



Annual Report 2007-2008

Choice and Opportunity



**Catholic
Homes**

*Enriching life with choices,
harmony and community.*

Our Vision

Choice and opportunity
as you age.

Our Mission

Enabling people to live in dignity
and peace of mind as they age,
by creating and providing within
a Catholic ethos, choices in care,
services and retirement living.

Our Values

We celebrate the life of
individuals and their communities
as expressed in their physical,
social and spiritual wellbeing.

In doing so, we are committed
to the ideals of:

Dignity:

the rights of each person are grounded
in the unique dignity each possesses.

Compassion:

when we truly care we are always open
to the needs of others.

Integrity:

we are honest in our dealings and
accountable for our actions.

Collaboration:

working together empowers people and
produces better outcomes.

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The Catholic Archbishop of Melbourne, Denis J Hart, DD, presenting the John R Hannah plaque to Peter Whiting, Chair of the Board.

*May the Lord, the gentle healer of all,
bring us his strength, courage and hope to
continue our mission into the future.*

Archbishop's Message



A welcoming smile, a word of reassurance, a gesture of care – these are all ways in which we follow the commandment to love one another. We show our faith through our works and by using our God given talents for the benefit of others.

Christ showed care and compassion to those in need; he said that whatever we do for the poor, the sick and the homeless, we do for Him. Our Catholic faith is an ongoing personal encounter with Christ through acts of loving kindness towards one another.

The dignity, care and respect we show to senior members of our community are hallmarks of the quality of our society and our achievement of the social teachings of the Gospel.

The Archdiocese of Melbourne established Catholic Homes to contribute to the mission of the Church through a range of accommodation, care and retirement living services to older members of our community. It is very pleasing to see the expanding choices and opportunities it provides to seniors, often in partnership with local parishes, religious orders, specific cultural groups and local communities.

With a spirit of rejoicing and thanksgiving, I blessed the extensions of John R Hannah Aged Care Facility on 20 May 2008, in the company of over 200 enthusiastic residents and their families, former parish priests, local parishioners, volunteers, staff, supporters and Board members.

This achievement was the culmination of the inspiring vision and ongoing support of the Parish of St John Vianney, a cooperative partnership between the Parish and Catholic Homes, great teamwork by staff and contractors, as well as the patient cooperation and support of residents, staff and volunteers.

On 30 May 2008, I blessed the Maryville Aged Care Facility in Geelong, in recognition of the transfer of approved aged care provider status to Catholic Homes from the Archdiocese of Melbourne.

These are excellent examples of how we show our faith through our works. Being there for one another is part of being a parish and an inclusive, caring community. Every one of us can enrich this world for each other and enjoy the spiritual consolation and peace that is Christ.

May the Lord, the gentle healer of all, bring us his strength, courage and hope to continue our mission into the future.



Denis J Hart, DD
Archbishop of Melbourne



Board of Directors: Standing L-R: Mr Ian Dungey, Associate Professor Anne Hunt OAM, Ms Jane Tribe, Mr Peter Collery. Seated L-R: Mr Kevin Feeney, Mr Peter Whiting (Chair). Absent: Judge Frank Shelton, Ms Ruth Dickinson.



Chairman's Reflections



Our vision to provide choice and opportunity for the senior members of our community is the primary driving focus of our activities at Catholic Homes. It is inspired by our respect for the intrinsic value and dignity of each person, as well as their past and ongoing contributions to community life.

Over the last year we have continued to expand our accommodation, residential care, community care and retirement living choices, enabling us to provide services to more seniors. It will take time to achieve our ultimate objective of an integrated mix of service choices that are tailored to each person's needs and preferences.

However, it is exciting to see this concept take shape with the construction of Corpus Christi Village alongside our Corpus Christi Aged Care Facility, at Clayton.

Expansion beyond the Diocese of Melbourne will be achieved when we develop Shanagolden at Pakenham. After considerable planning work the Board has approved the construction of a state-of-the-art facility providing ageing in place for 120 residents and 50 to 60 co-located affordable housing units. This project is in line with our mission to ensure financially disadvantaged people have access to our services and it is anticipated that it will commence early in 2009.

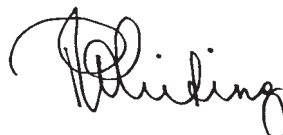
We face the dual challenge of providing more specialised, holistic and personalised care in the context of a diminishing supply of qualified and experienced staff. Our strategic partnership with the Australian Catholic University provides us with a unique opportunity to address these challenges through student placements, action research, and professional development of our staff.

A palliative care pilot project commenced at St Catherine's Aged Care Facility, along with a survey of all staff to inform targeted education on palliative care.

The Commonwealth's Affordable Renting Housing Strategy is a welcome measure to help promote housing affordability. However, we continue to face major challenges in finding the capital to finance new residential aged care beds and in achieving operating viability with inadequate indexation of Commonwealth subsidies. We are monitoring the impact of the new Aged Care Funding Instrument to ensure this improves the financial viability of the essential services we provide.

A new organisation structure, maturing systems and processes, and the professionalism and competency of our management team, provide a sound basis for further expansion of our services. This is enhanced by our dedicated and caring staff and volunteers, as well as the support of local parishes, local communities, and specific cultural groups. Thank you so much for your contributions.

On behalf of the Board, I would also like to thank the 950+ seniors for inviting us to provide them with choices and opportunities as they age. It is a privilege that we honour and value.



Peter Whiting
Board Chair

CEO's Report



CEO with Staff, at Staff Recognition and Reward Program October 2008. Left to Right: Chandra Senaratne, Sue Kretchmer, Cristina Cortizo, Janine Russell, Kaylene Cooper, Joan Donoghue (CEO), Yvonne Mulvihill, Mary Palmer.

During 2007-2008 we have dealt with many challenges including increased legislative requirements, implementation of the new aged care funding instrument, capital raising and ongoing workforce shortages.

I am pleased to report that we have also realised several of the opportunities for growth mapped out in our Strategic Plan, resulting in a 10% growth in our service capacity during the year.

Our achievements over the past year are the result of the leadership of our governing Board, as well as the dedication and expertise of our managers, staff, volunteers and the support of local parishes, community groups and organisational partners. Our key results are outlined below.

Choice and Opportunities for Residents and Clients

During 2007-2008 we increased the choices and opportunities we offer to residents and clients:

- Completed Hannah Village in January 2008, providing 4 new residents with one-bedroom independent living units and access to meals, cleaning services and lifestyle activities.
- Completed extensions at John R Hannah Aged Care Facility in March 2008, including 22 additional high care places and improved communal amenities for residents and staff.
- Commenced construction of a 15-bed dementia wing and 9C works at St Bernadette's Aged Care Facility in February 2008.

- Implemented 30 new community aged care packages in the Eastern, Northern and Western regions of Melbourne, including packages specifically allocated to Maltese and veteran clients.
- Commenced construction of the first stage of Corpus Christi Village, Clayton, which includes 27 villa units, a chapel and community centre. The first residents are expected to move in from late September 2008.
- Took over responsibility from the Catholic Archdiocese of Melbourne as the Approved Provider of 30 high care places at Maryville Aged Care in Geelong on 1 May 2008.
- Implemented innovative lifestyle programs in several residential facilities.

Strategic Relationships and Position

- We continued to enjoy and strengthen valued partnerships with the Maltese Community Council, the Filipino Community Council, and RSL, as well as forging a new partnership with Australian Polish Community Services.
- Through our partnership with the Australian Catholic University and our jointly funded Associate Professor in Aged Care, we commenced a Pilot Palliative Care Project at St Catherine's Aged Care Facility.
- We renewed our Catholic Homes brand to better reflect our vision, values, service choices and positioning throughout our communications.

Learning and Growth

- In 2007 there were 1721 staff attendances at training programs, a 40% increase on the previous year. Expenditure on staff education and development, including the Commonwealth contribution, increased by 86% to \$199,196.
- We held our first organisation-wide Staff Reward and Recognition Program in October 2007, with 38 staff being recognised for periods of service from 10 to 25 years. We also celebrated the completion of qualifications by 19 staff, including the Diploma in Frontline Management, Certificate IV qualifications, Bachelor of Nursing, and RN Div2 medication administration endorsement.

Organisational Capability

- As a result of effective quality management systems and processes achieved Mark IV accreditation at Providence Aged Care Facility and maintained accreditation at our other residential care facilities.
- Improved management of risks, controls and compliance obligations through the effective implementation of our online Risk and Compliance Toolkit.
- Implementation of a new organisational structure at central office to support the current and future growth of Catholic Homes.
- Enhanced our IT systems and infrastructure, including the adoption of software to support our Human Resources function.



Joan Donoghue
Chief Executive Officer

Financial Overview



	30 June 2008	30 June 2007
Revenue	\$25,683,215	\$21,920,875
Other Income	\$702,353	\$563,033
Total Revenue	\$26,385,568	\$22,483,908
Staff Costs	\$16,049,305	\$13,794,755
Other Expenses	\$6,501,539	\$5,560,770
Depreciation	\$2,030,209	\$2,042,122
Total Expenses	\$24,581,053	\$21,397,647
Surplus	\$1,804,515	\$1,086,261
Add Approved New Licence Valuation	\$770,000	

Catholic Homes has recorded a surplus for the financial year ended 30 June 2008 in the face of increasing financial challenges, where aged care providers are experiencing higher operational costs in the provision of residential and community care options, without the commensurate increase in Government recurrent funding. Twenty-two new residential places became operational in the year and their value has been recognised as notional income which adds to the surplus.

In 2007-2008 Catholic Homes continued its trend of growth with an increase in revenue of 17.1%.

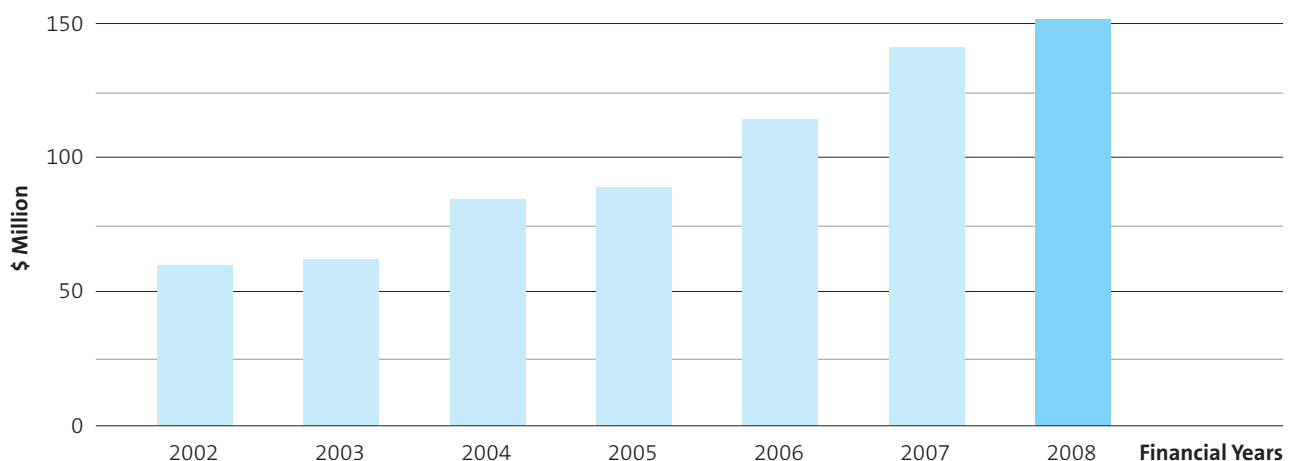
Consistent with our strategic plan, Catholic Homes invested in the development, maintenance and upgrade of its services particularly in residential care and retirement living, expending over \$11 million in capital.

It is pleasing to note the strength of Catholic Homes is reflected with total assets of close to \$151 million and total accumulated funds (net assets) of over \$97 million as at 30 June 2008.

Formal asset revaluations were undertaken as at 30 June 2004 and 30 June 2007.

Full financial reports are available on our website www.catholic-homes.org.au.

Total Assets



Enriching Lifestyle Opportunities



Marie Somerfield (right) enjoys the Wii entertainment with Lyn Ryan, Lifestyle Coordinator at Providence.



Jim Minto enjoys bowling with the Wii.

The traditional perception of lifestyle in a residential community is one where choices of activities are offered to residents in which they may wish to participate.

Over the past 12 months, residential services have reviewed the lifestyle programs that are offered to our residents. The driving force behind the review and subsequent change is to live the Catholic ethos, which fosters positive relationships and creates an environment that promotes each person's individuality, autonomy and dignity.

The process of change involved residents in identifying their individual leisure and lifetime interests and wishes, as well as reviewing current programs. This resulted in diverse leisure activities the residents want to trial and experience, and these are operating across the services today.

This approach, which starts with each individual resident as well as their relationships with each other, has improved the quality of life of residents. For example, previously reclusive residents have become more animated and involved as new activities reflect their interests.

For one individual, a ninety year old resident, ballroom dancing had been a significant part of her life. Catholic Homes facilitated her attendance at regular ballroom dances at the Caulfield Town Hall. This has increased her enjoyment of life, memory and overall level of functioning.

Planning and support are key aspects of creating and maintaining an enjoyable and stimulating lifestyle for each individual resident. Many volunteers and families across the services provide invaluable support to ensure personal success and satisfaction for our residents.

Maintaining lifetime interests and experiencing a new world of opportunities supports our philosophy that entering residential care is an opportunity to learn, grow and experience new horizons.



Sister Sheila Cantrell learns the art of fencing from Mr Joseph D'Onofrio, while Mrs Agnes Leane observes.

En garde! Fencing today! Archery tomorrow! The aspirations and interests of residents encourage us to provide lifestyle opportunities outside the square.

Lifestyle at the Cutting Edge



En garde! Fencing today! Archery tomorrow! The aspirations and interests of residents encourage us to provide lifestyle opportunities outside the square.

During the past year, a dozen residents at Corpus Christi Aged Care Facility, aged between 80 and 93 years, have embraced the centuries-old science and philosophy of fencing with some impressive results. Their trainer, Mr D’Onoforio, with 60 years experience in the disciplined world of fencing, says the residents enjoy the physical and mental challenges of swordplay. Sister Delores Kirby, 93, says *“Fencing keeps me active and builds my confidence to stand up for myself. I don’t rely on my walking stick any more - it is there just in case!”* Not surprisingly, there’s a lot of interest in the archery classes, starting shortly.

Providence residents are moving with the times! Using a Nintendo Wii they are honing their indoor bowls, golf, baseball and even boxing skills, proving that age is no barrier to technology or fitness.

The Wii has become a passion for a growing number of residents – participants and spectators alike. The benefits go beyond the fun and team spirit it generates. *“It’s great for concentration, coordination and dexterity”*, say Anne and Lyn, the Lifestyle Coordinators. Resident, Betty Minto, a former outdoor bowling champion, practices with her 12 year old great grandson to maintain her high strike rate. When you’ve achieved at the highest level, you have a standard to maintain!

The annual ‘Night of Stars’ dinner at St Joseph’s Aged Care Facility celebrated in style the wonderful contributions of volunteers throughout the year. Dressed in their glamorous best, residents, volunteers, staff and friends enjoyed a delicious ‘mid-winter Christmas’ meal. The festive atmosphere included songs by Loretta, an accomplished singer, as well as formal presentations of certificates of appreciation to the volunteers. The enjoyment, pride and community spirit were palpable!



Corpus Christi Village Community



Our vision for Corpus Christi Village at Clayton is to provide a vibrant and caring community that provides continuity and peace of mind through an integrated range of accommodation, lifestyle, hospitality and care choices for seniors.

The first element of this vision was realised when we opened Corpus Christi Aged Care Facility in February 2006. Providing ageing-in-place care to 120 residents, it has become a community of great spirit and care, thanks to the leadership, dedication, skills and innovation of staff, residents, volunteers and several religious orders.



4

1. Cleared land ready for construction, November 2007
2. Jazz Court, April 2008
3. Community Centre, April 2008
4. Jazz Court, June 2008
5. Community Centre, June 2008



5

In July 2007, we commenced work on the second element of our vision – the construction of the first stage of Corpus Christi Village comprising twenty-seven 2 and 3 bedroom units, as well as a community centre and chapel. The villa units are designed to provide a high standard of independent living, with open plan living and kitchen areas, en suite bathrooms, secure garaging, as well as private courtyards and gardens. The villa units have 6 star energy ratings, 2500 litre rainwater tanks and drought-tolerant gardens. Residents will also have access to a 24hr emergency call service, and a range of optional hospitality and lifestyle services.

In May 2008, we opened our Sutherland and Melba Display Villa Units on Jazz Court. These have been very well received, with over 50% of stage one units reserved by 30 June 2008. One of the strongest factors influencing sales has been the availability of the community centre and chapel, enabling residents to participate in spiritual activities and to become part of a vibrant and inclusive community.

We will welcome the first village residents into their new homes from the end of September 2008 and the Community Centre and Chapel will be open by the end of 2008.

Nurturing Relationships



Lizette Jalijali, RN Div 1, with resident Erna Koch from St Bernadette's.



Members of the Filipino community visiting St Bernadette's.

St Bernadette's is a vibrant and caring community enriched by the cultural diversity of residents and staff. In addition to Australian-born residents, residents come from Malta, the Philippines, Poland, Germany, Italy, India, Ireland, Macedonia, Serbia and Vietnam. Many of the staff also come from non-English speaking backgrounds and are bilingual.

Lizette Jalijali, a Division 2 Registered Nurse, loves working at St Bernadette's. She migrated from the Philippines as a young girl and says the most important thing is to approach people from different cultures with respect.

Lizette says being a nurse means much more to her than just a job.

“To give good care, you need to establish a bond with the resident – by talking, by being there to listen, by smiling and by acknowledging the resident even when you are busy. Just a smile or a wave, it makes a big difference,” says Lizette.

Erna Koch, a resident from Germany, says it is natural to have a special rapport with staff, like Lizette, who really care for you. “I love everything about St Bernadette's, especially the music from different cultures and my favourite sausages,” says Erna.

Residents and staff at St Bernadette's have enjoyed a varied education and cultural program provided by the Filipino Community Council of Victoria over the past year. Education sessions included information about the Filipino culture and tradition, religious practices, grieving and dying, and the meaning attached to critical life events. The Filipino themed cultural activities were enjoyed by all residents. Funded by the Department of Human Services, the project fosters culturally appropriate lifestyle and care services, as well as improved access to aged care services by members of the Filipino community.

St Bernadette's also has ongoing links with the Maltese, Irish and Polish communities. “Volunteers also play an important role. We especially recruited a Vietnamese volunteer to spend time with our only Vietnamese resident,” says Sallie Rosengrave, the Residential Services Manager.

Our Appreciation



We wish to thank all our residents, clients, volunteers, board members, donors, staff, local parishes, religious orders, cultural groups, partner organisations and Government funding agencies for your diverse contributions to our Catholic Homes communities over the past year.

The financial support we have received in the form of donations, trust grants and bequests is greatly appreciated. Contributions of \$2,000 or more were received from:

- A R Brady Estate
- Collier Charitable Fund
- David Belcher on behalf of Jean Will
- Providence Auxiliary Committee
- Presentation Sisters
- The Jack Brockoff Foundation
- The William Angliss Charitable Trust

Help Us To Make a Difference



Contributing your time, skills or money helps us to provide high quality services, expand choices and enrich the lives of seniors.

Donations and bequests are a thoughtful way to honour the memory of a special person, to leave an enduring legacy, and to show you care.

Donations

Every donation – large or small, regular or one-off – is greatly appreciated by Catholic Homes. Donations can be made online at www.ourcommunity.com.au/catholichomes.

Bequests

Making a gift to Catholic Homes in your Will is a wonderful caring legacy that enables us to enrich the lives of others. We will honour your wishes and use the capital, or income from that capital, in accordance with your express wishes.

Volunteering

The spirit of generosity is reflected in each and every one of our volunteers and in the enriched experiences they give to our residents and clients.

We are always keen to welcome new volunteers. There are a wide range of opportunities for you to contribute in ways that suit your interests, skills and availability. We invite you to discuss this with the Manager of the service where you wish to volunteer or to contact our central office.

For assistance to donate, volunteer or make a bequest, please contact us on:

T 03 8862 9000

E reception@catholic-homes.org.au

www.catholic-homes.org.au/donations



● Bacchus Marsh
(50km)

● North Sunshine

● West Brunswick

● Fitzroy North

● Clifton Hill

● Melbourne

● Richmond

● Hawthorn

● Camberwell

● Middle Park

● Malvern

● North Caulfield

● Caulfield

● Glenhuntly

● Ormond

● Elsternwick

● Brighton

Port Phillip Bay

● Mentone

● Heidelberg

● Eltham

● East Doncaster

● Mont Albert

● Balwyn

● East Ivanhoe

● Ivanhoe

● Mulgrave

● Clayton

● Geelong

Services across Victoria



Independent Living Units	
14 Brenbeal Street, Balwyn	17 units
24 Brenbeal Street, Balwyn	10 units
1 Windermere Crescent, Brighton	17 units
18 Glyndon Road, Camberwell	16 units
235 Balaclava Road, Caulfield	28 units
322 Orrong Road, North Caulfield	40 units
130 Spensley Street, Clifton Hill	10 units
14 Hamilton Crescent, Doncaster	15 units
163 Lower Heidelberg Road, East Ivanhoe	23 units
48 Elizabeth Street, Elsternwick	14 units
47 Yarra Street, Heidelberg	16 units
15 Kenilworth Parade, Ivanhoe	14 units
9 The Grange, Malvern	8 units
42 Manning Road, Malvern	8 units
6 Mitchell Street, Mentone	21 units
18 York Street, Mont Albert	9 units
4 Wolseley Street, Mont Albert	13 units
64 Glen Orme Avenue, Ormond	12 units
7 McGrath Court, Richmond	20 units
177 Page Street, Middle Park ¹	16 units
7 Griffith Street, Bacchus Marsh	18 units
George Maher House ² (for retired priests)	10 units
Total	355 units 22 locations

Resident-Funded Units	
St Thomas Close 160 Mckean Street, North Fitzroy	10 units
Park View ³ 862 Main Street, Eltham	9 units
St Joseph's ⁴ 23 Burnell Street, West Brunswick	8 units
Total	27 units

Community Aged Care Packages	
Eastern Region – operated from St Catherine's Aged Care Facility	30 Packages
North/West Region – operated from George Maher House	20 Packages
Total	50 Packages

Serviced Resident-Funded Apartments	
Hannah Village, 76-79 Wattle Grove, Mulgrave	4 apartments
St Catherine's, 1 Clayton Rd, Balwyn	6 apartments
Total	10 apartments

Residential Aged Care Facilities	Low Care Places	High Care Places	Extra Services High Care Places	Total Places
Corpus Christi 80 Clayton Road, Clayton	60	30	30	120
John R Hannah ⁵ 68 Wattle Grove Mulgrave	52	22		74
Justin Villa ⁶ (for retired priests) 2 Caravan Street, Balywn	17			17
Maryville ⁷ 54 Western Beach Road, Geelong		30		30
Providence 9 Griffith Street, Bacchus Marsh	58			58
St Bernadette's 17 Park Drive, Sunshine North	50	30		80
St Catherine's 1 Clayton Road, Balwyn	59	30		89
St Joseph's 97 Elgin Street, Hawthorn	51			51
Total				519

¹ Managed on behalf of the Catholic Archdiocese of Melbourne

² Managed on behalf of the Carmelite Fathers

³ Managed on behalf of Our Lady Help of Christians Parish, Eltham

⁴ Managed on behalf of St Joseph's, West Brunswick

⁵ Managed on behalf of the Parish of St John Vianney, Springvale North

⁶ Managed on behalf of the Catholic Archdiocese of Melbourne

⁷ Approved Aged Care Provider; the facility is governed by Maryville Aged Care Inc

Central Office

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E enquiry@catholic-homes.org.au

Community Aged Care Packages

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E cacp@catholic-homes.org.au

Community Aged Care Packages

North /West Region
T 03 9481 2266, F 03 9481 2366
E cacp@catholic-homes.org.au

Retirement Living

T 03 8862 9000
E reception@catholic-homes.org.au

Corpus Christi Village

T 03 9811 9980 or T 03 8581 0600
E ccvillage@catholic-homes.org.au

Corpus Christi Aged Care Facility

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E reception.cc@catholic-homes.org.au

John R Hannah Aged Care Facility

T 03 9562 3575, F 03 9546 8645
E hannah@catholic-homes.org.au

Justin Villa Hostel

T 03 9816 0111, F 03 9857 5356
E justinvl@bigpond.com

Maryville Aged Care Facility Inc.

T 03 5221 5299
E maryvillenursinghome.com

Providence Hostel

T 03 5367 2402, F 03 5367 7399
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