



Murray House

Annual Report 2021/22

MURRAY HOUSE WENTWORTH AGED CARE LTD

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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

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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

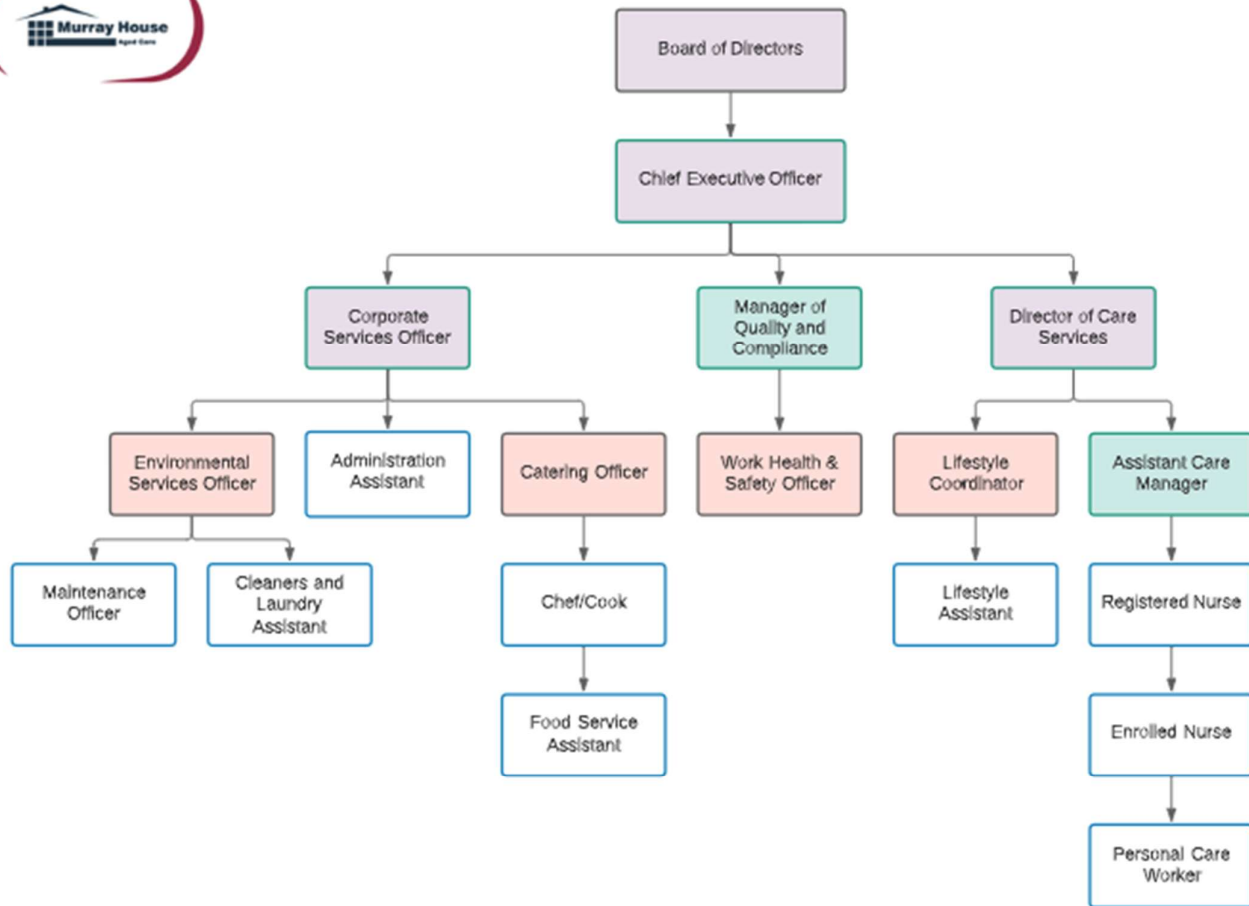
KPIs

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.



Executive Team Senior Management Team Management Team

Our Board



Bronwyn King
Chair



William "Bill" Wheeldon
Director



Marg Smith
Director



Robin Giddings
Director



Joe Kervin
Director



Andrew Rix
Director



David King
Director



Elizabeth 'Liz' Thomson
Director



Jeremy Seward
Director

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

Our Staff

The last 12 months has again been a challenging time for our staff with the ongoing requirement of managing the threat of COVID and staff shortfalls. So many of our staff have risen to the occasion by going beyond their daily duties to assist Murray House and its residents in combatting these issues. We are so appreciative of their efforts.

Difficulties in recruitment, particularly Personal Care Assistants and Registered Nurses, continue through our industry and Murray House is not immune from this problem. The challenges of staff recruitment and retention will be with us into the near future.

Our efforts will be focused in this area and to assist with this we have appointed a Human Resources Officer. As at the 30th June 2022 we have 94 staff on our payroll which is down on the last year.

Ten staff have this year achieved milestone years of service to Murray House. We congratulate them on their service.

Staff Service Recognition

25 years	– Jane Bazeley
20 years	– Lorraine Prowse
15 years	– Leonie Nahhas – Joan Attwood – Paz Welsh
10 years	– Wendy Larson – Paul Booyesen – Ann-Marie Whitchurch
5 years	– Antonietta Camin – Pillar Gonzalez – Frances Violi

Our Supporters

They are a vital part of the success of Murray House, and we express our appreciation for their support. Volunteers are a vital component of providing support to the Lifestyle activities for our residents as well as assisting them in travelling to their appointments. Unfortunately, Covid has restricted many of these activities and has placed restrictions that make it difficult for Volunteers to perform. We have seen a decline in Volunteer numbers as a result but hopefully we can recruit more in the coming months as they are so vital in our resident activity program.

These people include:

- * Pauline Garraway
- * Ronald Wescombe
- * Paul Gebhardt
- * Kerry Gillespie
- * Annette Smith
- * Bonny Ward
- * Bill Slee
- * Gwenda Toll

We also wish to express our appreciation for those who have supported us financially particularly the Coomealla Club and the Bendigo Bank. Their support has enabled us to upgrade and acquire much needed equipment and facilities.

We wish to make special mention of the Volunteers who facilitated the Easter Sunday Garage Sale and raised \$2,032.70 in support of Murray House. This was a big effort by a few people. Thanks go out to Bronwyn King, Mark King, Wendy Larson and Bill Slee. A special mention also to Bev Shilling who provided plants to sell on the day.

Also, a big thank you to those in our community who have donated pots to Murray House throughout the year to facilitate the garage sale and to those in our community that have provided plants for us to sell on the day.

Special thanks to Wendy Larson, Joanne Barko, Alison McFall and Frank Moroney who have continued to donate plants throughout the year for sale at Murray House reception as a continuing fundraiser in support of Murray House and its residents.

Chairperson's Report

It gives me much pleasure to present the Chairs report for 2021 – 22.

Once again, we have faced many challenges over the past twelve months. Covid restrictions remained a challenge and were constantly changing, but through it all our staff continued to provide the very best care for our residents.

Our CEO Lauren Madden left at the end of April, and I thank her for her hard work during the months she was with us and wish her the best for the future. Our new CEO Chelsea Stevens joins us soon and, in the meantime, we are very lucky to have our first CEO Sid Duckett agree to come back and fill the gap. I cannot thank Sid enough for his time, effort, and passion. As mentioned, Chelsea Stevens joins the team soon and brings with her a wealth of business knowledge and an enthusiasm for the aged care sector and we look forward to having her on board.

Funding and staffing levels continue to be areas of concern and we are always working on ways to increase both. We had our on-the-spot accreditation which had been on hold due to Covid and we came through with flying colours. All credit must be given to our wonderful staff from our management team, Lauren Madden, Kate Amos, Alan Jenkinson, Ros Ford and Miriam Kelly who led the staff through the minefield that is accreditation with professionalism and care.

Many thanks to all our RN's and PCA's who provide wonderful day-to-day care for our residents; the admin girls who always greet residents with a smile; the kitchen staff who provide great meals and to the staff that keep Murray House in pristine condition. It is always a pleasure to see the gardens and the facility looking so inviting. We must also thank our loyal band of volunteers who help at Murray House and put smiles on the faces of our residents.

I would also like to thank the Board of Directors for their support over the past twelve months and I look forward with working with them all again.

In closing I wish everyone involved with Murray House the very best for the future. May the next year be a less challenging one!

Bronwyn King

CEO's Report

The 2021 – 22 financial year has been a challenging one to say the least. The restrictions caused by COVID have placed enormous strains on our staff and resources which have impacted our ability to provide the level of service we strive to provide.

Government support has been provided but unfortunately it doesn't cover all the costs both human and financial that we have had to bare.

Murray House experienced three COVID outbreaks during the year. The first in December 2021, then February 2022 and June 2022. We were very fortunate that we were able to control these outbreaks through the efforts of our staff and the processes put in place. It also placed a great imposition on residents and their families. Unfortunately, COVID looks as though it will be with us for a while yet.

Despite COVID's ever presence, Murray House has continued to make advances in areas of residential facilities, business systems and standards of service. In August 2021 we received a grant of \$240,000.00 from the Federal Government. This was used to refurbish three residents' rooms as part of our ongoing program to upgrade some of the older rooms in the facility. This grant further enabled us to redevelop the main wing lounge to allow direct access to the rose garden area as well as a start on the Dementia Garden area.

A further donation of \$30,000.00 from the Coomealla Memorial Sporting Club allowed us to purchase a replacement industrial dishwasher for the kitchen, a commercial washing machine for the laundry and a new steam cleaner.

September 2021 saw the appointment of Kate Amos as Manager of Quality and Compliance. This proved to be a vital appointment in not only improving our quality performance but also a major driving force in us attaining Accreditation in February 2022.

November 2021 saw the departure of Wendy Broad, our long-standing Lifestyle Coordinator. We thank her for her service to the residents of Murray House.

This month saw some major IT upgrades with the improvement of our back-up system and data recovery if we were unfortunate enough to have issues in this area. The ability to effectively recover lost data is vital to our operation.

CEO's Report

COVID has had a major impact on our ability to celebrate major events during the year and Christmas was no exception with celebrations very much affected. Hopefully next year will see some normality in this area.

In February 2022 we received advice of a successful application for a Building Improvement Fund Grant of \$255,085.00. This enabled us to undertake a major upgrade of our IT equipment which was starting to show its age. Also, we were able to replace our aging nurse call system with a new wireless based system giving us greater flexibility for using its many features.

Due to the resignation of our CEO, Lauren Madden, and the appointment of Chelsea Stevens, I was approached to fill in as CEO until Chelsea Stevens was able to take up her new position. After four years of retirement, it took me a while to find my feet again. I would like to express my appreciation for the support Senior Staff have given me.

Financially the year has been very challenging, resulting in a deficit of \$16,249.00. COVID has incurred significant costs despite Government support, and a lower occupancy rate and inflation has also contributed significantly to our deficit.

Aged care continues to be a challenging industry to manage and hopefully new funding arrangements to come into place next year will lessen the burden.

Alan Jenkinson and his team have endeavored to meet the seemingly never-ending demands to achieve a balanced budget.

I must make special mention of Roz Ford who stepped into the of Director of Care Services for three months and is still there 22 months later. Continued efforts to recruit a replacement have not been successful to date.

When I returned to the facility after four years away, I could not help but notice the high level of cleanliness and maintenance of the facility. Paul Booyesen and Josh Swarbrick has done a great job in managing this.

The challenge of meeting the culinary requirements of 65 residents continues day to day. Despite the difficulties of recruiting kitchen staff, Keith Blundell and his staff continue to maintain a very good standard of service.

CEO's Report

Finally, to all involved in Murray House, you should continue to be proud of this facility.

Sincerely,

A handwritten signature in grey ink, appearing to read 'S. Duckett', written in a cursive style.

Sidney T. Duckett PSM
Acting Chief Executive Officer