

Murray House

Annual Report 2021

MURRAY HOUSE WENTWORTH AGED CARE LTD



Contents

Our Strategic Plan

- Our mission
- Our vision
- Our values
- Key Results Areas

Who we are

- Our Board
- Our Staff
- Our Residents
- Our Supporters

Governance Reports- Our outcomes and Objectives

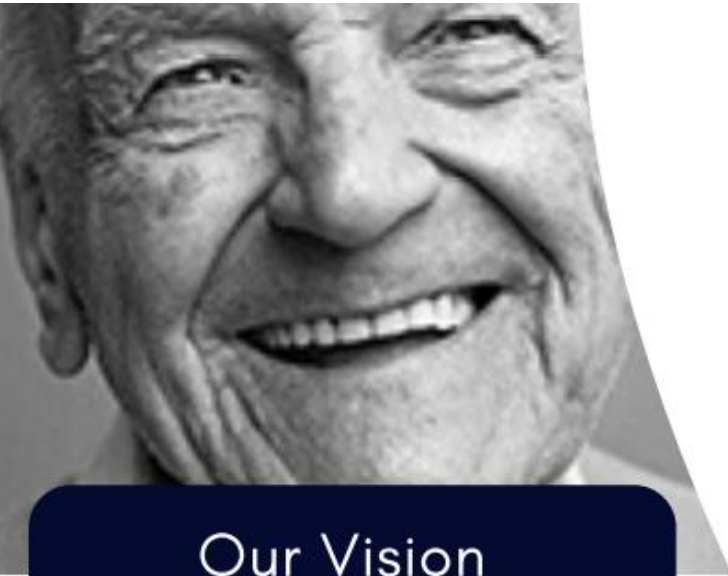
- Chairperson's report
- CEO report

Financial Reports- How we have done

- Auditors statement
- Financial statements



Our Strategic Plan



MURRAY HOUSE
WENTWORTH AGED CARE LTD.



STRATEGIC PLAN
2020-2023

Our Vision

Murray House has the vision of being the preferred provider of quality aged care services through the provision of the highest standard of care delivered with rural values

Our Mission

To provide quality integrated care services and accommodation for our community and always promoting consumers to maintain independence, individuality, dignity and quality of life in a safe and supportive environment.

Our Values

- **Compassion:** We listen and want to make a difference for our elder community
- **Inclusiveness:** We value a diversity of opinion and background
- **Dignity & Respect:** We value each consumer as an individual with a rich personal history
- **Integrity & Quality:** We are committed to provide a service of the highest standard
- **Hard Working:** We believe in what we do and work hard to achieve it



Our Strategic Plan

KEY RESULT AREAS

Murray House is committed to achieving five key result areas by 2023

MALAK EL HALABI

Build Financial Viability

Murray House will ensure it is a financially viable and sustainable organisation through the implementation of financial plans, budgets, disciplines and targets that can continue to fund its future

Develop Our Services and Our People

Build and enhance our unique brand of care alongside of continual investment in the development of its people: the board, management, staff and volunteers in an environment of support and accountability.

Provide Enhanced Palliative and Dementia Care

Development and enhancement of capacity to provide the best quality, nurturing care to those at their most vulnerable

Enhance Our Facilities

Murray House will continue to renovate, refurbish, and appropriately expand its residential care facilities in accordance with robust plans and consumer needs

Broaden Our Impact, Reach & Collaboration

Murray House will continue to build capacity and expand services and supports available to consumers and their representatives through partnerships and alliances that will result in a diversity of services and expertise

KPIs

Meet or exceed all financial ratios, targets and budgets

- Profit & Loss Statement;
- Board Reports;
- FWP Reports;
- Cumulative trends;
- Balance Sheets

KPIs

Continuous Quality Improvement Plan executed; Governance Manual approved and implemented; Care & Workforce competence and satisfaction of Consumers

- Board/Clinical Care Reports;
- Cumulative results of management & staff appraisals

KPIs

Develop and successfully implement enhancement and capacity building in specialized services

- P.D programs;
- Feedback from stakeholders;
- Board/Clinical Care Reports;
- Evaluations of programs

KPIs

Renovation, refurbishment and/or new build projects delivered on time, within budget and to required specifications

- Balance Sheet;
- Board Reports;
- Building approval;
- Stakeholder feedback;
- Maintenance Log;
- Feedback register;
- Board Reports

KPIs

Expansion of services and supports available to consumers

- Number and value of partnerships and alliances;
- Number of services available within facility

Who we are

There are many people in many roles working together to make Murray House the lovely community it is. Every person is important, working tirelessly to provide the best quality care we can for our residents.

ORGANISATIONAL CHART



Our Board



Andrew Rix
Chair



William "Bill" Wheeldon
Director



Marg Smith
Director



Robin Giddings
Director



Joe Kervin
Director



Bronwyn King
Director



David King
Director



Elizabeth 'Liz' Thomson
Casual Director



Jeremy Seward
Casual Director

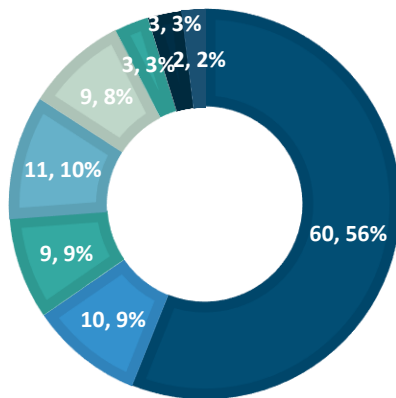
*Thank you for all your effort, support and guidance
over the year.*

Our staff

Murray House employs over 100 staff over a range of departments. The past year has been difficult for all during the COVID-19 pandemic and we are fortunate to have such dedicated and caring staff there through it all.

STAFF DEPARTMENT PROFILE

- PCA
- RN
- Admin
- Catering
- Housekeeping
- Maintenance
- Activities
- Nursing admin



Fourteen new staff are PCAs, two in catering, and one each for housekeeping, maintenance, registered nurses and administration

Staff Recognition

This year it is amazing to see so many staff reaching the milestone of 5 and 10 years. Thank you for all you do!

5 years

Renee Blundell	Mark Brown
Carol Buchecker	Selina Buchecker
Joevil Buggy	Roz Ford
Veronica Howard	Morgan Ives
Emelee Kernaghan	Carolyn McRae
Joshua Swarbrick	

10 years

Keith Blundell
Caroline Freeman
Alan Jenkinson
Mary Ofosu-Debrah
Alma Sutherland

Our residents

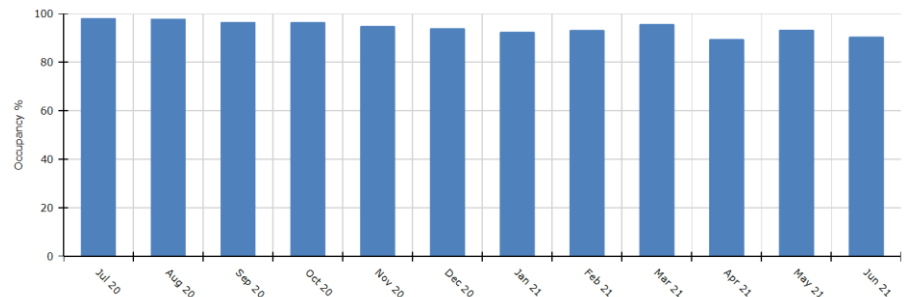
Murray House is nothing without our residents. It has been a difficult time with restrictions and changing processes in line with COVID-19. We have still been able to have some fun throughout!



Murray House has welcomed 34 new admissions across 2020/2021.

We remember the following residents we said goodbye to over the financial year:

Murray House occupancy over 2020/2021



- Colleen "Dawn" Cameron
- Gwenifred Cannard
- Jean Davidson
- June Farnsworth
- Donald Follett
- Patricia Heywood
- Ursula Howard
- Myrna Jacobs

- Robert Jetson
- John "Jack" Ladd
- Maxwell Laird
- Andrew "Dick" Larkin
- Veronica "Bette" Latimore
- Marion "Annie" McMillan
- Olive Middleton
- James "Jim" Moore

- Joan Otto
- Huseyin "Con" Oktay
- Donald Oxenham
- Roger Roach
- George Robertson
- Marjorie Roden
- Nora Ryan
- Jeffery "Jeff" Searle
- Janice Van Doeland

Our supporters

As a not-for-profit facility, we could not operate without the valued support of our community. From our volunteers, to community members, from resident's families to organisations, Murray House continues to be immensely grateful for the support it receives. As an example of this below is a list of groups and people who give their time and energy to provide entertainment and social opportunities for our residents.

These people include:

- Pauline Garraway
- Paul Gebhardt
- Kerry Gillespie
- Margo Griffin
- Jeanette Hamdorf
- Gwen Hancock
- Ian Monteath (deceased)
- Geoff Pollock
- Margaret Pollock
- Geraldine Sheehan
- Annette Smith
- Bonny Ward
- Marion Waters
- Peter Waters
- Ronald Wescombe
- Church of Christ
- Catholic church
- Nutrimerics
- Bendigo Bank
- Coomealla Memorial Sporting Club
- Barb Carter
- Fiona Beyer
- Glen Walker
- Ron Herberte
- Ron Irvine
- Wentworth Pre-school
- 3 Amigos- Ron, John and Bruce

Chairperson's report

The dark cloud of COVID-19 remains over us with the future uncertain presenting difficult and challenging times that I wish would ease. I notice all staff at Murray House under the strain and pressure of keeping our loved ones safe and well. I pray that the coming year improves for everyone involved.

The year brought some significant challenges with our beloved leader, Larni Baird, moving on. It was with great sadness I received her resignation letter. I am sure all involved at Murray House will miss her smiling face around. Her achievements in the three years were genuinely fantastic.

On behalf of the board and all involved at Murray House I wish to welcome Lauren Madden to her new role of CEO. She is very well qualified, bright and enthusiastic, and I trust she will continue the excellent work set down by her predecessors. With everyone's support, working as one, Murray House will continue to be a fantastic place for our loved ones.

The Governance Board

From the beginning, Jenny Wheeldon has served and worked hard for Murray House. Her retirement sees a community debt of huge proportions. Her contributions to Murray House require us to thank her every time we see her. Good luck and thank you, Jenny.

I was pleased to see some great candidates apply for the 2 positions advertised. I welcome Liz Thomson and Jeremy Seward to the committee. They bring a wealth of skills and experience. I hope they enjoy steering Murray House into the future.

The Board stands as follows;

Andrew Rix (Chair)

Margret Smith (Vice Chair)

Bronwyn King (Secretary)

Robyn Giddings (General Director)

William Wheeldon (General Director)

Joseph Kervin (General Director)

David Kirby (General Director)

Liz Thomson (Casual Director)

Jeremy Seward (Casual Director)

Finances remain tight, with our goal to give the highest care with the funds available. Thanks to all those involved and some grateful grants, we post a small profit.

Chairperson's report

I would be remiss if I don't mention and thank some key players in our sustainability. Staff in management work tirelessly above and beyond to keep us afloat. Larni Baird and now Lauren Madden, Alan Jenkins and the staff in administration, Mim Kelly and Roz Ford. Not to forget the larger staff community that all pitch in to get the best from the dollars available. I thank you.

I am always proud to walk into Murray House; impressed by the friendly staff, general grounds, building maintenance, cleanliness, hardworking staff in all areas and the always busy kitchen. As always, without fear or favour, on behalf of the Governing Board we thank and appreciate you all for maintaining a fantastic place for our loved ones.

Volunteers provide a pivotal role in supporting Murray House, lifting engagement with residents and quality of care provided. We are truly blessed to have a strong contingent of volunteers.

As the dark cloud hovers, I trust all those involved, the very best and as quoted by someone much more famous than I; "Onwards and Upwards".

Regards and best wishes,

Andrew Rix

CEO's report

First of all, I would like to thank Larni Baird, for all her dedication, hard work and results over the past 3 years. Larni finished up as CEO in July 2021 and lead the team throughout the 2020/2021 financial year.

This financial year brought many challenges with COVID-19 including changing restrictions, increased PPE and associated costs, border permits and COVID-19 vaccinations. Our staff and residents showed immense resilience through all these challenges. With COVID-19 vaccinations now mandated for Aged Care workers, all our staff have received double vaccinations.

This year we were fortunate enough to receive a grant from Murray Darling Basin to improve Murray House's ongoing sustainability and viability through the following strategies:

- Improving infrastructure, therefore providing a quality environment for residents.
- Enhancing capacity of volunteer board to provide a high standard of governance.

The dining area was refurbished improving space, brightness and access for the residents with new homelike furniture. The courtyard was renovated to create a spacious, covered barbeque area. Improving the dining experience included engaging an Aged Care Meals Consultant to ensure that the improvements were in line with research and recommendations and the impact was positive upon resident appetite and maintenance of weight.

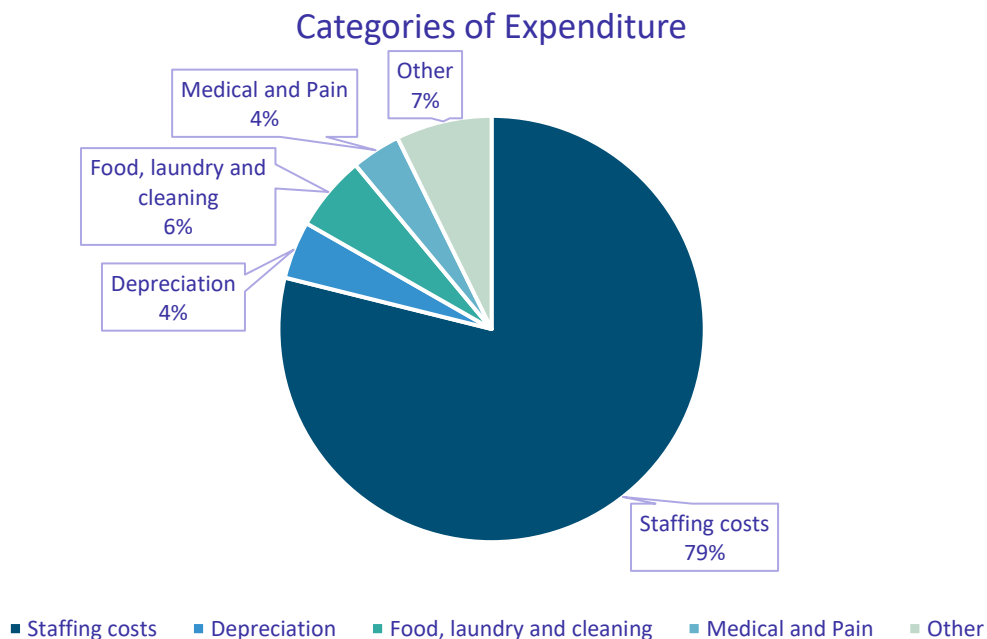


CEO's report

Alan Jenkinson and his team of Caroline Freeman and Rachel Hill work tirelessly to keep the financial department running and I congratulate Alan for 10 years' service to Murray House.

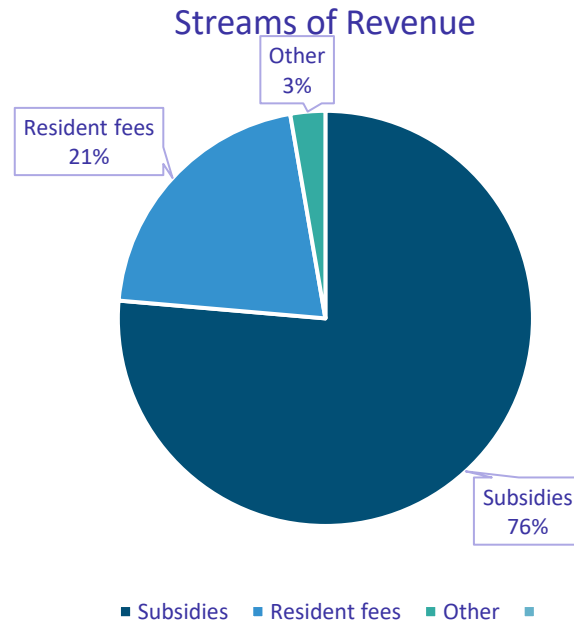
The Financial report shows a profit of \$118,393 largely due to cash boosts and grants received for the year. Although the financials are improving, Aged Care continues to be a difficult industry with an operating loss of \$186,926 for the financial year.

Staffing costs, including wages and salaries, leave entitlements and workers compensation continue to be our biggest expense, accounting for 79% of the expenditure over the year. The COVID-19 pandemic resulted in a big increase in Infection Control related costs due to COVID-19.



Our subsidies received from the Department of Health rose 14%. This is a reflection of the hard work Mim Kelly, our ACFI coordinator, puts in to ensure we are correctly assessing residents. To capture this information, we rely on great communication and teamwork across the departments to ensure we are capturing a true reflection of assessed care needs.

CEO's report



This year we were fortunate to have Roz Ford step up to Acting Director of Care Services. Roz is extremely passionate in her care for the residents and dedication to her role. She heads up a big nursing team who give their best every day.

The Catering department continue to excel, steered by Keith Blundell. They continue to strive for excellence, taking feedback on board and working to enhance resident choice over meals and person-centered care.

Environmental services continue to upkeep the facility to the highest standard, led by Paul Booyesen. The team provide the residents with a beautiful clean and well maintained environment and clothes.

Murray House can not operate without the ongoing efforts and teamwork of all employees. Our voluntary board continues to steer Murray House forward in these unprecedented times. The community spirit and dedication are inspiring, thank you for all the work you do.

Finally, to residents and families. Thank you for your ongoing resilience and understanding in a difficult time. I look forward to what the next year brings moving towards a COVID normal. This year has reinforced how important relationships are, and I look forward to seeing them flourish throughout the year.