



QUAMBIE PARK
ANNUAL REPORT 2017-2018



Our mission

Quambie Park seeks to fulfil Tom Corker's legacy by providing outstanding service and support for citizens in the region as they age.

We provide local and broader community members with options to achieve the best level of care and support to suit their individual needs.

Our residential aged care, community home care services and independent living units ensure a safe, secure and desirable environment. We support people to maintain meaningful lives, delivering genuine opportunities for participation, involvement and independence.

Our vision

We at Quambie Park aspire to be the aged and community service organisation of choice in our region.

Our values

Respect: We respect and uphold the dignity of all individuals, their lives, choices and cultures.

Integrity: We are open, honest, and seek to build trust in our community.

Empathy: We treat every individual with compassion and understanding of their situation, feelings and motivations.

Pride: We take pride in our performance as an aged care provider.

Knowledge: We seek to continually learn, improve and share.

A "Can Do" attitude: We have a practical and proactive approach to serving our customers.

The objects of the Association are to:

Provide quality aged care, health and support services.

Enable people to age in their own community.

Foster a safe and rewarding work environment.

Ensure the long-term financial sustainability of the organisation.

Our History

Residential and Independent Aged Care in a Qualified, Supportive and Safe Environment

In recognition of his late wife, Tom Corker established Pam Corker House in 1985. Tom's vision was to ensure high-level care for older people living in the local community.

Continuing the Corker legacy, Quambie Park provides the highest level of care within our residential services (including a secure wing for people with dementia or other mental health illnesses). At Pam Corker House you are given the freedom to enjoy your retirement years while your needs are met in a supportive and qualified care environment.

At Pam Corker House our residents are our first priority. Using person-centered planning principles we ensure our services are delivered with the strongest commitment to you.

At Pam Corker House you create life experiences with choice and dignity.

Quambie Park has continued to grow and develop into an organisation that is responsive to need and now includes Independent Living Units and Villas and Home Care options that afford you the choice of remaining in your own home.

Central to the Peel Region of Western Australia, Quambie Park Waroona is a not-for-profit community services organisation established in 1985 under the *Associations Incorporation Act 1986*.

Our organisation specialises in aged care services for older people living in regional Australia who are seeking to 'age in place'.

Australians should be afforded choices other than having to leave their own communities to access aged care services available in cities and large towns. Our strong relationship with the agricultural and mining industries span 30 years and has contributed to the rich heritage and strong country values that are embedded across our organisation.

We provide genuine quality services that meet the specific needs of the aged People who contribute to our vibrant community every day.

Our Strategy is to be the leading organisation of choice in the Perth, Peel and South West regions and the best that we can be in providing unrivalled quality services to our clients as they age. Whether home care, independent living, or aged care services, our clients can expect the best services on offer with no compromises.

We also offer a clear point of difference for people wishing to maintain meaningful and peaceful lives through enjoying the benefits and ambience of a rural setting.

CONTENTS

<i>Our mission</i>	<i>2</i>
<i>Our vision</i>	<i>2</i>
<i>Our values</i>	<i>2</i>
<i>Our history</i>	<i>3</i>

Section 1 – An overview of Quambie Park

<i>About us</i>	<i>5</i>
<i>Our people</i>	<i>6</i>
<i>Our supporters</i>	<i>6</i>

Section 2 – Governance

<i>Structure & management</i>	<i>7</i>
<i>Operations Manager report</i>	<i>8</i>
<i>Chairperson's report</i>	<i>11</i>
<i>CEO's report (incl in looking to the future)</i>	<i>16</i>
<i>Our Objectives and Activities</i>	<i>13</i>

Section 3–Other important information

<i>How you can help</i>	<i>15</i>
<i>Looking to the future</i>	<i>16</i>
<i>Contact us</i>	<i>17</i>

ABOUT US



Quambie Park in Waroona WA Where country values and community care come together

Local People – Local Values

At Quambie Park we understand people. Our strong link to the coastal, agricultural and mining communities of regional Western Australia spans 30 years, and ensures our capacity to provide a respectful service to people living in these areas as they age.

*Our Board of Governance; highly qualified clinical practitioners; dedicated care staff; experienced Home Care team; and friendly hospitality staff are all local people committed to providing the highest levels of care for you or your family member
Come and meet our fantastic team and find out how Quambie Park can help you*

Respect for Cultural and Spiritual Diversity

Quambie Park values and respects the diversity of people who come together to form our community. Please be reassured that we will support you in maintaining your customs, languages and beliefs. We are staffed by a culturally diverse workforce who strive to meet your needs using a culturally responsive care model

Enjoy a regional lifestyle without compromising on care.

OUR PEOPLE

Patron

Mrs Margaret McKay

Board members

Name	Position	Dates acted (if not for whole year)
Mike Walmsley	Chairperson	
Kerry Shore	Deputy Chairperson	
Howard Hull	Treasurer	
Mike Leroy	Independent member	
Roseanne Polinelli	Independent member	13 th January 2018
Judy Mather	Independent member	
Penny Cooke	Independent member	
Martinique Sandi	Independent member	

Our Supporters

 <p>PEACH PERSONNEL EMPLOYED AT ALCOA CHARITY HELP</p>	 <p>ALCOA Australia's aluminium</p>	 <p>PEEL Development Commission</p>
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STRUCTURE & MANAGEMENT

Quambie Park is registered with the Australian Charities and Not-for-profits Commission (ACNC).

Quambie Park is a not-for-profit organisation incorporated under the *Associations Incorporation Act 1987*. A copy of the *Rules of Quambie Park Waroona Incorporated* is available on request.

The Board comprises eight members with comprehensive, diverse and complementary skills, experiences and qualifications. The Board meets monthly.

In accord with the *Rules of Quambie Park Waroona Incorporated*, the *Annual General Meeting (AGM)* takes place in October of each year. All members are invited to attend. Residents and clients are encouraged to attend.

The Board develops, monitors, reviews and revises an organisational *Strategic Plan*, which includes the *Vision, Mission, values and Strategic Goals*. The Board has directed the CEO to implement the plan at operational level. A *Senior Management Team* comprising of CEO, Operations Manager and Finance Manager have delegated responsibility for the management and operations of the organisation in accord with governing legislation and the *Strategic Plan*.

Compliance

The Board is responsible for ensuring the organisation is compliant with:

Legislation (Commonwealth and State)

Accreditation Standards

Regulatory and funding body policy and reporting requirements

The CEO has delegated responsibility for ensuring organisational systems, policies, procedures, practice, communications and documentation underpin this compliance requirement (including compliance recording, reporting, monitoring and evaluation).

Systems, Policies and Procedures

Quambie Park has in place systems, policies and procedures developed to underpin and support the governance functions of the organisation. This includes:

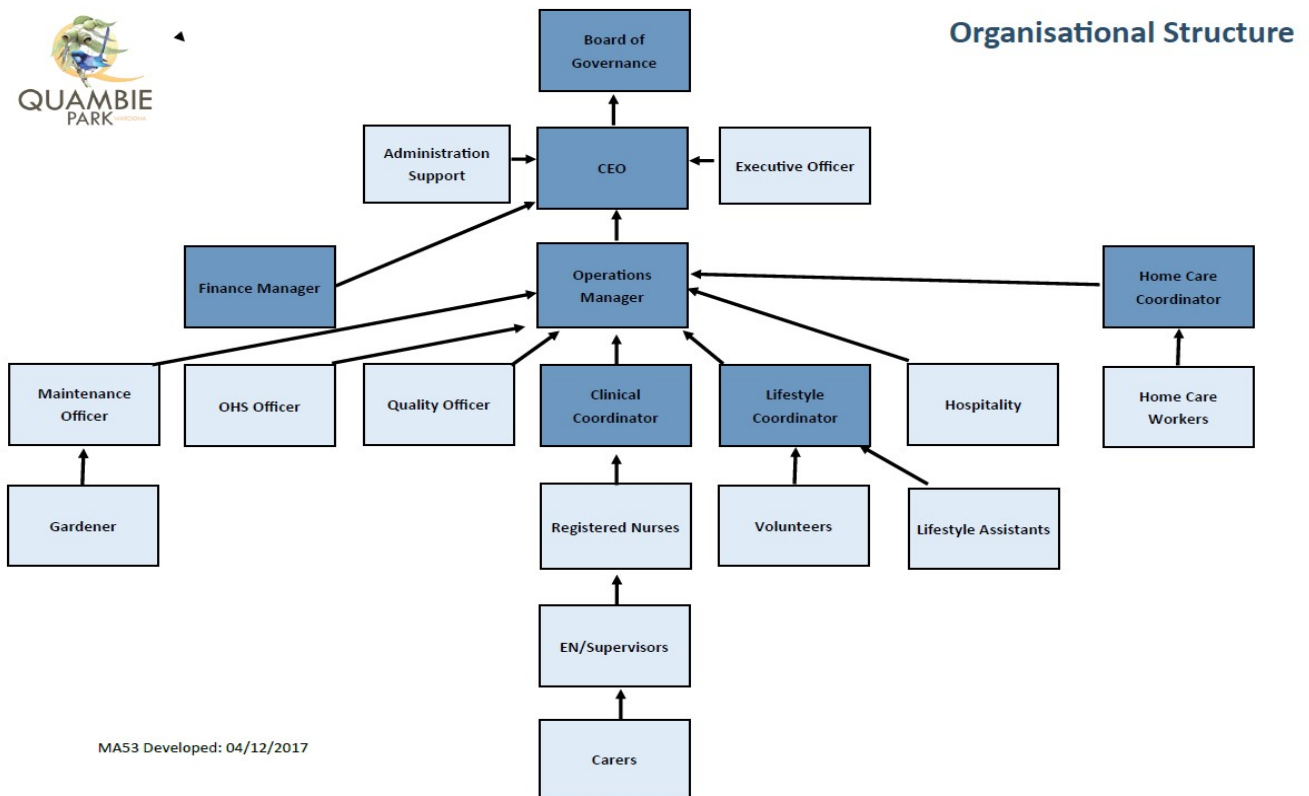
A comprehensive and lawful suite of organisational policies which include workplace law, aged care practice and occupational health and safety legislative requirements.

Robust and proven *Continuous Quality Improvement* systems, policies, processes and procedures.

Demonstrated sector accreditation systems, policies and procedures.

A robust and accountable financial management system audited by external auditors on an annual basis.

Transparent and accountable meeting forums are used to guide, manage, inform, consult, teach, learn and continuously improve the outcomes of the organisation. Residents, clients, workers and volunteers have access to these forums and everyone is encouraged to communicate information, provide feedback and raise concerns or suggestions for improvements. An overview of the organisational structure is as follows:



OPERATIONS MANAGER REPORT

What an interesting time the last financial year has been. With Pam Corker House undertaking extensive renovations in the main common areas have really enhanced the dining and living area for residents, families, visitors, activities and social events. With my extensive knowledge of technology I still don't know how to turn on the TV, a DVD or music through the iPad. However some residents are now using iPad on a regular basis and know how to turn on the TV and a DVD.

The lifestyle and activities for Pam Corker House have been vibrant with an emphasis on dementia care at all levels to improve resident's quality of life. Management, staff and volunteer's feel we are leading the way in our region in the culture change needed to focus on a model of emotional intelligence. My goal has been building on the organisation reputation as the home of choice for all people needing care.

Pam Corker House clinical care team lead by Kathryn O'Brien promotes a synergy of best practice for resident care and wellbeing. Kathryn and her team of nurses and carers have supported and cared for the resident and families with very difficult health issues in a very professional manner. The knowledge and skills of the clinical team has been recognised and admired by other health professionals consulting at the home.

Pam Corker hotel services had a very difficult twelve months with the renovations. Without a dining room catering and delivering meals was a challenge. The catering staff never complained they just dealt with every issue that arose and made the necessary changes. All the hotel staff work well as a team and have contributed to the resident's emotional and physical wellbeing.

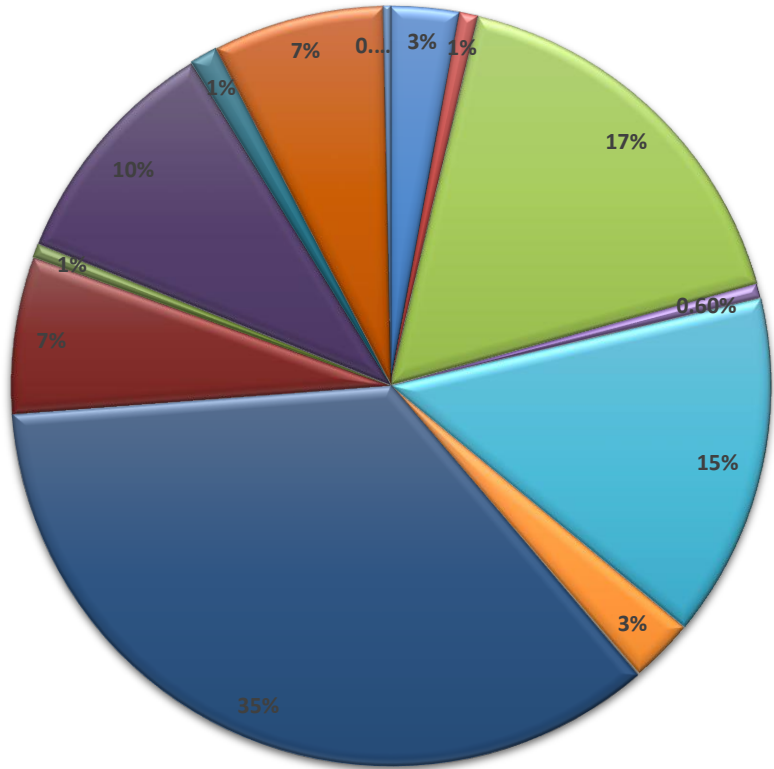
Home care services are led by Karrah and supported by Dave and Kylie now have twelve support, gardening and domestic workers. The home care services are now within a 50 kilometre radius of Waroona extending to Dwellingup, Pinjarra, Coolup and Cookernup in the south. Prospective clients can now be waiting up to twelve months to be allocated a package from the Department of Health. This has been very difficult for older people desperately needing the service to remain in their homes longer. The Quambie Care advertisement that aired for three month was fantastic. We had Quambie staff and a client in the ad and it was spoken of widely. My part in the ad however took 86 takes and still not good enough so the filming crew decided to film me another day not speaking. The staff thought it was hilarious but I was never made to be a good actor.

Some of the older Independent Living Units (ILU's) are aging like all of us and needing quite extensive renovations to re lease. Of course this takes time so often there have been empty units. New residents have enjoyed moving into a newly renovated home. ILU residents enjoy attending our regular meetings and attendance is always well represented. Several ILU residents attend the home for activities and functions and it is always lovely to see them joining in, Tai Chi is very popular.

Lastly I would like to formally welcome Sharon James as our new CEO. Sharon has embraced the organisation in a very short time and will be a great leader and advocate for our organisation into the future. I wish her well on this new journey.

Janet Fiorenza
Operations Manager

Quambie Care Home Care Services Delivered 2017-2018



- Administration
- Chemist run
- Domestic care
- Laundry
- Medication management
- Nursing
- Personal Care
- Property maintenance
- Respite care
- Social support
- Staff training
- Transport
- Washing

CHAIRPERSON'S REPORT

I have the pleasure to present the Chair Report for the past twelve months. As always, our organisation has endured an extremely busy and productive year. I would like to start my report by acknowledging the special group of volunteers who give their time and expertise to Quambie Park. Our supportive and very fair-minded Deputy Chair, Kerry Shore and our Treasurer, Howard Hull are two examples of good strong community people who help oversee our organisation. To Martinique Sandy, Penny Cooke, Judy Mathers and Mike Leroy, I thank you sincerely for not only the support you give this facility but the support you give me. This past year we welcomed Rosanne Polinelli to our Board and this had immediate impact. It lifted our capacity in a financial accountability sense with Rosanne's professional background as a CPA and Roseanne was such a good fit with our values and vision as a Board. It is a pleasure to spend time with these individuals as they all offer strengths and expertise that govern Quambie Park.

Since our last AGM we have said goodbye to Adolf Palandri, our accountant and we wished him well and appreciated the time he spent organising our financial system. We also had a change in the organisation's most senior role. Nicole Gibbs brought some special skills to Quambie and as a Board we appreciated her foresight and her understanding of what she saw for the Aged Care Industry going forward. Her forecasts for where Aged Care was heading have proved to be accurate and her advocacy in securing funding from various streams was nothing but exemplary. We wished Nicole every success in her new position in Bunbury and thanked her for the contribution she gave us. Sharon James joined us in September this year and from what we have seen so far has been a delightful fusion with Quambie. Sharon's engaging manner and calming management style has already had benefits in our organisation. Our recruiting panel of Mike, Marti and Roseanne made a very good choice in the recommendation of Sharon and can I add, that we had a substantial field of quality applicants. We are confident we found the special fit for us.

This time last year you may recall that our AGM was held in the St John's Ambulance hall as this area was under renovation. As with all renovations, we had some unforeseen delays and issues with completing this project. This project also went over budget due to some of these circumstances but I am sure you will agree, this area with the recent completion of the foyer has given this lounge and dining area a brightness and freshness that has created a delightful living area for our residents and an area for our caring staff to operate. We continue to get through our maintenance programme and refurbishment of rooms in the hostel and we are endeavouring to continually find some savings to help build our capacity in our budget to do this. Our Independent Living unit build had initial hold ups around the grants but we awarded the contract to BGC and commenced in July. We have had issues relating to a high water table amplified by a wet winter. Compaction tests were hard to achieve so hopefully once we get some lowering of the water table they can commence and you will see significant action in this area. We are still on track to have these completed by the middle of next year. This is a significant project and will be a great asset for the Organisation and we are looking forward to the addition of The Community Hub.

This past year we have engaged the services of an Aged Care Financial Services Accountant, Nick Hopkins. He has scrutinised our organisation's finances and has measured us against other providers in terms of cost and our sustainability. Our Board is cognisant of the issues of costs in running an organisation like this in an environment that can be changing and unpredictable. Nick's projections and his advice has been received by our Board and we are working our way through this. The future for Quambie is sound and we remain fiscally responsible and continue to maximise all funding streams and continually monitor costs. We are not orphans in this area with some 47% of facilities now running deficit budgets.

With the announcement of a Royal Commission into aged care, I can see a larger focus on compliance coming and more visits from the Department. I know full well our management staff are held in high regard in the

care they give and the special connection they share with our residents so the issues that the investigation will uncover will have no connection to us. Having said that, it will have ramifications across the sector.

On the subject of staff, I never need to say much about Quambie before I hear our staff are wonderful, they are so good and they are amazing. We as a community are so blessed that these people perform their care with such compassion and respect. The culture they have created in the work they do is to be admired and is what any Aged Care Facility would aspire to. From the Board can I say a huge thank you for what you do for our special members of our community?

I have been deliberate in leaving my last thank you and comments to a special person who we all admire. This special lady has given this organisation nearly 20 years of her life in an incredibly demanding industry. This service we give to people is all involving as at the final chapters of our existence. We rely on others to do all the functions we are not capable of doing for ourselves. This takes a special kind of person to organise and oversee these incredibly important tasks. This facility has grown under her involvement and especially this year given the extra demands placed on her. She managed so oversee the whole operation and maintain all the functions this facility undertakes. Janet Fiorenza, you are a special person and this organisation is richer, wiser and enjoying a fantastic reputation due to you. Our gratitude and admiration in your performance of your care is simply tremendous. I speak for all who know you when I say thank you Janet.

In finishing, it is a privilege to be a part of this Organisation and I thank all the people who have a part in this fantastic Community Asset.

Mike Walmsley
Chairperson

OUR OBJECTIVES AND ACTIVITIES

Current major project is the new build that has commenced on Millar Street incorporating a 9 unit and community hub site.





HOW YOU CAN HELP

Become a member

Membership is \$5 per year and entitles you to have a vote at the AGM.
Forms are available at Administration.

Volunteer your time

Our volunteers come from all walks of life and help in many varied ways. We have bus drivers, entertainers, story tellers and people who take the time to visit our residents simply for a chat.
See Nerida, our Lifestyle Coordinator if you would like more information on volunteering at Quambie Park.

Make a donation

Quambie Park is a registered charitable organisation so your donation is tax deductible.
See Administration for details on making a donation.

Support an event or fundraising activity

Come to our fete in March every year!

Buy a raffle ticket!

Your contribution supports our residents to maintain an interesting and varied lifestyle.



LOOKING TO THE FUTURE

In this my first post I take the opportunity to firstly acknowledge and thank Nicole Gibbs for her works here at Quambie Park and wish her well in her future endeavours. Since my commencement as the new Chief Executive Officer last month, I have been deeply impressed by the warmth of welcome I have received. This is testament to Quambie Park living its values of which underpin all that we are and all that we do.

I am delighted to join Quambie Park continuing in its journey as we navigate the aged care system. Moving forward we will focus on our mission, our intentional strategy and our commitment to remain sustainable. With a particular focus on People, Strategy and values we will be a responsive and preferred provider of choice.

We know the rapid rise in home care packages reflects the preference of most seniors to stay living at home and such is the demand for home care, many existing aged care providers are now diversifying into this area. Not only are home care packages cheaper for the government than aged care beds, they enable consumers to realise their preference to age in place. Here at Quambie Park our suite of services already incorporate independent living and home care, affording us the opportunity of providing holistic care and support that accommodates people's needs as they age in place.

However, for some the lack of affordable downsizing options located in established neighborhoods is an issue. New aged care homes and retirement villages tend to be built in fringe suburbs where land is relatively affordable, causing consumers to have to move far away from their social networks and families in order to access them. Here in Waroona because of Quambie Park people can choose to remain living in their local communities where they feel safe and familiar with their surrounds and where they know people because they lived in the same community, grew up together or worked together, a truly unique offering.

It is fair to say that 2017-18 was a year of significant challenges and opportunities for the aged services industry. Residential aged care faced significant budget cuts, the home care sector significant reforms, and the whole industry a significant shakeup in approaches taken by government to financing, policy, regulation and oversight.

The high expectations of the next generation of aged care consumers – the baby boomers (born between 1946- 1964) has seen organisations struggle to meet demand and forcibly change their model of operation to become consumer centred and individual in its approach to care and support.

We see a significant increase in demand for services caused by the ageing of the population as well as the consequences of new social structures (like the rapidly increasing number of single people and couples without children); and an increasing awareness that our 20th century service models will not be accepted in the 21st century.

We operate in a sector that faces the burden of over-regulation, reduced government funding, and increasing competition, together with changing community needs. Added to this are the tasks of attracting, training and retaining a skilled and highly effective aged care workforce for the future. Organisations able to change and adapt to the future are the ones that will thrive. I welcome these challenges and the opportunity to help Quambie Park flourish. It will take drive, enthusiasm, dedication and teamwork and I look forward to working with the many talented and dedicated people of Quambie Park.

Sharon James
CEO

CONTACT US

Post: PO Box 230, Waroona WA 6215

Phone: 08 9733 1355

Internet: quambiepark.com.au

Email : enquiries@quambiepark.org.au

