



QUAMBIE
PARK WAROONA

QUAMBIE PARK WAROONA

ANNUAL REPORT

2018/2019

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WELCOME

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 locals committed to providing the highest levels of care for you or your family member.

Candace Jones is our Consumer Engagement Officer, and the first friendly face you will see upon arrival at Quambie Park.





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.

Our community of Quambie Park has had a busy and challenging past twelve months. To say that the Aged Care Industry has had a great year would be dishonest. For the record, I detest the word industry when referring to aged care as it implies a factory type institution and sadly, we have seen in reports and in some media that the practise of industrial aged care has been occurring at an alarming rate and tainting the good work that many caring providers give.

Quambie Park is a genuine and caring place for the people who choose to call it home and when we read how some of the vulnerable and fragile residents in some of the poorly managed facilities are treated in testimony before the Royal Commission, it saddens us all as this is not what decent people deserve when trusting their welfare and care in someone else's hands.

I would like to reflect on the previous year by first starting with the board of governance who not only give their time voluntarily, they also understand that failure of this association rests firmly on the decisions and actions that we make so it is an onerous position they take when committing to being on the board.

We have had a few changes in our board membership this year with Dr Penny Cooke taking up a position in the eastern states and our secretary Marti Sandi moving to Tom Price. Both board members were valuable contributors to Quambie and we sincerely thank them for their service.

Joining us in August this year was Mr Gopeenath Dhandapani who is the Chief Financial Control officer from the Alcoa Wagerup Refinery. Gopee has taken on the role of treasurer and we look forward to the knowledge and expertise Gopee will bring to our financial accountability.

Deputy Chair Mike Leroy and current secretary Judy Mather round out the position holders at Quambie and with Kerry Shore, Howard Hull and Roseanne Polinelli, we have a capable and experienced board that are addressing the challenges that are constantly facing this organisation. Thank you for the time and leadership you all give to Quambie Park.

We have also taken the steps to broker the services of an aged care services CFO from Acacia Living Mr Suresh Rajendra to bring clarity to our financial position and advise the board and management on how we can continue building upon our sustainable operations and efficiencies within the Aged Care services sector. The board has also engaged on further review of its strategic plan and finalisation of this is due soon.

The completion of the new units and community hub on Miller street has added a new asset to Quambie Park and I'm sure you will agree they look stunning and we look forward to having new members of our community living in them and enjoying this new social inclusion centre. It will no doubt provide a great meeting spot for all our residents and I hope they enjoy some of the special features that are incorporated into this building. I would like to thank Lester Mulder from Mulder Kampman who designed and project managed the buildings and BCC for the competency and professionalism they displayed in constructing these units.

Our greatest asset continues to be our staff. While we are conscious of the changes we have implemented this year in efficient changes driven by economic sustainability, they maintain the highest level of care and compassion and as a board we are blessed to be part of the strong reputation that you have helped establish through consistent high standards. We thank you sincerely for accepting the changes and understanding the challenges we face.

Sharon James has injected into Quambie true leadership and guidance and she has achieved this by leading by example. Sharon's pragmatic and engaging management style in demanding times for aged care has been timely for our organisation and as a board we have been very fortunate to have placed our operation into the safe hands of a very capable and compassionate CEO. Sharon has tackled some very difficult issues in her time with Quambie Park and has displayed true professionalism in dealing with them. We look forward to Sharon's continued valuable guidance and thank her for the direction she is taking Quambie.

To Janet Fiorenza, this organisation's remarkable reputation has been fundamentally forged by your commitment to it and we owe you sincere gratitude. With Katherine O'Brien and the senior management team that have put so much of themselves into looking after others, the board thanks you for all the effort you bring and continue to give. For an organisation that runs 24 hours a day, every day of the year it is extraordinary that you can maintain the energy and capacity to do what you do.

Lastly can I finish my report by saying that Quambie Park is a special place not only in this community but in the region. In my position I get to engage with many organisations and the admiration that Quambie attracts I feel is without peer. It is not something that happens by accident but by genuine effort and careful management. I am honoured to be part of this organisation and I thank all of our members for the continued support you display.

*Mike Walmsley.
Chair*

"For a non-profit organization, making a profit is not necessarily the definitive measure of success, nor is an increased budget size or staff. The evaluation of success lies in the mission and vision statements and is particular to that organization. Success may represent an increase in audience, in the number of people served by a particular program, or in artistic quality. Success is also measured by the progress the company has made in fulfilling its vision. Success is measured in the short term by the accomplishments of goals and objectives and how those accomplishments have moved the organization closer to its vision. Jamie Grady

WAVING NOT DROWNING

I am pleased to present Quambie Park Annual Report for 2018-2019.

Quambie Park recognises that to provide the level and quality of aged care services that older Australians require now and into the future, including the attraction and retention of a skilled workforce, it is essential that it is financially viable, stable, efficient, effective, responsive and sustainable. This has been our committed focus for this past year and forms the way for the next.

Quambie Park is cognisant of the factors these dynamics raise about the sustainability of the aged care system and its capacity to grow and meet changing demand. The aged care sector has also faced regular scandals about the quality of aged care services, particularly in residential aged care, prompting reviews and changes to assure the quality and safety of aged care services. Periodic public debate has centred on whether the community can have confidence in the quality of aged care being provided and the effectiveness of the regulatory framework. Reviews have also recognised that aged care sits within a broader system of health and human services and that older people experience complex journeys through disconnected systems to have their needs met. All of these reviews have concluded that the aged care system is in need of substantial reform. The system is complex and fragmented, and reform has been difficult to implement. Since the mid-1990s, continual waves of change have attempted to address pressures and position in the system to meet the needs of an ageing population. In 2011, the Productivity Commission, in its report entitled 'Caring for older Australians', concluded: that, the aged care system suffers key weaknesses. It is difficult to navigate. Services are limited, as is consumer choice. Quality is variable. Coverage of needs, pricing, subsidies and user co-contributions are inconsistent or inequitable. Workforce shortages are exacerbated by low wages and some workers have insufficient skills.

Quambie Park is navigating its way through this path within an environment of funding uncertainty, increased focus on governance and regulation, and heightened public and media scrutiny of the aged care industry in Australia, particularly in light of the Royal Commission into aged care – all the while retaining hope about the opportunities that lie ahead and belief in its ability to continue to meet quality care.

One of the most significant pieces of work undertaken this year was the introduction and roll out of the new aged care quality standards and the undertaking of staff training across Quambie Park suite of business. A complete set of newly developed policy and procedures was completed for both Home Care and Residential. We believe that these standards will result in positive changes for both our consumer and families, and in turn to us as a quality provider. The new standards focus on quality outcomes and the experience for consumers rather than the processes used by providers. This will make it easier for consumers, their families and representatives to understand what they can expect from a service. The intention is to also make regulation for aged care services simpler for providers working across multiple aged care services, and encourage innovation, excellence and continuous improvement.

At Quambie Park we are very proud of our history of providing quality care, and these changes build on our commitment to our consumers. Being able to trust and have confidence in the quality and safety of aged care is something that all Australians value, and particularly those receiving or contemplating accessing aged care services. Providing greater certainty about the quality and experience of aged care services that people can expect is at the heart of the new Aged Care Quality Standards. The Standards strengthen the focus on consumer-centred care and provide a framework of core requirements for aged care quality and safety. Along with the new Charter of Aged Care Rights, the Standards provide a baseline of what consumers can expect from their provider. Importantly, the Standards and Charter promote a culture of ongoing two-way conversations aimed at achieving a tailored and dynamic alignment of services to needs for individual consumers. Empowerment is one of the principles that underpin the Standards, and this applies to both consumers and providers. For consumers, their needs, goals and preferences are a focus of attention. For providers, there is now a clear framework for action and an opportunity to demonstrate leadership in planning and providing care in partnership with their consumers. Understanding and empowering consumers is what we see as fundamental to delivering a 'better ageing future'. The consumer's voice must be clearly heard, including assessing the quality and safety of aged care services.

Standard 6—Feedback and complaints—requires us to ensure that 'consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints'. Any system in place to resolve complaints must be accessible, confidential, prompt and fair. Supporting consumers through the complaints process can help build a positive and trusting relationship between consumers and providers that lead to better outcomes. Standard 6 also requires that providers practise open disclosure—having an open discussion with a consumer when something has gone wrong that has the potential to cause harm to the consumer. We have not been without complaint, concern or the raising of issues from residents, clients and families and we have addressed these without fear of retribution and seen the opportunity as a way of improving upon all that we do.

The Quambie Park 'At Home' business has responded by 're-engineering' its operations and marketing; increasing its external presence within a rapidly growing and competitive market with a more transparent service offering, while strengthening its systems behind the scenes to support consumers more efficiently. Within residential, we have carefully reviewed the staffing mix across Pam Corker House and introduced more sustainable rosters that focus on having the right staff members on shift at the right time, with the right skills for the resident mix across its 24 hour operation.

There needs to be a stable, efficient and effective residential aged care funding tool which provide financial stability to both aged care providers and the Government. The Government also has the challenge of ensuring that the funding tool is consistent with achieving ongoing equity of access for all consumers and that it does not incentivise outmoded or inefficient care practices and use of resources. The Quambie experience with the aged care funding tool (ACFI) is that it is arduous, time consuming, administratively hungry and clunky.

The current review of alternative residential care funding arrangements and the Resource Utilisation and Classification Study (RUCS) is an important exercise. Desirable features of a new funding tool reportedly, include: administrative simplicity, funding assessments external to the provider, equitable allocation of funds based on the mix of residents and their needs, recognition that many care costs are shared between residents, transparent studies to determine the cost of care and indexation arrangements that adequately reflect movement in costs. In introducing a new funding model, it will be important to ensure that providers have confidence in the new arrangements. The new system needs to be transparent, robust and evidence based to achieve this objective. Similarly, there needs to be stable and efficient funding arrangements for home care that ensure that targeted care is available for all consumers. The home care funding arrangements should also be based on transparent studies to determine the cost of care. A key characteristic of the baby boomer generation is that they are wealthier than previous generations. The bulk of the people likely to be demanding care in the next two decades have benefitted from high growth in property prices while paying down their mortgage, and are the first generation to have compulsory superannuation. It is reasonable to assume that they will both expect and be able to afford higher standards of residential accommodation, lifestyle amenities and quality of life than previous generations have been willing to accept. Like the current generation, however, baby boomers can be expected to prefer to remain living in their own home for as long as possible as they age.

From the consumer perspective, there needs to be trust in the quality of care people will receive from the aged care system for this will influence the preparedness of consumers and their families to seek the support that they need.

FUTURE DEMAND FOR AGED CARE, shifting our focus from 'aged care' to 'ageing well'

Australia's population is ageing. On average, we are living longer in greater numbers than ever before. Older Australians represent a steadily increasing proportion of our total population and we continue to have one of the longest life expectancies in the world. The proportion of people aged 65 years or over in the total population has been projected to increase from 15% at 30 June 2017 to between 21% and 23% in 2066. A greater number of older Australians will mean a greater demand for aged care and greater pressure on government budgets. The structural ageing of the Australian population over the next 20 years will see the size of the 70 years and over cohort increase by around 1 million people each decade; this is on a base of 2.7 million people in 2019. In addition, the older age groups will more than double over this period; for example, the 85 years and over cohort will increase from just under 500,000 people this year, 2019, to just over 1 million people by 2039. (ACFA 2019 report).

In addition to the increase in the demand for aged care, we can also expect changes in the needs of people requiring care, with changing patterns of disease, more diverse preferences for and expectations of care, changing wealth levels and developments in technology. Higher demand will see further pressures to increase the aged care workforce. This will occur as our working age population declines and we experience a likely reduction in informal carers and family support and greater competition from related sectors such as health and disability.

And so the demand for aged care services will expand with the ageing of the population. Consumer preference is, however, gradually being revealed through the introduction of the national prioritisation system for home care packages rather than entry into Residential aged care as an introduction to aged care. Home care clients are now in charge of their experience with the providers they invite into their homes, and this will likely be followed by similar changes in residential aged care in the near future.

Having skilled, well-trained and engaged staff members and volunteers is the key to making sure we get this right for our consumers. This year we continued to attract the right people, with the right skills for the evolving aged care services workplace. We also proudly supported student placements throughout Quambie Park, employing a number on completion of their placement and contributing to growth in the sector.

Another development that has significant potential implications for residential care is the continuing shift in the proportion of people choosing to pay their residential accommodation by a Daily Accommodation Payment/ Contribution (DAP/DAC) rather than a Refundable Accommodation Deposit/Contribution (RAD/RAC). The proportion of residents paying for their accommodation through a RAD/ RAC has fallen while the proportion paying with a DAP/DAC has risen largely due to a weakness in the housing market and the decline in house prices impacting on the preference for DAP/DAC, particularly when the resident was only expected to stay in a facility for a short-time.

THE ROYAL COMMISSION

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018 by the Governor-General of the Commonwealth of Australia, His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd). The Royal Commission will hear from a range of witnesses, including those with direct personal experience, service providers and several experts.

Royal commission into aged care has now held nine substantive topic-based hearings working through the issues identified in its Terms of Reference. Following the first hearings in Adelaide—a topic-based hearing of an overview of the aged care system (11-13 & 18-22 February) and a second one on care in the home (18-22 March)—they then moved onto Sydney (6-8 & 13-17 May) where the focus was on residential care, particularly on care for those living with dementia and the use of restrictive practices. At the hearings in Broome (17-19 June 2019), issues of access to services in remote or very remote areas were explored, and culturally safe and appropriate care as a key foundation of person-centred care was emphasised. The financial viability for providers operating in these contexts was noted, particularly with regard to access to workforce. The first explicit example of triangulation of data from multiple sources occurred including reference to complaints reports, regulator reports and the information submitted by the provider as part of their Service Provider Survey in February 2019.

With funding, sustainability and workforce heard in Melbourne (14-18 October 2019), the Royal Commission was recently granted an extension of six months to continue to hear evidence from Australians and conduct its deliberations. To date a number of direct witnesses have been heard (frequently relatives), a series of case studies and evidence from providers. Experts have been called to provide the latest evidence and commentary on the state of aged care services from their particular perspective. While the media have been concerned with negative stories, not all evidence has been of alleged sub-standard care. Excellent care has been demonstrated.

Specifically, the Royal Commission will inquire into:

- how aged care services can be provided in a way which is person-centred, including care which values the identity, experience and autonomy of the person accessing care and promotes choice and control*
- the factors that influence whether aged care services are delivered in a person-centred manner, including:*
- the relationships between the person accessing care, people providing support (including family and other members of the community) and the service provider*
- broader societal attitudes towards older people*
- the perspective and experience of people who access aged care, including the ways in which aged care services are, or are not, person-centred*
- good practice care models for providing person-centred aged care*
- the role of advance care planning to support the provision of quality aged care services*
- the extent to which people accessing aged care services are able to access palliative care*
- the quality of palliative care services available to people accessing aged care services*

In closing,

No matter how we look at success, our achievements, compliance and the meeting of, it's all about our people, the personalities, the relationships, the conversations and the day to day interactions that our staff have with our consumers. Our team of staff are exceptional and every day go above and beyond and are committed to providing the highest level of care and supports and we extend our sincere thanks to more than 100 staff members, volunteers and supporters who have contributed to the success of the organisation over the year, without you we could not have done it.

Our consumers, your stories and the experiences that you bring inspire us all to be better people and we are honoured to be a part of your lives. We thank you for choosing Quambie Park to journey with you.

We also thank the Board for their time and commitment, support and stewardship. Although a voluntary position the dedication, loyalty and respect shown to Quambie Park is to be acknowledged. As Mike Walmsley stated in his opening address we have had and continue to face challenging times in aged care and the media coverage of reports received has been alarming and heartbreaking, we have all been affected by this and do not tolerate it. I am proud to be involved in the aged care sector, I am proud to journey with those who have paved the way for the next generation and I am proud to be a part of Quambie Park and the wonderful values, respect and honour that is shown to each other and to our ageing population.

*Sharon James
CEO*

I KNOW OF NO SINGLE FORMULA FOR SUCCESS. BUT OVER THE YEARS I HAVE OBSERVED THAT SOME ATTRIBUTES OF LEADERSHIP ARE UNIVERSAL AND ARE OFTEN ABOUT FINDING WAYS OF ENCOURAGING PEOPLE TO COMBINE THEIR EFFORTS, THEIR TALENTS, THEIR INSIGHTS, THEIR ENTHUSIASM AND THEIR INSPIRATION TO WORK TOGETHER.

QUEEN ELIZABETH II

IF THERE IS ANY ONE SECRET OF SUCCESS, IT LIES IN THE ABILITY TO GET THE OTHER PERSON'S POINT OF VIEW AND SEE THINGS FROM THAT PERSON'S ANGLE AS WELL AS FROM YOUR OWN.



Over the last twelve months with the appointment of Sharon James as the CEO we now have the courage, collaboration and system thinking needed to change how aged care and services is delivered by Quambie Park for the consumer and more sustainable future.

Pam Corker House has a passionate and committed workforce. Who understand how important leadership and courage will be going forward in residential aged care to improve workforce practice and culture, and the need to take a more proactive role in shaping a consumer directed workforce fit for the future.

Over the last year there has been a cultural shift from predominantly reactive to one with a strong focus on staff engagement, anticipation, prevention, equity, end of life care and seamless access to services in the home.

Regulatory Compliance

The Pam Corker House three year reaccreditation site audit was undertaken from the 10th June to the 12th June. The home was accredited under the old four standards covering management systems, health and personal care, the resident's lifestyle and the physical environment. There were 44 outcomes under these standards such as human resource management, clinical care, medication management, privacy and dignity, leisure interests, cultural and spiritual life, choice and decision making, the living environment, catering and laundry services. The quality agency decision maker found the home compliant in all 44 outcomes and reaccredited the home for another three years.

As of the 1st July 2019 eight new quality standards with many core requirements was legislated. Central to the standards is standard one consumer dignity and choice. The quality standards focus on outcomes for consumers and reflect the level of care and services Pam Coker House need to provide to retain Commonwealth subsidised aged care services.

Resident care and services

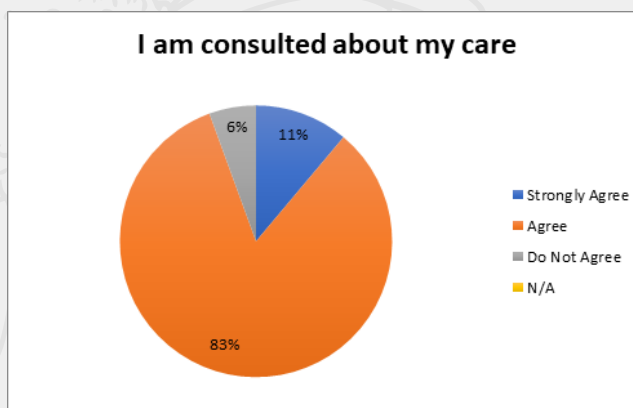
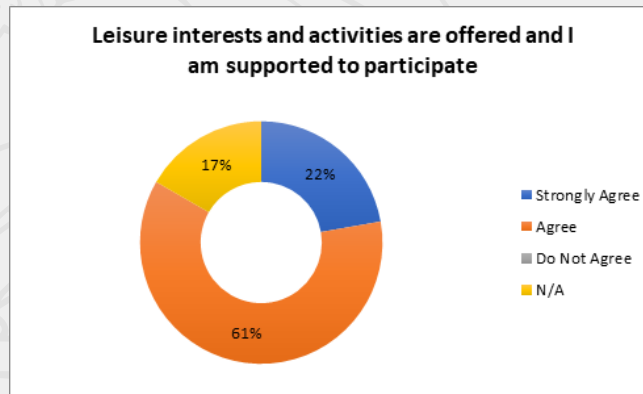
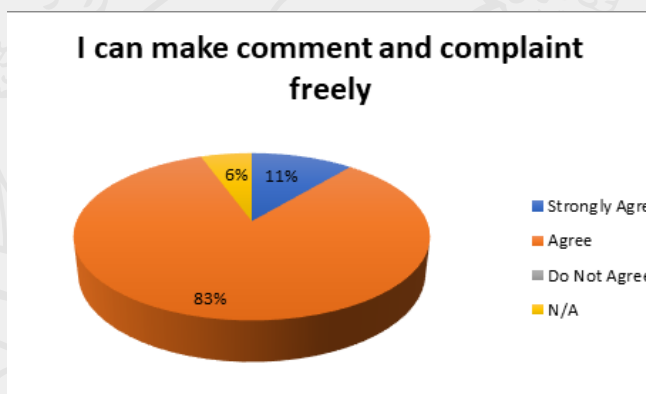
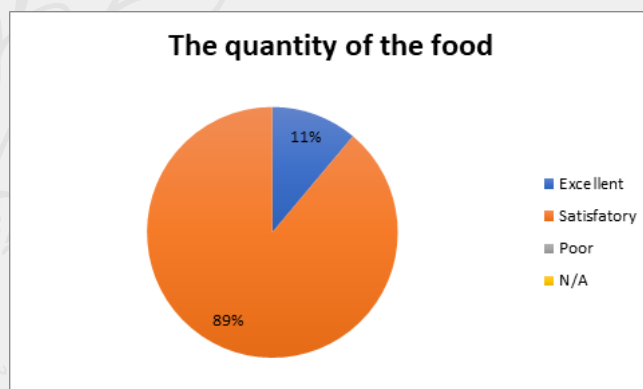
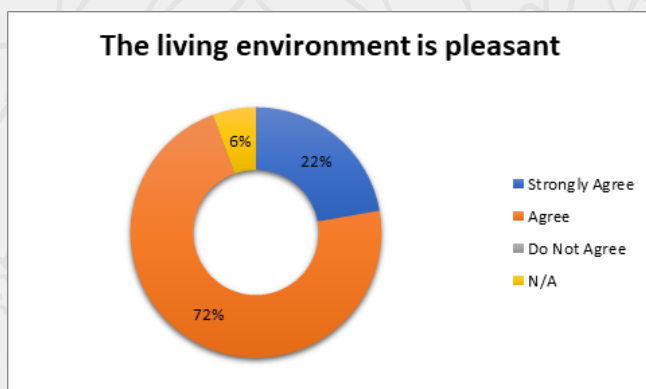
Increased consumer choice and diversity has been a major change for staff over the past twelve months. Where there have been situations where residents are not able to have unlimited choice, such as if their choices negatively impact on other people we have taken reasonable steps to find an alternative.

A financially sustainable aged care system requires residents to contribute to their care costs where they can afford to do so. This means that there has been an increased in residents expectations for greater choice and control. The ability for consumers to choose who provides care and support will create a more competitive and innovative market.

Resident occupancy average for the last financial year was 98.37% industry average was 90.63%. The average length of stay for residents was 3.27 years with industry average 2.62 years. Commonwealth Govt. supported residents averaged between 40 – 43%.

Kathryn O'Brien our clinical care coordinator RN and her team, including lifestyle and hotel services need to be congratulated for their excellent palliative and end of life care for residents and support to their families. Kathryn and the staff are always responsive to the needs, preferences and values of the residents, their families and carers. A resident and family-centred approach to palliative care is based on effective communication, shared decision-making and personal autonomy and the team work together to achieve this outcome.

The following graphs are excerpts for the 2019 resident survey:



Workforce

An organisational wide culture of courage, innovation and accountability will build on the existing pride, compassion and professionalism of staff and support the collaboration necessary for sustainable change. Capability has been developed to produce a cohesive, outward-looking organisation that works in partnership across sectors, with a strong focus on integrity, transparency and community accountability.

Approximately 22% of the organisation workforce is from a culturally diverse background. Last financial staff retention was 95.7% of the workforce. Contemporary workforce roles and scope of practice has been progressively implemented. There is a proven record of supporting better health outcomes based on resident health needs and interdisciplinary models of care, rather than profession-based approaches. Partnerships with Murdoch University, vocational training institutes and professional colleges over the past year link to harness the skills and curriculum to continue to develop a healthy and a socially caring workforce of the future.

Education and training

The organisation has the appropriate training and development opportunities have been provided for all employees and volunteers to ensure they have the skills and qualifications to competently deliver care and services to residents. This includes mandatory training requirements. All staff complete the following mandatory training: Fire and annual mock fire and emergencies evacuation, manual handling, infection control, HACCP (food safe), dysphagia and Sharon James CEO delivered the new quality standards training to all staff.

Three carers completed their certificate IV in aged care, two hotel services staff undertake a traineeship in certificate three in aged care, HR education, Continence management, conditions that increase risks of falls, chronic diseases management, diabetic management, medication management, wound management, pressure injury management, palliative care in aged care, interacting with people living with dementia, person centred practice, elder abuse, OSH reps refresher, TFC cleaning services, law for aged care managers and many short tool box sessions over the year.

I am confident the workforce has the right skills, qualifications and knowledge expected to do their job effectively be able to communicate and build positive relationships with the residents in their care. I respect the organisations workforce for their diverse skills and qualities.

Aged care reforms

Since 2015 the aged care system has undergone significant changes to become more consumer focussed. Over the past twelve months new legislation has continued to roll out. The currently running aged care Royal Commission is demonstrating these reforms are not improving the care and services in some aged care facilities nationally.

I would like to reassure the residents, families, representatives and the general community we at Pam Coker House do not represent the substandard care and services covered in the media and Royal Commission. Unfortunately the reports and counts by residents and relatives has stigmatised the whole of the aged care industry. Our organisation is in transition and we have been working very hard to ensure our reputation as an aged care provider is viable and sustainable into the future. We ensure that it can support older people with dignity, maintain their independence and receive care and services that are sensitive and appropriate, where and when residents need it.

*Janet Fiorenza
Operations Manager RN*

2019 resident survey excerpt confirms the resident are satisfied with the staff level of knowledge and skills:





GO EAGLES!



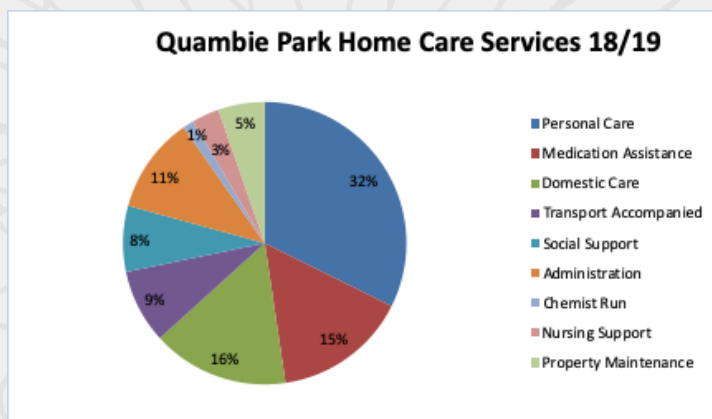
GUESS WHO?!



2019 marks 15 years that Quambie Care has been supporting older community members to remain living independently in their own homes. Quambie Park has positioned itself as a high quality and value adding service provider operating within a competitive environment.

In July we introduced the roll out of the 8 new Aged Care Quality standards. Home Care packages continue to be delivered on a Consumer Directed Care (CDC) basis. Being consumer focused is fundamental to Quambie Park Home Care and ensures that the consumer plays an integral part in all aspects of the planning process. The service meets the synergy of needs and wants for the consumer including physical, mental, cultural and spiritual requirements.

In the 18/19 financial year our dedicated Quambie Home Care Team conducted 19596 appointments equating to more than 12373 hours of services in Waroona and surrounding areas.



**Respect, pride, integrity, knowledge and a “can do” attitude
These values are synonymous for all members of the home care team
each day**

Each service is required to undergo a quality review at least once every three years. An assessment team appointed by the Quality Agency conducted the quality review for Quambie Home Care in November 2018. A very positive outcome for Quambie home Care was achieved with all 22 principals being met. This is credit to our entire home care team.

Our community team commenced using laptops “on the go” this year. For the consumer this has ensured consistency with all aspects of service delivery. Organisationally it has ensured efficiency across processes such as scheduling, nursing care and payroll. Support workers are reporting in real time and have access to up to date current information on each consumer. This paperless system aids us in meeting new Aged Care Quality Standards such as ongoing assessment and planning with consumers (2) and Organisational Governance (8).

Due to revitalisation of home care service delivery we have successfully reduced the underspend of package funds across the board for home care consumers. This has been achieved through a team approach to improved communication with consumers and staff identifying the need for additional services and home modifications to benefit consumers to remain living independently.

In finishing I would like to thank the entire Home Care team for a great year, who do a fabulous job and it is appreciated and acknowledged. I'm looking forward to working together and continue building Quambie Home Care as the provider of choice for Waroona and surrounding Communities.

*Aileen Frost
Independent Living Coordinator*

Some words from our consumers

'I have been receiving the services of carers and others from my package through Quambie Park after a sudden illness in 2016 which made it impossible to look after myself. I cannot praise too highly the care and attention from everyone involved in looking after me. They are beautiful people who are caring and patient, without their help I would not be able to live independently. Thank you to everyone.'

Maureen xx

'The help I receive from the courteous staff at Quambie Care means I can live in comfort and security with time to spend on my interests in crocheting for charity, in particular, for hospitals.

My daughter who lives in Perth can spend quality time with me on her weekends here instead of catching up on work for me all the time. My garden is beginning to look as if someone in the house cares! For some time previous to my care from Quambie my house really let the street down.

I like the fact that Quambie is local, it is there! Call it psychological but seeing the facility there gives me a sense of security rather than getting personnel in cars from elsewhere.

I am pleased I chose Quambie as my provider and thank Aileen and all staff for their care.'

Nola Turner

'A few years ago I had to have my leg amputated but I was able to transfer to and from my wheelchair by myself. After I had a stroke I didn't have the strength in my leg to do this anymore.

The carers from Quambie Park help me each day, starting early in the morning to assist me out of bed and get me ready for the day and again in the evening back into bed. In addition to this they assist with all my daily living activities and take me on social outing once a week which is a real highlight to me and enables me to do my own shopping.

I enjoy spending time with each of them and we all have a good laugh! Without Quambie carers I would not be able to live on my own.'

Alex



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INDEPENDENT ASSURANCE REPORT

To the members of Quambie Park Waroona Inc.

Report on compliance with the Aged Care Act 1997 and the *Fees and Payments Principles 2014 (No.2)*

Opinion

We have undertaken a reasonable assurance engagement on Quambie Park Waroona Inc. (the Approved Provider) compliance with the requirements of Part 5 of the *Fees and Payments Principles 2014 (No.2)* (the Fees and Payments Principles) for the period 1 July 2018 to 30 June 2019.

In our opinion, Approved Provider has complied, in all material respects, with the requirements of Part 5 of the *Fees and Payments Principles 2014 (No.2)* for the period 1 July 2018 to 30 June 2019.

Basis for opinion

We conducted our engagement in accordance with Standard on Assurance Engagements ASAE 3100 *Compliance Engagements* issued by the Auditing and Assurance Standards Board.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Director's responsibilities

The director of the Approved Provider is responsible for compliance with the *Aged Care Act 1997* (the Act) and the Principles and for such internal control as the director determine is necessary for compliance with the Act and the Fees and Payments Principles. The responsibilities of the director include requirements under the Act and the Fees and Payments Principles for the preparation and presentation of the Annual Prudential Compliance Statement (APCS) and compliance with the Prudential Standards contained within the Fees and Payments Principles.

Our independence and quality control

We have complied with the independence and other relevant ethical requirements relating to assurance engagements, and apply Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, and Other Assurance Engagements* in undertaking this assurance engagement.

Assurance practitioner's responsibilities

Our responsibility is to express an opinion on the Approved Provider's compliance, in all material respects, with the Prudential Requirements of the Act and the Fees and Payments Principles for the period 1 July 2018 to 30 June 2019.

ASAE 3100 requires that we plan and perform our procedures to obtain reasonable assurance about whether, the Approved Provider has complied, in all material respects, with the Prudential Requirements of the Act and the Fees and Payments Principles for the period 1 July 2018 to 30 June 2019.

An assurance engagement to report on the Approved Provider's compliance with the Fees and Payments Principles involves performing procedures to obtain evidence about the compliance activity and controls implemented to meet the prudential requirements of the Act and the Fees and Payments Principles. The procedures selected depend on our judgement, including the identification and assessment of risks of material non-compliance with the prudential requirements of the Act and the Fees and Payments Principles.

Inherent limitations

Because of the inherent limitations of an assurance engagement, together with the internal control structure it is possible that fraud, error, or non-compliance with compliance requirements may occur and not be detected.

A reasonable assurance engagement for the period 1 July 2018 to 30 June 2019 does not provide assurance on whether compliance with the Prudential Requirements of the Act and the Fees and Payments Principles will continue in the future.

Restricted use

This report has been prepared for use by the director of the Approved Provider and the Secretary of the Department of Health for the purpose of fulfilling the requirements of Part 5 of the *Fees and Payments Principles 2014 (No.2)*. We disclaim any assumption of responsibility for any reliance on this report to any person other than the director and the Secretary of the Department of Health, or for any purpose other than that for which it was prepared.

Report on other legal and regulatory requirements

In accordance with the requirements of the Department of Health, as set out in the Guide to the Audit of the Approved Provider's Compliance with the Prudential Requirements (the Guide), we are required to report all instances of non-compliance with the requirements of the Act and the Principles by the Approved Provider that came to our attention during the course of our audit.

Our conclusion above is not modified in respect of the following matter because, in our opinion, it has been appropriately addressed by the Approved Provider and is not considered material, either individually, or taken as a whole, in the context of the engagement. No matters to note.

BDO Audit (WA) Pty Ltd

BDO



Dean Just

Director

Perth, 31 October 2019

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE
YEAR ENDED 30 JUNE 2019**

	Notes	2019 \$	2018 \$
Revenue and other income	2	6,543,538	7,456,823
Employee benefits expense		(4,015,124)	(4,122,398)
Purchased services		(120,587)	(127,471)
Premises expense		(262,942)	(322,665)
Motor vehicle expense		(53,050)	(16,068)
Food services		(144,833)	(170,128)
Client services		(292,274)	(242,856)
Depreciation and amortisation expenses		(346,316)	(358,962)
Loss on disposal of fixed assets		-	(170,065)
Interest expenses		(15,243)	(6,961)
Other expenses		(642,654)	(573,209)
 Profit/(Loss) before income tax		 650,515	 1,346,041
 Income tax expense		 -	 -
PROFIT/(LOSS) FOR THE YEAR		<u>650,515</u>	<u>1,346,041</u>
Other comprehensive income			
<i>Items that will not be reclassified to profit or loss:</i>			
Changes to fair value of non-current assets		-	(2,373,973)
Other comprehensive income for the year		-	(2,373,973)
 TOTAL COMPREHENSIVE INCOME FOR THE YEAR		 <u>650,515</u>	 <u>(1,027,932)</u>

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019**

	Notes	2019 \$	2018 \$
CURRENT ASSETS			
Cash and Cash equivalents	4	1,503,232	2,667,205
Trade and other receivables	5	43,057	145,175
Prepayments		142,782	18,980
TOTAL CURRENT ASSETS		<u>1,689,071</u>	<u>2,831,359</u>
NON-CURRENT ASSETS			
Property, Plant & Equipment	6	7,058,651	7,202,690
Investment Property	7	9,170,109	6,362,763
Other Financial Assets	8	-	1,752,165
TOTAL NON-CURRENT ASSETS		<u>16,228,759</u>	<u>15,317,618</u>
TOTAL ASSETS		17,917,830	18,148,977
CURRENT LIABILITIES			
Trade & other payables	9	771,988	751,986
Grants in advance		-	170,060
Employee benefits	10	498,997	456,533
Resident liabilities	11	7,144,571	7,926,466
TOTAL CURRENT LIABILITIES		<u>8,415,556</u>	<u>9,305,045</u>
NON-CURRENT LIABILITIES			
Employee benefits	10	83,102	75,275
TOTAL NON-CURRENT LIABILITIES		<u>83,102</u>	<u>75,275</u>
TOTAL LIABILITIES		8,498,658	9,380,320
NET ASSETS		<u>9,419,172</u>	<u>8,768,657</u>
EQUITY			
Reserves	19	1,581,284	1,581,284
Retained earnings		7,837,888	7,187,373
TOTAL EQUITY		<u>9,419,172</u>	<u>8,768,657</u>

The above statement of financial position should be read in conjunction with the accompanying notes.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019**

	RETAINED EARNINGS	ASSET REVALUATION RESERVE	TOTAL
BALANCE AT 30 JUNE 2017	3,839,695	5,956,895	9,796,590
Total Comprehensive Income	1,346,041	(2,373,973)	(1,027,932)
Transfer to Retained profits - Investment property revaluations realised	2,001,638	(2,001,638)	-
BALANCE AT 30 JUNE 2018	7,187,373	1,581,284	8,768,657
Total Comprehensive Income	650,515	-	650,515
Total comprehensive income for the year	650,515	-	650,515
BALANCE AT 30 JUNE 2019	7,837,888	1,581,284	9,419,172

**STATEMENT OF CASH FLOWS
FOR YEAR ENDED 30 JUNE 2019**

	Notes	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from activities		6,474,679	7,310,673
Payment to suppliers and employees		(5,875,102)	(5,227,616)
Interest paid		(15,243)	(6,961)
Interest received		35,825	11,533
NET CASH PROVIDED BY OPERATING ACTIVITIES	14	620,159	2,087,629
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		-	151,498
Payments for property, plant and equipment		(217,795)	(838,431)
Payments for investment properties		(2,807,346)	(299,964)
Payment for investments		-	(36,049)
Proceeds from investments		1,745,851	-
NET CASH USED IN INVESTING ACTIVITIES		(1,279,290)	(1,022,946)
CASH FLOW FROM FINANCING ACTIVITIES			
Refundable accommodation deposits received		1,509,090	495,658
Ingoing contributions refunded		(2,013,932)	(563,000)
NET CASH USED IN FINANCING ACTIVITIES		(504,842)	(67,342)
Net increase/(decrease) in cash held		(1,163,973)	997,341
Cash and cash equivalents at 1 July		2,667,204	1,669,863
Cash and cash equivalents at 30 June	4	1,503,232	2,667,204

INDEPENDENT AUDITOR'S REPORT

To the members of Quambie Park Waroona Inc.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Quambie Park Waroona Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the accompanying financial report of Quambie Park Waroona Inc, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act* , including:

- (i) Giving a true and fair view of the Company's financial position as at 30 June 2019 and of its financial performance for the year ended on that date; and
- (ii) Complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the registered entity's annual report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



Responsibilities of the directors for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit (WA) Pty Ltd

BDO

Dean Just

Director

Perth, 31 October 2019

Quambie Park applied under the grant scheme 'Alcoa Waroona Sustainability Fund 2019' for an amount to install 'Roof solar panels' to the new nine unit build including the community hub and was successful in receiving \$40,000.

Thank you to the Alcoa Waroona sustainability fund in assisting us to provide sustainable living options to people living within the Shire of Waroona.

Pam Coker House was a grateful recipient of the PEACH funds (Personnel Employed at ALCOA Charity Help) and AWA Alliance Bank donation of \$12,500 towards the purchase of piece of diagnostic equipment.

The equipment is a Bladder Scanner a unique piece of non-invasive diagnostic medical equipment. A Bladder Scanner is an ultrasound instrument that measure the bladder volume. The scanner is powered by Image Sense a ground breaking algorithm harnessing real world clinical data, deep learning and artificial intelligence setting a new standard in accuracy in measuring bladder volume at a cost of \$15,900. The benefits of having a Bladder Scanner on site is that it is a non-invasive instrument that measures the bladder volume and post void (passing urine) residual (urine remaining in the bladder). The outcome from the scan gives nurses the data in collaboration with the doctor to provide treatment in the home and prevent unnecessary catheterisation, trauma and lower urinary tract infections in the elderly residents.

Quambie Park provides the highest level of care for people living in our residential aged care facility (Pam Corker House) and clients receiving Home Care Services. At Pam Corker House the residents receive contemporary best practice clinical care, a secure wing for people living with dementia or other mental health issues, providing nursing care and service for high care resident with chronic commodities and palliative and end of life care. Residents are given the freedom to enjoy their aging years while their needs and choices are cared for with dignity and respect.

Pam Corker House is committed to preventing unnecessary transfers to Emergency Departments and supporting nursing staff in collaboration with other health professionals to improve their skills, efficiency and effectiveness. Staff perform their duties to the best of their ability and clinical skills that show a high level of personal commitment when providing a quality, professional service at all times. The organisation is committed to residents remaining in their safe and secure environment with minimal necessity to transfer to an Emergency Department for Clinical Care that will be managed by the homes nursing staff.

Quambie Park has been the recipient of several PEACH funding grants over the years and we are very grateful to their commitment to assisting us improve the quality and standard of life for our elderly resident and clients. PEACH donates funds to a diverse range of organisations, ranging from large public hospitals and research institutions, through to small support groups, all of which play an important role in the community. It is PEACH's philosophy that no organisation is too big or too small to receive funding. The personal approach taken by PEACH exhibits a very caring attitude to the community and shows community groups that PEACH contributors care about the work they are doing.

Thank you Alcoa.



From left: Sharon James CEO, Kathryn O'Brien Clinical Care Coordinator RN, Nola Edwards Manager AWA Alliance Bank, Trish Morris Alcoa PEACH Coordinator, Dr Minats Manickam, Janet Fiorenza Operations Manager RN



FANCY HATS AND FANCY DRESS!



HE CHEATED!!



We are proud to present the newly completed nine modern and stylish architecturally designed independent living units available in a secure gated complex, located in the heart of Waroona.

Quambie Park acknowledges the support of Building Better Regions Funding and Royalties for Regions for their financial support of this project.

Thank you to Mulder Kampman Design and BGC for the quality finish of the build.

OUR SUPPORTERS

Thank you to all of our supporters;

Drakesbrook Hotel

LASAR IT

Origin Energy

IGA

Shire of Waroona

Home Timber & Hardware Waroona

Lions Club

Terry White Pharmacy Waroona

The dedicated volunteers of Quambie Park

PEACH (Personnel Employed at ALCOA Charity

Help)

ALCOA





QUAMBIE
PARK WAROONA