE FACILITIES IMPACTS OF COVID-19

COVID-19 has placed immense pressure on our aged care facilities this year. It has been heart-breaking to witness the critical COVID-19 situation unfold in Victoria and the impact it has had on people living and working in residential aged care.

To ensure we protect the people living in our care, we have had to implement strict visitor restrictions, make changes to activity programs and plan ahead for a potential COVID-19 outbreak.

We understand that in a time of crisis one of the most important things we can do is keep up communication with our residents and their loved ones. Our facilities have done a wonderful job of keeping everyone informed in an unprecedented world where change is occurring daily.

WINNER - INFORMATION TECHNOLOGY IN AGED CARE AWARDS 2020

This year Ozcare took out the category for 'Best workforce efficiency or quality improvement solution' in the Information Technology in Aged Care (ITAC) Awards 2020 for our Ozcare Autonomous Mobile Robot Implementation at Hervey Bay Aged Care Facility.

Our Hervey Bay aged care facility opened almost three years ago, the 154 bed facility has three robots and 150 staff working under around 3,000m² of roof. It's a large facility by any standard, more like a resort, with three floors, 11 wings and 11 dining rooms within those wings.

The reality of working in a vast space like this means a lot of push and pull stress on the body of our staff. The robots alleviate this impact on our staff, freeing them up so they can spend significantly more time with our residents. The robots have helped us achieve our goal of keeping staff in wings looking after our core business, which is making sure our residents live meaningful lives.



"MY GREAT GRANDIES
COME HERE AND ALWAYS ASK,
"WHERE ARE THE ROBOTS TODAY
NANA?" THEY THINK
IT'S WONDERFUL!"

- RESIDENT



"I WISH TO CONGRATULATE OZCARE
FOR HAVING
STRUCK A SAFE AND REASONABLE
BALANCE OF MEASURES TO
MONITOR VISITORS
INTO THEIR FACILITIES."

- FAMILY MEMBER



"WE KNOW THIS IS TOUGH, AND WE
KNOW WE'VE GOT TO DO THINGS
THAT WE DON'T LIKE, BUT THANK
YOU FOR EVERYTHING YOU'RE
DOING TO KEEP EVERYBODY SAFE
AND THAT'S MOST IMPORTANT."

- FAMILY MEMBER



"I know mum feels at home. Throughout this pandemic she remains completely informed and understands exactly what is happening. This is the level of respect residents have enjoyed. You have also personally kept us informed and again, we draw comfort in knowing that you and Ozcare are doing everything you can to protect mum."

- Family member

SUPPORTING RESIDENTS' WELL-BEING

In June, the Aged Care Quality and Safety Commission sat down with our Head of Aged Care, Lanna Ramsay, to write an article for their national newsletter about what we are doing at Ozcare to keep our residents engaged and connected during visitor restrictions.

Lanna shared that our Lifestyle and Leisure teams have had to think very laterally and creatively to come up with ways to engage with our residents and spark their curiosity so they can continue to enjoy investigating and learning new things.

"Being unable to do large group activities has seen our facilities engaging in activities in smaller groups. Large group barbeques have become small picnics in our outdoor areas, walking groups are now in the grounds of our facilities. Some of our residents have even painted murals of the beach in our outdoor areas so we can still have fish and chips by the beach!"

We have started bird watching groups, something we hadn't done before. This has also become a point of discussion for residents, if we don't know the species of bird we take a picture and look it up, so when we see it tomorrow we can identify

what it is and where it comes from – it's been very educational.

We've always had gardening groups; however, these have taken off in earnest and it's rewarding to see the fruits of our labour go into the kitchen to help make our meals.

We've also focused on the importance of handwashing by creating "fun hand washing". We wash our hands while singing our favourite songs. Quizzes have become more competitive and we've all mastered Zoom for connecting with our entertainers and loved ones.

While we've desperately missed our little people visiting in our intergenerational group activities, we've had a lot of fun writing to them via pen pal activities and even using technology like email and video calls to stay in touch.

All of our employees have done a fantastic job in what is a tough time for the industry. They willingly come to work and give everything to ensure our clients are well cared for and, importantly, kept safe. We are very proud of them all and very proud to be a part of this great service to the elders of the nation."



WELCOME TO DE PAUL VILLA



The legacy of renowned Gold Coast clergyman Father Keith Turnbull is set to continue following the successful transfer of ownership of De Paul Aged Care Facility and De Paul Manor Estate to Ozcare.

Ozcare is now overseeing all residential care services enjoyed by generations of local families after taking ownership in July 2020 from Southport Catholic Parish.

The shift in ownership extends a legacy of care started by the late Father Turnbull, who also helped establish Ozcare as its founding chairman in 1996.

Father Turnbull's work was visionary. He had a special affection for Southport, where he helped develop the parish in his years there and his positive impact on the Gold Coast is still remembered today.

The revered priest's vision for care is echoed across the Gold Coast – Ozcare's Keith Turnbull Place Aged Care Facility at Labrador and Keith Turnbull Drive, home to Aquinas College, are both named in his honour.

Fr Turnbull ties Ozcare and Southport Catholic Parish together and we are honoured to build on this relationship in memory of Fr Turnbull and his devotion to helping others by upholding the reputation of excellence held by the parish's aged care ministry and seniors living.

COMMUNITY *care.*

HOME CARE PACKAGES

“Ozcare are brilliant! We had another provider in Brisbane, and they were very unhelpful when mum transferred to the Sunshine Coast so we went with Ozcare. I love them and I can’t speak more highly of them because I’ve seen the other side. Ozcare are always so professional and accommodating.”

– Kay, Daughter of Maude, Home Care Package Client

Our 17 community care branches across the state support our older Australians and people living with a disability to live independently, safe and well in their own homes for as long as they can.

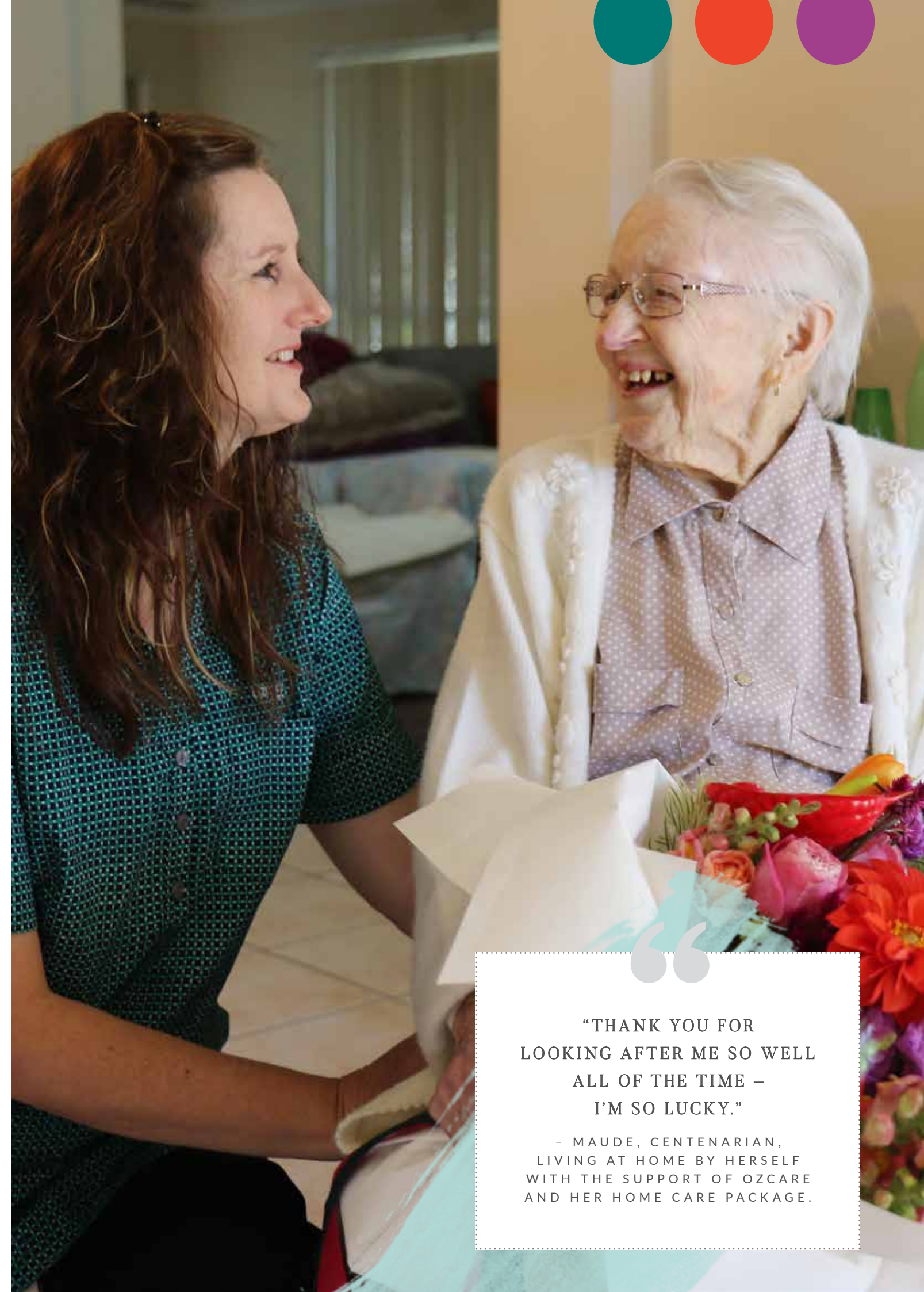
In every major regional centre in Queensland, you’ll see our Ozcare cars out and about in local communities, transporting our carers, nurses, dementia advisors, allied health professionals and case managers to the homes of our clients to deliver much needed care and support. Our cars also provide transport for clients to run errands, attend appointments and enjoy social outings.

Our staff are known for their professionalism, and the individual care and attention they bestow on our clients. They are dedicated to getting to know the people they care for, their background, family, likes and dislikes so that they can deliver person-centred care.

- ✓ Wide range of services
- ✓ Qualified and experienced carers
- ✓ Staff certified in CPR & First Aid & vaccinated against Influenza
- ✓ Clients enjoy regular carers who go the extra mile
- ✓ Specialist dementia support available
- ✓ Registered NDIS provider
- ✓ 24 Years’ Experience



Maude & Kamala, Ozcare Sunshine Coast



“THANK YOU FOR
LOOKING AFTER ME SO WELL
ALL OF THE TIME –
I’M SO LUCKY.”

– MAUDE, CENTENARIAN,
LIVING AT HOME BY HERSELF
WITH THE SUPPORT OF OZCARE
AND HER HOME CARE PACKAGE.



Jeff & Melanie, Ozcare North Lakes

DID YOU KNOW?
Our Nurse Immunisers delivered 43,000 immunisations this year to help students, workplaces and Ozcare staff stay protected, healthy and well.

NURSING



“I RANG AROUND 3 OR 4 DIFFERENT PLACES AND, ON THE PHONE, OZCARE WAS AWESOME. THEY’RE VERY, VERY PROFESSIONAL. IT IS NOT JUST A JOB TO THEM, THERE’S MORE COMPASSION THERE. I WAS TAUGHT EARLY IN LIFE TO NOT ONLY APPRECIATE GOOD SERVICE BUT TO THANK THE INDIVIDUAL. THERE IS NEVER ENOUGH SAID PUBLICLY. FROM DAY ONE MELANIE HAS SIMPLY SHOWN ME HOW METICULOUS, EMPATHETIC, AND COMPASSIONATE SHE IS AS A NURSE”

- JEFF, CLIENT, SEES NURSE MELANIE REGULARLY FOR HIS CLINICAL NEEDS

SPOTLIGHT ON OUR COMMUNITY CARE TEAMS

IMPACTS OF COVID-19

Our amazing teams around the state have overcome a whole lot of anxiety in the face of the pandemic and pushed through to continue to deliver much needed services to our clients.

When everyone else was staying at home and no-one knew how effective we would be as a nation at containing the virus, our frontline staff put the health and safety of our clients before their own, venturing out and continuing to provide services into the homes of nearly 13,000 clients, which in many instances is life-giving.

An example of this life-giving support is a carer noticing a lump on her client's breast during a personal care service and encouraging her to get it checked, which resulted in a mastectomy two weeks later.

While this is just one example of a potentially life-saving act of caring, often our support is shown in lots of little ways during service delivery; a friendly greeting, warm smiles, an attentive eye to notice when something needs doing and a curious mind that gets to know our clients to be able to better tailor our services, and this can add up to making a big difference in our clients' lives.



Michelle, Pam & Jake, Ozcare Gold Coast



ALLIED HEALTH

“IT’S JUST FANTASTIC! I HAD NO IDEA ABOUT WHAT WAS AVAILABLE UNTIL I MET JAKE. MORE PEOPLE NEED TO KNOW ABOUT IT. I DON’T KNOW HOW I WOULD SURVIVE WITHOUT OZCARE.”

- PAM, HOME CARE PACKAGE CLIENT.



“I have been Pam’s OT for a number of years now and her goal in the early stages of my interventions was to maintain her independence in all areas of life. To do this, her Home Care Package was able to provide a powerchair and powerchair car boot hoist to enable Pam to safely access the community independently.

Over the years Pam’s goals have shifted to ensure her safety is maintained. To do this, Pam was prescribed a lift chair and adjustable bed and table to ensure her sit-to-stand transfers were

safe whilst also maintaining her comfort and support when resting. To ensure Pam’s safety and independence around the home we have also installed ramps, a washing machine raiser and fixed a very outdated outdoor stairwell. Pam’s physiotherapist, Michelle, has also recently provided Pam with a new lightweight walker and a customised home exercise program. Long term, together we will work to ensure Pam stays safe at home and is supported to fulfill this goal by Ozcare and her Home Care Package.”

- Jake, Occupational Therapist.



Ken & Michael, Ozcare Ipswich

NDIS

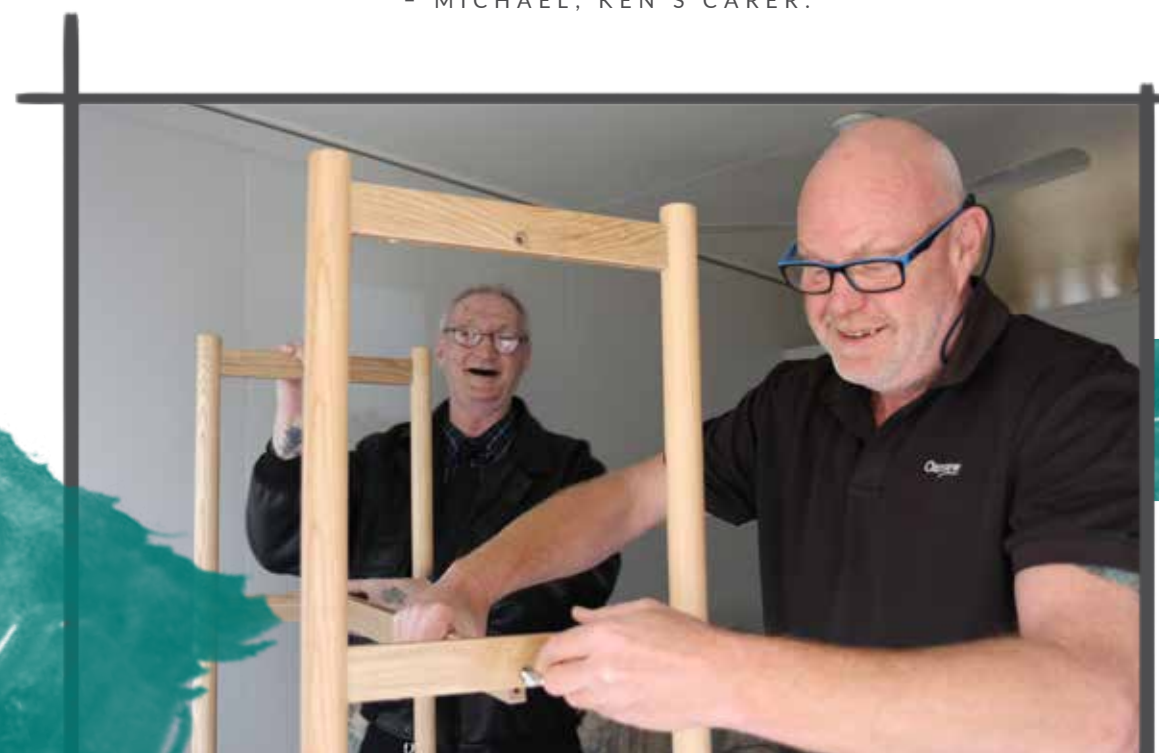
“I LOVE IT, THEY’RE LIKE FAMILY. MY GOAL IS TO BE TOTALLY INDEPENDENT BUT THAT WOULD BE SAD BECAUSE THEN I WOULDN’T GET TO SEE THESE GUYS.”

- KEN, NDIS PARTICIPANT WHO IS REDISCOVERING HIS INDEPENDENCE SINCE JOINING OZCARE 3 MONTHS AGO.



“KEN WAS A BIT LOST WHEN I FIRST MET HIM, LIVING ON NOODLES AND FROZEN MEALS AND SUFFERING FROM MALNUTRITION. WE’VE TAUGHT HIM A LOT; HEALTHY EATING, COOKING SKILLS, BUDGETING AND HOW TO TAKE CARE OF HIMSELF AND HIS UNIT, HE JUST NEEDED THE RIGHT SUPPORT. KEN’S GOT A GREAT ATTITUDE; IT STARTS WITH THE PERSON – THEY NEED TO WANT TO CHANGE.”

- MICHAEL, KEN’S CARER.



GENEROSITY HELPING US HELP OTHERS

We have lots of very generous supporters and we believe it is important to share how 100% of donations to Ozcare go toward the specified service. Here is the story of how one kind donation to our Assistance with Care and Housing (ACH) program has helped turn a life around.

Ms H, an 81 year old Samoan female, was living temporarily with extended family in the outer suburbs of Brisbane after leaving New South Wales to escape an unkind past that included incidents of racism, sexism in the workplace and domestic violence.

Her own family was at capacity in their private rental and by accommodating Ms H, they were jeopardising their continued security of tenure. Sadly, this was causing some tension in the family dynamic. Our ACH Coordinator advocated on behalf of Ms H with the Department of Housing and was successful in obtaining an offer of a social housing unit for her.

Unfortunately, Ms H did not have any furniture to move in with and we were able to use part of this donation to buy a fridge and a washing machine for Ms H. These items are difficult to source from charities but essential for a successful move into new accommodation.

On a follow-up visit with Ms H, she had tears of joy for the support of everyone involved. Words cannot convey the significant difference that we have been able to make in Ms H’s journey with the help of a very generous supporter.



MAKING A DIFFERENCE

SOCIAL SUPPORT PROGRAM PROVIDES LIFELINE FOR PEOPLE LIVING WITH A DISABILITY

Ozcare is very fortunate to be able to offer a very special program to NDIS participants living in Ipswich.

Since inauguration in 2004, the Mozart program has helped hundreds of people to connect with others in the community by accessing a diverse range of peer driven activities, including bingo, musical drama sessions, games days and social outings across south-east Queensland.

It's a unique program in that there's nothing else like it in the region; it creates relationships that ordinarily wouldn't happen and gives people the chance to try things they wouldn't usually do.

This vital program has helped lift the spirits of people living with a disability in the Ipswich region during the COVID-19 crisis. "It is an extension of my family," said Mozart participant Amanda, who attended social art workshops during the pandemic.



“

“THE MAIN THING I LIKE ABOUT COMING HERE IS YOU CAN BE YOURSELF. FOR SOME PEOPLE THIS IS ALL THEY HAVE, AND THIS IS WHY THEY WAKE UP IN THE MORNING. WE ALL GET ALONG HERE, AND I HAVE LOTS OF FRIENDS.”

- SUSAN, MOZART PARTICIPANT.



“

“I LIKE IT – IT GETS ME OUT OF THE HOUSE AND IT'S FUN. I LOVE EVERYTHING WE DO HERE.”

- BETH, MOZART CLIENT

“It has been a lifeline for some and especially those people who don't have access to their own transport. We have a bus to pick them up, it is affordable and provides people on the NDIS with the opportunity to take part in an activity they may be unable to do without assistance.”

- Andrew, Mozart Coordinator



QCSS

DID YOU KNOW?

We support over 845 people under 65 living with a disability, chronic illness, mental health or other condition who are not eligible for NDIS with the Queensland Community Support Scheme.

DEMENTIA ADVISORY AND SUPPORT SERVICES

A LITTLE SUPPORT MAKES A LOT OF DIFFERENCE

Written by Karen Constant, State Coordinator - Dementia Services

In our work as Dementia Advisors, no two days are the same. We receive referrals via My Aged Care and spend our time visiting people living in the community who have a diagnosis of dementia or who are experiencing difficulties with their cognition. We tailor support plans specific to their needs and assist them to meet their support goals.

For one person we might help them with seeking a diagnosis. Some people know something's wrong, but they just need some support to point them in the right direction. We may even go with them to see the doctor or to the memory clinic to get a diagnosis. Someone else might just need some help with My Aged Care and navigating the system.

For others, we help them to set up the appropriate social activities so that they can stay engaged and involved in the community.

The best part of our job is seeing people get the support that they need because we can create such an individualised plan for them. Our advisors love seeing an improvement in someone's life based on the support and education that we're able to offer them and their family.

While it has been a challenging year for everyone in our community, we have experienced many positive outcomes for our clients during the pandemic, including:

- Families working from home having more time to spend with each other
- There has been less rushing, more sitting and enjoying the view
- We've all discovered Zoom and this has been a great way for clients to connect with family and friends

- Places like museums and zoos have put virtual tours online for everyone to enjoy
- There has been more time for projects and learning new skills. One of our clients has started knitting teddy bears, another took up diamond painting, one couple has given their garden a makeover and a carer has re-discovered her love for sewing and craft while making cloth masks for family and friends

People are just amazing if you give them the opportunity to get outside of the situation that they're in. You can often lead people to the right solution, you've just got to support them to get there.

“

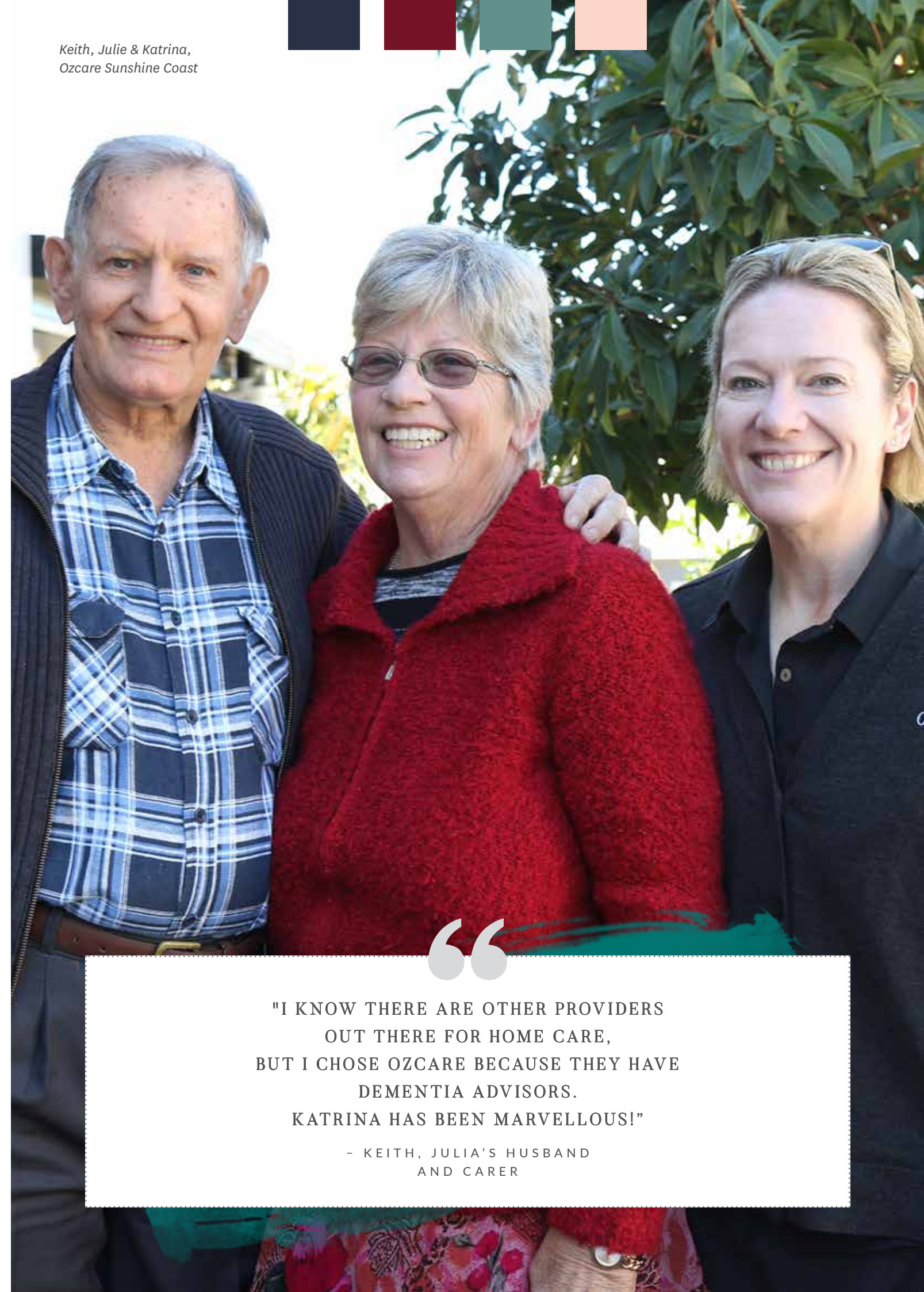
“A LOT OF IT HAS BEEN ABOUT PROVIDING SUPPORT - KEITH HAS BEEN ABLE TO ASK ME QUESTIONS AND I DON'T GIVE HIM THE ANSWER, BUT I SUPPORT HIM TO MAKE AN INFORMED DECISION - JUST BEING A FRIEND REALLY.”

- KATRINA,
DEMENTIA ADVISOR
AT OZCARE SUNSHINE COAST

“

"I KNOW THERE ARE OTHER PROVIDERS OUT THERE FOR HOME CARE, BUT I CHOSE OZCARE BECAUSE THEY HAVE DEMENTIA ADVISORS. KATRINA HAS BEEN MARVELLOUS!"

- KEITH, JULIA'S HUSBAND
AND CARER



DAY RESPITE *centres.*

We have 333 clients who look forward to attending our day respite centres, it is in many cases, the highlight of their week. Our centres are warm, welcoming spaces for older people and NDIS participants to come and enjoy a social day out of the house.

We aim to give our clients a purpose relating to things they enjoy, whether it's helping prepare things for festivities, contributing to an art project, tending to the garden or learning new things via technology.

- ✓ Social & recreational activities
- ✓ Fresh, delicious meals
- ✓ Bus transport to and from centres
- ✓ Warm, inclusive environment
- ✓ Extended hours for people living with dementia*

*Available at Burleigh Heads, Clontarf & Townsville

“

“I LOVE COMING HERE
BECAUSE I AM WELL SERVED
AND ATTENDED
TO MY NEEDS.”

- MARIA, CLIENT

“Maria speaks Spanish and doesn't understand very much English. Maria's been coming to St Catherine's since 2016 and I've learnt Spanish since meeting Maria. We also use flashcards and an app on our phones to translate so we can communicate with Maria. We are here to cater for our client's needs and we do a very good job catering for our multi-cultural clients. Maria has a very good sense

of humour and her mind is still very sharp. She loves craft activities, so I try to give her projects that challenge her. We play bilingual bingo and Maria's happy because the staff are learning Spanish. When we have birthdays in the centre, Maria sings Happy Birthday in Spanish over the microphone and it makes them feel so special - you won't find a warmer place.”

- Therese, Activities Officer

“I THINK IT'S FABULOUS - LIKE A SECOND FAMILY. MUM WAS VERY ANXIOUS ABOUT COMING HERE, BEFORE ST CATHERINE'S SHE ATTENDED A SPANISH GROUP AT WOOLLOONGABBA, BUT IT WAS TOO FAR AWAY. IT TOOK A WHILE TO CONVINCHE HER BUT SINCE SHE'S BEEN COMING, SHE LOVES IT. SHE REALLY MISSED NOT BEING ABLE TO ATTEND THE CENTRE DURING COVID, ESPECIALLY THE HUGS.”

- ELENA, DAUGHTER OF MARIA, ST CATHERINE'S CLIENT.

Maria & Therese,
St Catherine's Day
Respite Centre



SPOTLIGHT ON OUR DAY RESPITE CENTRES

IMPACTS OF COVID-19

The first half of 2020 has certainly challenged our day respite centre offering. Imposed restrictions by the Australian Government to safeguard senior Australians has meant that the majority of our day respite centre client base has been unable to attend.

For some of our clients, our day respite centres are their only form of social contact and it is critical that we were able to restart these services. As we know, loneliness for the elderly is a real problem, including a health concern.

During this time we were still able to facilitate our programs specifically run for our younger NDIS participants and QCSS clients. Our centres were challenged to think of how in these unusual times, they can provide an extraordinary service.

Our centres stepped up and not only embraced the change they also played an active role in the

solution by being flexible and innovative. They came up with new ways to continue to support and connect with our clients, particularly those who could no longer attend.

With the help of our younger clients, personalised activity packs were made up and sent to the homes of our older clients. We called clients on the days they would normally attend, checking in, sharing news and engaging in conversation. Some of our staff even went to clients' homes to provide in-home respite for those with working carers.

The real silver living in the cloud of COVID-19 has been that we have had the opportunity to get to know our clients so much better and really understand their strengths. We look forward to building on these strengths in the future.





RETIREMENT *villages.*

Our retirement village portfolio has experienced a year of expansion. We embarked on the construction of Reflections on the Bay, our first-ever retirement village development in Hervey Bay. We received Development Approval for an extension to Currimundi Gardens on the Sunshine Coast, and we purchased De Paul Manor Estate on the Gold Coast.



A new vision for retirement living in Hervey Bay

-  Up to 132 residences across 6 stages
-  Co-located with award-winning Ozcare Hervey Bay Aged Care Facility

-  Opening early 2021
-  State-of-the-art clubhouse at the heart of the village

Imagine. Discover. Belong

A Sanctuary to Immerse & Unfold



An intimate retirement village of 37 units on the Sunshine Coast



Set amongst beautifully manicured gardens in peaceful surrounds



Social activities and village bus



A small, friendly community that looks out for one another



Co-located with Ozcare Caroline Chisholm Aged Care Facility



Stage 2 – State of the art clubhouse & 15 units under construction in 2021



Leanne Sellwood, Care Assistant at Ozcare Sunshine Coast and winner of Ozheart Spring 2019

OUR people.

At the heart of what Ozcare is about, is our people, our amazing staff and volunteers who continually inspire us daily with their warmth, professionalism and drive to really make our clients feel special.

We are fortunate to have the best employees in the industry work at Ozcare, and these employees are supported by our invaluable volunteers.

There's a real family feel at Ozcare. This is because our people genuinely care about our clients, treating them with the same level of respect and compassion as they would their own families. This is what makes a difference, and this is what prompts the hundreds of compliments we receive each quarter from our clients and their families expressing their heartfelt gratitude for our staff and services.

To our wonderful employees and volunteers, thank you for working at Ozcare.

Living, Caring, Belonging



Boutique retirement living in the heart of the Gold Coast



Resort-style living in 79 spacious apartments



Supportive Parish Community



Five-star Residents' Retreat



Co-located with Ozcare De Paul Villa Aged Care Facility



Sheree Jesse (middle), Care Assistant at Ozcare Malanda and winner of Ozheart Summer 2019

LEADERSHIP *Team.*



Above: Front Row (L to R) Sarah Chapman, Group Manager Brand & Communications, Damian Foley, Chief Operating Officer, Dinuke Christie-David, Chief Financial Officer, Joel Reading, Group Manager Risk & Compliance, Russell Young, Group Manager Construction & Property.

Back Row (L to R) Russell Brighthouse, Head of Community Care, Brett Warhurst, Group Manager People, Anthony Godfrey (Chief Executive Officer), Lanna Ramsay, Head of Aged Care, John Scurr, Head of Information Technology.

“WE BELIEVE IN WORKING TOGETHER TO ENCOURAGE, INSPIRE AND EMPOWER OUR MANAGERS AND TEAMS TO ENABLE THEIR SUCCESS.”

BOARD OF *Directors.*



John Thomas
Chairman



June Chandler
Non-executive Director



Susan Dann
Non-executive Director



Peter Driver
Non-executive Director



Mike Gilmour
Non-executive Director
Appointed 1 Jan 2020



Declan Rooney
Non-executive Director
Appointed 1 Jan 2020



Glynis Schultz
Non-executive Director
Appointed 1 Jan 2020



Matthew Vanderbyl
Non-executive Director

OUTGOING DIRECTORS

Thank You!



Fred Gillett
Non-executive Director
Retired 29 Nov 2019



Katherine Sadler
Non-executive Director
Retired 29 Nov 2019

“

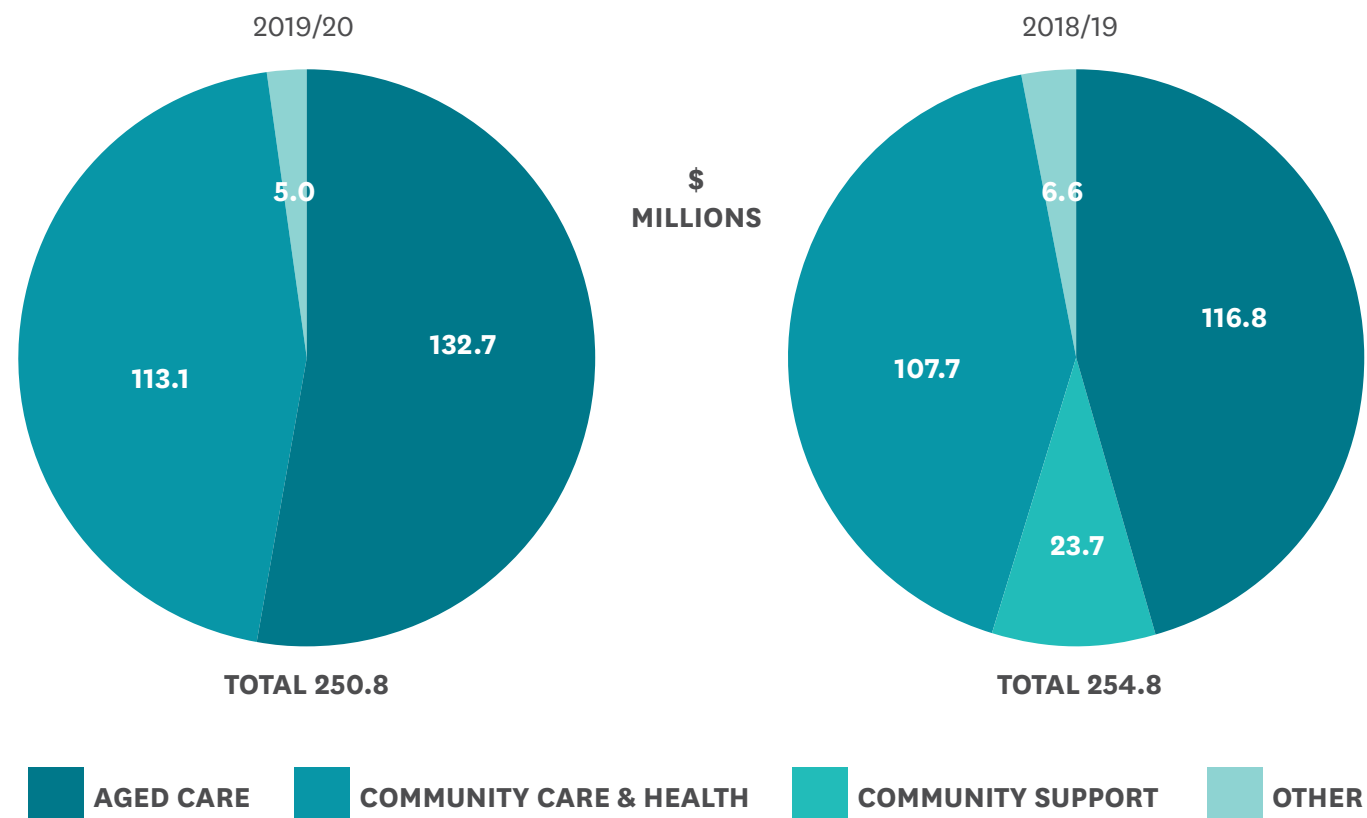
“WE ARE COMMITTED TO THE HIGHEST STANDARD OF CORPORATE GOVERNANCE TO SUPPORT OZCARE TO ACHIEVE ITS PURPOSE.”

FINANCIAL *overview.*

RESULTS OF OUR EFFORTS



REVENUE BY SERVICES



INCOME	\$ MILLIONS	
	2019/20	2018/19
Government Subsidies	158.8	165.2
Fees from Residents & Clients	77.4	75.3
Accommodation Income	8.4	6.1
Other Income	1.7	4.9
Financing Income	4.5	3.3
TOTAL	250.8	254.8

EXPENDITURE	\$ MILLIONS	
	2019/20	2018/19
Staff Costs	167.1	175.3
Property Expenses	13.2	14.2
Catering & Housekeeping Expenses	15.0	14.1
Other Expenses	44.2	41.0
TOTAL	239.5	244.6

WHAT DO WE OWN	\$ MILLIONS	
	2019/20	2018/19
Property Plant & Equipment	397.6	376.6
Investment & Cash	143.4	134.6
Debtors & Other Assets	8.7	5.7
TOTAL	549.7	516.9

WHAT DO WE OWE	\$ MILLIONS	
	2019/20	2018/19
Resident Bonds & Residents Loans	140.4	121.7
Leave & other Provisions	26.2	25.5
Creditors & Other Liabilities	58.3	53.1
TOTAL	224.9	200.3

THANK *you.*

From us to you – thank you for helping us help others!

It's our privilege to care for those who need it the most and our work would not be possible without the wonderful support of federal and state government funding and the kindness and generosity of individuals, community groups and corporates.

“THIS YEAR WE HELPED OVER 30,000 PEOPLE*”

*INCLUDES CLIENTS WHO WERE DISCHARGED FROM OUR SERVICES IN 19/20

We are committed to ensuring that 100% of every donation and bequest Ozcare receives goes directly to the service specified, we are proud to say there are no administration charges.

QUALITY STATEMENT

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015).

FUNDING ACKNOWLEDGEMENTS

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

Australian Government

- Department of Health
- Department of Social Services
- Department of Veteran Affairs

Queensland Government

- Department of Communities, Disability Services & Seniors
- Queensland Health

Right: Norma, Resident at our Toowoomba Aged Care Facility with her daughter, also one of our invaluable volunteers, Marion.



**FEELS
LIKE HOME**

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f: (07) 3028 9199

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ABN: 58 072 422 925

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015)



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**