



QUAMBIE
PARK WAROONA

QUAMBIE PARK WAROONA

ANNUAL REPORT

2019 / 2020

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With Thanks to our Supporters	

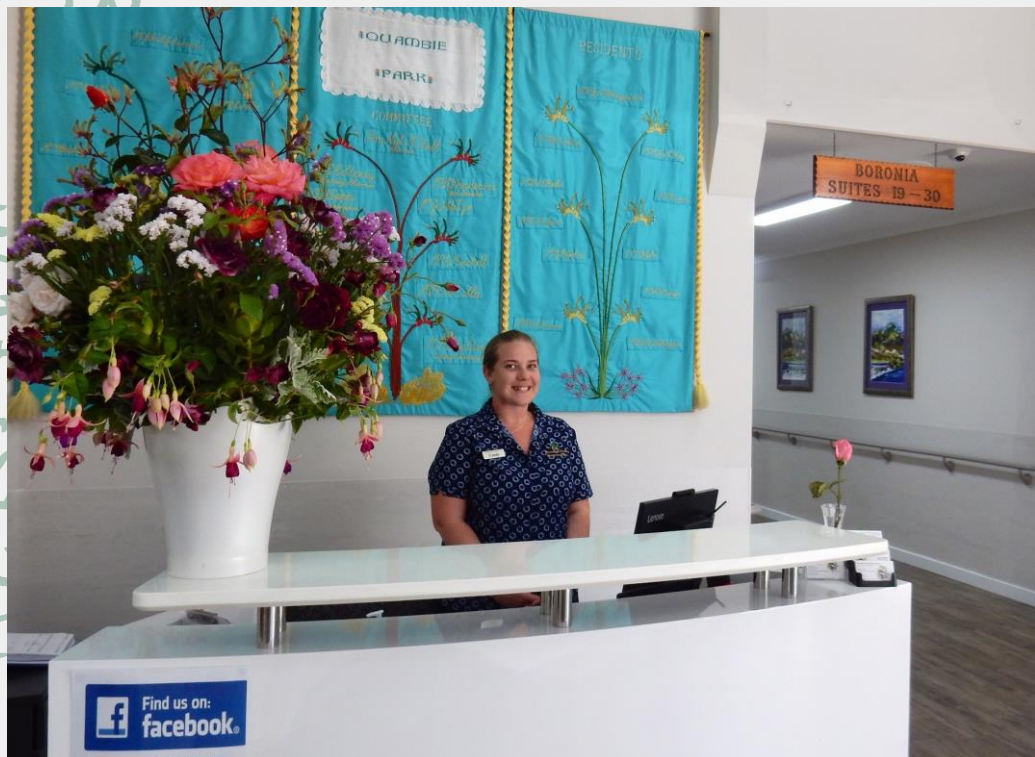


WELCOME

At Quambie Park we understand people. Our strong link to the coastal, agricultural and mining communities of regional Western Australia spans 35 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 our Consumer Engagement Officer is here to greet you and to ensure your experience is nothing short of exceptional.



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.



CHAIRPERSON REPORT

When I sat down last year to write my annual report, I was pleased to have seen the back end of a difficult period in aged care and looked forward to a bright 2020. This year Quambie Park was again tested on levels that were not and could not have been foreseen. What was incredible to witness was that the organisation managed to weather the storms that confronted it continuously and maintained dignity and service for our people and when truly put to the test, our core base of exceptional management and carers stood up and did what they do best. They bestowed compassion and care on those that need it most. Your sacrifice to others and in some cases, your families in the past 6 months is nothing short of extraordinary.

I would like to begin my report by recognising the incredible people that make up this organisation. While I acknowledge the amount of aspects that form the functions of Quambie Park do not always mesh perfectly, we appreciate that the special individuals that generate the culture at Quambie Park always return to the core beliefs and values we all share. Without these virtues this organisation would just be another facility and that is what continually sets us apart from other providers.

Our board is a coupling of vast life skills and experience. At a recent workshop conducted by a gentlemen who I regard to be a very grounded and qualified consultant on aged care matters, I felt a considerable amount of pride in knowing we had a genuine group of people who commit to this board not only their time but their knowledge to help guide this organisation through seemingly endless change and disruption. We were blessed this year to have had Leonie Wilson join our board who has had an immediate impact. Leonie's vast experience in clinical care and governance has been extremely welcomed to our organisation and her ability to guide discussions on clinical matters at board level in support of our CEO is simply superlative. The position of a board member in an Aged Care organisation is a very onerous one. The constant scrutiny of regulations and compliance coupled with financial viability across the entire sector are all weights we carry and navigating a path through all of this in a voluntary role can be completely daunting. To Deputy Chair Mike Leroy, Secretary Judy Mather, Treasurer Gopee Dhandapani, Kerry Shore, Howard Hull, Roseanne Polinelli and Leonie Wilson, Thank you for standing up to this challenge and supporting this organisation and our community of Quambie Park and for the support you give me in my role.

Our organisation may possibly be in a completely different operating space if not for the guiding hand and astute ability of our CEO, Sharon James. This year has again demonstrated what fortitude and capacity she has as a leader. Through significant industry change, management restructure and an impending pandemic, our CEO has not faulted in confronting the challenges and continuing to support everyone under her guidance. I could barely scratch the surface on what faces Sharon on a daily basis. From my perspective she handles it all with grace and integrity and the board is truly thankful we have such a competent CEO.

Janet Fiorenza's retirement this year was the culmination of many years of service to this organisation that will not be emulated. Her legacy at Quambie Park will be for the care and compassion she helped foster and the nurturing culture that exists today. We all truly hope Janet gets to enjoy her retirement from the constant daily pressure and stress in managing our facility.

I'm sure Sharon will make comment on her team in her report but to our senior manage staff in Tania, Candace, Kathryn, Aileen, Karen and Matt well done this year on helping guide Quambie through a significant period of change and the individual skills you all bring to this organisation.

Some areas that continue to challenge Quambie are in the areas of home care viability and ongoing demand for what we see as the mid-tier of transition into aged care.

The new ILUs on Millar Street have not been filled as quickly as we expected. While they hold no financial burden to the organisation in terms of debt, it is desirable to have tenants in them and providing a source of income to Quambie. We will continue to market them as much as we can and keep addressing the situation. The solar power has been installed through a successful grant from the Alcoa Waroona Sustainability Fund and we thank the fund and committee for their ongoing support over the years. We are confident in time they will have residents in them and enjoying being a part of our community.

We will continue to look at efficiencies in our power use and a Programme at expanding the solar network across the entire village of ILUs is something on our radar. We are cognisant of the ongoing maintenance that is required on the entire facility and we have schedule in place to tackle this task. It would be a great benefit to be in a position of being proactive in maintaining our assets.

This year we severed our management with the Dwellingup Community Village as this arrangement did not work out as we had envisaged for both parties. We supported the transition to the new management committee in Dwellingup and I believe we have had an amicable separation.

The basic fabric that makes up Quambie Park is one of care and trust. This organisation continues to stand up to ongoing challenges and continues to push through them. We all deal with these adversities in different ways and as the board chair I can only say how proud and honoured I am to witness some of the acts of kindness and giving that occurs in this place. We cannot ask any more of the genuine core of good people we have here.

Thank you all on behalf of our residents and their families and our community for what you give to our organisation.

Mike Walmsley
Chair

CEO REPORT

To our residents, clients, relatives, families and representatives thank you for choosing Quambie Park and allowing us the honour to journey with you at this stage of your lives.

I would like to acknowledge, thank and show my appreciation to all my teams of staff who without we could not have achieved what we have. Your commitment and dedication to Quambie Park is commendable and enables us to meet our Mission making a lasting difference to people's lives particularly at a time when it matters most.

To the Quambie Park Board Governance, Mike Walmsley your leadership and insight is nothing short of amazing to Mike, Howard, Gopee, Roseanne, Kerry, Judy and Leonie, I am privileged, Quambie Park is privileged to have you as Governors of this wonderful organisation

All of our employees, families, carers, volunteers and the wider community have gone above and beyond to support one another and protect those most vulnerable to the covid disease. Not only do I hope that at Quambie Park we can continue to harness the incredible dedication that we see across our colleagues and teams, but I hope that as a community we're able to continue to meet the needs of our ageing population.

To our esteemed colleagues in the Eastern States our thoughts and prayers have been with you as you have endured so much this year including bushfires, floods and now Covid-19. To all the families and carers who have lost loved ones we are with you in thought with an offering of hope and peace.



WHAT ABOUT THE GOOD STUFF

The Quambie Mission

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

I am pleased to share with you our 2019 Annual Report. I hope you will take a moment to join us in feeling the pride and achievement in the work we have undertaken this year in ensuring that we deliver upon all that we say we will.

Effective Governance has never been more important than it is now and especially for those operating in the not for profit sector. This last year we have taken great steps in addressing our Governance structure and identifying areas of improvement so as to ensure we are informed, responsive and proactive.

With Covid-19 and the potential threat we have been able to prepare and safeguard as best we can.

We have embedded a model of quality and safe care ensuring responsibility at all levels of the organisation. Our new clinical governance framework sets out a range of behavior's, responsibilities and processes that support our workforce and visiting practitioners to provide safe and quality clinical care as part of a holistic approach that is based on the needs, goals and preferences of our residents and clients. Improved reporting, quality monitoring and feedback processes are ensuring that risks and issues are identified early, and resolved quickly. This is critical to ensure for positive outcomes and compliance with regulatory and accreditation requirements. We are confident that our governance framework will continue to support our growth as an organisation, whilst ensuring that we are all accountable for supporting our consumers.

Recognising that the aged care and retirement living sectors were in crisis, with significant challenges facing smaller regional providers Quambie Park undertook a strategic planning exercise in July 2019.

The process identified the following key strategic challenges/opportunities facing Quambie Park;

- Maintaining and ensuring quality
- Enhancing consumer responsiveness
- Building upon community relationships
- Business sustainability
- Governance and compliance

A vision was developed through to 2029;

- **based on its core strengths and reputation the Board envisioned a future for Quambie Park 'as the heart of the regional community, offering a range of support services for older people enabling them to live their chosen lifestyle at home wherever that may be'.**

Borne from this were 5 key Strategic focus areas;

- Service and quality
- Community engagement
- Business practice
- People and culture
- Governance and leadership

Followed by the completion of 3 major strategic projects;

- **A review of the organisational structure-** *'Identifying that the existing structure did not meet current requirements and therefore constituted a barrier to success for the organisation it was essential that we reviewed the organisation structure to ensure that it reflects the current requirements and to place people with the required leadership and management skills in roles that have suitable functions and accountabilities'.*
- **A repositioning our culture-** *'to achieve a balance between business & care', in developing and deploying a participative culture change program and maintain and enhance a learning and development program that is focused on adherence to clinical standards, customer-service, cultural sensitivity and continuous improvement.*
- **Ensuring Financial Sustainability-** *Ensure income is maximised and costs are managed, redesign operations to ensure a high level financial management and deliver required improvements to revenue streams & cost structures resulting in quality and safe consumer care and organisational financial sustainability.*

The outcome of everyone's hard work;

- **Accountability:** *We ensure for clarity of decision-making within Quambie Park, with processes in place to ensure that the right people have the right authority for the organisation to make effective and efficient decisions.*
- **Stewardship:** *developing and maintaining an enterprise-wide recognition that Quambie Park is managed for the benefit of its consumers and in the meeting of its mission.*
- **Integrity:** *developing and maintaining a culture committed to ethical behaviour and compliance with the aged care quality standards and other requirements.*
- **Transparency:** *being clear and unambiguous about Quambie Park's structure, operations and performance, both externally and internally and maintaining a genuine dialogue with, and providing insight to, legitimate stakeholders and the market generally.*

My reporting segment opened with acknowledgements which is usually left for the end of a report- I did this because it matters the most. **Our people have been the key to our success this year** and it goes without saying that we have had a difficult time in navigating some of the pressures placed on us, not because we are unable to meet those requirements or that we don't want to but because change takes time and because levels of responsibility have been heightened from what was once a 'care role' to a 'mission vs margin' focus.

You will read from the following reports that I have not done this alone, I have a team of professionals who are committed and dedicated to the cause and together we meet our challenges and celebrate our successes and together we are strong

Our care, nursing, hospitality and administrative teams have all embraced the responsibilities placed upon them, everyone wants to do the right thing and everyone takes a pride in their work, the thing that matters most to them are our residents and clients. I have been inspired by you all and without your continued dedication to Quambie Park we would not have achieved as much as we have.

In closing, a busy and very rewarding year, we believe we are in a much stronger position and we recognise our areas of continued challenge. As the year has unfolded and in following the aged care sector reforms it has placed pressure on operations in recognising the way things have been done can no longer continue. For Quambie Park this has placed pressure on staff and systems and we have said farewell to some 'good outstanding' staff due to those required changes, the pressures and the time constraints and **as we honour their contributions we change course and continue to excel in all that we do.**

Sharon James
Chief Executive

'With challenge comes opportunity' our 12 months in brief

An organisational transformation took place

We said farewell to much loved and respected colleagues

We welcomed new colleagues

We officially opened our new build '*Janet Fiorenza Gardens*' consisting of 9 architecturally designed and contemporary units and,

We welcomed our very first resident

We introduced a dedicated HR Leader of People and Culture

We committed to the management of quality care and supports

We opened a shop that provides bric a brac and some essential items for browsing and purchases

We finished the year with a healthy financial bottom line that has led the way to further strengthen our financial capacity

We met accreditation

We completed an organisational restructure

We transformed our culture

We ensured for ongoing financial sustainability

We managed our improvements

July 2019, Australia's new Aged Care Quality Standards came into effect, heralding the welcome arrival of consumer directed care. These standards target consumer outcomes, placing consumers at the centre of their care - promoting choice, flexibility and engagement.

All Australian Government subsidised aged care services and providers must meet one set of clearly defined standards, covering eight specific areas:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

Standard 8 looks at organisational governance, referring to the operational systems and processes an aged care provider has in place to achieve the best outcomes for consumers, staff and the organisation as a whole. Essentially, Standard 8 holds the governing body of an organisation accountable for the delivery of safe and quality care and services.

For residents and clients, it means they can be confident the aged care provider they are with is well-run and provides them with opportunities to partner in the delivery of care and services.

Quambie Park is committed to good governance. A qualified and inclusive board and management structure sets the strategic priorities for the organisation, informed by detailed information provided by each of Quambie Park's key business and clinical areas.

All of this is supported by strong consumer engagement with a constant flow of feedback from residents, clients and representatives diligently captured to highlight opportunities for the ongoing improvement of the care and services Quambie Park provides.

Everyone has the right to safe, quality care, and Quambie Park is committed to working together with all residents, clients, representatives and staff to deliver the highest standard of care and services that are just right for each and every individual

2020 One year on (Complispace Sept 2020)

92% of Managers have endured an increased workload

78% report an increase in stress levels

88% of homes have had to change their policies and procedures and aligned systems

83% have had to change how they collect and report on data

76% have had to change their staff training and development systems

58% of aged care homes received a visit from the Aged Care Quality and Safety Commission's assessors

51% met all standards and 41% reported that re-accreditation was much harder than previous

Facts

Australia is ageing

More than 3.8 million Australians are over 65

By 2057 that will rise to 8.8 million

More than 1.3 million Australians receive some form of government funded aged care

Over the past 10 months the Royal Commission into aged care quality and safety has heard troubling accounts of neglect, abuse and staff shortages across Australia

More than 300,000 workers care for 1.3 million older Australians in the commonwealth funded aged care system

More than 750,000 of these older Australians remain living in their own homes

Almost 242,000 have greater clinical care needs and live in residential aged care facilities

The sector is considerably fragmented with 873 different providers from single homes to multibillion dollar enterprises on the ASX

MANAGER OF LIFESTYLE AND CARE REPORT

I wouldn't be telling the truth if I said the past twelve months has been easy, it certainly hasn't. However it has been a year full of learning, taking positive steps in the right direction and finding my feet in the new role of Manager Lifestyle and Care.

Although every day brings its challenges working life at Quambie Park is very rewarding. Earlier this year I received a phone call for emergency respite for an elderly person. It was explained they lived alone, had a major self-care deficit and wouldn't leave the house. Poor eating habits and miss management of regular medications attributed to self-isolation and loss of desire to live.

The urgency for respite was due to a storm bearing down within a couple of days, thunder, lightning and heavy rain triggered anxiety and bad panic attacks. This person was brought to stay with us the very next morning. The transformation after being with us a week is nothing short of amazing. Some donated clothes, TLC and the meeting of new found friends has brought upon a new lease of life, a want to get out of bed every day, to eat, laugh and join in social activities. This person decided to stay with us at the end of respite and is thriving in a positive supportive environment. We work hard to make a positive difference to people's lives, to go the extra mile and be the very best we can be.

Quambie Park prides itself on the way in which it operates. It's about the residents and their quality of care. **Some experts over the years have suggested that small facilities like Quambie Park would struggle to survive. We say that our size means that there is a continual focus on the care of our residents from the Board down to our staff.** It's been about quality care, healthy and fresh food, happy and well trained staff and our on-going strong connection with the local community.

It is also the result of the determination of management to keep ahead of the game when it comes to finances so that we can provide the quality of care that we are renowned for.

We are also very proud of the investment and changes we are currently making in resident rooms with painting and the purchase of new linen with vibrant matching color schemes. We will continue to make these sorts of improvements where we know such things improve our resident's feel of their home environment and comfort. Food is a big part of everyone's lives. It's especially important for people living in aged care, where a good meal can be the highlight of their day. It's even more important that these meals be made with fresh ingredients, appealing presentation and flavorsome. That's why this year we embarked on a journey to make some instrumental changes within our catering department. A new role has been created "Catering Team Leader". This role will see us greatly improve our kitchen operations, food service and quality of meals. Additionally, and the part I am most excited about is the creation and implementation of our new menu. Significant time has been invested sourcing and arranging regular deliveries of fresh local produce and starting our very own herb garden that is looked after by some of our "green thumbbed" residents and staff.

We can be proud of the results we have delivered this year. There can be, however, no resting on our laurels as our industry continues to journey through dynamic transformation and competitiveness. We must continue to invest in our organisation and be prepared to adapt and respond to required change.

It is our staff and volunteers that make Quambie Park the success story it is today. Their thoughtfulness, attitude and desire to go above and beyond for our residents is sincerely appreciated and is central to our success.

Aileen Frost
Manager Lifestyle and Care



We won!! First and Third place at the 2020 BE ACTIVE GAMES

QUALITY, SAFETY and COMPLIANCE REPORT

Hello to all who I am yet to meet. My name is Karen Deleo. I am a registered nurse with 39 years' experience in Health Care. My back ground is acute care. I spent my first 15 years at Royal Perth Hospital in various roles from acute medical/surgical, gastroenterology, burns and plastics, gerontology and the last 5 yrs. at RPH in immunology during the frantic days of HIV/AIDES in both clinical and management positions. Looking for a change from RPH I did a couple of year's agency work, a large part in Kalgoorlie in the High Dependency Unit before taking up a clinical lead role [Clinical Nurse] at Peel Health Campus in 1998 setting up the surgical unit. I then did a few years as the After Hours Manager before gravitating to the Emergency Department. I have remained at Peel Health Campus as a casual RN in the ED and try to keep my hand in a few shifts to maintain my connection with the clinical leadership/bench marking in Health Care a large establishment like Ramsays Health Care can provide.

I started at Quambie Park in June 2020. I have big shoes to fill with the retirement of Janet Fiorenza, who was in the position as Operations Manager. The Management team at Quambie Park began its restructure in February 2019 with the full time appointment of Aileen Frost as the Manager of Lifestyle and Care. Matthew Lewis was next with the creation of the part time position of Leader – People and Culture. I started in June 2020 the newest part time position of Manager: Quality, Safety and Compliance. It will be a challenging year ahead for me with learning all there is to know about aged care, the standards, aged care funding and the Quambie way.

Reflecting on the year that was the team had massive changes in the Aged Care Sector to contend with.

The ongoing challenge for Quambie Park will be to provide the best and most person centred, individualised care we can on the shoe string budget aged care funding provides. Our long term residents are “aging in situ”, getting older and developing age related disease processes as they grow older. Recent residential admissions to Quambie are generally getting more complicated with higher care demands from the start. The focus on residential care of the future will be on increased levels of quality nursing care that will need to be provided as the individuals medical demands increase as well as maintaining quality day to day activities of daily living. All this with little expected increase in funding and an even greater level of scrutiny in adhering to the 8 standards. It is a challenge for us all.

From what I have seen so far, staff remain committed [a long term stable work force with an exceptionally low attrition rate] and dedicated. A big thank you for the continued hard work.

The emergence of Covid-19 and the ensuing global pandemic has impacted on the world and Quambie Park has had to rethink and replan how we operate under the best Commonwealth and State government information available while maintaining our current goals of quality care and consumer engagement. It's been difficult. Getting “Covid ready” has been at an expensive financial cost. We believe we have stocked the correct amount of protective equipment available for the “if” scenario of a W.A Covid -19 outbreak reaching us here. The emergency outbreak plan was formulated in March and has been updated to reflect the current guidelines. Staff remain informed and educated. The momentum needs to continue and not get lost in complacency.

Covid-19 has impacted emotionally on the wellbeing of both residents and loved ones. We believe we have managed to keep a reasonable balance between allowing family, friends and social support networks to continue to engage in networking. We remain desperately short of eligible volunteers to assist in the social aspects that the team envisage is needed to tailor Lifestyle choices for our more isolated residents.

Staff have felt the pressure and anxiety by not being allowed to travel and go overseas or over east to see loved ones. The team remains supportive of each other.

A large part of my new role will be to give the Clinical Care team the support and guidance it needs to continue to be recognised as an establishment that delivers evidence based best practice and continue the quality care our residents and their families should expect. This includes incident report review ([falls, injury, medications]) that are analysed to improve practice and reduce adverse outcomes.

The complaints and feedback process is integral in us “getting things right” for our residents. We have a “no blame” approach in any investigation. The outcome is to improve on what went wrong and assist those involved into developing the best they can.

My role encompasses the oversight of quality & compliance in meeting the aged care standards and adhering to the timely submission of National Aged Care Quality Indicator data. In house meetings, information sharing, education and training had to take a back step with restricted group gatherings, but is getting back on track.

My “fresh set of eyes” in looking at how we do things will sometimes show that “how we have always done things” isn’t always the best, and I look forward to the challenge and cooperation of the team in moving forward to meet the new demands.

Karen Deleo

Manager Quality, Safety and Compliance / RN



LEADER of PEOPLE and CULTURE REPORT

It is a great honour to be invited to work in people's homes. As a team, all of us at Quambie Park share this honour. With this comes responsibility to ensure that our team provides a service that acknowledges our place in the lives of our residents and their families. A place where respect, dignity and quality care are displayed consistently.

I have been at Quambie Park for six months and have received a very warm welcome from our staff and our residents. There could be no more interesting and challenging time to work in Aged Care than right now. The Covid-19 Pandemic has given rise to some very unique circumstances.

Things we would never have had to deal with before. The amazing part of this is the way that we have responded. As a team and at all levels of our organisation our people have responded with dedication and a strong resolution to endure.

At a management level it has forced us to think outside the box, to consider the individual challenges this brings to our people and their families and to show compassion for individual circumstances when needed.

Considering our industry and happenings in other parts of the country, **the response of everyone at Quambie Park has been nothing short of outstanding** and is a testament to our people and the very strong leadership that is demonstrated by our CEO.

Our response, our commitment to continue and provide quality care says a lot about who we are and our values. It says something about our people and culture.

We have had a number of retirements this year of long term employees. With retirements and the turnover of staff come inevitable cultural change within our organisation. New employees bring a different cultural perspective and new ideas.

There have been many discussions about people and culture during my first six months at Quambie Park. One thing we agree on is that people and culture is about more than human resources and policies and procedures.

As our culture evolves and our people change, the main things we want to achieve are simple.

We aim to empower our employees. We want people with passion for their vocation that have a pragmatic approach to solving problems.

Recruitment of the right staff has been a key issue this year. Sourcing staff has been challenging and in a competing environment with shortages of staff in the caring and clinical areas we have needed to show flexibility, good working conditions and the right culture to attract people.

Our recruitment process now focuses on 'the person'. We look for the right fit for Quambie Park. People that fit the team, mirror and display our values and also bring a cultural perspective that is progressive and positive.

I am pleased to report that we have made some outstanding selections in new team members. The true test of this is when our existing staff come to me and say how much they like working with a new staff member. That new people know their work and show professionalism every day. I get this feedback often and it validates our selection processes and tells us we are selecting quality people.

Creating and sustaining an amazing environment for our team to flourish is our challenge. We encourage people to talk to management. Tell us their concerns. Talk to us about their roster. Reach out for assistance if they need it. We want our people to feel that they can approach any member of management if they need to talk. Our doors are open and I know our people truly appreciate this approach.

We have re-established our Employee Assistance Program through our partnership with Acacia EAP. This provides all Quambie Park team members with a 24/7 counselling service that is available to them and their immediate

families. This is a confidential service and just another way in which we strive to care for each other at Quambie Park.

A big part of establishing this environment is to promote a positive culture. This is a culture where we learn from our mistakes. Where we have open and honest discussions. Where we build trust and ultimately hold each other accountable for our actions.

We have conversations with our team and talk to them about their performance. As I have said, being open and honest is one of our cornerstones.

When we can do better – we learn. When we have done well – we celebrate!

The coming year will continue to be challenging as dealing with the pandemic becomes our normal way of life. During this time we will continue to align our people with our values and our objectives. This will embed our culture.

Our employees need to feel valued and more than human assets. Sometimes we can lose track of these fundamental needs. Our focus will be to continue to recognise our people as important. To encourage us all to bring our best selves to the workplace. To work together to achieve common goals and the values that are the foundation of Quambie Park.

Matt Lewis
Leader of People and Culture



HOME CARE REPORT

Snapshot of the Year 2019-2020

Quambie Care have been consistently delivering services across the areas of Waroona and surrounds to support the older community. Over the past 12 months, the home care services have evolved to provide more complex health care through Consumer Directed Care, Wellness and a Reablement approach.

14,475
Service
Appointments



Our home care services are designed to maintain independence and dignity at home by providing a coordinated and innovative service tailored to meet specific care needs of older community at home.

10,325
Service
Hours



We have provided these services to enable our consumers to continually live in their homes independently with the support of our passionate and trained home care staff. The older community are able to maintain their health through regular reviews in continuous collaboration with GPs, Nurses, Allied Health professionals and local pharmacy ensuring high quality services that they deserve.

140 Physio
Visits
Delivered to
Consumers



In December 2019, we acquired the services of a physiotherapist through 4 Life Physio Pinjarra and have helped consumers achieve outcomes. Allied Health professionals plays a huge role in helping the older person stay on their feet, help reduce the impact of chronic health conditions and improve management of pain.

8 New Home
Care
Packages



Quambie Care welcomes all our new consumers where country values and community care come together.

Positive outcomes achieved through Wellness and Reablement approach.

A wellness approach to our home care services is embedded in Quambie Care's individual planning. Consumers are more engaged as partners in all aspects of their care that they receive from us, including assessment, support planning and service delivery. Our Home care staff have embraced a cultural shift from 'doing for' to 'doing with' consumers across different types of service delivery with the goal of maintaining our consumer's dignity and independence.

Our partnership with the consumer is based on ongoing consultation through effective communication that emphasises consumer choice in all aspects whilst working together with other providers, organizations and individuals involved in their care.

I would like to express my gratitude to my colleagues as none of this is possible without the continuous support and oversight of our home care management team, support workers who have been resilient and adaptable with all the challenges and requirements from this financial year.

We only hope to improve and innovate from here on.

Dave Ramones
EN Home Care Coordinator



Our Journey with Quambie Care

"It is with pleasure that I congratulate you and the Home Care Team for all the professional help afforded to Zillah and myself during the past season.

Their attendance is much appreciated for they are always polite, friendly, and above all, observant in all manners of hygiene when carrying out duties. We welcome them on every visit.

We value their advice and suggestions but they are never pushy yet listen to our suggestions and needs. In addition, we wish to thank you for transport on the many occasions during which we've had need to visit medical appointments, some of which have been somewhat traumatic but once again we have been treated with compassion and encouragement to face a future outcome in view of a happy result.

We don't know what we would have done without Quambie Park being a provider and once again congratulate you for all of your services during the past, how many? Two years? We cannot thank you all enough for your help.

Our sincere thanks to you all. "

-Bob and Zillah Taylor

*"Advantages to me from the visits of the Physiotherapist: -Learning to relax and exercise and stretch my muscles around the arthritic joints to minimize the pain.
-Learning to my limitations and alternatives in order to lessen the arthritic pain.
-I now walk (with a walker as before) with more confidence and enjoyment.
-The exercise sheets left behind are a constant reminder to improve. "*

- Janet Wells

"My husband and I were both assessed by ACAT and qualified for a home care package. Mine was for level 2 and my husband level 4. We had heard there was a long wait for these packages but we were very fortunate and didn't wait long at all. The difficult part was deciding which Provider we wanted to provide the services. We didn't have a clue! I gathered as much information as I could from Government leaflets and online by asking around for advice from people receiving home care. I then decided on three providers and went to each of them with a list of questions to find out what they offered and their costs. I found it surprising how much the charges varied. We settled on one and hoped we had made the right decision. We chose Quambie Park and after a few months of service, we couldn't be happier. The carers are outstanding. Always happy and smiling. Nothing is too much trouble and they go above and beyond their required duties. We look forward to them coming. We also get good support from the Care Package Team."

Grace and John Lay

OUR SUPPORTERS

We thank you;

Drakesbrook Hotel

LASAR IT

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



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2
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Most days



Some days