



# *Sri Om Care*

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## **Annual Report**

[ 2019 ]

\* *Caring for the Elderly!* \*



Hindu Council of Australia, founded in 1998, aims to create a strong and unified Hindu community in Australia.

Hindu Council of Australia's mission is to work for a strong, cohesive and active Hindu community in Australia, aiming to live in harmony with other religious and cultural communities while also devoted to preserving, promoting and sharing Hindu faith, culture and traditions with others in the society.



'Benevolence' is the desire to help someone. It can be an act of kindness or a gesture of goodwill toward others.

### The 'Benevolent Fund' helps support

Bereavement Cases | Emergency Situations  
Domestic Violence Victims | Victims of Natural Disasters

The Hindu Council of Australia appeals to you to help in this noble initiative by volunteering, supporting and donating to the Hindu Benevolent Fund!

Please deposit or transfer donations to:  
Commonwealth Bank of Australia  
Account Name - Hindu Benevolent Fund  
BSB# 062004, A/c # 10447020

*Thank You!*

Service to Humanity is Service to God.

### Contact Details for Hindu Benevolent Fund

EMAIL : [hbf@hinducouncil.com.au](mailto:hbf@hinducouncil.com.au)

WEB : <http://hinducouncil.com.au/new/activities/hindu-benevolent-fund/>

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[ 1300 446 387 OR 1300HINDUS ]

[www.hinducouncil.com.au](http://www.hinducouncil.com.au)  
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## CHAIRMAN'S REPORT

**H H Sri Om Adisakthiyendra Swamigal**

Over the past 12 years, we have seen Sri Om Foundation (Sri Om Care) grow exponentially. Our work has been productive, and inspiring with the blessings of my Divine mother, Sriom Jagadhadri.



As Sri Om Care continues to aim for greatness in humanitarian services and activities for the community, it is also very encouraging to see so much support from the community. Support from community, gives us strength and renewed hope that our efforts towards providing care to elderly are appreciated and commended. Sri Om Care is known for its selfless service towards the community and the team truly believes and follows my motto of "Humanity leads Divinity, Divinity leads to Unity". It is with great pleasure that I see not only our staff, members and volunteers supporting and assisting in Sri Om Care's growth, but also our youngsters, community organisations, community leaders and our entire community.

It is humbling to see such incredible support and unity from everyone in the community. I pray that this support and unity continues in the coming year and also hope for the Australian Government and private agencies to provide their support in ensuring the care for our elderly. The services you all provide, is in service of the almighty, my divine mother, and for the betterment of your soul. So rather than simply giving thanks, I will pray to my divine mother to bless you and give you strength and capability to continue your work wholeheartedly, for the community.

## PRESIDENT'S REPORT

**H H Sri Om Gnana sakthiyendra Swamigal**

With the blessings of our Devi Ma and our Guru, Sriom Adisakthiyendra Swamigal, Sri Om Care has been running successfully for the last 12 years. And it is with great pleasure that I present to you the report for 2018, for the Sri Om Foundation (Sri Om Care).



Our passion to deliver quality service to seniors in need is growing by leaps and bounds. 2018 has been a year of new achievements and highlights for Sri Om Care. We continued to imbibe our philosophy of a Person-Centred approach to care, across our Home Care Services. We recognize that our promise of quality care is fundamental to our delivery of care. The success of our efforts and perseverance has been demonstrated by the display of appreciation and support extended to us by their families.

Our growth each year is not just in numbers. We are well recognised by various service providers and government bodies. Till date, Sri Om Care's services have been recognised in home and community care for the elderly from culturally and linguistically diverse backgrounds. Last year Sri Om set up options for long day respite and short term overnight respite. With overwhelming response, this year, Sri Om Care has excelled in providing home and disability care.

I hope to see Sri Om Care's team striving harder towards expanding existing services and driving towards new initiatives. With all our sincere efforts, we will be showered with the blessings of our Guru and our Devi Ma to continue serving the community at large.

## CORPORATE GOVERNANCE AND QUALITY

Sri Om is a not-for-profit social enterprise operating as a company limited by guarantee. The Board of Directors has overall responsibility for ensuring that the organisation remains focused on its mission. Our approach to corporate governance is based on a set of core values that underpin our day to day activities and which we consider fundamental to the sustainability of our Services.



**Jaya Raman OAM (Vice President) and Executive Director**

**Masters in Science, Graduate Aust. Institute of Company Directors (GAICD), Graduate Diploma in Aged Care and Governance at various times.** Provides strategic guidance, valuable contacts and resources to other members. His role has been to meet with the board regularly to keep them informed on operational issues and work closely to come up with strategic solutions to complex challenges. In addition to appearing at official events, he represents the interests of Sri Om in a range of external stakeholders, service providers and develop and maintain relationships with other non-profit leaders and the community.

**Dr. Gayathri Chandru (Director)**

Dr Gayathri is a health practitioner. As Member of the Board of Sri Om Foundation, with a broad knowledge of medical issues and aged care, Dr Gayathri is associated with decision processes relating to aged care and involved in long-term strategic planning. As a Doctor, responsible in the assessment process relating to clients for Home care services.



**Srini Vasudevan (Director – Learning and Development)**

Since joining as a volunteer for Sri Om foundation back in 2006, I have seen the organisation grow from strength to strength. Pillars of success are the numerous volunteers and staff who tirelessly work day and night to care for those in need.



Sri Om started with few volunteers which we have seen exponentially grow over the years. The driving force behind our success has been the motivation and strong leadership of our Chairperson and President, who have dedicated their lives to servicing the community. It is these quality traits and attributes they have, that I develop and educate those within the organisation through training, workshops, coaching and mentoring.

**Vidya Raghavan (Director – People Relations)**

This year will be the year to focus on devising a strategy to evolve alternate sources of funding and also ensure that we do not compromise our exceptional quality of service.

With IT and business background and several management seminars to my credit, as a Director, I have been involved in forging partnerships, collaborations and developing relationships with families, volunteers, supporting community based individuals and organisations who have been continuously providing great support and motivation and work in collaboration with other service providers to providing best service to our clients.





**Shweta Sharma**

Qualified in Aged Care, Leisure and health, began working for Sriom as a volunteer in 2007, and over the years, as the Team Leader managed operations and activities of the Day Centres. Participated in continuous improvement processes.

Managed many events like seniors week, and developed programs for the seniors. Developed wonderful team of staff. I am thankful to the Management recognising and appointing me as Team Manager in which capacity, I promise to improve business processes and activities for the seniors.

**Neetu Rani**

Qualified in Computer applications, Dip in Hospitality and qualified in Aged care, joined Sri Om September 2017. As AIN, am proving my services to clients for Home care. Assisting patients with their personal care needs, with challenging behaviours, by participation in the development and implementation of an individually designed care plan, helping clients' with mobility. In the Day Respite centres with the elderly help them getting active with proper nutrition values

**Aarthi Vasudevan**

I am Aarthi Vasudevan, Sr. Coordinator Community Care services, educated in IT and trained in Aged care and Management, have designed various community courses and training like Chronic Disease Management Program and have helped deliver training in various community languages. Have also been helping in Finance, Accounts and Home care logistics.

**Mehdi Hamidpour**

I am Mehdi Hamidpour, Senior Coordinator – Respite Programs. I started my career with Sri Om since 2013 as a Coordinator to cover both Community care and Day Respite Centres programs. Sri Om gave me opportunities to expand my knowledge and experience in both Aged Care and NDIS fields. My role has been to manage back office logistics in Home & disability care, case reviews, and organising various programs as per Care & Service Plans for seniors and NDIS clients.

**Sarjita Dave**

I am Sarjita Dave, Health and Wellbeing coordinator, have been with Sri Om for the past 6 years, organising and promoting therapeutic and wellness programs in community and aged care settings. Certified NSW health instructor to facilitate educational and awareness programs like Stepping on. My varied experience in the industry, allows me into advocacy for homecare and ageing solutions.



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## WHO ARE WE?

Sri Om Care - Sri Om Foundation is based on our Guru, Sri Om Adisakthiyendra Swamigal's motto of "Humanity Leads Divinity, Divinity Leads to Unit", serving seniors for over 12 years. Sri Om is not for profit, charity organisation. It has Tax deductible status and all donations over \$ 2 are tax deductible.

As the aged care landscape continues to shift and change, Sri Om is better positioned than ever to play a key role in providing advice, education, advocacy and support that the older people in our community can count on.

Working at grassroots level with older people and their families, our core service, It is the quality of our

people and their work, combined with the support of our partners, funders, donors and volunteers that see us achieve the outcome we are all striving for.

## Use of Technology in Care

This year Sri Om introduced Technology in development of Care solutions.

Sri Om started to use IT solutions in

- Client Management & Assessments
- Consumer Directed Care
- Rostering and Mobile Time Sheets
- Client Portal & Resource Management
- Payroll, Accounting & MYOB Software integration

## DAY CENTRES

Feeling that you are a part of the community you live in is important so we are continually developing our range of socially inclusive day services. Our Community Solutions are all about supporting people independently or as part of a group to increase their community connectedness through social and recreational activities focusing on life skill development and living active and enjoyable lives.

The Day Centre Program continues to be popular, even though there are many other organisations coming into play. Sri Om's Current programs offer support and socialization opportunities for many vulnerable clients within the community. Our structured programs have been running smoothly and include exercises, walking group and active games for those who are interested in keeping active.

The lifestyle programme helps our clients reclaim that freedom and independence. This outcome is made successful through many fortnightly group activities, monthly special events, volunteer groups, outings, and one-on-one interactions that are provided. Active games, board games, bingo and crosswords puzzles remain in our portfolio activities as these help enhance and keep the elderly minds and memories active.

We've hosted a range of social events over the past several years big morning teas, dance performances and are proving to be popular in Community events celebrating Harmony Day, Youth Week and International Day of People with Disability are also growing each year. Special events celebrated include all Indian fairs and festivals, Fathers' Day, Mothers' Day, Australia Day, Valentine Day, St Patrick Day, ANZAC Day, Biggest Morning Tea and Christmas.

Music and dance therapy continues to provide enjoyable and meaningful experiences for many of our clients. This activity provides for sharing and discussion of a variety of experiences from the past such as dancing at various festivals, going to musicals, singing and dancing around the centres with songs from yesteryears.



## ACCESSING HOME CARE SERVICES

Depending on their needs, older people who choose to stay in their homes can apply for either of 2 levels of government-subsidised services.

**Commonwealth Home Support Program** Program is an 'entry-level' program that lets an older person who need some help with daily tasks to live independently at home. Depending on income, they may be asked to contribute to the cost of services provided. Older people with more complex needs can apply for a **Home Care Packages**.

Both require an assessment by an Aged Care Assessment Team. You can estimate what your package might cost with the Home Care Fee Calculator. As people get older they may need extra help with everyday tasks or healthcare. Residential aged care may be a good choice for someone **who can no longer live at home**.

### What services are available at Home?

Home Care services allow frail aged people and those with physical and intellectual disabilities and chronic illnesses to remain independent and in the community longer. Help at home can also be useful for carers, especially when the person's condition changes or deteriorates.

The Australian Government subsidises home care services through:

- National Disability Insurance Scheme (NDIS)
- Home Care Packages

### Commonwealth Home Care Package

Types of services that people can access in their home include:[15]

- Personal care
- Domestic assistance
- Nutrition and meal preparation
- Continence management
- Mobility and dexterity assistance
- Nursing, allied health and other clinical services
- Transport and assistance getting around in their community
- Equipment and aids.
- Social Support
- Flexible Respite
- Allied Health Services / Physiotherapy / Occupational Therapy / Dietetics / Podiatry



### National Disability Insurance Scheme (NDIS)

- New way of supporting people under 65 with disability. The NDIS aims to help people with disability to live as independently as possible
- If the person you care for is eligible, an NDIS planner will work with them to develop a participant plan that meets their needs and goals. This can include personal care, domestic assistance, and home modifications.





## LEARNING AND DEVELOPMENT PROGRAMS

A series of workshops, facilitated by our Learning and Development Director, Mr Srinivasudevan have been well attended and the results are already being noted with employees displaying a renewed sense of purpose and understanding of Sri Om values. This mandatory training program began in mid-year and is carried out over two phases. Series Two will be rolled out in 2018, further developing our commitment to creating a 'learning' organisation.

Apart from in-house learning, staff are sent to external training courses as well. For example in this year, some of the senior staff attended Case Management Tools workshop and Food handling procedures and Audit program.

## KEEPING UPBEAT WITH THE KITCHEN

To become a kitchen person is not for everyone. Kitchen work is as hard as you are on your feet all day, your mind swimming with thousand thoughts and ideas on whom to approach for food that day, with eyes on the clock. No matter what happens, we have to serve food on the table at right time. Not easy. But when you managed to get through...job done! No words needed to describe the feeling of accomplishment and thankfulness even just for the day.

**10,000**  
meals  
cooked/received  
from  
volunteers

Sri Om's coordinator has been working on this constantly right through the days, either with volunteers at KARMA KITCHEN, OR A FAMILY or work herself on the GAS STOVE. Karma Kitchen (serving seniors). Numerous families are members of this group and they plan meticulously to supply food at short notices.

Our practices in key food safety areas such as Receiving, Storage, Preparation, Cooking, Reheating, Hot & Cold Holding, Procedures, Hygiene Practices, Pest Control, Cleaning, Calibration, Training, and talking to the families, volunteers and Maintenance are all found to be compliant with the help of Shweta Sharma.



## OUR ADVOCACY SERVICES

Role of aged care advocates is changing. There is a widening gap between the needs of older people for services that allow them to stay living at home, and putting those services in place for them. We hear from many older people that they have been waiting for months for a high-level home care package. Without the support of carers, they cannot cope. A growing number of older people do not have families or friends to help them navigate the system, and advocates are needing to meet older clients to assist with accessing the My Aged Care gateway to find out what services are available or suitable to them.



**140** Advocacy  
services provided  
including **109**  
My-aged Care  
related  
services

Our Advocacy service assists with a wide range of issues affecting older people. The most common of these are to do with accessing home care, contracts and care agreements, explaining basic fee structures (including exit fees and unlawful fees), personal care and quality of care, Consumer Directed Care and choices, respite, and transport for medical, social and cultural needs.

### CASE STUDY

An older couple living in Sydney received a one-hour service each week to help with cleaning and shopping. One person in the couple had been assessed as needing a Level 4 high care package, but was still waiting after nine months for one to become available. The couple were desperate for more assistance but could not afford to pay private care workers. Sri Om discussed emergency options and advised them to consider the option of respite to allow each to rest, as it was a struggle to keep going with so little support. Our advocate assisted them to contact My Aged Care and an Aged Care Assessment Team for urgent help and accept service one level (Level 3) less than the approved level, which was granted at no time.

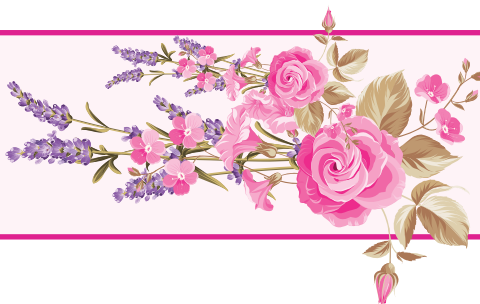


# SHARMA'S KITCHEN

with best complements from Devendra Gupta

With best compliments from  
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## OUR EDUCATION SERVICES

We seek to provide a diverse education service and to respond intuitively to evolving community needs and issues. We are always striving to extend our reach among vulnerable and disadvantaged older people – those who most need our help. It has therefore been very gratifying to see a significant increase in the number of people from priority populations engaged by the Service over the last 12 months, especially older people in culturally and linguistically diverse (CALD) populations.

Through strategic partnerships with NSW Dept. of Health., Stanford Chronic management Program and 'word of mouth' we have become a trusted source of information and education for older people in these communities.

Sri Om Conducted 3 Chronic Disease Management sessions of 7 weeks each and 2 stepping on Programs catering to 102 seniors attending the program. These programs were delivered by our senior coordinators – Mrs Sarjita Dave and Mrs Aarthi Vasudevan who are qualified and certified to teach.

**3**  
Chronic disease  
Self- Management  
Programs conducted

**67**  
ATTENDED

**2**  
NSW Stepping-on  
Programs conducted

**55**  
ATTENDED



**Dementia Support Group  
for Indian Australians  
& Sri Om Foundation**

**Joint initiative:  
Dementia Day Care Centre for seniors**







A big  
**Thank You,**  
to all our supporters  
for their kind and  
invaluable  
contributions

**[www.sriomcare.org.au](http://www.sriomcare.org.au)**

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