



Annual Report 2002/03

**CATHOLIC
HOMES**
FOR THE ELDERLY INC





Our *Vision*

That the services provided by Catholic Homes for the Elderly are regarded, within the aged care sector and the general community, as being affordable, responsive, client focussed, innovative, of good quality and operationally excellent.

Our *Mission*

Based on Christian values, to provide an integrated and accessible range of accommodation and care services on behalf of the Catholic Archdiocese of Melbourne for older and/or disabled Victorians.

Our *Values*

We maintain and develop a dimension to caring which emphasises the dignity of every person in the sight of God and a respect for life that promotes equity and justice in society.

We view service as holistic, caring for the physical, emotional, social and spiritual needs of people.

We encourage personal independence in every day life and respect each person's right to privacy, dignity and individual decision making.

We are concerned for the individual welfare and development of all staff.

We promote leadership and teamwork within the organisation.

We recognise the important role of volunteers.

We recognise that all people involved have a contribution to make in order to realise the shared vision.

We recognise that residents and staff have the right to expect a safe living and working environment and freedom from all discrimination.

We are committed to protecting the long-term financial viability of Catholic Homes for the benefit and security of existing and future residents and for the community.

Archbishop's *Message*



So much of what we hear on the radio and read in the newspapers today tends to focus on the negative. The aged care sector seems to cop more than its fair share of this negative publicity. Good news stories, of which I know there are very many, don't seem to be deemed worthy or interesting enough to warrant broad promotion. In this context I see it as an opportunity and a privilege to endorse the positive and largely unrecognised work of Catholic Homes for the Elderly. As an important agency of the Melbourne Archdiocese, Catholic Homes has been quietly providing services to older people over a period of forty-three years. These services include units, hostels and nursing homes located right across the metropolitan area. The 2002/03 year has seen this particular ministry continue to improve and grow.

As a testament to the quality of services provided to residents, five residential care facilities were re-accredited for a further three years after successfully passing all forty-four standards. The quality of the buildings was evidenced by the high scores obtained in certification assessments.

Reflective of the long-term commitment of the Church to looking after older people in our society, Catholic Homes devoted considerable resources to planning and implementing improvements to the properties it manages. External renovations and upgrading of two more blocks of independent living units were completed or commenced. This brings to sixteen the number of blocks that have been renovated over the last six years. Work also commenced on the demolition and rebuilding of St Catherine's Hostel in Balwyn.

Looking after people must include those who provide the care on a daily basis. The high priority given to the health and safety of staff and residents over the last few years has seen a

measurable reduction in injuries and consequently in WorkCover costs. Catholic Homes enthusiastically embraced enterprise bargaining with its staff and was able to offer improvements in conditions and salaries.

To meet the growing demand for care from an ageing population of lay and religious, Catholic Homes advanced plans for the construction of a 120 place aged care facility on land owned by the Archdiocese in Clayton North.

These are but some of the many positive stories that characterised the work of Catholic Homes over the last year. I congratulate and thank the Board and staff for their dedication and successes and their contribution to the mission of the Church.

A handwritten signature in black ink that reads "+ Denis J. Hart". The signature is written in a cursive, flowing style.

ARCHBISHOP OF MELBOURNE

Appointed by His Grace, Denis Hart, Archbishop of Melbourne

Chairman: Mr Alan D'Arcy
Vice Chairman: Mr John Ries
Public Officer: Ms Jane Tribe



Mr Alan D'Arcy



Mr John Ries



Ms Jane Tribe

Directors:
Mr Michael Flynn
Ms Karen Hill
Dr Anne Hunt
Mr Frank Shelton
Ms Ruth Dickinson (from October 2002)
Mr Peter Cleary (to March 2003)



Mr Michael Flynn



Ms Karen Hill



Dr Anne Hunt



Mr Frank Shelton



Ms Ruth Dickinson



Mr Peter Cleary

Board of

Directors

Management - *Central Office*

Chief Executive Officer:

Mr Ross Dawson

Residential Services Manager:

Mrs Josephine Bernardi (to August 2002)
Ms Joan Donoghue (from August 2002)

Community Services Manager:

Mr Martin Sammut

Finance and Administration Manager:

Mr Valentino Marinelli

Property Manager:

Mr Joseph Drago

Human Resources Advisor:

Mrs Linda Wallace (to August 2002)
Ms Annette Rush (from September 2002)



Mr Ross Dawson



Mrs Josephine Bernardi



Ms Joan Donoghue



Mr Martin Sammut



Mr Valentino Marinelli



Mr Joseph Drago



Mrs Linda Wallace



Ms Annette Rush

Management - *Facilities*

Manager, St Catherine's Hostel and Nursing Home:

Mr Henk Stoop

Manager, St Joseph's Hostel:

Ms Karen Carey (to March 2003)
Mrs Bernadette Mills (from April 2003)

Manager, St Bernadette's Hostel and Nursing Home:

Mrs Kathryn McKenzie

Manager, Providence Hostel:

Mrs Stanika Rjazancew

Manager, John R. Hannah Hostel:

Mr Craig Baker

Manager, St Joseph's Tower:

Mrs Janice Hadgraft (from July 2002)

CATHOLIC HOMES
FOR THE ELDERLY INC



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Chairman's

Report



The residential aged care sector has continued to experience operating difficulties with regulated income increases not matching rapidly rising expenses. Catholic Homes for the Elderly as with most other residential aged care providers is grappling with the limited range of options available to remain financially viable.

The Board conducted a strategic planning workshop in February to review the role of the organisation and to consider structural and policy directions for the future. It is clear that we will have to place more emphasis on ageing in place and examine ways in which we can utilise or modify our existing structure to take advantage of available government funding. There continues to be a need to provide alternate forms of accommodation to meet the demands of the ageing population.

The Board continued with its review of existing services and moved to further improve the efficiency of the various facilities. The extension to Providence Hostel at Bacchus Marsh has improved its operation and a \$4.5 million redevelopment and expansion of St Catherine's Hostel that commenced this year will assist in improving its viability as well. The Board has also proposed further developments to increase the availability of care and accommodation for those who cannot stay in their own homes. The Archdiocese of Melbourne supported Catholic Homes in the purchase of a 7800m² site in Clayton. We plan to develop this site with a two-storey 120-place low and high care facility over the next 18 months. The Board has also just about finalised an agreement with the Sisters of Nazareth for a development on part of their site in Camberwell of a complex of resident-funded units that will compliment two adjoining Hostels and Nursing Homes.

Catholic Homes has increased its role as an Archdiocesan agency to assist Parishes and Religious Orders with professional advice and management skills for proposed developments. In June 2002 Catholic Homes assumed responsibility for the management of St Josephs Tower

Hostel on behalf of the Missionary Sisters of the Most Sacred Heart of Jesus. We also assisted a number of Parishes including Mitcham, Eltham, East Hampton and Brunswick West.

The Board has continued to receive enormous support from Ross Dawson, the Chief Executive Officer, and senior staff and I would like to put on record our appreciation of their efforts. The rate of change in the aged care sector has placed great pressure on staff and on Ross in particular as they have strived to keep the Board and the organisation abreast of the changes. The workload has been steadily increasing as aged care has become more and more regulated.

St Joseph's Tower, St Bernadette's, St Joseph's Hostel, John R Hannah Hostel and Providence Hostel attained accreditation this year. Staff enthusiasm and commitment in achieving this outcome was outstanding and their efforts are deserving of praise.

March this year saw the retirement from the Board of Peter Cleary. Peter served over eighteen years as a Director and was the immediate past Chairman of the organisation. His great contribution over such a long period has positioned Catholic Homes so that it has been able to cope with the difficult period we are currently experiencing. Thank you Peter for your outstanding efforts on behalf of the Catholic aged community.

Ruth Dickinson was appointed to the Board in October 2002 and she has been a welcome addition with her substantial background in aged care.

I would like to thank my fellow Directors for their assistance and support during the year. I trust Catholic Homes will, with the ongoing support of the Board, staff and the Catholic community, continue to grow and provide services to older people in the Melbourne Archdiocese.

Alan D'Arcy





Annual Report

Chief Executive Officer's

Report



The 1996 Australian Catholic Health Care Association Conference called for an integrated Catholic health and aged care sector in Australia. A subsequent series of consultations and specialised workshops produced surprising unanimity on the challenges and opportunities that will confront the sector in the near future. It

concluded with a consensus view that the Catholic sector must integrate. Moreover, it was agreed that this should be done creatively and with a view to providing a model for a new care continuum that would be competitive and accessible to all Australians. This became known as the Integration 2000 Initiative.

In subsequent years this Initiative called on Catholic health and aged care providers to think and act in solidarity rather than independently, to identify new opportunities for joint action or networking by providers and to consider a spectrum of possible integration options. These options included joint management, mergers of individual facilities, joint ventures and sponsorship change of existing ministry.

Catholic Health Australia is the national and ongoing product of the Integration 2000 process. The process also spawned many local initiatives. I am pleased to say that Catholic Homes for the Elderly is an active participant.

Following a proposal from the Sisters of the Sacred Heart of Jesus in late 2001, an agreement was reached for Catholic Homes to take over the operation of St Joseph's Tower Aged Care Facility in Kew from the beginning of June 2002. In return for the transfer of the business and goodwill, we agreed to provide ongoing accommodation and care for elderly Sisters.

Catholic Homes was approached jointly this year by representatives of the Mercy, Presentation and Loreto Congregations who were seeking a long-term solution to their particular aged care needs. Agreement was reached to transfer to us a total of 33 bed licences from small aged care facilities owned by these Congregations in return for the ongoing provision of care in our facilities for elderly Sisters.

For some years now we have been working with the Sisters of St Joseph of Cluny on a long-term solution to address the future of their 40-place hostel in Kew. Like the other Congregations, the Sisters have ageing members and a small stand-alone aged care facility endeavouring to survive in a difficult aged care environment. The solution that has emerged is for a new 120-place aged care facility to be constructed in Clayton North and managed by Catholic Homes to which the residents of the Sisters hostel will be able to transfer. The Sisters plan to construct a residence on adjoining land. The places at St Joseph's Tower and the places from the Presentation Sisters Windsor Hostel will also be consolidated at this new facility. Consequently this one large facility will take the place of four smaller facilities and, importantly, ensure that these places are not lost to the Catholic aged care sector.

Catholic Homes assisted in developing and now manages 8 resident-funded units on behalf of the West Brunswick Parish. We continue to manage the John R Hannah Hostel on behalf of the Parish of St John Vianney in Springvale North, a block of 16 independent living units in Middle Park on behalf of the Carmelites and a block of 9 resident-funded units for the Parish of Eltham.

These relationships are based on mutual respect and a shared commitment to the ongoing provision of affordable accommodation for and care to older people on behalf of the Catholic Church. We humbly acknowledge the confidence that has been expressed in us and look forward to continuing to participate in the integration process started nationally in 1996.

Ross Dawson



Financial *Statements*

The summary of Income & Expenditure and Balance Sheet following are extracted from the audited Financial Statements of Catholic Homes for the Elderly Inc. A full copy of the audited accounts is available for inspection at the registered office.

These statements do not include figures for John R. Hannah Hostel managed on behalf of the Parish of St John Vianney, Springvale North or Park View units managed on behalf of the Parish of Our Lady Help of Christians, Eltham.

SUMMARY OF INCOME & EXPENDITURE for the year ended 30th June, 2003

	2003 \$	2002 \$
Operating Income		
Grants & Subsidies	8,173,159	6,268,501
Resident Fees & Rent	4,498,110	3,826,087
Miscellaneous	4,150	89,573
	12,675,419	10,184,161
Operating Expenditure		
Staff Costs	9,253,772	7,503,702
Food Costs	702,451	650,514
Depreciation	678,032	654,893
Repairs & Maintenance	560,588	416,505
Abnormal Costs	1,513,094	
Other Operating Costs	2,051,255	1,700,738
	14,759,192	10,926,352
SURPLUS (DEFICIT) FROM OPERATIONS	(2,083,773)	(742,191)
Non-Operating Items		
Interest Earned	987,362	905,580
Ingoing Retentions	604,693	581,418
Capital Grants & Donations	8,500	1,150
Annual Capital Contributions	162,357	71,335
Concessional Resident Supplement	407,634	211,700
SURPLUS FROM NON-OPERATING ITEMS	2,170,546	1,771,183
NET SURPLUS FOR YEAR	86,773	1,028,992



BALANCE SHEET as at 30th June, 2003

	2003 \$	2002 \$
CURRENT ASSETS		
Cash	1,248,320	1,733,020
Receivables	469,440	545,972
Investments	12,202,294	10,616,212
Other	131,252	64,691
TOTAL CURRENT ASSETS	14,051,306	12,959,895
NON-CURRENT ASSETS		
Investments	6,215,475	4,252,686
Property, plant and equipment	43,276,882	43,126,406
TOTAL NON-CURRENT ASSETS	49,492,357	47,379,092
TOTAL ASSETS	63,543,663	60,338,987
CURRENT LIABILITIES		
Creditors and borrowings	16,483,127	13,916,701
Provisions	768,823	750,488
TOTAL CURRENT LIABILITIES	17,251,950	14,667,189
NON-CURRENT LIABILITIES		
Provisions	678,921	145,779
TOTAL NON-CURRENT LIABILITIES	678,921	145,779
TOTAL LIABILITIES	17,930,871	14,812,968
NET ASSETS	45,612,792	45,526,019
EQUITY		
General Funds	38,628,814	37,445,630
Retained surplus	6,983,978	8,080,389
TOTAL EQUITY	45,612,792	45,526,019



Annual Report

Notes on the *Year*



Residential Care *Services*

- After more than 13 years of service to Catholic Homes, Josephine Bernardi resigned from the position of Residential Services Manager in August 2002. She was succeeded by Joan Donoghue who has had a distinguished career in senior nursing positions in the acute and aged care sectors.
- To date, five facilities have attained Accreditation status. The lead-up to Accreditation saw the revision and renewal of the quality system that remains an ongoing priority for Catholic Homes. The development of an Audit Tools package and internal benchmarking of facilities is underway for Mark 3 Accreditation in 2005/2006.
- Considerable focus this year was on the recruitment and retention of staff in all facilities. This resulted in high levels of permanent staff and a major reduction in contract wages. Strategies employed to achieve this result included: the negotiation of a high number of traineeships (Div 2 RNs and Personal Care Assistants); more focused advertising; efficient management of annual leave and flexibility of rostering.
- The training and education of staff has been high on the agenda. Specific programs undertaken by staff include Occupational Health and Safety Courses, the Frontline Business Management Course (Care Managers) and Certificate IV in Workplace Training. A myriad of inservice sessions have been undertaken by staff in all classifications, to ensure that residents are cared for by staff with up-to-date knowledge and skills in their area of expertise.
- Negotiations for an Enterprise Bargaining Agreement for all staff working in residential care facilities commenced in August and were completed in December 2002. Staff were given the opportunity to consider an Agreement tailored to the specific needs of Catholic Homes as an employer and as a workplace. When parallel negotiations at State level resulted in an industry-wide Agreement, this was adopted by senior management of Catholic Homes and approved in a secret ballot by staff. The Industry Agreement allows for a 4% pay rise each year for 3 years and for paid parental leave. This Agreement is long overdue and recognises and rewards staff for their dedication in caring for aged residents.
- For the past 3 years Catholic Homes has explored the possibility of building a large new aged care facility on land owned by the Archdiocese in Clayton. After weighing the merits and costs of the proposal, the Board resolved to proceed with the design and construction of a two-storey, 120-place facility comprising 60 low care places and 60 high care places. This facility is expected to cost over \$12 million, including the purchase of the land. Agreements have been negotiated for 40 resident places to come from the Sisters of St Joseph of Cluny Hostel, 18 places from the Presentation Sisters, 5 places from the Priests Retirement Foundation and 55 places from St Joseph's Tower. It is anticipated that construction of the facility will be completed by December 2004.

- With the resignation of their Chief Executive Officer and plans eventually to relocate the residential care places to the new Clayton Aged Care Facility, the Board of Cluny Hostel in Kew invited Catholic Homes to assist with the operational management of their facility from December 2002. Management staff from Catholic Homes subsequently participated in the selection of Michelle Willison as the new Facility Manager.

St Catherine's Hostel and Nursing Home

- Following careful reassessment, the Board resolved to proceed with plans for the construction of 39 new hostel rooms and 6 serviced apartments. Tender prices were higher than anticipated. The successful tender of \$4.494 million was submitted by Cooper Morison. Work on demolition of most of the old hostel commenced in June 2003 with reconstruction due for completion in June 2004. The additional rooms will be eligible for recurrent government subsidies through the transfer of 10 places from the Mercy Sisters, 5 places from the Loreto Sisters, 3 places from St Joseph's Tower and the reactivation of currently unused places held by Catholic Homes.
- Planning started early in the year for the relocation of residents from the Hostel area to be renovated. Lengthy discussions were held with residents and relatives as well as staff. The relocation of 22 residents started in October and by the end of November 2002 all had found a new home. Consequently the facility was reduced to 45 residents, necessitating the introduction of new work rosters in consultation with staff.
- A makeover of the garden behind the Nursing Home allows residents to enjoy this enclosed piece of nature. During the summer a barbecue was held to celebrate the new garden with the majority of residents on the outside patio.
- On Melbourne Cup Day, the dining room was turned into a cinema. Pictures from the Flemington Race course were beamed onto a large projection screen, allowing residents to be part of the race, fashion show and razzamatazz of the Melbourne Cup. This try-out prompted staff to make this a permanent fixture and, with generous donations from residents and families, St Catherine's now has its own cinema. A large projection screen and DVD player, together with the VCR, television and projector make up this new cinema that is very popular and much appreciated by all.
- Christmas was celebrated in the usual fashion, with Mass followed by Christmas lunch for residents, family and staff, expertly prepared by the chef and kitchen staff.
- Preparations for an accreditation desk audit started at the beginning of 2003. Residents and staff were involved in this process, which resulted in the production of the final desk audit document. The accreditation audit is planned for August.



Henk Stoop



- Two significant safety and security improvements were completed during the year. Keypads were installed on all external doors at a cost of \$15,250 and the nurse call system was replaced at a cost of more than \$75,000.

St Joseph's Hostel

- After 7 years of dedicated service as Manager, Karen Carey resigned in March 2003 to pursue an interest in medical sales. She was subsequently replaced by Bernadette Mills who is a registered nurse with extensive experience in aged care.
- In November 2002, staff were again rewarded for their hard work when the Hostel was re-accredited for 3 years by the Aged Care Standards and Accreditation Agency.
- This year the annual resident holiday was to Port Arlington. All the residents who participated enjoyed the relaxed atmosphere of the holiday house and the scenic drives with magnificent coastal views. One resident described the holiday as a 'refreshing break from normal routine with an uplifting effect on morale and outlook'.
- Tai Chi was introduced this year at the request of residents.
- A grant from Rotary allowed the Occupational Therapist and the Physiotherapist an opportunity to run a 20-week pilot study involving strength and balance exercises in a group setting. The aim of the group was to improve the participants' functional fitness and hence enhance their independence and reduce their risk of falls. The residents taking part in this pilot have reported health benefits including improved balance, higher energy levels,



Karen Carey



Bernadette Mills

increased muscle strength and a greater sense of physical well-being.

- A Falls Prevention Committee was established, committed to the prevention of residents' falls and resulting injuries. This committee examined all risk factors relating to falls and formulated interventions for areas of risk. Other objectives of this group are to raise staff awareness of falls prevention and to manage safely residents who are at high risk of falls while preserving their independence as much as possible.
- The Lifestyle Staff embarked on a project that involves collecting the life stories of residents that capture their wisdom and wealth of experience. A dedicated group of volunteers recorded residents' life reviews. This proved to have positive outcomes for the residents concerned, as their life achievements were recognised and acknowledged.

Staff reported that additional knowledge of the resident led to greater understanding and empathy with those for whom they care. These stories will also connect generations of families by preserving memories and will ensure that family histories are passed on. The stories will be published in a book that will be on sale by the end of November 2003.

- During the year \$10,800 was spent on painting external wood and metalwork and \$19,250 on replacing the oven with a Rationale Combi-steamer in order to address hazardous manual handling problems.
- Once again dedicated volunteers have supported staff in their endeavours to provide the best possible care to residents.

John R Hannah Hostel

- The John R Hannah Hostel has been managed by Catholic Homes on behalf of the Parish of St John Vianney, Springvale North, since 1993. The current management contract expires in June 2005.
- The hostel celebrated its 15th birthday on 31st July 2002. A luncheon was enjoyed by guests including Fr John Hannah, parish representatives, residents and staff.
- The hostel was reaccredited for a further 3 years by the Aged Care Standards and Accreditation Agency.
- The residents of the hostel enjoy a high quality of care, with staff constantly updating their skills. Staff include one Registered Nurse Division 1, one Nurse Division 2, ten Personal Care Workers holding a Certificate III in Personal Care and two staff members currently undertaking further education. Catholic Homes actively encourages and supports staff education.



Craig Baker

- The hostel has 145 volunteers who serve meals to residents. A rostering system allows for two volunteers at each meal sitting. Care staff are grateful for the assistance provided by this dedicated group of volunteers. Residents also enjoy the changing faces of the many volunteers. Another 20 volunteers are involved in activities ranging from driving the bus to calling bingo and accompanying residents on outings.
- Seven residents, accompanied by staff, enjoyed another relaxing and interesting holiday at the Presentation Sisters holiday house in Balnarring.
- Every Thursday morning a group of residents travelled to Monash Aquatic and Recreational Centre for gentle exercises in the therapy pool (heated to 34°C). This was followed by the "must-have" cappuccino, before returning to the facility.
- Having purchased over the years several blocks of land adjoining the north side of the hostel, the Parish resolved to construct an extension. Catholic Homes was engaged to provide advice and assistance with this project that is expected to move to the design stage in late 2003.

St Bernadette's Hostel and Nursing Home

- St Bernadette's Aged Care Facility underwent accreditation in November 2002 and was subsequently re-accredited for a further 3 years. Staff, families and friends have continued with their strong support and are to be congratulated on St Bernadette's maintaining its high standards.
- Changes this year have seen the resignation of the Diversional Therapist and the appointment of Kerrie Forber. Kerrie has previous experience at Bodalla Nursing Home.
- There has been a high turnover of residents this year, particularly long term residents. Staff and residents sadly miss familiar faces.
- After being advised that the Parish was interested in selling the hall and land adjacent to St Bernadette's, reports were commissioned into development options that would complement and enhance the accommodation and care services provided by the aged care facility. These reports gave sufficient optimism for Catholic Homes to express an interest in purchasing the land.
- An extensive program of opportunity for work experience and community service has enhanced community links with TAFE and school students. Staff and residents enjoy the interaction with these young people.
- Following changes to the Food Act and the implementation of the Food Safety Program, St Bernadette's arranged to host trainee food auditors. These auditors performed regular audits and confirmed the high standard of food services.



Kathryn McKenzie

- Thanks go to volunteers who continue to provide considerable support to residents. Their efforts include fund raising, activity program support, spiritual support and outings for residents. Particular acknowledgement is extended to Laura Agius, Neil Forbes, Marie Irvine, Frank Maziarz, Rita Maziarz and Mary Grima.
- Extra projects undertaken this year included the formation of a Continence Committee, trial of a new hand disinfectant in conjunction with the Austin & Repatriation Medical Centre and a study on "Age Related Changes in Pain Perception in Older Maltese People".
- The common areas of the hostel were repainted before Christmas at a cost of \$16,200.

Providence Hostel

- The past 12 months proved busy and exciting for Providence Hostel. Most of the wrinkles since the opening of the new wings in 2001 have been ironed out, with the residents now proudly calling their new environment "home". Ever popular is the large lounge area where a multitude of communal activities and events occur but, according to residents, nothing can beat the on-site home-cooked meals.
- The cottages that were formerly occupied by residents are now under the management of Arbee Real Estate which co-ordinates their private rental and upkeep.
- The Hostel gained re-accreditation from the Aged Care Standards and Accreditation Agency in April 2003 thanks to the hard work of management and staff and positive input from residents. Providence continues to strive for excellence in service delivery and care and is working towards further improvement for the next round of accreditation.
- The main courtyard was turned into a farmyard as temporary fences were erected and a multitude of livestock let loose. The Farmyard Friends were very popular, with residents holding and feeding rabbits, chickens, ducks, goats and even a piglet and a calf! In a rural town, if you can't take the resident to the farm, bring the farm to the resident!
- In addition to our country atmosphere, a group of keen residents and staff began construction on a vegetable patch in the "back yard". The first crop of cherry tomatoes was abundant and, with the garden maintained by residents and staff and plans to improve the area, there are sure to be many more successful crops.
- In late 2002, Providence was pleased to host a visit by six Japanese students from Toyota City in Japan. The students delighted residents with a concert of Japanese music and an origami lesson in making paper cranes. The cranes still adorn the facility as a reminder of a wonderful day had by all.



Stanika Rjazancew

- Following the suggestion of many residents of the Hostel, a Welcoming Committee was formed. The Welcoming Committee consists of a group of residents, elected by residents, who are "buddied" with each new resident who comes to live at Providence. The Committee members provide a friendly face and help the new person to settle into the environment. The Welcoming Committee has been a success and has made the transition to residential care more comfortable.
- Also initiated by residents was the commencement of a Hostel-based kiosk. Run by residents and supported by Activities staff, the kiosk sells everything from stamps to shoelaces, lollies to soap. This has been a success and means that residents no longer have to leave the facility or have their families go to the shops for little things that they need.
- Stanika Rjzancew resigned from the position of Manager at Providence Hostel in mid 2003 to pursue other endeavours. Sophie Kerr was promoted to Acting Manager, whilst Sue Stanner assists in the Care Manager's role until the appointment of a new Manager is made. Thanks to staff and residents for their co-operation and support during this interim period.

St Joseph's Tower

- Following the resignation of Christine Delaney as Manager at the end of June 2002, Janice Hadgraft was appointed to the position. On her shoulders fell the responsibility for managing the transition from being a stand-alone aged care facility to being an important part of the broader network of Catholic Homes managed facilities.
-
- Janice Hadgraft*
- The successful achievement of 3 year's Accreditation for the Hostel and Nursing Home occurred during the last part of 2002. This was the culmination of hard work by many staff within the facility. Staff, residents and families were very happy with the outcome.
 - Francesca Williamson took up the role of Acting Care Manager for the facility during the second half of 2002, from her role as Unit Manager of the Nursing Home. After she decided to return to her former role in early 2003, Bhim Boodram was appointed to the position of Care Manager and commenced in February.
 - A number of new staff joined the facility, mostly in the care area, as part of our commitment to quality care. Kayleen Briggs was appointed to the new position of Team Leader in the Hostel.
 - A Pastoral Care Worker, Irene D'Alessandro, was appointed at the beginning of 2003 in response to resident and relative feedback. Her role is to give pastoral support to residents, their families and staff.
 - Volunteers continue to fulfil an integral role within the facility, assisting with a range of in-house activities, as well

as visiting residents on a one-to-one basis. "Vizpets" were regular visitors to the facility, maintaining the contact with animals that many residents so enjoy.

- Having reached the end of its working life, the oven in the kitchen was replaced with a new steamer-oven at a cost of \$18,500. This new combi-oven has proven useful in its ability to cook different items simultaneously.
- A major change was the integration of the facility's quality system with the quality system of Catholic Homes. As well as implementing processes, staff from St Joseph's Tower were active in organisational meetings and subcommittees.
- Due to the availability of a large meeting room situated in the original section of the facility, St Joseph's Tower was able to host a number of facility and organisational education sessions.

Community *Services*

- The Community Services Department supports resident wellbeing through the provision of safe, secure and affordable accommodation. The primary focus is to enable older people to live in environments that support and enhance their independence and lifestyle. All sites are conveniently located close to church, shops, transport, and community facilities.
- Growth in demand for this type of accommodation continues to outstrip the availability of places. Despite this shortage, Catholic Homes was able to provide 25 new residents with a home during the past year. To be eligible for the **independent living units**, applicants needed to be over the age of 60 years, be in receipt of either a pension or part-pension, have assets below \$150,000 and generally be capable of paying an Entry Contribution of up to \$25,000. On the other hand, the **resident-funded units** provide a lifetime lease with payments for a two-bedroom unit with lock up garage commencing from \$200,000 for units in Eltham to over \$300,000 for those in North Fitzroy.
- Catholic Homes provides unit accommodation to 377 residents. Currently there are 305 female and 72 male residents with an average age of approximately 78 years. Internal statistics show that a resident's average length of stay in units is 12 years from the agreed date of entry. This average is on the increase and reflects a number of social, political and health related policy changes. There is no doubt that government strategies designed to enable people to stay at home as long as possible and consequently delaying their entry into residential facilities are having an enormous impact on the demand and availability of appropriate housing, home and community care services.
- External upgrade work at the Elizabeth Street, Elsternwick units was completed, costing \$316,000. Residents are now able to enjoy the outcome of refurbishment of the building and landscaping of grounds.

The project was successful with a strong bond established between residents and builder throughout the course of work.

- A similar external upgrading project commenced at the Balaclava Road, Caulfield units. At a cost of \$361,000 this upgrade is the most expensive in the program to date. Work is well advanced and includes improvements to car parking, stairwells, building facade, doors, paths, fencing and landscaping.
- Planning advanced on the external upgrading of the Yarra Street, Heidelberg and Hamilton Crescent, East Doncaster units. Resident consultations were held and feedback incorporated into planning and designs. Detailed drawings and final costing are being considered before an application for a building permit is submitted to council.
- A program of internal upgrading of the independent living units is now in its seventh year. In the past year, Catholic Homes committed a capital outlay in the vicinity of \$843,000 to this program. This figure represented the full upgrade of 25 units in addition to modifications to bathrooms, kitchens, and courtyards in other units. Catholic Homes allocated a further \$160,500 towards general repairs and maintenance during the year.
- Senior staff continued to provide advice and assistance to Parishes at Mitcham, East Hampton and Brunswick West to develop their own resident-funded units on land close to the Parish church. A project to develop a block of 8 units in Brunswick West went to tender and was near completion by June 2003. Catholic Homes will manage these units on behalf of the Parish when they are completed.
- Negotiations with the Sisters of Nazareth on an agreement for the use of their land in Camberwell for the Brook Green retirement village neared completion. This village will comprise 67 two- and three-bedroom resident-funded units. With first class features and quality fixtures, together with a community centre and village bus and the employment of an on-site manager, it is expected to be one of the most sought-after villages within the City of Boroondara.

Administration

- Fraynetwork Multimedia, a division of the Sisters of Mercy, was appointed to design and develop Catholic Homes' first web site. After a long gestation period the site became operational in June. It can be accessed via either of two registered domain names: www.che.org.au or www.catholichomes.org.au.
- Catholic Homes' first Human Resources Advisor, Linda Wallace, resigned in August to return to a line management position with another aged care organisation. Following an internal review, the position was made part-time and accountable to the Residential Services Manager in whose area 95% of staff are employed. It was

supplemented by the creation of the part-time position of Human Resources Administrator. Annette Rush was subsequently appointed as Human Resources Advisor and Bianca Mologousis as Human Resources Administrator. Both commenced in their positions in September.

- Reduction in WorkCover claims and a consequent fall in WorkCover premium for the first time in many years was achieved through the adoption of a no-lift policy, the establishment and empowerment of occupational health and safety committees, and involvement in the management of staff injuries of an independent specialist company called OccCorp.
- Like many organisations, Catholic Homes suffered substantial increases in insurance costs. Overall the cost of insurance rose by 39% with the main contributors being public liability insurance (25% increase) and Industrial Special Risks insurance (90% increase).
- Recognising that Catholic Homes had outgrown the Accpac accounting software it had used for the last 9 years, the firm of Momentum Business Advisors was engaged to assist in the complex process of finding a better software solution. Two packages were selected and subsequently approved by the Board: Great Plains for general ledger and accounts payable and Corporate Information Management System for resident billing. The all-up cost, including new computers and training, was over \$123,000.
- Several years ago Catholic Homes outsourced the processing of staff wages to the Villa Maria Society. With the passage of time, changes within the Society and demands for enhanced management reporting, a review was deemed necessary. This review was conducted by Momentum Business Advisors. Acting on the information provided, it was resolved to outsource the payroll to AIM Payroll Bureau Service effective from the first pay period in July 2003.



A sincere **Thank You** to all our Staff and Volunteers

John R Hannah Hostel

Staff

Robyn Ackland
Bridgett Allen
Craig Baker
Patricia Billing
Judith Chappel
Mary Daly
Margaret Donaghy
Judy Fisher
Marianna Gavalovic
Thu Huynh
Jean Isaacs
Kathy Keith
Pauline Lacey
Fay Magoga
Tomas Olwak
Debbie Pelozo
Marilyn Petropoulos
Nicolette Piers
Joan Prosser
Nalin Ranasinghe
Sapna Rao
Anne Raptopoulos
Rikki Sweeney
Janine Walsh
Gail Warry
Dorothy Weerasooyra
Judith Willers
Louise Wilson

Volunteers

Julia Aldons
Pam Altman
Jenny Anderson
Anoinette Aouaiss
George & Paula Aziz
Beth Bateson
Pat Beeston
John Bentley
Barbara Blair
Dot Bourke
Maria Braddick
Christine Braniff
Barbara Bradley
Margaret Brady
Pat Burns
Elaine Camilleri
Rose Camilleri
Kath Canning
Eileen Carey
Nicole Cimiotti
Kevin Clarke
Bernie & Connie Cole
Pat Collins
Marlene Considine
Brian Conway
Helen Conway
Ron Cooper
Natalie Corteling
Faye Costa
Moira Coyne
Arlene De Crux
Joy Della Rosa
Mary Demaio
Betty Dell Orefice
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Clare Falloon
Myrna Fernando
Iris Ferris
Noelene Fitzgerald
Frank Fitzpatrick
Margaret Fitzpatrick
Doreen Fletcher
Marj Flood
John Flowers
Bryan Forsyth
Rita Forsyth
Arthur & Sandra Fratta
Reg Frederic
Helen Fuller
Angelo & Tina Giannotte
Keith Gill
Judith Guiliano
Pat Gleeson
Fausto Gomes

Pat Grady
Peg Grady
Ray Greenwood
Adrienne Greenwood
Heather Gwosdezki
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Kerrie Hansen
Doreen Hendricks
Kath Hennessy
Kit Howley
Denise Jones
Barbara Jones
Novelyn Johannes
Jacinta Keady
Hal Keegel
Celine Keegel
Julie Kelly
Bev Kennedy
Nancy Keogh
Joan Ketzer
Edna King
Dick Krom
Ghislane Le Bret
Anne Le Plastrier
Jan Ledson
June Lee
Norma Lee
Bob Lorensene
David & Trudy Maiden
Jessie Matilla
Rosanna McCusker
Alison Moore
Shirley Morgan
Barbara Morris
Lorraine Murnane
Marie Murphy
Frank Natoli
Marilyn O'Brian
John O'Connor
Joan O'Shea
Jacquelin Paul
Judith Pearce
Maria Perez
Agnes Peters
Jeff & Christine Pinto
Mary Pirotta
Susie Powell
Geoff Prosser
Corrie Quimbo
John & Betty Raeside
Jay Raghavayan
Deirdre Reed
Olive Rhoden
Bev Robinson
Marie Rozario
Cynthia Rudlin
Stephen & Faye Rush
Lenis Russo
Margaret Ryan
Marj Ryan
Judith Sammut
Moira Samuel
Liza Schulberg
Carol Signal
Michael & Maria Smith
Henni Speelmeyer
Angela Spina
John Taylor
Lorna Taylor
Paul & Maria Thursky
Berta Trummer
Tina Vaca
Clencie Viney
Ursula Watt
Lewis & Annette
Wickman
Joan Williams
Gladys Xavier
Anna Zarro

Ladies Auxiliary

Easie Allen
Joan Boyd
Barbara Bradley
Margaret Brady
Kath Canning
Helen Conway
June Curnow
Jean Dalton

Bev Dinnie
Lena Dislasio
Sandra Fratta
Peg Grady
Adrienne Greenwood
Margaret Janssen
Doreen Jendricks
Madeleine Kendell
Jean Ketzer
Edna King
Jean Lacey
Jan Ledson
Terry Lynch
Joyce Neil
Shirley Paintee
Deidre Reed
Olive Rhoden
Marge Ryan
Judy Sammut
Maria Thursky
Berta Trummer
Eileen Wilkens
Anna Zarro

St Joseph's Hostel

Staff

Vivian Boboli
Diane Boudsingkhone
Karen Carey
Kaylene Cooper
Christina Cortizo
Francesca Costin
Kathy Cox
Norma Delatorre-Ooi
Mary Dineen
Jan Fox
Clare Fraser
Graeme Greenway
Glenda Greenway
Nicole Halls
Susan Hamilton
Linda Karrasch
Cheryl Kirkby
Karen Lambert
Tim Lennon
Paula Marinucci
Bernadette Mills
Anna Morgan
Wendy Muchaponda
Julie Murphy
Emma Murray
Janet Murray
Kham Oupala
Amanda Palmer
Heather Parker
Xiadjun Pan
Sandra Pezzano
Ena Rauda
Helen Rizou
Chandra Senaratne
Rhonda Smith
Elizabeth Staples
Juanita Thomas

Volunteers

Melissa Ansell-Bridges
Brian Arthur
Jenny Baker
Bernadette Blood
Jackie Cho
Maree Daniels
Veronica De La Cœur
Jane Deany
Ann Dollman
Ann Duff
Elizabeth Duff
Iris Duggan
Andrea Hickey
Anne Howard
Sid Ingham
John Johnson
Ji Hee Lee
Susan Mc Coll
Cassie Mahoney
Charlotte Miller
Paddy Murphy
Gemma Nolan
Bernadette Norris
Norma Ooi
Naish Riley
Mary Riley

Margaret Sharman
John Smith
Fred Turk
Kamanie Van Langenberg
Darby Walker

Friends for Older People Community

Visitors Scheme
Pam Barrand
Iris Collins
Heather Cusdin
Anna de Montignie
Eileen Edwards
Eileen Edwardes
Nada Glumicic
Janie Macaulay
Lucy Moore
Petrina Trajer
Kathy Vendy

Marian Singers Monthly Concerts

Dorothea Booth
Doreen Carolan
Jim Carolan
Rose Cimino
Nan Coghlan
Elizabeth Coleman
Joan Hogan
Joan Lynch
Rod Macken
Kathleen McGinnes
Paula O'Callaghan
Doreen Oudheusden
Carmel Sheahan
Elaine Tynan
Helena Windley
Shirley Wright
Merton Wright

Providence Hostel

Staff

Araceli Agarano
Vivianne Bennett
Gwen Cairns
Cheryl Chamberlain
Carmel Conroy
Sue Davie
Melissa Doran
Vicki Ellis
Ellen Fisher
Laurice Gray
Trina Green
Rhonda Harris
Bernice Hocking
Judy Hosking
Jenny Hughes
Lisa Johnson
Sophie Kerr
Debbie Kilpatrick
Christine Kovacs
Roslyn Kula
Helen Laurie
Fiona McNamara
Anne McRae
Janet Malady
Kathryn Matijevic
Jan Murphy
Melanie Obst
Christine Pioch
Robin Prout
Norm Porter
Rosetta Prudek
Glenda Pryse
Stanika Rjazancew
Noeline Robertson
Elizabeth Rogers
Lyn Ryan
Marion Ryan
Robyn Simpson
Zita Smith
Rebekka Spirovski
Sue Stanner
Heather Sutherland
Margaret Tate
Cora Treadwell
Robert Turkenburg
Candice Voss

Volunteers

Greta Beale
Ken Briggs
Marjorie Cameron
Vicki Ellis
Pauline Fall
Ellen Fisher
Gloria Jones
Elizabeth Lumms
Mrs Novak
Dot Pedretti
Elizabeth Robinson
Dave Slater & Skye the Dog
Audrey Stanaway

St Bernadette's Hostel and Nursing Home

Staff

Georgina Abalos
Susana Abalos
Doris Agius
Michelle Ahmad
Lyn Allis
Sandra Boyer
Kathleen Camilleri
Bruna Carbonari
Josephine Caruana
Sharyn Cate
Sandra Cooper
Patricia Dickinson
Pamela Dimabuyu
Justin Dougherty
Maria Durkovic
Janet East
Judith Edwards
Megan Evans
Kerrie Forber
Melissa Galea
Lilia Gamboa
Rita Gemayel
Caroline Giovanni
Cheryl Grady
Natalie Grady
Elisabeth Hayward
Rita Hili
Elenita Hinayo
Lesley Hind
Marika Jambor
Carina Karanfilovski
Belinda Karanfolovski
Marta Kulczycki
Dianne Kwong
Marietta Leslie
Celeste Librando
Slajana Ljubic
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Pushpa Menji
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Purnima Nand
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Katrina Papadopoulos
Claire Penry
Thalatha Perera
Carlos Perez
Mirjana Ponjiger
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Stephen Shelley
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Elizabeth Tweedley
Joy Urquhart
Fiona Vahlend
Losa Vaitohi
Elizabeth Valdez
Debora Voros
Shirani Weerasinghe
Gregory Woon
Joy Wowk

Stephen Wowk
Vanessa Wright

Volunteers

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Fiona Calanio
Mary Camilleri
Neil Forbes
Mary Grima
Marie Irvine
Frank Maziarz
Rita Maziarz
Carmen Pollidano
Lyn Presto
Jocelyn Santos
Teresa Vella
Joe Vella
Maria Ventre
Lucy Wallace
Maria Xiberas
Andrea Zelunka

St Catherine's Hostel and Nursing Home

Staff

Francesca Adami
Maria Alba
Joni An
Sharam Ansari
Anne Austin
Denise Baker
Betty Black
Joshua Blakey
Diane Boudsingkhone
Margaret Bowman
Clare Byrne
Maria Chiappalone
Gwen Cooper
Marjorie Cosgriff
Pauline Crump
Meghan Daniher
Rita De Carlo
Patricia Dean
Margaret Donaghy
Phyl Doolan
Julie Dorman
Noreen Evans
Julie Fechner
Shaun Ferguson
Jan Fox
Laura Kim Foy
Shayle Friel
Anne Gordon
Margaret Green
Maria Hales
Catherine Hammond
Lyn Harris
Dorothy Hoban
Joan Hoffis
Sally Holland
Susan Hosie
Jennie Inchley
Manda Jurkic
Mei Ka Mok
Lina Kioa
Tilly Kondraschek
Tim Lennon
Ofelia Lopez Knott
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Rose McLennan
Janene McNamara
Samantha McPherson
Sonia Mirra
Marilyn Moate
Yvonne Mulvihill
Cecilia Noonan
Brigid O'Halloran
Catherine O'Halloran
Marita O'Halloran
Kham Oupala
Linda Palmer
Sherry Pan
Tasha Parker
Josie Pelusi

Services

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Lily Preston
Samone Rexter
Mariane Rigo
Paula Rottura
Caroline Russell
Kate Santamaria
Courtney Scanlan
Alesya Shackleton
Mary Smith
Halina Smoger
Henk Stoop
Bev Storey
(Angela) Yun Tang
Janise Thomas
Ranaweera Tikiri
Irene Wilson
Louise Winstanley
Rebecca Woodfield
Colleen Woodhouse
Greg Woon
Eva Yu

Volunteers

Jean Barrington
Julian Chadwick
Patricia Crawford
Helen Hedigan
Carmel Holines
Carmel Kane
Val Lennox
Marie Marchetti
St Maureen Martin
Mr & Mrs Meikle
E. Murphy
Sr Celine Nolan
Clare O'Callaghan
Rosemary Parfrey
Jill Scully
Veronica Sime
Marie Stewart
Myra Wade
Ivor White
Mary Helen Woods
De La Salle College
Students
Genazzano Students
Templestowe College
Students

Friends for Older People – Sponsored by the MS Society

Terese Antonious
Barbara Cox
Pam Hodges
Eddie Jelnik
Patricia Karagiorgos
Diane Roberts
Olivia Wilson
Heidi Zerno

St Joseph's Tower Hostel and Nursing Home

Staff

Susan Allwright
Daniela Aparo
Bhim Boodram
Kayleen Briggs
Janet Brown
Krista Buchanan
Teresa Buckley
Caroline Buultjens
Glenda Cagliarini
Norma Casey
Jocelyn Cassar
Lyndal Coe
Patricia Coleiro
Cristina Cortizo
Irene D'Alessandro
Anne De Angelis
Michalina Di Dio
Mary Dineen
Elizabeth Dip
Christina Doolan
Gabrielle Driscoll
Gabrielle Endacott
Francis Escano
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Jacqui Fowler
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Jennifer Laing
Kellie Laing
Louise Laszczwski
Glenda Laughton
Sarah Laurie
Quan Le
Ka Kin Leung
Jerold Liew

Catherine Lowery
Anne Markic
Eugenia Mashakada
Filimaloata Masimalo
Bronwyn McInnes
Kate McKie
Lisa Moro
Elizabeth O'Connell
Despina Panagos
Joanne Panagos
Fabiola Piantella
Julianne Poidomani
Ingrid Powell
Tikiri Ranaweera
Kirsti Rege
Estelle Robertson
Camille Robinson
Mark Rodstrum
Christine Scheffer
Mary-Lou Seears
Aneke Shiels
Bess Spelman
Julia Stribley
Rhonda Taylor
Catherine Telfer
Vonai Teveredzi
Deborah Twiss
Melissa Urie
Shaun Urie
Trinidad Viterbo
Tu Vo
Francesca Williamson
Jennifer Yamak
Haihong Zhang

Volunteers

Alice Bohn
Sr Therese Condon
Sr Theresa Cresp
Stephen Meagher-Muchien
Mary Seville
Betty Walsh
Richard White

Central Office

Staff

Josephine Bernardi
Mary Daskalou
Ross Dawson
Joan Dickson
Joan Donoghue
Joe Drago
Jan Fox
Rita Franklin
Kate Karrasch
Valentino Marinelli
Bianca Mologousis
Rebecca Pellen
Connie Photiadis
Rose Pring
Donna Richardson
Annette Rush
Martin Sammut
Debbie Stevenson
Margaret Snooks
Linda Wallace

Independent Living Units:

14 Brenbeal Street, Balwyn	17 units
48 Elizabeth St, Elsternwick	14 units
24 Brenbeal Street, Balwyn	10 units
70 Grange Rd, Glenhuntly	10 units
1 Windermere Crescent, Brighton	17 units
47 Yarra St, Heidelberg	16 units
235 Balaclava Road, Caulfield	28 units
15 Kenilworth Pde, Ivanhoe	14 units
130 Spensley Street, Clifton Hill	10 units
18 York St, Mont Albert	9 units
18 Glyndon Road, Camberwell	16 units
4 Wolseley St, Mont Albert	13 units
14 Hamilton Crescent, East Doncaster	15 units
6 Mitchell St, Mentone	21 units
163 Lwr Heidelberg Rd, East Ivanhoe	23 units
322 Orrong Rd, North Caulfield	40 units
9 The Grange, Malvern	8 units
64 Glen Orme Ave, Ormond	12 units
42 Manning Road, Malvern	8 units
7 McGrath Crt, Richmond	20 units
177 Page St, Middle Park *	16 units

TOTAL

337 units

Resident-funded Units:

St Thomas Close , 160 McKean Street, North Fitzroy	10 units
Park View** , 862 Main Road, Eltham	9 units

Hostels:

St Catherine's 2B Caravan Street, Balwyn	37 places
St Joseph's 97 Elgin Street, Hawthorn	51 places
John R Hannah*** , 68 Wattle Grove, Mulgrave	52 places
St Bernadette's , 17 Park Drive, North Sunshine	50 places
Providence , 9 Griffith Street, Bacchus Marsh	58 places
St Joseph's Tower , 2 Malmsbury Street, Kew	28 places

TOTAL

276 places

Nursing Homes:

St Catherine's , 2B Caravan Street, Balwyn	30 places
St Bernadette's , 17 Park Drive, North Sunshine	30 places
St Joseph's Tower , 2 Malmsbury Street, Kew	30 places

TOTAL

90 places

Central Office

Suite 6/486 Lower Heidelberg Road, Heidelberg

* *Managed on behalf of the Carmelite Fathers.*

** *Managed on behalf of Our Lady Help of Christians Parish, Eltham*

*** *Managed on behalf of the Parish of St John Vianney, Springvale North*



CATHOLIC HOMES

FOR THE ELDERLY INC



Service Contact *Details*

Independent Living Units and Resident-funded Units:

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Telephone: 9450 0608
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Residential Care Facilities:

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St Catherine's Hostel and Nursing Home

Henk Stoop
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St Bernadette's Hostel and Nursing Home

Kathryn McKenzie
17 Park Drive, Sunshine North, 3020
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Fax: 9310 1031
E-mail: stbern@che.org.au

Providence Hostel

Margaret Edgar
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Fax: 5367 7399
E-mail: provid@che.org.au

St Joseph's Hostel

Bernadette Mills
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E-mail: stjos@che.org.au

John R Hannah Hostel

Craig Baker
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St Joseph's Tower Hostel and Nursing Home

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