



QUAMBIE
PARK WAROONA

QUAMBIE PARK WAROONA

ANNUAL REPORT

2020/2021

The first part of the paper discusses the importance of maintaining accurate records in a business. It highlights how proper record-keeping can help in decision-making, legal compliance, and financial stability. The author emphasizes that records should be organized, up-to-date, and easily accessible.

Next, the paper explores various methods for record-keeping, including manual filing systems and digital databases. It compares the pros and cons of each method, such as cost, space requirements, and searchability. The author suggests that a hybrid approach might be the most effective for many businesses.

The second part of the paper focuses on the legal aspects of record-keeping. It discusses the retention periods for different types of records and the consequences of non-compliance. The author provides practical advice on how to develop a record retention policy that meets legal requirements and business needs.

Finally, the paper concludes by emphasizing the long-term benefits of a robust record-keeping system. It encourages businesses to invest in the necessary resources and training to ensure that their records are managed effectively and securely.

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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 over 35 years, and guarantees our ability 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 local to the Waroona area and surrounds and are devoted to providing the highest levels of care to you or to your family member.

Brodie Pendergrast, our Consumer Engagement Officer, greets you with a smile when you enter the facility and ensures your experience at Quambie Park is a positive one!



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'S REPORT

On behalf of the board of management, I am honoured to deliver my report for the past twelve months. In light of another year living with restrictions and further impediments to the aged care sector, I intend to focus on the positive aspects that have occurred this year and try to shine a light on some of the issues that face our organisation and the tremendous effort that is demonstrated daily in delivering genuine care and management to those associated with Quambie.

The fabric and culture that make up the Quambie Park community has always been hard to define but, after a few years on the Board, I can say with some qualification that it is fundamentally special. There is a spirit that is driven by the very people that work here. I am also acutely aware that positive culture is one of the hardest things to establish in organisations and one of the easiest things to disrupt. While I appreciate that staff commitment to Quambie – from issues that have not been in our control – has been challenging on occasions in the past period, our base of solid caring people helps steady the ship and keep us on course. Thank you from the Board's perspective but mostly from the very people who appreciate it most; our residents and clients.

To say the sector is in a period of stability would be wrong. Implementing new reforms, viability, and the demands placed on staff have culminated in tests for our organisation that have been met and dealt with by a very capable CEO. Sharon James gives of herself to this organisation more than any Board would expect of an officer. Faced daily with any number of issues, Sharon rises to these challenges and deals with them in an empathetic and efficient manner. Our organisation continues to be led by a very decent and respectable person and the Board has full faith in her management.

Our staff is responsible for our reputation and the standard in which others see our service. There is too many to thank individually but from the Board, please know that we hold you all in the highest regard. Without your dedication to this organisation and those you care for; we really would be just another provider. We wish to remain a standout, and we understand that without the diligence and dedication you give to those in your care, we may be in a different position and rebuilding reputation and trust is a difficult task.

Quambie Park is also unique in the ability to offer three levels of care. While each has its own unique characteristics, they must all stand alone and be viable to enable our sustainability into the future.

There have been periods where this has not always been the case, but improvements have been made and I'm pleased to say that the three sections that make up our organisation are running as they should. This has been a focus of the Board among other items of operation. Reporting and compliance in this sector has ramped up to unprecedented levels and these regulations will only get more onerous.

From a financial oversight perspective, Aged Care finance specialists Stewart Brown have been invaluable in helping guide the Board and management in what is a very specialised area. Funding and expenditure for Quambie takes significant time and resources to keep up with and I thank the finance and admin team in consultation with Stewart Brown. The team continually set benchmarks to aim for and avenues to improve performance in all aspects of our operations. Quambie has seen significant improvements in ACFI reporting and income and we received some contributions from the Federal Government this year to assist with COVID interruptions. This supporting funding was welcome and certainly helped our bottom line.

The Board members take on responsibility for many aspects of Quambie and this calls for a very special group of people that make up our Board. We are a mix of skills and experience, but what we all share is a vision to see quality care given to our residents and clients and an organisation that the provider of choice when it comes to caring for our families when that stage of life requires extra attention. To Deputy Chair Mike LeRoy, Treasurer Roseanne Polinelli, Secretary Judy Mathers, Kerry Shore, Leonie Jones and Howard Hull, thank you again for another year of service to this organisation and for coming together as a group of special individuals to help guide Quambie now and into the future.

In finishing my report, I would like to say it is an honour and privilege to be a part of an organisation that holds very special meaning for this community. Quambie, for all its quirks and characters, has a heartbeat that remains strong no matter what challenges are thrown at it. I believe we have the capacity to deal with these issues, implement change when needed and improve if required. The organisation is only as enduring as its people and the demands placed on those people at times are incredibly tough. What makes this establishment the success it's become, is good people performing great work for people needing that special help.

Thank you all for the part you play in the Quambie Park community.

- *Mike Walmsley*
Chairman



CEO REPORT

We closed off last year not knowing what was ahead of us. Had we known, would we have done anything different? The answer is No, but what a year it has been.

We began this year focussed on enhancing our care model with a commitment to providing the best care and support based on people's needs and wants and a focus on our most precious resource, our staff, by providing a flexible and robust work platform.

As we reflect on the past 12 months, I believe our ability to have met head-on the challenges, changes required and the new way of thinking, has placed us well in moving forward, and we are excited about the success that this has and will continue to bring.

Our commitment to 'getting it right' played an important role in improving our services and sustainability, as did how we responded to the challenges that frequently presented – including COVID-19, a challenge like no other. We are all absolutely devastated by the destruction of COVID-19 and the lives and livelihoods lost because of it. The pandemic has certainly tested us, and I acknowledge the resilience and drive of our people in ensuring that we are as prepared as we can be should our WA borders be compromised.

Regular 'drills' have been conducted as a response to 'when and what if' and we have stocks and supplies ready. As a requirement, we have Infection Prevention Control Leads (IPCL) across the organisation and ensure that everyone is aware of and trained in PPE protocols. Our Pandemic Plan is comprehensive and ready to activate should the need arise.

We have continued to respond to changing government advice and requirements on a daily basis and without compromise to quality care. Navigating these changes and the requirements upon us has been challenging, but we have embraced with enthusiasm and commitment.

This has highlighted the need for robust IT systems and the establishment of sound processes if we are to continue to be a leading provider of quality aged care; meet the aged care quality standards; and demonstrate our compliance and performance.

We applied for and were successful in obtaining a 'Business Improvement Fund' through the *Australian Government Department of Health* with a sole purpose of improving and building upon the following;

- Staff recruitment and training
- IT systems to improve business operations
- Consultancy and professional assistance, and
- Additional activities as identified in our business case proposal

Aged Care is now front and centre of mind, whether it be for self, for parents or loved ones, grandparents or friends. It is a topic that can no longer be ignored. Don't we deserve respect and dignity as we age, as our needs become greater? Don't we deserve to be heard and to be understood? More importantly, don't we deserve to have a say in what happens next, where and how we live our lives? In the meeting of our Mission 'to provide outstanding service and support to people in the region as they age' at Quambie Park, the answer is YES.

We have not lost sight of our purpose and as we continue to focus on sustainable and viable business and operations, we will continue to meet our mission.

At Quambie Park, one of the most inspiring and constant traits I see and experience is the resilience of us as an organisation. That said, I understand we can only 'push' so far and for our valued and committed staff and volunteers this has been a year like no other and I say a sincere thank you.

To our Board of Governance, who through their generous giving of time, expertise, passion and commitment, have navigated and guided us through what can only be termed as 'turbulent times'.

To our consumers and their representatives, we say thank you for choosing Quambie Park.

Finally, to our supporters – and there are many – we can't do it without you. Thank you.

- *Sharon James*
Chief Executive Officer





Aged Care in Brief

Aged care featured as a centrepiece of the 2021-2022 Federal Budget which was handed down by Government on 11 May 2021. The Budget outlined a 5-year aged care reform plan, at a cost of **\$17.7 billion**. Identified were five key areas;

1. Home care
2. Residential care services and sustainability
3. Residential care quality and safety
4. Workforce
5. Governance

This Budget followed the release of the final report from the Royal Commission into Aged Care Quality and Safety earlier this year, which highlighted the need for significant reforms and funding to bring aged care standards up to community expectations and beyond.

Of the 148 recommendations in the report, the Government has:

1. Accepted fully, or in principle, 126 of those recommendations
2. Suggested alternatives for 4 recommendations
3. Flagged 12 recommendations as requiring further consideration and consultation, and
4. Not accepted 6 recommendations

The plan for reform – With an ageing population and baby boomers heading towards care years, the Budget included a major focus on aged care aimed at restoring consumer confidence and increasing the quality of care.

Today, over 1.3 million people access aged care services. The number of people over age 65 is expected to double to more than 7 million people by mid-century.

Home Care – More home care packages: Senior Australians want to remain living independent and in control of their lives at home and connected to their community.

The government is providing \$7.5 billion to enable:

1. 80,000 more Home Care Packages
2. Increased support for informal and family carers
3. Support for senior Australians to find and navigate the aged care services they need
4. Increased Aged Care Quality and Safety Commission audits and checks
5. Pricing transparency to ensure value for money

Merging home care programs – It has been an objective of the Government for several years to combine the home care programs, with a target date of July 2023.

The aim is to combine the Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) and respite services into one program. There will be further industry consultation in relation to design principles, with the objectives to:

1. Improve assessment
2. Modernise funding
3. Increase choice of providers
4. Reduce red tape and administration to minimise administration fees
5. Simplify understanding and access

Residential aged care quality and safety – Reform activities will strengthen the Aged Care Quality and Safety Commission to further protect senior Australians. The Australian Government will invest \$231.9 million to:

1. Enable the commission to conduct 1,500 more site audits
2. Enforce regulation of physical and chemical restraint use
3. Expand the Serious Incident Response Scheme into home care
4. Increase funding for the Dementia Behaviour Management Advisory Service and the Severe Behaviour Response Teams
5. Provide specialist dementia training to aged care providers

A new star rating system – will highlight the quality of aged care services providing informed decision-making for senior Australians, their families, friends and carers.

Investment in independent advocacy will support greater choice and quality safeguards. Funding will also assist providers to understand the diversity of the community and barriers to accessing aged care.

The government will improve primary care support between aged care and health care systems with \$365.7 million to:

1. Boost the Aged Care Access Incentive and increase GP face-to-face care
2. Expand the Greater Choice for At Home Palliative Care Pilot
3. Better support Primary Health Networks (PHNs) telehealth services and help health practitioners to care for vulnerable patients
4. Produce better data and evidence for workforce planning
5. Improve medication management in residential care

Workforce – The Australian Government is growing the home care workforce by 18,000 new personal care workers. \$135.6 million will provide nurses. A single assessment workforce will do all assessments, facilitating quality, consistency and experience.

To grow and upskill the workforce, the government will invest to:

1. Increase places in the Aged Care Transition to Practice program and Aged Care Nursing Scholarship program
2. Fund 33,800 training places more personal care workers to gain a Certificate III in Individual Support (Ageing)
3. Palliative care and dementia training

An expanded Rural Locum Assistance program will ensure continuity of clinical care and leadership and increase a surge workforce in rural and regional areas.

\$105.6 million will improve regulation and worker screening arrangements; government investment will help to attract the right workers to the sector. One of the greatest challenges for aged care is workforce and Quambie Park is no exception. By 2050, the aged care workforce is expected to grow to over 1 million workers. Over the next two years, an additional 3,600 registered nurses and 34,200 personal care workers will need to be attracted into the aged care workforce.

Measures announced in the Budget aim to address training, recruitment and pay issues for care workers, with measures including:

1. Bonuses over a two-year period to eligible care workers
2. Scholarships to attract new workers
3. Increased training programs (including in dementia support), and
4. Recruitment programs

The Government also proposed establishing a single register of aged care workers to help aged care providers with employing appropriate and qualified workers.

Governance – A new consumer-focused Aged Care Act will underpin these generational reforms.

The Australian Government will invest \$30.1 million to support aged care providers to improve their governance and meet stronger legislative obligations. Reviewed Aged Care Quality Standards and an Assistant Commissioner for Sector Capability and Education will improve corporate and clinical government capability.

\$13.4 million will be used to create a local network of Department of Health aged care staff, ensuring national planning is informed by local issues and needs.



The following governance and advisory structures will be established:

1. **National Aged Care Advisory Council** – to provide guidance to government on a range of aged care issues
2. **Council of Elders** – giving older people a direct voice to government
3. **Inspector General of Aged Care** – an independent oversight body
4. Decentralisation of some Department of Health staff will be undertaken to get more localised understanding and support to people accessing care services

The independent Hospital Pricing Authority will be expanded to become the Hospital and Aged Care Pricing Authority with responsibility for reviewing the funding levels for aged care and the conduct of costing studies. This will feed through to the level of Government subsidies and aged care fees.

Around 204,000 senior Australians live in residential aged care each year. The Australian Government will invest \$3.9 billion over the next four years to increase front line care.

From 1 July 2021, a new government basic daily fee supplement of \$10 per resident per day resulted in immediate support with provider reports on daily services such as food, nutrition, linen, and cleaning.

A new funding model – for residential aged care will enable transparency, and independent assessors will resolve fairer aged care support for all residents. The Australian National Aged Care Classification (AN-ACC) model will distribute funds based on the needs of the resident and the costs of providing that care. Respite care funding will align to the AN-ACC model.

Additional funding will support face-to-face care for each resident. Providers will be monitored and will be required to produce regular reporting to:

1. Inform star rating for comparison between care facilities
2. Give a monthly care statement on resident's care, changes or events
3. Monitor mandatory care time and staffing minutes to increase clinical care

A competitive market will assist service choice. The Government will invest \$102.1 million to:

1. Allocate residential care packages to consumers
2. Create new financial and prudential monitoring, compliance and interventions
3. Support providers to improve their operations
4. Support eligible providers to receive free, independent and confidential business advice

The Government will also invest \$49.1 million to install an independent process to gain advice on aged care pricing issues.

A key reform for aged care is the need for a funding boost. The government currently spends around \$23 billion on aged care, but analysts have been recommending that further injections of at least \$7 billion were needed as a starting point.

Mandating personal care times – The new Aged Care Act will mandate minimum personal care times for residents in residential care. Providers will need to ensure that each resident is provided with an average of 200 minutes of care time per day, including an average of 40 minutes from a Registered Nurse. Quambie Park currently meets this requirement and residential care services will also need to have a registered nurse on site for a minimum of 16 hours per day. Quambie Park currently operates with a coverage of 20 hours per day plus a Facility Manager who is also an RN.

The cost of this extra time will be accounted for in the new AN-ACC funding model that sets the level of government subsidies and the client's cost of care.

We will have the following reporting requirements:

1. From July 2021 – annual reporting to the Department of Health will need to report on overall staffing minutes
2. From July 2022 – a monthly care statement will need to be provided to residents and their families and care staffing minutes will need to be published on MyAgedCare
3. From December 2022 – data will be used for recording a staffing star rating
4. From October 2023 – the mandated minutes per day must be provided

New Aged Care Act – The existing Aged Care Act was implemented in 1997 and focussed on rules for funding aged care. A new Act was recommended by the Royal Commission and the Government has committed to rewriting the Act, with focus on person-centred care, governance and quality.

Information services – The aged care system is confusing and difficult to navigate, as was evidenced in the Royal Commission findings. The Government announced funding to provide face-to-face services for people accessing aged care services who need:

1. Minor help
2. Extra help
3. Specialist help (vulnerable persons)



Assessment and access to care – Under current rules, aged care providers apply for bed licenses to create subsidised aged care places in residential care. Application is made through the Aged Care Approval Rounds (ACAR) which avail new or reassigned bed licenses. To increase competition and better reflect consumer demands, this application process will cease from 1 July 2024. Instead, places will be attached to the client when they receive approval for residential care.

Furthermore, a single assessment process will be established from October 2022 to replace the current:

1. Regional Assessment Service (RAS) for CHSP approvals
2. Aged Care Assessment Team/Service (ACAT/ACAS) for home care package and residential care approvals (including respite care)
3. Care workers who conduct the Aged Care Funding Instrument (ACFI) funding assessments (which is to be replaced by AN-ACC).

Greater support will be provided to people diagnosed with dementia to help them access services required to maintain health, wellbeing and independence. Primary Health Networks will develop local dementia care pathways to support General Practitioners (GPs) to refer clients to support services. GPs will also be provided with additional dementia training.

The National Dementia Support Program and the National Dementia Helpline will both receive boosts to help connect people living with dementia with services and access supports such as counselling, education and support groups. This includes support for the carers.

New Governance and advisory structures – New governance standards will apply from 2022 to lift the leadership and skills of aged care boards. Quality standards will also be reviewed with a focus on governance, dementia needs and nutrition.

- Sharon James
Chief Executive Officer

PEOPLE & CULTURE REPORT

We all have cherished grandparents, great grandparents, mums and dads – so taking care of the ones we love as they become older and more vulnerable is up to us all, and is one of the most important and rewarding jobs on offer.

A career in Aged Care gives you the personal satisfaction of knowing you are doing a job that genuinely makes a difference to the community and opens up a surprisingly wide range of career opportunities.

Our sector employs more than 365,000 people around the country, all working together to provide care and support for more than 1.3 million older people.

Our people work as nurses, allied health professionals, personal care assistants, and in the areas of cleaning and laundry, catering, maintenance, leisure and lifestyle, administration, management and more – all serving our most vulnerable with dedication, courage and compassion

At Quambie Park, we employ a team of approximately 85 dedicated aged care professionals – some working directly with our residents and clients, others contributing behind the scenes, however, all share a vision to grow communities where best lives are lived.

The loyalty and longevity of Quambie Park staff is a testament to our culture of support and community. A number of staff have reached significant milestones in terms of the length of their service. While Quambie Park benefits from this wealth of experience, we are also lucky to have many newer, younger team members join our team.

Here are some things our people say about why they like working at Quambie Park;

*Because it's real, you get to work with real people that tell me the best stories. I work alongside dedicated colleagues who really enrich the lives of our residents. Everyday feels like a rewarding experience. **(Brodie – Consumer Engagement Officer)***

*Pam Corker house drives me! The residents, family members and staff drive me. I thrive on the ability to make a difference to resident health and wellbeing. I have dedicated my life to fulfilling Tom Corker's legacy in caring for the elderly in our community. **(Kathryn – Facility Manager RN)***

*I like interacting with all the residents and staff at Quambie Park. I have really enjoyed my 17 years (and counting) at Quambie Park. I enjoy being able to chat and converse with the residents and staff. **(Grace – Cleaner)***

*We feel supporting the aged is a very important job. Our roles are very rewarding and management makes it easier by being approachable, I always feel heard. We are so proud to work at our small facility in Waroona! We are lucky. **(Shirley & Edeliza – Personal Care Assistants)***

I love what I do and where I do it. I enjoy my position and like to make people smile and make sure they are happy. (Tan – Catering Assistant)

Improving the quality of our residents' lives. They are so vulnerable and it makes me happy that I am able to make a difference. All the staff here are like one big family, we support each other and have a good laugh. (Cheyenne – Personal Care Assistant)

My journey at Quambie Park changed direction earlier this year with the opportunity to become Manager People and Culture.

It is my responsibility to attract, select, develop, retain and grow the right people to ensure Quambie Park delivers great care every day – and in our special country way – for every resident or client. Priorities are: nurturing our culture to ensure we are recruiting to our values; and strengthening and extending the capability of our team members. I am focused on building a culture that keeps our residents and clients safe and our staff empowered.

It is estimated that by 2050 the Australian Aged Care sector is going to need over 1 million workers to care for our aging population. Needless to say, the sector has a growing demand for well-trained aged care workers. At Quambie Park we are working collaboratively with local training organisations to provide training support and attract people into aged care and to Quambie Park. Doing what we can now to attract, train and retain people into Aged Care will provide the long-term stability that our sector will need in the future.

In closing; I would like to thank all staff at Quambie Park for another eventful 12-month roller coaster ride. You amaze me with your dedication, compassion and determination each and every day. I'm proud to work alongside you all and look forward to the next lap on the roller coaster.

- *Aileen Frost*
Manager People and Culture



FACILITY MANAGER REPORT

Over the last 12 months there have been many changes within the Aged Care Industry and indeed for Quambie Park.

I had the pleasure of being successful in and taking up the role as Facility Manager commencing June 2021. It has been a challenging role and this has been made easier with the dedicated staff that work here.

My journey began at Pam Corker House in March 1987 and it has been a privilege to have been part of this amazing organisation for so many years and being able to carry on the legacy of Tom and Pam Corker.

With COVID-19, it has become mandatory for the entire Aged Care workforce and anyone visiting and Aged Care facility to have a current Influenza Vaccination to be able to enter the facility.

In August 2021, it became mandatory for the entire residential Aged Care workforce to have the COVID vaccination.

Residents were offered the Pfizer Vaccination. This was arranged through Aspen Health Care and was undertaken in April and May. In September and October, Health Care Australia attended the facility to offer any residents or staff the opportunity to have this required vaccination.

In June this year, we had an unannounced site visit from the Aged Care Quality and Safety Commission. Our performance was assessed against the meeting of Standard Three – Personal Care and Clinical Care, and Standard Seven – Human Resources. We are proud to report the meeting of both these standards.

From the 1st of April 2021, the Serious Incident Response Scheme (SIRS) came into effect with the aim of strengthening aged care systems to reduce the risk of abuse and neglect within aged care as identified in the Royal Commission. This requirement is to ensure that the facility has incident management systems in place to respond to and prevent and reduce incidents from occurring.

From the 1st July 2021, the legal and regulatory requirements related to the use of any form of restrictive practice has changed and there are now five types of restrictive practice that may be used in a residential aged care home.

These are: Chemical restrictive practice, Environmental restrictive practice, Mechanical restrictive practice, Physical restrictive practice and Seclusion.

From 1st July 2021, residential aged care providers need to collect and report on new Quality Indicators under the National Aged Care Mandatory Quality Indicator program. The indicators cover pressure injury, physical restraint, and unplanned weight loss, falls, falls major injury and medication management.

Resident occupancy for the last financial year has remained high and higher than the national average.

At the end of last year, we introduced a new nursing staff model and we now have Enrolled Nurses as Team Leaders across AM and PM shifts with a Registered Nurse on Duty across day and night shifts.

Ancy Steve joined our team as Clinical Nurse Lead in June and leads a great and proficient team of clinical care specialists supporting residents and their families.

All aged care residential providers are required to have a dedicated infection prevention and control lead on site and we are proud to report we have this covered.

As we head into 2022, we will start preparing for our full accreditation against the eight aged care quality standards that came into effect July 2019. These government regulations and standards are in place to protect and maintain the safety, health, wellbeing and quality of life for people in aged care.

I look forward to all that 2022 brings.

- Kathryn O'Brien
Facilities Manager RN

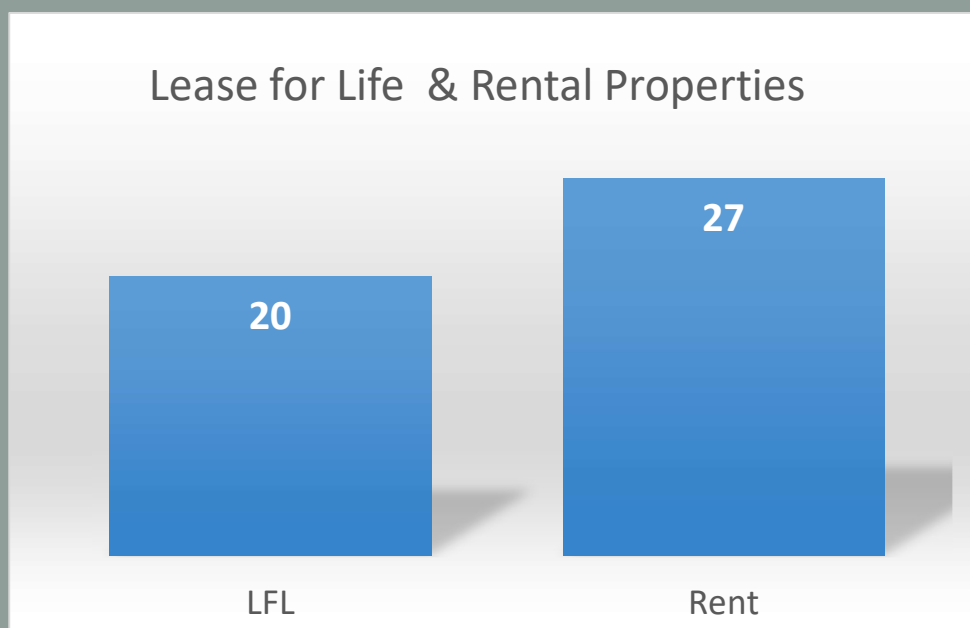


HOME CARE REPORT

We are a qualified and experienced team with strong values that drive us to deliver quality service to our ageing community.

Our Independent Living business portfolio consists of Home and Community Care and Independent Living Units which are owned and operated at Quambie Park. In May 2021, I commenced the exciting role of Independent Living Coordinator, and am constantly learning new skills and enjoying the challenges that present. I am committed to growing and developing the Independent Living program ensuring this a first-choice for people when deciding where and how they live their lives.

It is the first time in a long time that our independent living units are fully occupied, and this has eventuated because, as an organisation, Quambie Park has been responsive to consumer need and has provided flexible payment options. Our new clients state that they are loving that they made the move to Quambie Park, relocating from areas such as Albany, Capel, Boyup Brook and Mandurah to be closer to family in Waroona. Once here, they wish they had made the move earlier as the community of Waroona welcomes them and offers so much and a place to now call home.



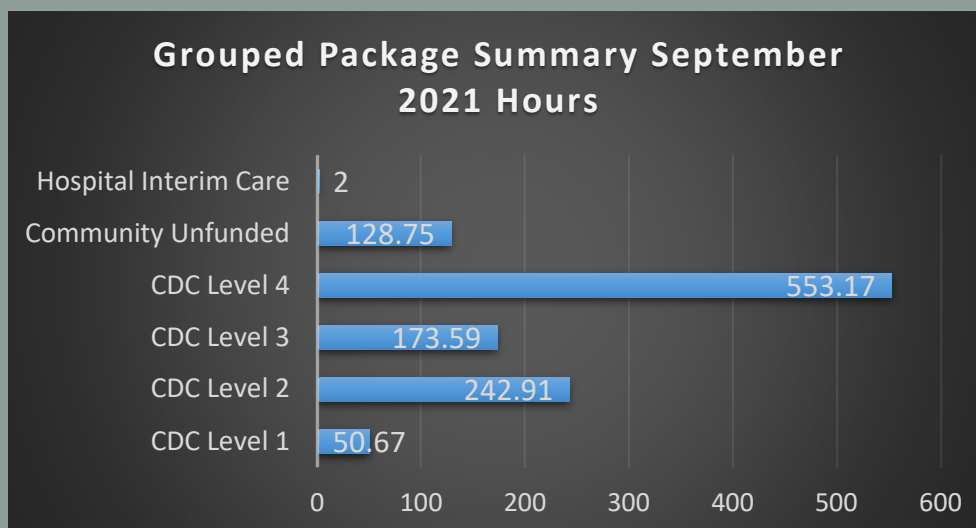
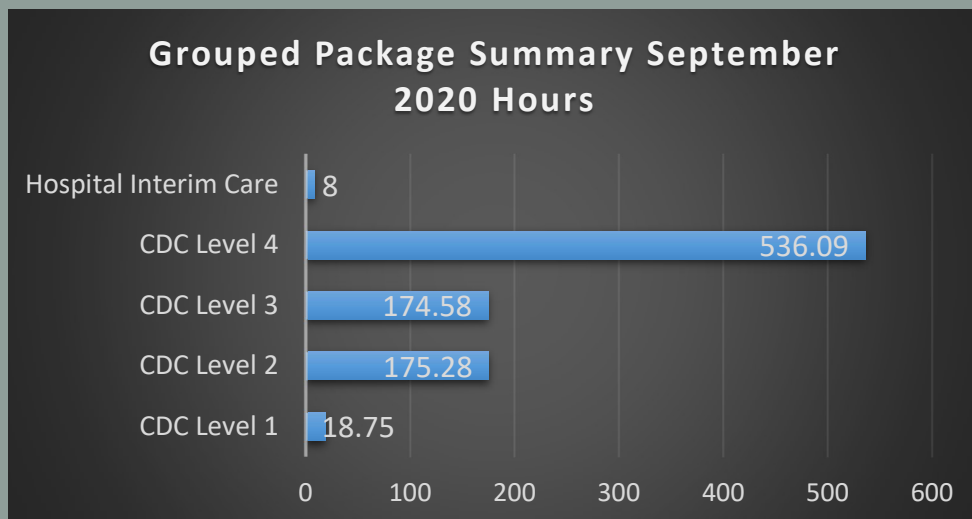
We are in the process of completing some maintenance works around the village including a restoration and removal of the old drains to ensure safe access.

Maintenance works have been allocated in the next budget. This includes some of the units having an external paint and tidy up, and we are conscious of the landscape and ground works required in order to maintain a loved and well cared for living environment.

Our recent addition and now fully occupied units at Janet Fiorenza Gardens has seen the beginnings of what a wonderful village life with a vibrant community looks like.

The Quambie Park Home Care program - *Quambie Care* - is a wonderful and essential program and we pride ourselves on our ability to meet the needs of people choosing to remain living independently in their home safely and with dignity. There is so much to learn and I am enjoying the variety this program has to offer. I am very fortunate to work with such an outstanding care team and I couldn't achieve any of this without them.

Since May, we have officially welcomed another 7 clients into home care. Our outstanding team deliver genuine and compassionate care to our community. Our goal is to support our clients to maintain their independence and to remain living in their own homes for as long as they can. Many of our clients choose their final moments to be within their own home and we professionally and compassionately accommodate their full wishes. We work closely with our client, their families, and the palliative care team to make this happen.

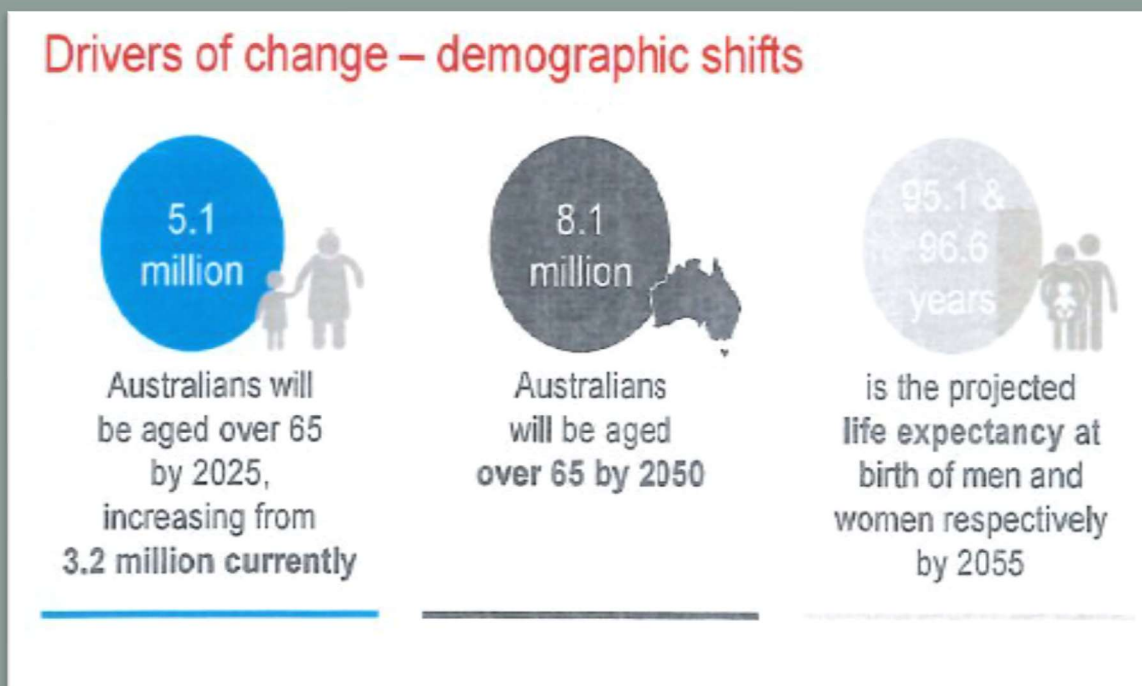


In addition, we said goodbye to Dave Ramones who provided an outstanding coordination and nursing service to our clients as he embarks on new horizons within our residential aged care facility.

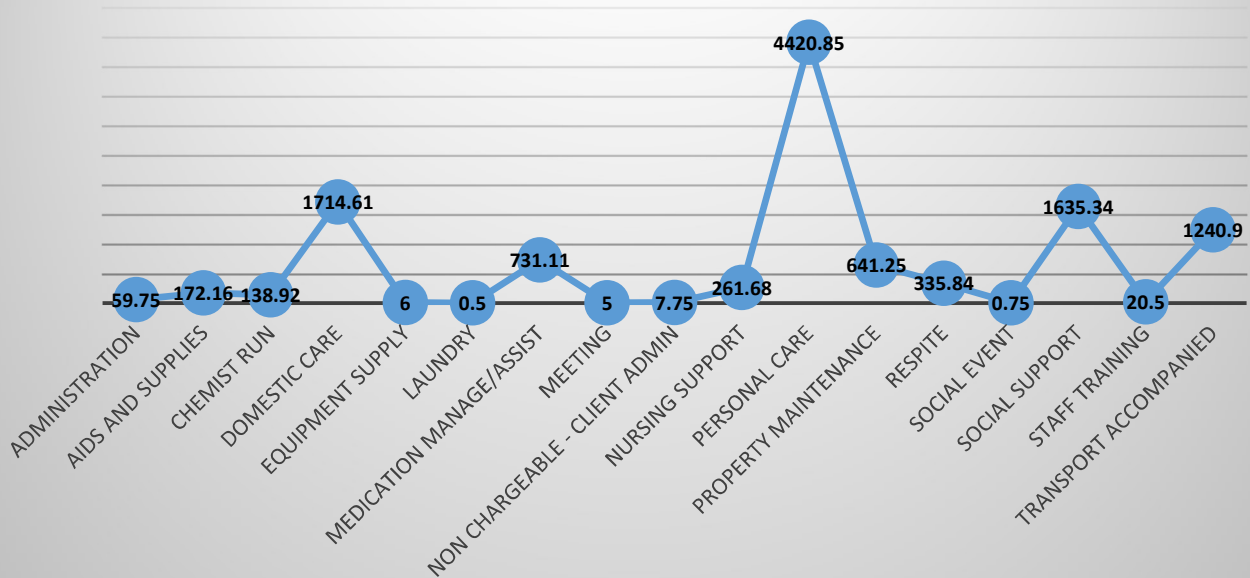
Fortunately, we have been able to secure the services of Karen Deleo, an outstanding Registered Nurse who oversees the clinical care, coordination and pain clinic of all our clients. Karen works from the community hub making herself accessible to all.

We have been approached by other care agencies to work in partnership, contracting us to care for their clients who are in our service area. We provide services from Dwellingup, Pinjarra, Hamel, Wagerup to Waroona and hope to expand services to Preston Beach shortly.

The demand for Home Care packages is on the increase and Quambie Care is only going to grow. By 2030, 1 in 6 people in the world will be aged over 60 and will increase from 1 billion in 2020 to 1.4 billion. It is expected by 2050 the world's population will double. Our aging population will require more assistance in their homes as home care increasingly becomes the new normal.



Total Appointments for 2020 - 2021 11392.91 Hours



This last financial year, we delivered 11392.91 hours of support to our home and community care recipients.

Quambie Care has been working closely with Lucas and Tom from IMPACT IT to create a uniquely designed web page. Lucas and Tom have done an amazing job and we would like to acknowledge and thank them very much. This website is easy to navigate and is a great introduction to what we can achieve together. With the next generation being tech savvy, this will help when choosing and searching for service providers in our area... and with Quambie Care being their first choice!

I was fortunate enough to attend a suite of professional development and training courses over the past few months: *The new world in retirement living regulation and requirements*. This covered: *Introduction to retirement living, Village management, and Navigating the Retirement Village Act*. I benefited greatly and look forward to implementing all I learned so that we can better support our village living residents.

- Candace Jones
Independent Living Coordinator



LIFESTYLE & CARE REPORT

2020/2021 has been a challenging but productive 12 months. So much has happened and we have maintained flexibility in supporting our residents and clients, their families and representatives.

Pam Corker House

What does a day look like at Pam Corker?

Our residents have a wonderful and choice-driven lifestyle program that has been revamped this year with the aid of our full-time Lifestyle Assistant. This newly created position has been a huge asset to supporting residents and clients to live a good life.

The Lifestyle staff are on board for an 11-hour span Monday to Friday, and recently 9am to 5pm on Saturdays. This means both areas within Pam Corker House (our Main Home and Grevillea) receive two, one-hour block activity sessions per day; and up to 20 residents are in receipt of individualised sessions to help support their cognition, and social and emotional wellbeing. To complement this program, our Lifestyle Coordinator/Physiotherapy assistant, provides residents with daily support to assist in mobility changes and to support their independence or tasks they find challenging.

What kind of activities do we run?

We have a wide range of activities that help support our residents' cognition, creative expression and construction, and physical and sensory abilities.

Our activities include: active group games or exercise classes, brain buster quizzes or table games, helping hand tasks for meaningful purposes, social happy hours, outings, music concerts, pet visits, sensory stimulation, arm chair travel days, themed days, gardening groups, and much, much more!

Every year we send out a survey collecting information from our residents to gauge what they would like to get out of their day. This is always taken into consideration and helps our residents to have more control and choice over what they would like to do.





Quambie Park HUB

This year has seen an increase in involvement and support of the Independent Living Unit residents across Quambie Park. The hub has been available for many functions and is open to all, providing an accessible environment that is conveniently located. The hub provides a wonderful space, a great and fully functional kitchen, theatre room, games room, and lovely surrounds.

Every second Monday we hold a cognitive game or outing; Wednesday Yoga and a social morning on Friday. Special events have been held at the Hub such as tech workshops to engage and educate people on tech skills that assist them with their independence, communication or social skills. Tai Chi Tuesdays, Bingo Mondays or a concert on Wednesdays at Pam Corker House means that we are able to accommodate all needs.

The Hub is open to all. For new members to the complex, there is an orientation as part of our induction process.

The hub is available for hire to members of the wider community such as our local shire, other residential aged care facilities or for family members to hold private functions for their loved ones at Quambie Park. Uptake on hire is increasing, which indicates it is a valuable addition to our community.

- *Nerida Black*
Lifestyle/ Therapy Coordinator







Our lovely Kathleen kicking back in the sunshine with a few magazines!

TREASURER'S REPORT

Aged Care Financial Environment

Providers of aged care services have been subject to increasing financial pressure for the last several years. Indexation to Government support has significantly lagged the rate of increase to salaries and operating costs. The Government's temporary COVID-19 pandemic financial support provided a partial reprieve; however, further action is required to ensure the long-term sustainability of Australia's aged care service system.

General Purpose Financial Report

Quambie Park Waroona Inc (the Association) is incorporated in Western Australia as an association under the Associations Incorporation Act 2015 and is registered as a charity under the Australian Charities and Not-for-profits Commission Act 2012.

Quambie Park is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. Accordingly, the Association has prepared general-purpose financial statements in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission (ACNC) Act 2012. The Financial Statements have been audited by Independent Auditors BDO Audit (WA) Pty Ltd. A copy of the Audited Financial Report, including the Auditor's Report, is available for perusal.

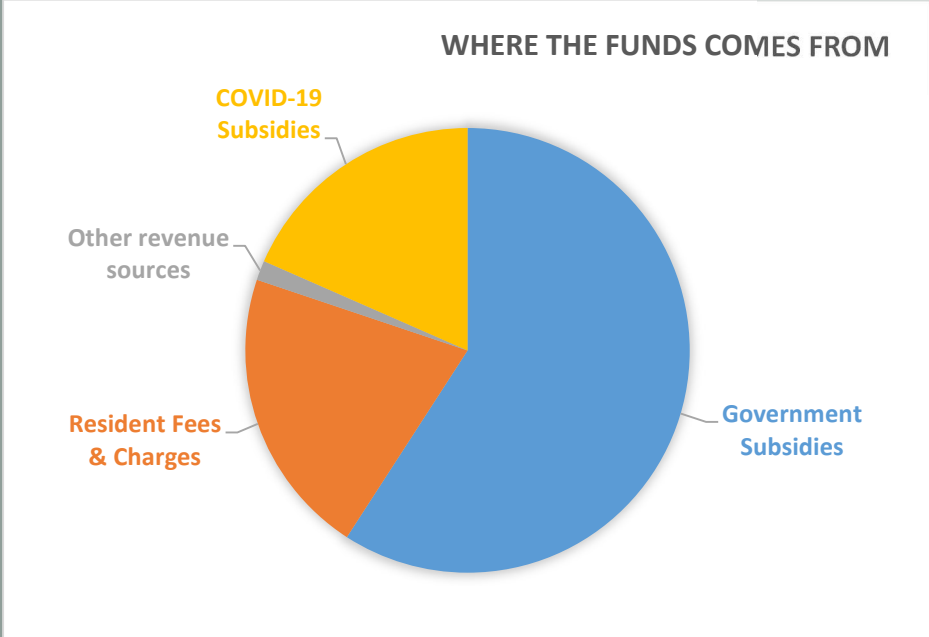
Overview of Financial Result

Quambie Park (QP) recorded a consolidated surplus for the financial year ended 30 June 2021 of \$1.361m inclusive of net Government COVID-19 subsidies of \$1.174m. This compares favourably to a deficit of \$139,787 for the year ended 30 June 2020. As at 30 June 2021 Net Assets/Total Funds totalled \$11.605m compared to \$10.127m for the previous year.

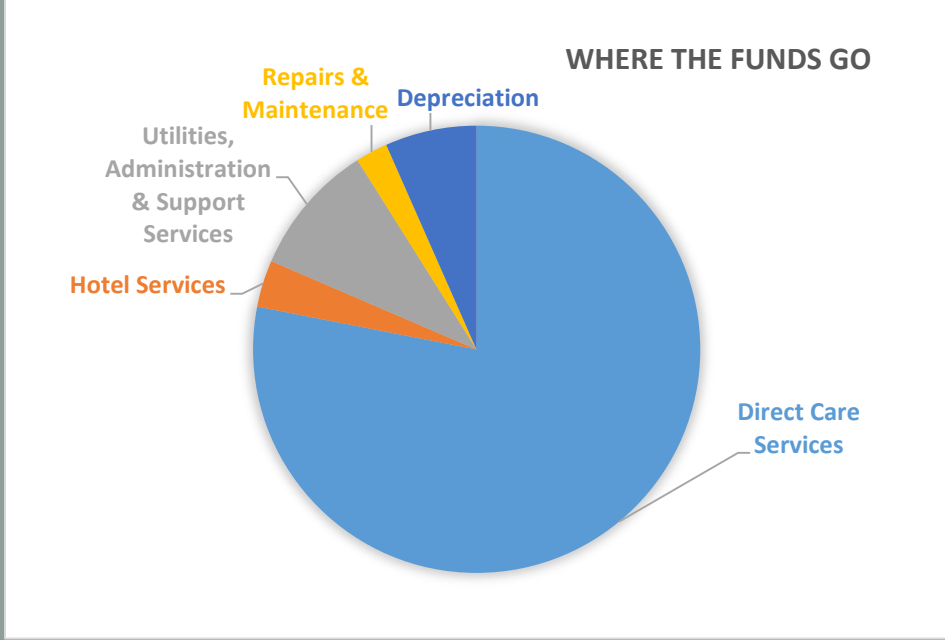
The financial result for 2021 was pleasing, given the significant clinical and financial challenges presented throughout the year. To this end, on behalf of myself as Treasurer and the entire QP Board, I would like to take this opportunity to thank the Finance Team at QP led by Sharon James and managed by Dianne Saunders and Janet Zadow, with high level oversight provided by the staff at Stewart Brown – Chartered Accountants. Their ongoing professionalism, commitment and effort throughout the year has directly contributed to this positive financial result.

Financial Results from Services

Annual operating revenues increased slightly to \$5.989m from 30 June 2020 results. In addition, QP received Government COVID-19 subsidies totalling \$1.352m. Residential occupancy rates have continued to be high with an aggregated rate of 97.3% for the financial year. This is a favourable result in comparison to the aged care benchmark survey 2021 average of 90.8%.



With a continued team focus on efficiencies and expenditure throughout the financial year, QP recorded total operating expenses of \$5.802m. This result was achieved under challenging circumstances and represents an overall decrease of \$344,440 on 30 June 2020 expenditure.

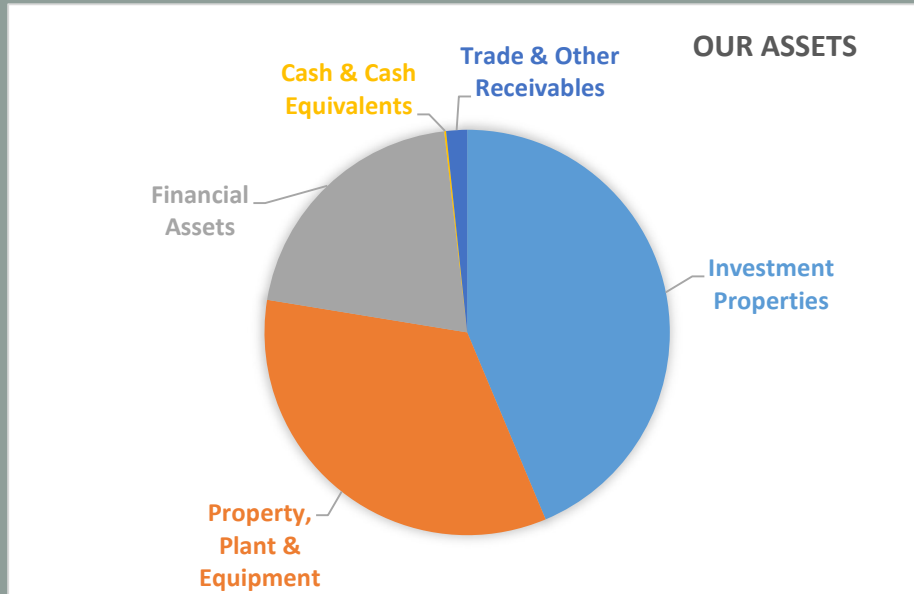


Positive net cash inflows (inclusive of COVID-19 subsidies) of \$1.596m from operational activities indicates that QP's operations are in principle self-sustaining from a cashflow perspective with little reliance on capital funds to support working capital requirements. However, this figure includes the temporary COVID-19 cash support subsidies received (\$1.352m).

Statement of Financial Position

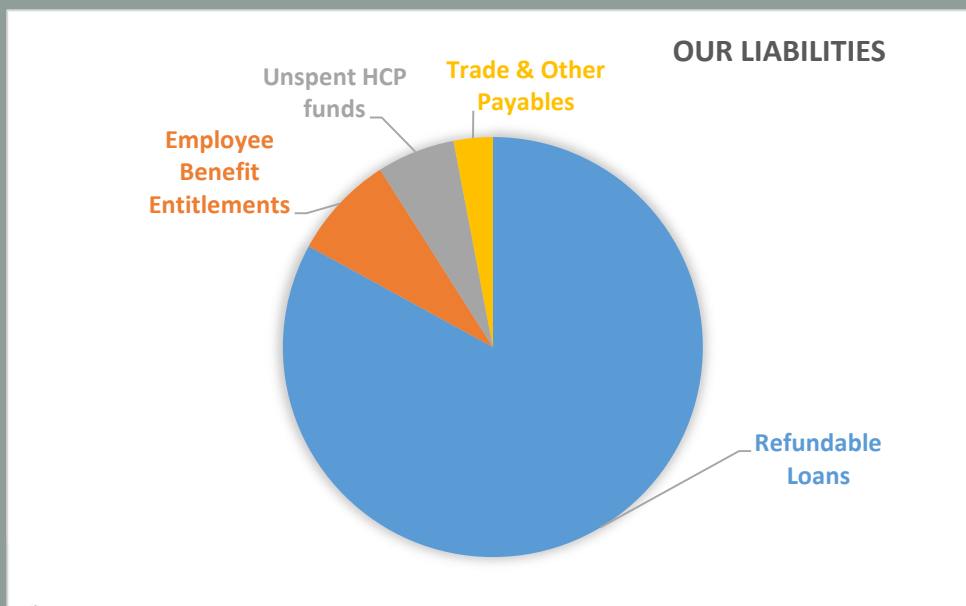
Total Assets

Total assets increased by \$2.117m to \$19.479m for the financial year and was primarily attributable to increased cash & cash equivalents resulting from increased Refundable Loan holdings and the COVID-19 subsidies. Property Plant and Equipment and Investment Properties report a carrying value of \$15.112m compared to \$15.332m as at 30 June 2020.



Total Liabilities

Total liabilities increased by \$638,575 reflecting new Refundable Loans received, increased employee benefit entitlement liabilities and increased unspent HCP funds liabilities.



Significant Financial Events

- Significant clinical and financial challenges associated with the COVID-19 pandemic.
- Slow but increasing uptake in filling ILU vacancies. Introduction of flexible financial models to attract incoming residents.
- Review and streamlining of shift rosters to improve resident care and to support staff.

Summary

Aged Care industry surveys suggest approximately 78 per cent of regional aged care facilities are running at an operating loss due to factors such as pressure on staffing costs, remoteness and smaller scale operations. In comparison and due to the efforts of each individual QP team member, our organisation has been able to continue to provide residents with a high level of care, whilst operating at a modest surplus (excluding Government COVID-19 subsidies).

There are still considerable financial challenges that QP is facing, including funding asset refurbishment, Information Technology enhancements and maintaining the workforce being amongst the most critical. The ability to appropriately remunerate staff, attract new staff, retain existing staff and provide career pathways and skill development, continues to be a priority at QP.

- *Roseanne Polinelli (CPA)*
Treasurer





OUR SUPPORTERS



THANK YOU TO ALL OF OUR SUPPORTERS;

Drakesbrook Hotel

Shire of Waroona

Mitre 10 Waroona

Waroona Lions Club

Terry White Pharmacy Waroona

The dedicated volunteers of Quambie Park

PEACH (Personnel Employed at ALCOA Charity Help)

ALCOA

I think they took
social distancing
too far!



I don't.



The first part of the paper discusses the importance of maintaining accurate records in a business context. It highlights how proper record-keeping can lead to better decision-making and operational efficiency. The author emphasizes that records should be organized and accessible, allowing for quick retrieval of information when needed.

Next, the paper explores the challenges associated with data management in the digital age. With the increasing volume of data generated by various sources, businesses face significant difficulties in storing, securing, and analyzing this information. The author suggests implementing robust data management strategies, including regular backups and security protocols, to mitigate these risks.

The third section focuses on the role of technology in enhancing record-keeping processes. It discusses how cloud-based solutions and automation tools can streamline data entry and reduce the risk of human error. The author argues that investing in modern technology is essential for businesses looking to optimize their record-keeping practices.

Finally, the paper concludes by emphasizing the long-term benefits of a well-maintained record-keeping system. It notes that accurate records can provide valuable insights into business performance, trends, and potential areas for improvement. The author encourages businesses to adopt a proactive approach to record management to ensure their data is reliable and actionable.



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