



ANNUAL REPORT 2021

25 YEARS *of Ozcare*

25 YEARS

Residents at Ozcare's newest retirement village, Reflections on the Bay. Co-located with Ozcare Hervey Bay Aged Care Facility (top of photo)

25 YEARS *of Ozcare.*

Home is not
where you are from,
it is where you
belong.

It's been a very special year for Ozcare. Over a quarter of a century ago, on 1 July 1996, our organisation was established by St Vincent de Paul Society Queensland to care for our community.

25 years on, we are incredibly proud of our:

- Commitment to compassionate, professional, and personalised care
- Dedication to doing what is right for our clients, colleagues and organisation
- Family feel due to the warmth and loyalty of our people
- Strong service portfolio to care for the communities in which we operate – aged care facilities, retirement living, hospital, day respite centres and broad community care offering, including nursing, allied health and dementia advisory & support services

Come with us as we reflect on our journey over the past year and celebrate 25 Years of Ozcare!

TABLE OF Contents.

ABOUT OZCARE	3
CHAIRMAN'S REPORT	4
CHIEF EXECUTIVE OFFICER'S REPORT	6
HISTORY OF OZCARE	8
SINCE THE BEGINNING	10
OUR PEOPLE	14
OUR OZHEARTS	15
HOPE MATTERS	16
WELCOME CANOSSA HEALTH SERVICES	17
HOW WE CARE	18
OUR SUSTAINABILITY	20
AGED CARE LIVING	23
COMMUNITY CARE	25
HERE FOR YOU NOW AND IN THE FUTURE	26
A SENSE OF COMMUNITY	31
DAY RESPITE CENTRES	32
CANOSSA PRIVATE HOSPITAL	33
RETIREMENT VILLAGES	34
LEADERSHIP TEAM	36
BOARD OF DIRECTORS	37
FINANCIAL OVERVIEW	38
THANK YOU	40



25 years
caring for our
community.

ABOUT Ozcare.



Ozcare is a leading not-for-profit organisation supporting Queenslanders with a comprehensive range of residential aged care, home care, retirement living, hospital, disability care, respite care, nursing, allied health and dementia advisory and support services.

Our caring workforce of over 3,800 staff and 250 volunteers proudly service thousands of clients every day from 44 locations across Queensland.

Guiding Principles

Ozcare was established as a special work of St Vincent de Paul Society Queensland. The Society, as a lay Catholic organisation, aspires 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.

MISSION

Inspired by the Vincentian spirit, Ozcare commits to supporting our clients to live their best lives through the provision of compassionate, professional and personalised, aged care, community and health services.

OUR VALUES

Our values form the basis of our culture and guide everything we do. We are committed to embedding these values throughout Ozcare.



INTEGRITY

The courage to do what is right for our clients, colleagues and our organisation.



EMPATHY

Enhancing the lives of our clients through the delivery of personalised care and support.



RESPECT

Serving all regardless of belief, ethnic or social background, health and gender.



COMPASSION

Welcoming and serving all with care and understanding, and without judgement.

Here for you now and in the future.

CHAIRMAN'S *Report.*

25 Years of Ozcare

This year will be remembered as the year Ozcare celebrated 25 years of caring for our Queensland community. Established on 1 July 1996 as St Vincent's Community Services, we started our journey of care with 600 employees, 25 locations and a significant service portfolio, including aged care facilities, community care, nursing, drug and alcohol services, women's refuges and homeless men's hostels.

Today, a quarter of a century on, we are proud of our considerable growth. We now employ over 3,800 staff across 44 locations and have expanded our service offering to include aged care facilities, retirement villages, day respite centres, a hospital, home care, disability care, respite care, nursing, allied health and dementia advisory and support services. We are proud to support more people than ever before.

2021 in Review

The COVID-19 pandemic has seen numerous lockdowns, visitor restrictions and mask wearing at times throughout the year, particularly in South-east Queensland regional



cities. As an essential service provider, we have been fortunate to be able to continue to serve our clients. I would like to acknowledge the resilience of our staff and their dedication to enriching the lives of our clients by bringing joy, warmth, laughter, love and smiles, particularly during these challenging times.

This year saw the Canossian Daughters of Charity transfer Canossa Health Services to Ozcare after nearly 60 years at the helm.

The transfer, enacted on December 1, included an aged care facility and retirement village at Oxley, with a private hospital and medical centre on the site, as well as an aged care facility at Trebonne in far north Queensland. Ozcare is honoured to be entrusted with the continued care of residents and patients within the facilities and we remain dedicated to upholding the esteemed reputation of the Canossian Sisters.

At the end of the year we bid farewell to directors, June Chandler and Matthew Vanderbyl, who retired from the Board of Ozcare on 31 December 2020 and Mike Gilmour who resigned in August 2021. On behalf of my fellow directors, I extend my sincere gratitude to June, Matthew and Mike for their invaluable contribution of time, expertise, support and guidance. It was a pleasure to welcome John Forrest and David Masters to the Board in January.

Our People

Ozcare is made up of over 3,800 employees and 260 volunteers, and many more over the last 25 years, all of whom have contributed and helped to shape who we are today. It is an honour to chair an organisation of people that are so focused on the wellbeing of the people we care for. They continue to rise above the challenges to make a difference. In closing, I pay tribute to our team of dedicated people, led by Chief Executive Officer, Anthony Godfrey and to my fellow directors. It is a wonderful team, driven by Ozcare's mission.

JOHN THOMAS
CHAIRMAN

CHIEF EXECUTIVE OFFICER'S *Report.*

It has been another successful year for Ozcare. We have delivered strong financial results and continued to expand our organisation while operating in a challenging environment. Our achievements are a testament to our committed and hardworking team members and leaders.

When I reflect on 25 years of Ozcare, what stands out to me is that throughout all of the change; industry, technology, people and services, the one thing that hasn't changed is our dedication to compassionate, professional, and personalised care.

It fills me with great pride to celebrate the 25-year anniversary of Ozcare. Thank you to every staff member, director, volunteer and supplier. Most of all, thank you to our incredible residents, clients and patients. It wouldn't be a celebration without our community – you truly make us who we are.

Strategic Update

We have developed our Strategic Vision 2022 – 2026, which sets our path for the next five years. Our growth strategy and opportunistic mindset, supported by the drive and persistence of our people and resources,



will see Ozcare attain greater scope and effect to support and enrich the lives of even more people in need.

As a not-for-profit organisation and in the spirit of The Society, we are proud of our commitment to Queensland through caring for regional areas and people from all walks of life with a broad range of aged care, community and health services. We are dedicated to ensuring that everyone has access to the highest standard of care and support, no matter where they live or what their background or experiences are.



This year saw the smooth transfer of De Paul Villa Aged Care Complex on 1 July 2020, this included an aged care facility and retirement village at Southport on the Gold Coast and on 1 December 2020, the transfer of Canossa Health Services, which included a hospital, aged care facility and retirement village at Oxley in Brisbane and an aged care facility at Trebonne in Far North Queensland. We are honoured to continue the wonderful legacies of the Southport Catholic Parish and the Canossian Sisters.

We have been working hard on our journey towards achieving our vision of co-locating retirement villages with our aged care facilities and supporting village residents with our community care offering. I am pleased to report:

- Stage 1 of our first retirement village development in Hervey Bay sold out prior to opening in February
- Construction commenced on our Newstead development, two retirement towers co-located with an aged care facility and commercial office and retail space

Outlook

Clients have, and always will be, central to Ozcare and our decision-making. Our overarching goal is to support them now and in the future.

I would like to take this opportunity to thank the Ozcare Board of Directors for their continued support and guidance. My Leadership Team for their determination, courage and backing and our wonderful employees and volunteers – none of this would be possible without you.

ANTHONY GODFREY
CHIEF EXECUTIVE OFFICER

HISTORY OF *Ozcare.*



Residents Wilma and David with Sam, Cook and Bonnie, Diversional Therapist at Keith Turnbull Place

1 JULY 1996

Established as St Vincent's Community Services

- 600 employees
- 25 locations
- Services
 - o Aged Care Facilities
 - o Home Care
 - o Nursing
 - o Drug & Alcohol Services
 - o Homeless Hostels
 - o Women's Refuges



2013

Brand refresh to celebrate
10 Years of Ozcare

Ozcare

SEPTEMBER 2016

St Vincent de Paul
Society Queensland
becomes sole
member of Ozcare

1 JULY 2021

25 Year Anniversary

- 3800 employees
- 44 locations
- Services
 - o Aged Care Facilities
 - o Retirement Villages
 - o Day Respite Centres
 - o Hospital
 - o Home Care
 - o NDIS & Disability Care

- o Respite Care
- o Nursing
- o Allied Health
- o Dementia Advisory & Support Service
- o Assistance with Care & Housing

— OZCARE **25** YEARS —
1996 - 2021

2003

Renamed to Ozcare in honour of Blessed Fredric Ozanam who, with his companions, founded the Society of St Vincent de Paul in Paris in 1833

Ozcare
Caring for our Community

1 JULY 2019

Community Support services transition back to
St Vincent de Paul Society Queensland



SINCE THE *Beginning.*

Our Long Serving Employees

It is our great honour to acknowledge our team members that have been with Ozcare since the beginning. To these invaluable staff, thank you for your enormous contribution and wonderful service.

It is our privilege to share their insights as to why they're so loyal to Ozcare.



ANDRINA FARLOW

**BUSINESS OPERATIONS MANAGER
CORPORATE OFFICE**

"It is an expectation that an organisation such as Ozcare would have professional, skilled staff who have the requisite abilities to provide the services to our clients. However, what makes Ozcare special is its people. From the beginning this has been apparent to me when I started as an RN at Palm Lodge. I have worked in many roles over the last 25 years and have always found the people throughout Ozcare to be empathetic, supportive and with a strong sense of family. That hasn't changed and is why I am still here 25 years later."



ANTHONY GODFREY

**CHIEF EXECUTIVE OFFICER
CORPORATE OFFICE**

"As CEO of Ozcare since September 2012, and an employee from day one, I feel so proud when I reflect on the last 25 years and the success Ozcare has enjoyed. In some ways I feel we have come full circle, our renewed relationship with The Society and the transfer of De Paul Aged Care and Canossa Health Services to Ozcare, inspires us to reflect on our origins and what it means to be part of our wonderful organisation. We have had a positive impact on countless numbers of lives through our dedication to truly caring for our clients and each other – this is what makes Ozcare feel like home, like family."

"What makes Ozcare special is the dedicated and hardworking staff that over the many years I have had the honour of working alongside. Ozcare is only what it is today because of the contributions and efforts of staff. In the varied roles I have had, from the men's hostel, payroll and now in human resources, I constantly talk to staff who just say they love their jobs and that is special. You could say it really does feel like home – just one big family."

**HUMAN RESOURCES ADVISOR
CORPORATE OFFICE**



LAURICE GREEN



DIANNE MARCH

**FLEET MANAGER
CORPORATE OFFICE**

"I love the way we work as a team, and while we've grown and become more diverse, we're still striving for the one purpose. We care for our community and we also care for each other. It's our ethos, our dedication to care that makes me proud to work for Ozcare."

**LIBBY KLEIN**

“What makes Ozcare special is the respectful, driven and compassionate professionals that I have had the privilege to work alongside over the past 25 years. These people and the overarching core values and principles of the organisation make me feel extremely proud and honoured to work within a team that is committed to providing a high standard of quality and innovative aged care services.”

**FACILITY MANAGER
PARKWOOD GARDENS**

“There are many reasons why I am still an Ozcare employee, but a couple of things stand out for me. I was always able to work around my children from the beginning – when they were little until they were older and finished high school. It’s a family friendly organisation and I have been very well supported and looked after. I have worked in a number of nursing roles over the years and I feel very fortunate to have worked with some of the most amazing people, nurses especially, but many others from all the areas I have worked and I have some very special friends as a result.

**CLINICAL NURSE, 2IC COMMUNITY CARE
OZCARE BRISBANE SOUTH**

**JENNY LAW****JOANNE PAINE**

“Ozcare’s good name and standing means a lot to me. I’ve enjoyed the opportunities given to me throughout the time and the closeness of a lot of staff, the long-standing friendships that I’ve made and that still continue.”

**PROCUREMENT MANAGER
CORPORATE OFFICE**

“I love coming to work at Ozcare because for me it’s just like being at home with my family. Happy staff makes happy residents. As I have worked here near half my adult life, all my big life experiences have happened here, good, bad and sometimes ugly, however it is the management and my colleagues at Ozcare that have helped me get through, offering me advice or just a smiling face. Thank you Ozcare! You have been a great parent and I have learnt a lot.”

**CARE ASSISTANT
KEITH TURNBULL PLACE**

**DONNA PATMORE****RUSSELL YOUNG**

“How could one not be proud and honoured to work for an organisation that enhances the lives of so many Queenslanders. I believe that Ozcare epitomises the true meaning of ‘Caring’. Ozcare is like a family, there are so many dedicated people both staff and volunteers that makes it such a special place to work.”

**GROUP MANAGER PROPERTY & CONSTRUCTION
CORPORATE OFFICE**

We would like to make special mention of our long serving staff who were unable to be photographed for our anniversary celebrations. We thank you from the bottom of our hearts for your 25+ years of service.

**FAY BURKE
CARE ASSISTANT
KEITH TURNBULL PLACE**

**BETH BURLING
REGISTERED NURSE
OZCARE GOLD COAST**

**JULIE SHANKAR
ASSISTANT NURSE
PALM LODGE**

**SHAUNAUGH WILLIAMS
REGISTERED NURSE
PALM LODGE**



Staff from Ozcare
Brisbane North

OUR People.

Ozcare would not be the organisation it is today without the unfailing support of our loyal team members. They show up every day with a commitment to provide the best possible care to our clients, always treating them with compassion, integrity and respect.

Our community is our responsibility and we are driven to improve and protect the lives of the people we care for. Clients have been, and always will be, our priority. The people who work and volunteer for Ozcare are inspired by our mission and values to make a positive difference. We thank them for their incredible efforts.

Last year, a total of 356 employees celebrated service awards. Our service award milestones are recognised every five years and we are

extremely proud of the loyalty of our staff. Their deep knowledge of Ozcare and invaluable experience adds to the family feel of our organisation.

Kindness
is one soul
touching another
in a way that says...
“I see you.”



OUR Ozhearts.

Our much-loved Ozheart employee recognition program has been re-imagined to acknowledge the efforts of a greater number of staff, with monthly awards for both individuals and groups. To our Ozheart winners for 2021, thank you for the warmth, care and professionalism you bring to Ozcare.

JANUARY OZHEART

Awarded to Ozanam Villa - Burleigh Heads Aged Care Facility
For bringing joy to residents during an unprecedented storm event.



FEBRUARY OZHEART

Awarded to Julie Ward (right), Care Assistant, Mackay
For her exemplary actions which saved her client's life.

MARCH OZHEART
Awarded to Diamantina Kaye (centre), Care Assistant, Hervey Bay
For alerting her client's family to a scam attack.



APRIL OZHEART

Awarded to Judith Walsh (middle left), Assistant Coordinator, Gold Coast
For being an unsung hero.

MAY OZHEART
Awarded to Johnny Newman, Care Assistant, Ozcare Hervey Bay Aged Care Facility
For being dedicated, organised, kind and forever smiling.



JUNE OZHEART

Awarded to Craig McKell (centre), Maintenance/Handyperson, Ozcare Malanda Aged Care Facility
For being our jack of all trades.

HOPE *Matters.*



**Written by Sr Mel Dwyer, State Spiritual Advisor,
St Vincent de Paul Society Queensland & State Spiritual Advisor, Ozcare**

Providing hope for hundreds of thousands of Queenslanders has been at the heart of the mission of Ozcare since our beginnings in 1996. This year, 2021, has been such a significant year as we celebrate 25 years of providing compassionate, professional, and personalised, aged care, community and health services for our clients inspired by the Vincentian spirit.

This significant milestone is a culmination of the tireless dedication of thousands of people who have collaborated to ensure that Ozcare truly feels like home. Consistently, Ozcare strives to find ways to ensure that all of our services and interactions are done with heart, bringing hope and consolation to the elderly and vulnerable during some of the most difficult moments of their lives.

As we have journeyed through the past 25 years, Ozcare has grown to provide services throughout many parts of Queensland. The past 12 months have seen Ozcare further expand its outreach with the acquisition of Canossa Health Services Oxley and Trebonne, ensuring that we are able to walk with a larger number of clients with flexibility, resilience and empathy. Drawing inspiration from our mission and vision, we are

“Hope opens new horizons, making us capable of dreaming what is not even imaginable.”

~ POPE FRANCIS

called to remain people of compassion and courage, values which form the foundation of all of our services.

As we thank God for His blessings during this year, we continue to be grateful for the many opportunities we have to make a difference in the lives of others. May the words of Pope Francis give us the courage to dream of new horizons for Ozcare as we move forward together into the future, creating a place that truly feels like home for all those we assist.

WELCOME CANOSSA HEALTH *Services.*

The Canossian Daughters of Charity have transferred the operation of Canossa Health Services to Ozcare after nearly 60 years at the helm of the service. The transfer, enacted on December 1, 2020, included an aged care facility and retirement village at Oxley, with a private hospital and medical centre on the site, as well as an aged care facility at Trebonne in far north Queensland.

The Canossian Sisters are women of great faith and big dreams, creating this massive entity out of nothing – they had a vision for health care that they have now entrusted Ozcare to continue.

Ozcare is privileged to be given the honour of continuing this wonderful legacy of care for residents and patients within the facilities and we remain dedicated to upholding the esteemed reputation of the Canossian Sisters.

Rajanna, Carolyn and Sarah, Nurse Unit Managers at Canossa Private Hospital





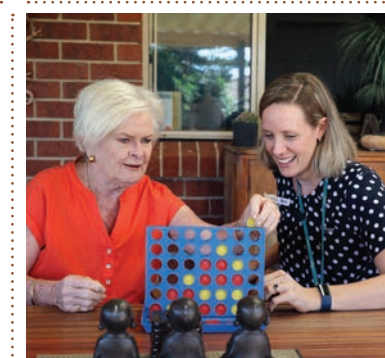

3,815
employees


356
STAFF
CELEBRATED
SERVICE AWARD
ACHIEVEMENTS
(2020-21)

254
volunteers

16
AGED CARE
FACILITIES


2,084
BED LICENSES




53.26%
CONCESSIONAL
RATIO

7,026
CHSP Clients

HOW WE
Care.
As at 30 June 2021

236
*day respite
centre clients*

4
*Retirement
villages*




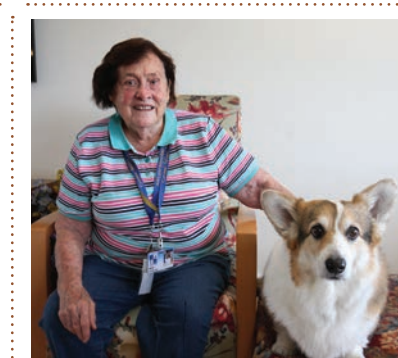
1 
Retirement
Village Under
Construction

214 
RETIREMENT
LIVING UNITS


2,047
HOME CARE
PACKAGES


1 *Private
Hospital*


60,242
Enquiries to
1800 Ozcare
during the year



876
NDIS Clients

90 
HOSPITAL
BEDS

758
QCSS
CLIENTS



Sonal, Assistant in Nursing with
David, Resident at Bakhita Villa

OUR Sustainability.

Ozcare is committed to caring for our community in a sustainable manner. We are dedicated to ensuring that we understand and responsibly manage our impact on the communities in which we operate.

We act honestly and ethically in everything we do to look after the interests of our team members, our clients, our suppliers and our local environment.

We strive to:

PROVIDE SAFE WORKPLACES AND WORK PRACTICES FOR OUR EMPLOYEES

Our people are the heart of our organisation and we have a duty of care to ensure they return home from work safely. Our focus has been on increasing the awareness of our frontline leaders towards health and safety and injury prevention of our workforce.

ENSURE ETHICAL SOURCING AND PROTECTION OF HUMAN RIGHTS

We seek to source products in a responsible manner and safeguard human rights in honour of St Josephine Bakhita, a Canossian Sister who lived in Italy for 45 years after having been a slave in Sudan as a young girl. To pay homage to the legacy of the Canossian Sisters, in 2021 Ozcare renamed Canossa Aged Care Home Oxley to Bakhita Villa after St Josephine Bakhita, Patron Saint of Victims of Modern Slavery and Human Trafficking.

We uphold the values of the Canossian Sisters by adhering to our Modern Slavery policy, which guides our practice in managing risks to modern slavery through our employment practices and in our supply chain. This is supported by our Staff Code of Conduct, Supplier Code of Conduct, Staff Training and Whistleblower Policy.

ENSURE NEW BUILDINGS AND OPERATIONS ARE ENVIRONMENTALLY FRIENDLY

We are committed to sustainable developments when building new projects. We do this by aligning with suppliers who are driven to ensure our developments are as efficient as possible through limiting environmental impact and by incorporating environmentally sustainable solutions into the design process.

The design of any new building will consider the climatic factors of the area and respond accordingly by incorporating environmental sustainability into the design process such as optimising orientation in order to incorporate natural ventilation and lighting.

We believe that we have a responsibility to consider the impact that development has on society, the environment, and the community. We are conscious of the need to produce facilities in both new buildings and refurbishment projects that are low maintenance in terms of finishes and integrate building systems that are energy efficient and environmentally friendly.

Further, we have a proud focus on recycling and waste minimisation at all of our locations, including the introduction of electronic record and scheduling systems which have resulted in a reduction in paper use. As we move forward, we are transitioning to hybrid vehicles in our fleet management program.

SAFEGUARD OUR COMMUNITIES

We are steadfastly committed to the duty of care we have to our clients, their families and to our team members within our Ozcare community. We will do everything in our power to protect their health and well-being. This is demonstrated by the introduction of mandatory annual Influenza vaccines in 2020 and mandatory COVID-19 vaccination in 2021 for employees and volunteers in client facing roles.

Additionally, we have implemented Autonomous Mobile Robots at our newest aged care facilities, to transport meal and laundry services, which alleviates manual push and pull stress on our staff and frees them up to spend more time with our residents.



Bakhita Villa.



Labrador.



Libby, Facility Manager with Joyce,
Resident at Parkwood Gardens



Feels
Like Home.



AGED CARE *Living.*

Bakhita Villa

Ozcare proudly owns and operates 16 residential aged care facilities across Queensland and is presently constructing another facility in the sought-after suburb of Newstead in inner city Brisbane.

Over 1,700 residents are proud to call Ozcare home. They are supported by over 1,900 caring staff and wonderful groups of volunteers to ensure they live well at Ozcare with smiles and laughter filling the rooms.

- ✓ REGISTERED NURSES ALWAYS ON DUTY
- ✓ 24 HOUR PERMANENT, RESPITE & SECURE DEMENTIA CARE
- ✓ FAMILY ATMOSPHERE
- ✓ FRESH, NUTRITIOUS MEALS
- ✓ FULL SOCIAL CALENDAR
- ✓ 53.26% RESIDENTS FULLY OR PART CONCESSIONAL
- ✓ MAINTAINED FULL ACCREDITATION IN 2020-21

“I am honoured to call this place home... they’re my extended family. The staff are wonderful, nothing is ever a problem and they keep smiling – they are all my heroes!”

~ JOYCE

Philosophy & Experience in Positive Ageing

Our staff and volunteers go above and beyond 24 hours a day, 7 days a week to ensure that we not only meet but exceed the expectations of our residents. We are driven by their likes, dislikes and interests.

Our open dialogue and commitment to keep talking to our residents to understand what matters to them enables us to continuously tailor our care and support for each resident. This is what creates a sense of community, family and home at Ozcare.

While all of Ozcare's aged care facilities have a consistent approach to the delivery of accommodation, care and support, they are all unique in their own way of making their facility feel like home. The reason for this is they are a reflection of their local community and the residents themselves.

From belly dancers entertaining residents in Port Douglas, prize-winning vegetable gardens in Malanda and the Cannossian Sisters delivering supportive pastoral care in Trebonne to ventriloquist performances in Noosa and fish 'n' chips by the beach at Burleigh Heads, right across the state our facilities are focused on achieving positive ageing.

"There is a fountain of youth: it is your mind, your talents, the creativity you bring to your life and the lives of people you love. When you learn to tap this source, you will truly have defeated age."

~ SOPHIA LOREN



Mary Wins QNMU Award

Congratulations to Mary English, Facility Manager at Ozcare Malanda, on winning the Excellence in Leadership & Governance Category in the 2020 Queensland Nurses and Midwives' Union Professional Practice Awards.

Mary was amongst 12 finalists selected for the inaugural awards. Nominated by a colleague who described her as a role model for all staff and a professional inspiration, Mary was the only nominee from Far North Queensland in the running. Mary took out the award for greatly raising the profile of nursing in a rural setting while creating a culture that supports best practice and excellent workplace relations.

Humbled by her win, Mary thanked her colleagues at Ozcare Malanda for their exemplary support and camaraderie.

"Winning this award validates the aged care path as a meaningful and rewarding career option. At a time when publicity is not often positive in the media, I hope this shines a light on the amazing work that care providers do."

It is never just one person, it is always a team effort, and when the team works well the possibilities and rewards are endless, and at the end of the day, our residents are beneficiaries of that and that is always our goal." - Mary English



Hilda, Home Care Package Client
from Ozcare Brisbane South

COMMUNITY *Care.*

Motivated by their goal to support our clients to live independently, our 15 community care branches across the state provide not only integral care and support into people's homes but also a critical link to their local community. We are proud to service thousands of clients every day in their homes with compassionate, professional and personalised care.



WIDE RANGE OF SERVICES



QUALIFIED AND EXPERIENCED CARERS



STAFF CERTIFIED IN CPR & FIRST AID



CLIENTS ENJOY REGULAR CARERS WHO GO THE EXTRA MILE



SPECIALIST DEMENTIA SUPPORT AVAILABLE



REGISTERED NDIS PROVIDER



25 YEARS' EXPERIENCE

"Being engaged in some way for the good of the community, whatever that community, is a factor in a meaningful life."

~ PATRICIA CHURCHLAND

HERE FOR YOU NOW AND IN THE *Future.*

We are committed to listening to our clients and adapting to their ever-changing needs. Our comprehensive range of services means that we are able to support our clients now and into the future, offering stability and peace of mind.

Our care teams can look after every aspect of a person's care needs, whether it's a little or a lot. From low level support including domestic assistance, personal care, meal preparation, social support, respite care and transport to higher level support such as nursing, allied health and dementia advisory and support services, we provide genuine, holistic care that is personalised to the individual.

COMMONWEALTH HOME SUPPORT SERVICES (CHSP)

"Ozcare are number 1 because they care!
The reality is they do care about their
clients. They're always happy and cheerful.
Whatever you want you can tell them, and
they will help you."

~ ERIC



Eric, Previously CHSP client now Home Care Package Client
with Sylva, Care Assistant from Ozcare Brisbane South

HOME CARE PACKAGES

"I love Ozcare. They have been so good to me and I
love everyone that comes to help me. I'm so grateful!
That's from my heart – I really mean it!"

~ HILDA



Hilda, Home Care
Package Client with
Connie, Assistant
Coordinator from
Ozcare Brisbane
South



Emerald.



Toowoomba.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

"Jillian does just about everything
and anything! It gives my husband a
break and is great for my mental health.
I look forward to Jillian coming
– it's my favourite day of the week."

~ SHARON

Sharon, NDIS Participant with Jillian, Care Assistant
from Ozcare Ipswich.



QUEENSLAND COMMUNITY SUPPORT SCHEME (QCSS)

Supporting people in our community with
chronic health, mental health or disability
related needs who, with a small amount
of assistance from Ozcare, can live safe,
connected and independent lives.



Townsville.



Port Douglas.

NURSING

"The Ozcare nurses come to my home to dress my wound twice a week. It's wonderful! Without them I'd have to drive to have it looked after. All the nurses are so lovely and very good company."

~ ANNETTE



Annette, client with Angie, Registered Nurse from Ozcare North Lakes



ALLIED HEALTH

"I've been with Ozcare for 20 years, they've become like friends. It's so good to have their cheerful faces coming in and the communication is amazing! The allied health team have helped with so many modifications around my home to make life easier – taps, shower access, tipper kettle, pick up tool and a walker... you don't realise how much the little things make a big difference."

~ IRIS



Iris, Home Care Package Client with Jemma, Physiotherapist from Ozcare Gold Coast.



DEMENTIA ADVISORY & SUPPORT SERVICES (DASS)



"From the first-time meeting Merrill, I felt right at ease. She is a great listener and always provides me with information I can understand and suggests ways on how I can make life easier."

~ PAM

Pam, DASS Client with Merrill, Dementia Advisor from Ozcare Brisbane South



ASSISTANCE WITH CARE & HOUSING

In Brisbane, Cairns and on the Sunshine Coast we care for older people in our communities who are homeless or at risk of homelessness with our Assistance with Care & Housing program. This invaluable service helps turn lives around.

A SENSE OF *Community.*

Ozcare plays a significant role in the lives of our clients in helping to alleviate instances of elder abuse and social isolation. For some of our clients we are the only ones regularly checking in on them and we take this responsibility very seriously.

We are privileged to have the opportunity to engage and connect with our clients and keep an eye and ear out for their welfare. At times we are a much-needed friendly face to brighten the day and in other instances, our support has been lifesaving.

We are driven to make a positive difference in the lives of our clients through the delivery of high-quality services and by looking out for our clients, like we would a family member. This is what makes Ozcare feel like home.

Norma, Home Care Package Client with Nikki, Care Assistant from Ozcare Brisbane South



“Ozcare visit me regularly and that in itself is very re-assuring when you live on your own. The staff are all wonderful and they mean so much to me because being here on my own can be scary and lonely at times.”

~ NORMA



*Lucy, Resident with Jack,
Therapy Dog at Bakhita Villa*



Beryl, Client with Linda, Care Assistant at Runaway Bay Day Respite Centre

DAY RESPITE *Centres.*

A sense of belonging means feeling at home somewhere. We strive to make our day respite centres places that people look forward to coming to. They are warm, welcoming communities filled with caring staff, friendly faces and vibrant activities that spark joy, engagement and connection.

Our older clients and younger NDIS participants enjoy the opportunity to get out of the house, see their friends and participate in things they like to do. This provides invaluable support for carers. We often hear our clients saying attending day respite is their favourite days of the week.

- ✓ 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 think it’s absolutely fabulous. I come twice a week but I wish I could come every day. Everyone is so lovely, I feel so humbled to come here because they’re all so wonderful!”

~ BERYL

CANOSSA PRIVATE *Hospital.*

Canossa Private Hospital became part of Ozcare at the end of 2020 and is a significant new addition to our service portfolio. We are committed to continuing the wonderful legacy of the Canossian Sisters that was established over 60 years.

Canossa Private Hospital is known for their focus on patient experience. This boutique, 90-bed hospital provides a service that works closely with patients and their families to meet expected health outcomes. The family feel is evident with warm, professional staff who go out of their way to help.

“The nurses are great here!”

~ JOHN

- ✓ PATIENT-CENTRED CARE
- ✓ GENERAL MEDICINE
- ✓ SURGICAL SERVICES
- ✓ REHABILITATION SERVICES
- ✓ ONCOLOGY
- ✓ PALLIATIVE CARE
- ✓ PASTORAL CARE SUPPORT

Kirsty, Enrolled Nurse with John, Patient at Canossa Private Hospital



RETIREMENT *Villages.*

Ozcare is proud to be the operator of four retirement villages throughout Queensland with another under construction in the sought-after inner Brisbane suburb of Newstead.

We have a firm vision to co-locate retirement villages with our aged care facilities and support village residents with our community care offering. Ozcare is uniquely positioned to be able to do this and believe we offer retirees an unparalleled experience when it comes to village design and sense of community.

- ✓ FLEXIBLE ENTRY PRICE OPTIONS
- ✓ STATE-OF-THE-ART FACILITIES
- ✓ CO-LOCATED WITH OZCARE AGED CARE FACILITIES
- ✓ VIP ACCESS TO OZCARE SERVICES
- ✓ PET FRIENDLY

“This is my happy place. I wake up in the mornings and think I’m blessed to be here.
I love it!”

~ KAY

Kay, Resident at Canossa Gardens



RENDU TOWERS, NEWSTEAD

Divinely Inspired - With an unparalleled design vision, uninterrupted river views and a distinguished address, Rendu Towers sets a new benchmark in liveability for inner city Brisbane. Stage 1 opening early 2023.

REFLECTIONS ON THE BAY, KAWUNGAN

Imagine. Discover. Belong - Reflections on the Bay is Ozcare’s newest vision for retirement living in Hervey Bay. Stage 1 sold out prior to opening. Stage 2 opening 2022.



CURRIMUNDI GARDENS, CURRIMUNDI

A Sanctuary to Immerse & Unfold – This small, friendly retirement village on Queensland’s beautiful Sunshine Coast is undergoing an exciting new extension to deliver a purpose-built clubhouse and 15 new 2-bedroom units. Stage 2 opening early 2022.

CANOSSA GARDENS, OXLEY

Peaceful Living – Discover a tranquil bushland setting at our village in Oxley, only 20 minutes from Brisbane’s CBD. Overlooking 13 hectares of beautiful bushland, this friendly village is part of the caring Canossian Sisters Community.



DE PAUL MANOR ESTATE, SOUTHPORT

Living, Caring, Belonging – Our boutique retirement village in the heart of the Gold Coast offers an enjoyable lifestyle, companionship and the security of knowing you are part of the De Paul Community Precinct.

LEADERSHIP *Team.*



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 Brighouse, Head of Community Care, Brett Warhurst, Group Manager People, Anthony Godfrey (Chief Executive Officer), Lanna Ramsay, Head of Aged Care, John Scurr, Chief Information Officer.

“Our goal is to inspire, empower and support our managers to lead their teams in the spirit of Ozcare’s mission and values.”

BOARD OF *Directors.*

“We are dedicated to exemplary corporate governance to ensure Ozcare is successful in its mission.”



John Thomas
Chairman



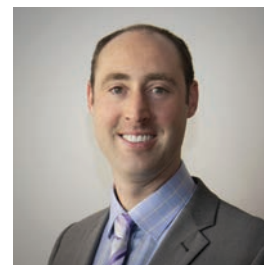
Prof. Susan Dann
Non-executive Director



Peter Driver
Non-executive Director



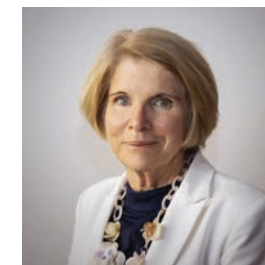
John Forrest
Non-executive Director



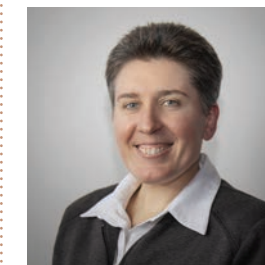
David Masters
Non-executive Director



Declan Rooney
Non-executive Director



Glynis Schultz
Non-executive Director



Sister Mel
Spiritual Advisor

Outgoing Directors



June Chandler
Retired 31 December 2020



Matthew Vanderbyl
Retired 31 December 2020

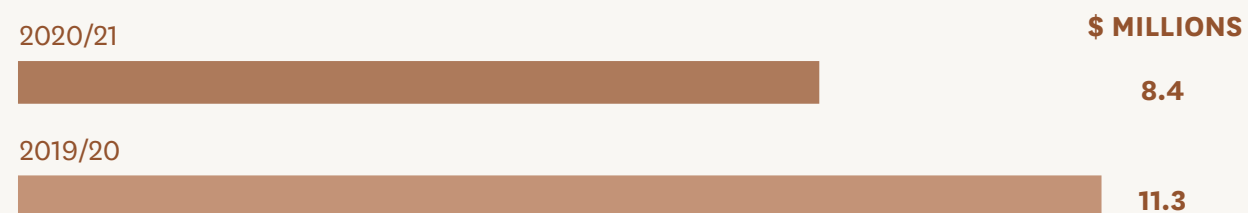


Mike Gilmour
Resigned August 2021

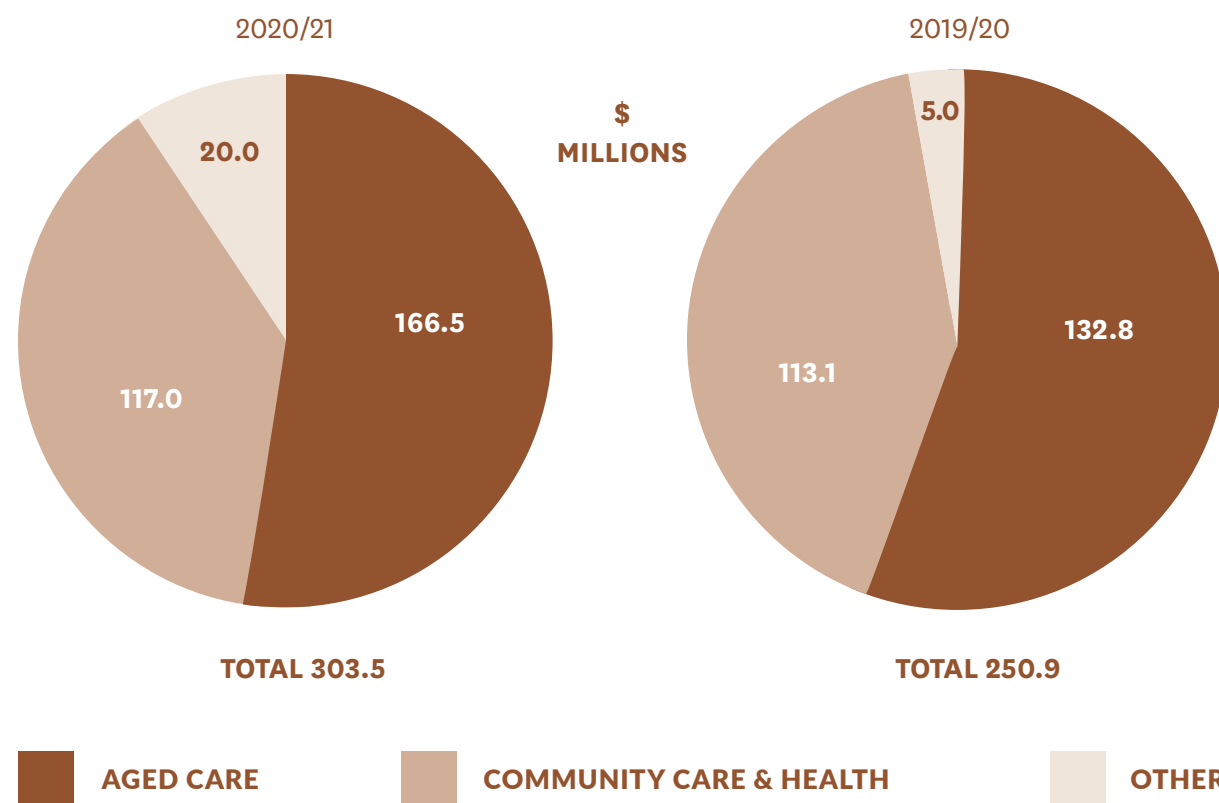
FINANCIAL

Overview.

Results of our Efforts



Revenue by Services



Income	\$ MILLIONS	
	2020/21	2019/20
Government Subsidies	187.6	158.8
Fees from Residents & Clients	92.1	77.4
Accommodation Income	11.0	8.4
Other Income	10.4	6.2
Financing Income	2.4	0.1
TOTAL	303.5	250.9

Expenditure		
	2020/21	2019/20
Staff Costs	202.5	167.1
Property Expenses	16.9	13.3
Catering & Housekeeping Expenses	10.7	8.0
Other Expenses	65.0	51.2
TOTAL	295.1	239.6

What Do We Own		
	2020/21	2019/20
Property Plant & Equipment	475.7	360.7
Investment & Cash	178.0	143.4
Debtors & Other Assets	50.3	45.6
TOTAL	704.0	549.7

What Do We Owe		
	2020/21	2019/20
Resident Bonds & Residents Loans	261.1	140.3
Leave & other Provisions	32.3	26.2
Creditors & Other Liabilities	74.5	58.3
TOTAL	367.9	224.8

THANK *You.*



“In my life I want to become better and do a little good.”

BLESSED FREDERIC OZANAM
FOUNDER SOCIETY OF ST VINCENT DE PAUL
AND OZCARE'S NAMESAKE

We are inspired by the call of Blessed Frederic Ozanam and we are grateful for your support.

***Thank you for helping us care for our community.
Together, we helped over 27,000 people in 2020-21*.***

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

100% of every donation and bequest Ozcare receives goes directly to the service specified, 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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
- Queensland Health

**Includes clients who were discharged from our services in 2020-21*

*Right: Pam, Client with Merrill, Dementia Advisor
from Ozcare Brisbane South*

Home
is a Feeling



Corporate Office

66 River Terrace, Kangaroo Point Q 4169

PO Box 912 Fortitude Valley Q 4006

p: 1800 Ozcare (1800 692 273)

f: (07) 3028 9673

www.ozcare.org.au

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***