



Annual Report 2008-09

# *Expanding Horizons*



Catholic  
Homes

*Enriching life with choices,  
harmony and community.*

# About Us

Catholic Homes is a leading not-for-profit organisation providing accommodation, residential care, community care and retirement living choices for seniors.

Our high quality services enhance the well-being, companionship and peace of mind of over 1000 seniors in Victoria.

We value each person's uniqueness, life experiences, abilities, aspirations and rights, and tailor our services to suit each person's needs and choices.

People from diverse cultures, nationalities and faiths are welcome to our services. Together we create and enjoy vibrant and caring communities.

## Catholic Homes at a Glance

1016

people receive our services at any one time: 52% residential aged care services, 43% independent living accommodation, 5% community aged care packages.

29%

growth in services over the last 5 years – 3% in 2008-09. Since 2004-05 we have increased residential aged care places by 40%, independent living options by 11.5% and community aged care packages by 150%.

680

people assist Catholic Homes to achieve our vision – 72% are employees, the majority part-time, and 28% are volunteers, the majority aged 65+.

\$11

million was invested in the development of new services in 2008-09 – at Corpus Christi Village, Clayton, and the development of a 15 place Dementia Unit at St Bernadette's Aged Care Facility, Sunshine.

*I enjoy knowing that someone's life was just that little bit better today because I was in it. Whether it was because they were able to tell me about a problem, or reminisce with me, or talk to me about their loved one. It beats all my other work experiences. It draws me in and it's what makes me come back every day.*

Alexander Turner, Lifestyle and Personal Care Assistant

# Catholic Homes Locations



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# Our Ethos

## *Our Vision*

Choice and opportunity as you age.

## *Our Mission*

Integrated and accessible aged care and accommodation services provided within a Catholic ethos.

## *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.

# Archbishop's Message

*Let us remember to nurture the spirit, to give time to prayer and to practice acts of loving kindness to one another.*



Prayer opens our hearts to the constant love Christ gives us. Through prayer we can transcend the material “here and now” and experience a loving and hopeful peace.

The peace that comes from Jesus Christ is not a peace that the world gives. It is his own peace. When Jesus said, “Love one another as I have loved you”, he asked that we love one another as he loved us.

I am heartened whenever I visit the services provided by Catholic Homes to see this love in action. I am grateful for the dedication, care and compassion of staff. I am enriched by the wisdom, strength and courage of seniors who have contributed, and still contribute, so much to our community. I am enthralled by the unifying power of faith and love which transcends age, social and cultural differences.

***It is faith that draws us into a community, opening up a vision of ourselves and our society as having a single source and fulfilment in Christ. It is through faith that we find peace.***

When I blessed Corpus Christi Village on 20 May 2009, I was impressed by the strong bond of community that had been established in such a short time. I rejoiced that the new village established on the site of the former seminary is also called Corpus Christi. It reminds us that young men preparing for priesthood dedicate themselves to a life of prayer and pastoral care. It also reminds us of the primary importance in our lives of our relationship to Christ.

We face many challenges in our work and in our daily lives. We need not face these challenges alone. Our faith is a source of comfort, a path of hope and a unifying bond.

Let us remember to nurture the spirit, to give time to prayer and to practice acts of loving kindness to one another. It is through our love of Christ that we find the Kingdom of God to be very near at hand.

+ *Denis J. Hart*

Denis J Hart DD  
Archbishop of Melbourne

# Reflections from the Chair



The Global Financial Crisis reminds us that whether we are young or old, rich or poor, we are all affected by major changes in our global society.

Over the past year, several major independent reports have highlighted the implications of Australia's ageing population and the need for a robust public policy, planning and financing framework.

The Report to the Senate noted that over the next four decades the number of Australians aged over 85 years will quadruple to an astonishing 1.6 million. The Productivity Commission highlighted a growing diversity in the care needs, preferences, income and wealth of older Australians, which will pose qualitative and cost challenges. Access Economics identified an urgent need to plan for the projected substantial shortfall in the availability of workers to care for people with dementia.

How well prepared is Australia to meet these challenges? Are we capable of reading the early warning signs of a system that is not coping? Or, like the Global Financial Crisis, will we wait until the problems are obvious, and it is possibly too late?

While the fiscal crisis prompts us to be prudent in our financial management and investment strategies, we must also heed the significant growth in demand for aged care services. Finding the right balance between risk and opportunity is crucial.

Catholic Homes continues to pursue its vision of expanding choices and opportunities for seniors living in Victoria. We have made good progress in growing our services during the past year and are planning further service development.

Thanks to the leadership, dedication and skills of our staff, the services we provide meet high quality standards. Initiatives such as the palliative care research project and ongoing professional development ensure that we respond to the increasing diversity and complexity of needs. Our staff and volunteers are our greatest asset. Workforce planning and development are key organisational priorities.

I wish to thank the Board and members of its committees for generously contributing their expertise to ensure the sound governance of Catholic Homes. Special thanks to Jane Tribe for 12 years of magnificent service as a Board member.

Our sincere thanks to the Archdiocese of Melbourne, the Australian Catholic University, parishes and religious orders, donors, as well as government, community and ethnic groups who help us to achieve our vision.

A handwritten signature in black ink that reads "Whiting".

Peter Whiting  
Board Chair

# CEO's Report



This has been a very exciting, challenging and fulfilling year. Our vision to expand the choices and opportunities for seniors has resulted in the completion of two major projects and a 3% increase in our overall service capacity.

At the start of 2008-09, Corpus Christi Village was a construction site and by year's end it is a vibrant community and home to 38 residents. A joyous gathering of nearly 200 people attended the blessing of Corpus Christi Village by the Archbishop of Melbourne in May. We are very heartened by the positive community response and look forward to the completion of Stage 2 in the coming months. The Chapel has been beautifully furnished with the generous donations of parishes and religious orders.

Residents and staff at St Bernadette's Aged Care Facility are benefiting from a major upgrade of the facility. This includes the completion of a new unit designed to provide the best physical and social environment for 15 residents with dementia.

Significant improvements at St Catherine's Aged Care Facility and throughout many of our Independent Living Units have enhanced the comfort of residents. This work has included a range of water and energy conservation measures to reduce the ongoing impact of our services on the environment.

Our robust quality management program and dynamic continuous improvement processes facilitate high quality services tailored to each person. All five residential aged care facilities assessed during the year by the Aged Care Standards and Accreditation Agency achieved full 3-year accreditation.

The palliative care research project, undertaken in partnership with the Australian Catholic University, has demonstrated the benefits of providing palliative care education to all aged care staff.

We were pleased to share aspects of our Pandemic Management Plan at several industry forums, having provided associated training to all our staff prior to the outbreak of swine flu.

Strategies to promote community awareness of Catholic Homes build on our refreshed branding. We also continue to enhance our communication and business processes through investment in technology.

I wish to thank the Board for its wisdom and support throughout the year, and all our staff and volunteers for their dedicated commitment to enriching the lives of seniors who access our services.

Joan Donoghue  
Chief Executive Officer

# Strategy Map



# Deliver High Quality Person-Centred Services



*When I was offered a Case Manager by Catholic Homes, I didn't want to accept. I thought it was just promises. I'm glad I was persuaded to give it a go because Barbara's help makes the world of difference to me.*

*I'm attached to this oxygen tank and have other health issues, so I need help with various activities. Barbara has organized help with showering, cleaning, shopping, gardening, paying my bills, getting to appointments and even getting me an air conditioner in time for the heatwave. She checks that I'm happy with my homecare workers – they understand me and we have fun.*

*Barbara is only a phone call away, she rings me often to check I'm OK and she does plenty for me. I'm in hospital a lot and Barbara makes sure my dog, Sheila, is well looked after. That's a big load off my mind. I'm very happy with the way things are now.*

Mr John Mifsud,  
Community Aged Care Package Recipient

## **Accreditation**

Five facilities achieved accreditation on all 44 outcomes by the Aged Care Standards and Accreditation Agency: St Joseph's, JR Hannah, St Bernadette's, Maryville and Justin Villa.

## **Satisfaction Surveys**

**Residential Care:** In August 2008, 241 residents (49%) responded to a survey about our services. The overall service and the care provided by staff were rated as excellent or good by 91% of respondents. Opportunities to be involved and to have a say were rated as excellent or good by 85% of respondents, and 78% rated the social life as excellent or good.

**Independent Living Units:** 124 independent living unit residents (37%) responded to our 2008-09 survey. Most residents were 'very satisfied' or 'satisfied' with the affordability, security, privacy and condition of their home. Residents also reported high levels of satisfaction with staff service, including: staff professionalism, courtesy, privacy and efficiency.

## **Community Aged Care Packages:**

Clients reported high levels of satisfaction with all aspects of this service in the 2008 survey. The Case Managers are well regarded for their patience, understanding and professional approach, as well as their resourcefulness and early intervention in response to changing client needs.

# *Service Choices for Seniors*

## **Corpus Christi Village**

During the past year, the construction site at Clayton has been transformed into a vibrant community. Thirty-eight residents from local parishes, religious orders, and nearby suburbs settled into their new homes. They enjoy an increasing range of activities in the new Community Centre, with the support of the Village Manager and Residents' Committee. Residents of Corpus Christi Aged Care Facility, located next door, also attend Masses held in the new Chapel. Construction of a further 17 units, available for occupancy by February 2010, is well underway and as at 30 June 2009 70% had already been sold.

## **St Bernadette's Aged Care Facility**

A new specialised unit for 15 residents with dementia has been developed at St Bernadette's Aged Care Facility, Sunshine, as part of a \$5million project. It has been designed to provide the best physical and social environment to meet the special needs of people with dementia. In addition, St Bernadette's now has a new chapel, coffee lounge, entrance and administration areas, as well as supporting ageing-in-place. Upgraded landscaping and garden areas enhance the enjoyment of residents and visitors.

*We are thrilled to be offering a fully integrated continuum of services comprising retirement living, optional hospitality and support services, respite and residential aged care at Clayton.*





### **Lifestyle Programs**

Lifestyle staff across our residential aged care services continued to provide a range of vibrant lifestyle opportunities and experiences for residents based on our person-centred philosophy.

*The Parliament provides a truly democratic opportunity for residents to be directly involved in decisions affecting their lives.*

After a flurry of campaigning activity, polls opened on 7 August 2008 for the election of representatives to the new Parliament at Corpus Christi Aged Care Facility. The four elected representatives proudly took up office and open their 'electoral offices' for an hour each fortnight.

"Residents know that if they have any issue or suggestion, no matter how small, they can approach me and I will follow it up on their behalf," says Kitty Mulholland, an elected representative. "We were pretty busy at first. Suggestions covered a wide range of areas including meals, sun filters, outings and an in-memoriam stained glass window," says Kitty.

Staff and volunteers provide support with documenting continuous improvement suggestions and action plans. Straightforward requests are actioned promptly following discussion with the Manager. Other issues are discussed at bi-monthly meetings of the Lower House, which includes elected representatives, relevant staff and the Manager. Upper House meetings include people from outside the facility and consider broader issues such as the environment and fundraising.

Peter Akins says he enjoys being an elected representative and the Parliament is a real win for residents. "We have a greater role in decision-making and we all benefit", says Peter.





# Learning and Development

1752

staff training attendances occurred during 2008-09 including: 1626 in-service training attendances, 30 external course attendances, and 72 induction training attendances.

*Palliative care aims to improve the quality of life of people experiencing life-limiting illness by responding to their physical, psychological, social and spiritual needs.*

## **Palliative Care Research Project**

During 2008-09 Catholic Homes hosted an important palliative care research project to measure the effects of providing a comprehensive palliative care education program to all staff, including ancillary staff.

The research was conducted by Dr Fran McInerney, Associate Professor in Aged Care, jointly appointed by Catholic Homes and the School of Nursing and Midwifery at the Australian Catholic University in 2007.

Feedback obtained in a survey of all staff on their knowledge of, and attitudes towards, palliative care was used to develop and deliver a 6 hour palliative care education program to all facility staff, in collaboration with specialist palliative care nurses. A follow-up staff survey conducted 3 months after the education program found improvements in all knowledge and attitudinal areas. The greatest improvements were among ancillary staff and staff who had attended all education sessions. There were also significant improvements in the area of symptom control.

This research has been presented at several national and international conferences and highlights the value of educating all staff about palliative care.

*After completing the Palliative Care course, I have a better knowledge about the issues elderly residents are going through, the use of medication to help them cope, and the importance of family and friends.*

Margaret Fischmann, Food Services Assistant

25%

decline in work cover claims compared with 2007-08. This has been achieved through proactive OH&S strategies and training programs at all sites.

24

staff completed certified qualifications including: Diploma of Management, Certificate IV Aged Care, Certificate IV Lifestyle & Leisure, Certificate III Health (Nursing) and Certificate III Laundry.

# Organisational Capability

Our achievements in developing our organisational capability include:

- Access by all sites to the new Catholic Homes intranet, which includes access to our quality management system.
- Improved emergency preparedness and crisis management through the development of a Pandemic Management Plan and associated staff training, the establishment of a Crisis Management Team and updated Emergency and Evacuation Plans for all sites.
- The establishment of a Corporate Quality Committee to oversee the quality management and continuous improvement systems, as well as considering research opportunities.
- More efficient recruitment through online access to police clearances.
- The adoption of new HR management software and an online contractor induction program.
- Further investment in modernising our information and communications technology infrastructure and improving our IT business continuity capacity.
- We have also prepared detailed plans and commenced staff training for new clinical care software to be implemented over the coming months.



*“If I hadn’t come here I wouldn’t be alive”, says Mrs Norma Farrell, one of the first residents to move into Corpus Christi Village in January 2009. “I was living in a country area outside Geelong, no longer able to drive. It was lonely because I could go for days without seeing anyone”.*

*“My daughter and son-in-law spent a long time looking for a suitable place for me and my dog, Coco. When I met Mark, the Village Manager, I knew this was the place for me – he is so friendly and helpful”.*

*As Corpus Christi Village is located close to her daughter and son-in-law, Mrs Farrell no longer worries about their long drive to visit her. This proved to be a lifesaver when she called them feeling unwell and required admission to hospital following a heart attack.*

*“My life is very much better now. I see more of my daughter and son-in-law, I’ve made new friends here, and I enjoy indoor bowls and other social activities at the village. I’m very lucky to be here”.*

*“It’s made a huge difference to us, too”, says Gayle, her daughter. “We have peace of mind knowing that Mum’s secure, safe, comfortable and with friends.”*

Mrs Norma Farrell, Corpus Christi Village

# Promote Sustainability



*“Catholic Homes is much more than a landlord to me. They’ve helped me with several changes in my situation. When I asked recently if I could move to a ground floor unit due to health issues, they couldn’t have been more helpful. This situation is ideal for me – there are no stairs, the bus stops outside and my daughter is close by. I’m lucky I don’t have rising private rental costs to worry about. What’s more, I know that Catholic Homes has a range of other services should I need them in the future.”*

Mrs Sarah Clarke,  
Independent Living Unit Resident

## **Water Conservation and Rainwater Harvesting**

Installed tanks to harvest 24,900 litres of rain water at St Bernadette’s, 29,000 litres of rain water at Providence, and 145,000 litres of rain water at Corpus Christi Village.

Reduced the volume of water used at St Bernadette’s by: replacing 71 high volume toilet suites with dual flush toilet suites, installing flow control regulators to plumbing outlet fixtures; and upgrading the hot water system.

Installed water efficient tap ware at St Catherine’s and upgraded 3 bathrooms in Independent Living Units resulting in improved water conservation.

The use of drought tolerant plants, rainwater irrigation systems and mulching.

## **Reduced Energy and Chemical Usage**

Reduced energy and chemical usage through the installation of ozone laundries at Providence and St Bernadette’s.

Replaced 11 hot water services and 5 stove units in Independent Living Units with more energy efficient appliances.

## **Building Upgrade and Maintenance Program**

Refurbished Independent Living Units during 2008-09 at a capital cost of \$709,154.

Undertook pressure and scale cleaning of sewerage lines to remove impediments at all Independent Living Units and at St Catherine’s.

Commenced a comprehensive audit of 24 Independent Living Unit sites to inform our capital works, maintenance and environmental sustainability programs.

## **Fundraising**

Prepared a three-year fundraising plan with the objective of increasing the support for our activities through donations, bequests, philanthropic grants and corporate partnerships.

# Financial Overview

	30 June 2009	30 June 2008
Revenue	\$29,205,575	\$25,683,215
Other Income	\$377,262	\$1,472,353
<b>Total Revenue</b>	<b>\$29,582,837</b>	<b>\$27,155,568</b>
Staff Costs	\$17,671,943	\$16,049,305
Other Expenses	\$8,134,772	\$6,501,539
Depreciation	\$2,452,213	\$2,030,209
<b>Total expenses</b>	<b>\$28,258,928</b>	<b>\$24,581,053</b>
Surplus	\$1,323,909	\$2,574,515

Catholic Homes has recorded a surplus for the financial year ended 30 June 2009. This has been achieved in the context of the indexation of Government recurrent funding not keeping pace with rising operational costs for residential and community care services.

The 2008-09 global financial downturn created some fresh challenges. A major impact has been the write down in the value of investments held in managed funds plus a lowering of investment returns generally. Investments held for sale have been written down by \$922,895 as at 30 June 2009, contributing to the reduced surplus.

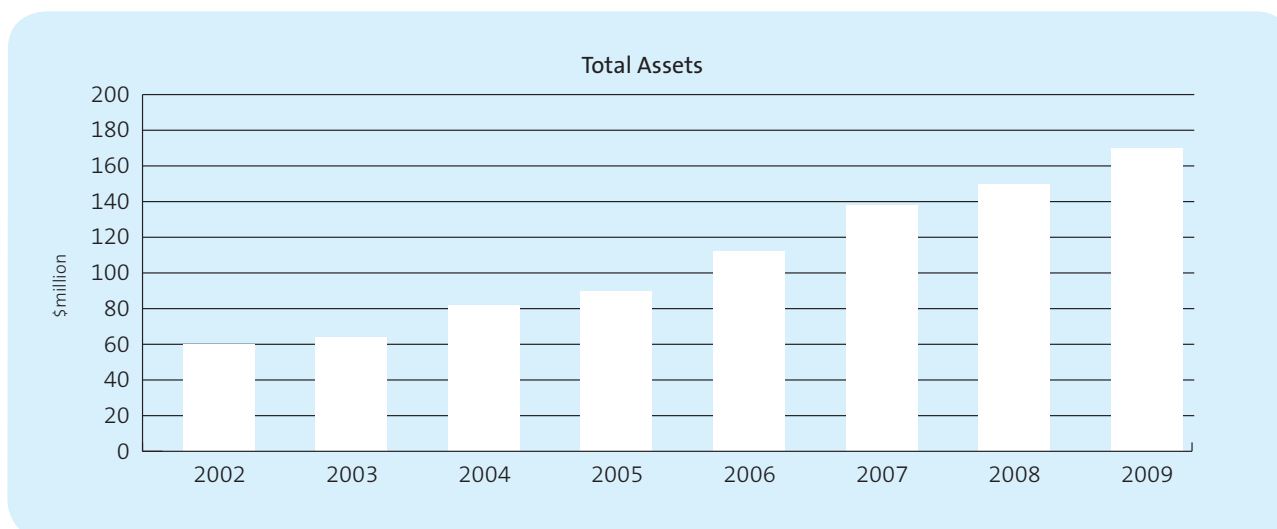
In 2008-09 Catholic Homes continued its trend of growth with an increase in revenue of 13.7% (17.1% in 2007-08).

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 close to \$13 million in capital (\$11 million in 2007-08).

The strength of Catholic Homes is reflected in its total assets of almost \$172 million (\$151 million in 2007-08) and total accumulated funds (net assets) of over \$98.5 million as at 30 June 2008 (\$97 million in 2007-08).

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

Full audited financial reports are available on our website [www.catholic-homes.org.au](http://www.catholic-homes.org.au).



# Governance



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



The Board is responsible for the governance of Catholic Homes, an incorporated not-for-profit organisation. This includes creating its future through sound strategic planning, as well as overseeing its finances, legislative compliance and risk management.

## Strategic Challenges

Key strategic challenges facing Catholic Homes and other aged care organisations include: the cost of funding the growth of services; indexation of Government funding not keeping pace with rising wage costs; and an ageing workforce and staff shortages.

## Strategic Opportunities

The growth and increasing diversity of the ageing population provide opportunities for service development and innovation in the areas of accommodation, care and retirement living. There are also opportunities, such as through our partnership with the Australian Catholic University, to undertake research and development to enhance models of service and staff education. Given the growing awareness of the importance of corporate social responsibility, there are also opportunities to develop beneficial partnerships with the corporate sector, as well as strengthening our parish and community engagement.

During 2008-09, there was extensive discourse and research on the strategic issues facing aged care. Key issues include:

- *The issue of attracting and retaining adequate aged care staff is complex and there is no single solution.*  
Report to the Senate on Residential and Community Aged Care in Australia, April 2009, P52
- *A 2007 analysis by PricewaterhouseCoopers... established that... the capital raising capacity of the industry is likely to be under-funded by as much as \$5.7 billion over the next 12 years.*  
Report to the Senate on Residential and Community Aged Care in Australia, April 2009, P54
- *The committee considers... that the current indexation formula may no longer be appropriate for the aged care sector.*  
Report to the Senate on Residential and Community Aged Care in Australia, April 2009, P70

# Risk Management

Catholic Homes has a comprehensive enterprise risk management program. The key strategies to address our top risks include:

Risk Area	Risk Management Strategies
Clinical Governance	<ul style="list-style-type: none"> <li>Internal Quality Auditing Program</li> <li>Organisational Continuous Improvement Program</li> <li>Quality Management System</li> <li>Partnership with the Australian Catholic University to research and develop models of care</li> <li>External Accreditation Audits and Support Contacts</li> </ul>
Emergency Management and Business Continuity	<ul style="list-style-type: none"> <li>Emergency Preparedness and Crisis Management Policy</li> <li>Crisis Management Team</li> <li>Disaster Recovery Plans</li> <li>IT Business Continuity Plan</li> <li>Emergency and Evacuation Policy and Plans</li> <li>Pandemic Management Plan</li> </ul>
Legislative Compliance	<ul style="list-style-type: none"> <li>Risk and Compliance Toolkit with scheduled tasks relating to all risks, controls and compliance obligations</li> <li>Legislation Alert Service and review of the relevance of legislation changes</li> </ul>
Qualified and Experienced Staff	<ul style="list-style-type: none"> <li>Staff Training and Development Program</li> <li>Annual Performance Appraisal System</li> <li>Annual Competency Assessments</li> <li>Staff Annual Recognition Program</li> <li>Succession Planning</li> </ul>

# Our Appreciation



Volunteers at St Joseph's annual Night of the Stars event were recognised for their contributions.



*"We knit jumpers, scarves, dolls and teddy bears and sell them to relatives and visitors. With the help of all sorts of people, we've raised funds for a bus so everybody can enjoy lots of outings."*

Nancy, resident and volunteer at St Bernadette's, busy knitting to raise funds

We wish to thank all our residents, clients, volunteers, board members, donors and staff, as well as the Archdiocese of Melbourne, local parishes, religious orders, cultural groups, partner organisations and Government funding agencies for your contributions to our Catholic Homes communities throughout 2008-09.

## Volunteers

We are very grateful for the time and skills donated by 193 dedicated volunteers during 2008-09. Your involvement enhances the life experiences we offer our clients and residents, as well as contributing to the sound governance of our organisation.

## Donations and Bequests

We greatly appreciate the financial support received through donations, bequests and fundraising activities by residents and volunteers, totalling \$42,312 in 2008-09, including:

Bidvest Australia	\$5,357
Estate of Mr A R Brady	\$20,999
Jane Tribe (Community Award from Australia Post)	\$1,000
Rotary Club of Footscray	\$5,949

## Grants

Our sincere thanks also to the following organisations for their financial support:

**Collier Charitable Fund:** granted \$20,000 in 2007 towards construction costs of St Bernadette's Dementia Unit.

**Jack Brockhoff Foundation:** granted \$15,000 in 2007 for the purchase of a lifting machine for the St Bernadette's Dementia Unit.

## Commonwealth Community Water Grants:

for \$186,155 towards water conservation and rainwater harvesting works at St Bernadette's Aged Care Facility and Providence Aged Care Facility.



Australian Government Water Fund  
Community Water Grants

### Staff Achievements

Our work is challenging, demanding and unrelenting, so we are very fortunate to have such committed, caring and skilled staff working with us to achieve our vision.

We are proud to report that three staff were recognised in industry awards for their inspiring leadership and skills. These include:

- Teri Saunders, Residential Services Manager, Corpus Christi Aged Care Facility: Finalist, SACS Not-for-Profit Leadership Award.
- Michelle Willison, Residential Services Manager, St Catherine's Aged Care Facility: Finalist, ACCV Employee of the Year Award.
- Hus Akyayla, a trainee nurse at St Catherine's Aged Care Facility: Apprenticeships Plus Outstanding Trainee of the Year Award, Health/Nursing Trainee of the Year Award.

### Special Thanks

We greatly appreciate the willingness of residents, clients, staff, volunteers and family members to share their experiences and to be photographed for this Annual Report.



*I work in aged care because everyone gets old and I want to be beside them, to help them. I love to be with them. You learn from them and they've got good stories. When I am off work, I miss them, really. I do everything for them like I'm doing it for my Mum.*

Mary Kir, Personal Care Worker.

# Future Plans



Future plans for Catholic Homes include:

## Strategic Planning

During 2009-10 Catholic Homes will prepare a new Strategic Plan covering the period 2010 to 2013.

## Service Growth and Development

We will progress a range of project plans and feasibility studies to increase our provision of affordable accommodation, residential care, community care, respite and retirement living services.

## Research and Development of Service Models

We will undertake further research and education projects in the areas of palliative care and care for people with dementia in partnership with the Australian Catholic University.



## Workforce Development

We will prepare a strategic workforce plan to facilitate the recruitment and retention of staff in a competitive environment, as well as continuing to invest in the training and development of our workforce.

## Environmental Sustainability

A landscape and garden maintenance plan will be implemented at all sites to promote attractive landscape areas appropriate to our changing climate that are easy to maintain and reduce water usage.



## Financial Sustainability

We will broaden our revenue base through fundraising activities, as well as implementing effective cost control and investment strategies.

## Partnerships

We will maintain and develop partnerships with a broad range of organisations including: industry representative bodies, other aged care organisations, local parishes, religious organisations, cultural and community groups, and government agencies.

## Celebration

We will also celebrate our 50th Anniversary in 2010.

# *We Value Your Support*

## *Volunteering*

We welcome new volunteers and have a wide variety of ways for you to contribute, depending on your interests, skills and availability.

Please contact the Manager of the service where you would like to volunteer, or call our office.

## *Donations & Bequests*

Every donation – large or small, regular or one-off – enables us to make a greater difference.

Making a gift to Catholic Homes in your Will is a wonderful caring legacy. We will ensure your wishes are honoured.

Please complete the coupon attached and send it to:

Catholic Homes  
Suite B, 2 Domville Ave Hawthorn 3122  
T 03 8862 9000  
E [reception@catholic-homes.org.au](mailto:reception@catholic-homes.org.au)

Our website has more information:  
[www.catholic-homes.org.au/help](http://www.catholic-homes.org.au/help)



**Central Office**

Suite B, 2 Domville Avenue  
Hawthorn, 3122  
T +61 3 8862 9000, F +61 3 9815 2511  
E [reception@catholic-homes.org.au](mailto:reception@catholic-homes.org.au)

**Community Aged Care Packages**

Eastern Region  
T +61 3 9857 8733, F +61 3 9857 8911  
E [cacp@catholic-homes.org.au](mailto:cacp@catholic-homes.org.au)

**Northern and Western Regions**

T +61 3 9311 4100, F +61 3 9311 4877  
E [cacp@catholic-homes.org.au](mailto:cacp@catholic-homes.org.au)

**Corpus Christi Village**

T +61 3 8581 0600, F +61 3 8581 0699  
E [ccvillage@catholic-homes.org.au](mailto:ccvillage@catholic-homes.org.au)

**Corpus Christi Aged Care Facility**

T +61 3 9542 6500, F +61 3 9558 6811  
E [reception.cc@catholic-homes.org.au](mailto:reception.cc@catholic-homes.org.au)

**John R Hannah Aged Care Facility**

T +61 3 9562 3575, F +61 3 9546 8645  
E [jrh@catholic-homes.org.au](mailto:jrh@catholic-homes.org.au)

**Justin Villa Aged Care Facility**

T +61 3 9816 0111, F +61 3 9857 5356  
E [justinvl@bigpond.com](mailto:justinvl@bigpond.com)

**Maryville Aged Care Facility Inc**

(Approved Aged Care Provider;  
Governed by Maryville Aged Care Inc)  
T +61 3 5221 5299, F +61 3 5221 4024  
E [info@maryvillenursinghome.com](mailto:info@maryvillenursinghome.com)

**Providence Aged Care Facility**

T +61 3 5367 2402, F +61 3 5367 7399  
E [provid@catholic-homes.org.au](mailto:provid@catholic-homes.org.au)

**St Bernadette's Aged Care Facility**

T +61 3 9310 1000, F +61 3 9310 1031  
E [stbern@catholic-homes.org.au](mailto:stbern@catholic-homes.org.au)

**St Catherine's Aged Care Facility**

T +61 3 9857 9488, F +61 3 9857 6001  
E [stcath@catholic-homes.org.au](mailto:stcath@catholic-homes.org.au)

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