ANNUAL REPORT 2023

QUAMBIE PARK WAROONA

Cover: Right on the cusp of the new financial year, we were delighted to be able to help Doris celebrate her milestone 100th birthday. Special thanks goes to our catering team for their awesome cake!

CHAIRPERSON REPORT

"I sincerely thank each and every one that continues to espouse the Corker legacy and the vital and important work you do in caring for our residents.

Put simply, without your dedication to this place, our families and community would not have this facility to be proud of."

It is my honour to offer the Chairperson's report for Quambie Park for 2023.

This year represented some defining areas of our operations, and focus was delivered to drive improvement and sustainability.

Sustainability is defined as the ability to maintain or support a process over time. It's a word that is constantly overused but which has significant ramifications if it can't be achieved. The Board over many years has taken the belief that our organisation will be sustainable and will form the cornerstone of this community as its residents move into needing support as they age.

This belief has not been an easy path to travel. Constant change and reform in all aspects of the aged care industry has seen diminishing returns for over 70% of regional providers and the loss of significant capacity in both carers and clinical staff. Changes to the funding model have also impacted operations and implementation has not been without its challenges.

The aim of this report to our members and to the Quambie Park community, is to provide assurance that the Board is committed to this organisation's success and enabling a path for our management to be supported and resourced to offer a service that is competent and trusted. Without these values, it is difficult for any provider to operate at an acceptable level.

Change can bring many things. It can bring improvement; it can bring efficiency. It also has downsides as learned and established ways that have worked well are changed for what is supposedly better ways of doing things. Familiarity is important to the framework of care and while our staff are being asked to do more and more, the very people that we serve and exist for should always be the priority.

This reporting period has seen change in many areas. It seems that this constant cycle of reform and supposed improvement upgrades is to ensure that all standards are met and care is delivered in a capable and appropriate manner.

What these changes have delivered is an onerous focus on reporting and oversight. It is something that cannot be dismissed or ignored. To not conform is to be sanctioned and ultimately in the worst case, potentially lose your approval to operate. We are a very long way from that occurring, but it certainly hangs as a cloud over everything we do and is a constant in the decisions that are made.

I congratulate the management on achieving accreditation this year. This is, in itself, a huge body of work and a health check of the organisation.

While our approval to operate as a provider remains intact, there were a few areas, mainly around governance, that will require improvement. The important finding from the audit found that care was not compromised by these shortfalls and our past history of providing appropriate care had given the organisation a solid base and trusted standing in what we deliver.

The fundamental role of this organisation is the care that our staff provide to our residents. With the still lingering increased demands that the pandemic brought; to the changes in service delivery and accountability; to the increasing demands on scrutiny; you have all given as much as any organisation could ask, and from the Board I sincerely thank each and every one that continues to espouse the Corker legacy and the vital and important work you do in caring for our residents. Put simply, without your dedication to this place, our families and community would not have this facility to be proud of. Please understand how important your work is to all of us.

Demand for the services that Quambie Park provides has remained a constant high and from the emerging trends we see, there is no doubt this will only increase. In respect of this, future expansion will be likely to meet demand. How that looks and in what department is still in its infancy but given that all previous increases in capacity have been satisfactorily filled, the timing is right to adopt this process again. I do understand that some maintenance disruptions have occurred and at the last AGM, there was a determination to get this back on track. We are not immune to the demand for trades currently and management has taken steps to get it back on track.

I would like to acknowledge our administration and finance team who have certainly supplied the Board with a much clearer picture of our financial position. This year has seen a healthy surplus to the budget. Tracking our position is a constant task and the Board is acutely aware that delivering a surplus this year is certainly no indication that it will be repeated.

For all the reporting that makes its way to the board, this indicator is vital to remaining viable. I'm confident that the organisation is currently in a sound financial position through good management and monitoring.

To the Board who have needed to adjust to the changes, I thank you sincerely for what you do and what you give.

Melbourne Cup Day offers another chance for some fun and celebration. Top to bottom: Lina, Shirley and Erin get into the Melbourne Cup spirit!

Residents enjoy a ride around the Mandurah Foreshore through custom trishaws and volunteers from not-for-profit group *Cycling without Age*

We have a dedicated volunteer board that has oversight over this organisation and carries with it obligations as a director that can be described as imposing. We all have different skills that certainly make our collective job much easier. My gratitude to you all for your support and your values because when we sit as a Board, we are all there for this organisation and all the people it supports.

To our CEO Sharon: your unwavering commitment to this organisation is testament to your character and ethics. You have at times gone above and beyond in your role and the challenges you deal with are always dealt with in a professional manner.

The success of Quambie Park is firmly placed on your shoulders and you have not disappointed the Board in any regard. You are approachable and engaged in making sure every aspect of the organisation is meeting its requirements and having your leadership is a blessing to us all. On behalf of the Board, thank you.

On a personal note, my association with Quambie Park passed the twenty year mark in May this year. I am always in awe of the people that live and work here and it has been my privilege to have been a part of this journey and to be given insights into seeing what good people do.

It is humbling to see the care and connection that you all give and to know that the people that are in need of support are receiving it from dedicated and caring souls.

Mike Walmsley
Chairperson, 2022-2023

Twice a month, Leah and Amanda do the rounds with our mobile library.

CEO REPORT

"Quambie Park has stood the test of time and has evolved into an organisation that resonates with people from the Board of Governance through to the Quambie consumers, staff, locals and community.

It is a very special place and at the core of its being are 'the people'."

Restoring Dignity to Aged Care

Quambie Park's Mission to fulfil Tom Corkers legacy by providing outstanding service and support for citizens in the region as they age, is as relevant today as it was when Quambie came to be in 1985.

Quambie Park has stood the test of time and has evolved into an organisation that resonates with people from the Board of Governance through to the Quambie consumers, staff, locals and community.

It is a very special place and at the core of its being are 'the people'. Our decision making is always underpinned by our values.

The aged care reform road map is well underway for 2022-2025 and represents an overview of a point in time of the major reform activities. This has been a year of change and we have been working diligently to meet those requirements and to strengthen our performance. Imperative to our ongoing success is a greater commitment to strengthening governance at all levels that flows through to leadership and culture.

In October 2022, the New Residential Aged Care Funding Model - Australian National Aged Care Classification - (AN-ACC) was implemented which was designed to better align funding with the cost of care delivery replacing the Aged Care Funding Instrument (ACFI). This is to support providers to ensure that we have an appropriate level of Registered Nurses, Enrolled Nurses and Personal Care Workers to meet the care minute responsibility and that all residents within an aged care facility receive care based on their assessed need.

In addition, an award wage increase was handed down assisting providers to meet the sector wide average of 200 care minutes per resident per day which includes 40 minutes from a Registered Nurse.

Dependent on the resident mix, each facility will have its own case mix adjusted care minutes. This has been one of the largest pieces of work across the organisation alongside our commitment to supporting people to remain living independent within their own homes through our Home Care Package program. This program has undergone a management restructure and at the helm we have a Care Partner and a Registered Nurse.

Early 2023 saw the Home Care Package Pricing come into effect, capping administration and management charges to recipients at 15% and 20% of the package respectively.

In March, we held our Strategic Planning Day which was attended by the Board of Governance and members of the leadership and management team. We reviewed our performance against our strategic objectives. Sector Information was shared from a State and National level including challenges facing the aged care sector and Quambie Park's position in meeting those challenges.

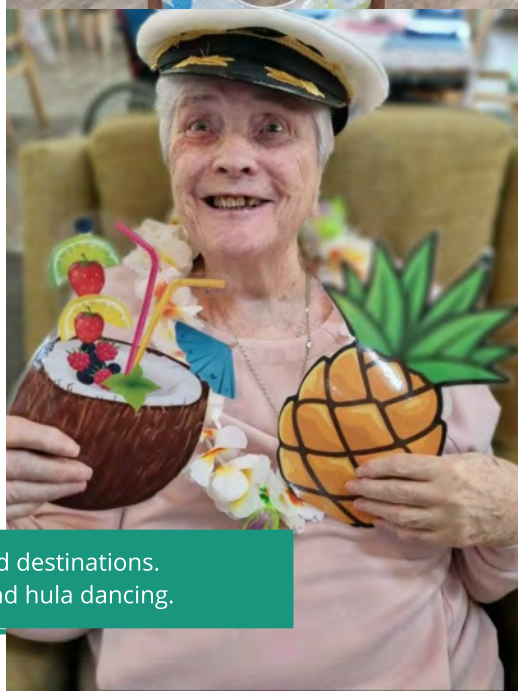
We considered our point of difference in that we are local; we are a not-for-profit standalone organisation providing home care, independent living and residential aged care by a team of local and committed staff; and we balance mission and margin diligently. That said, we know we must change our approach if we are to 'survive' the aged care sector challenges and we need to be open to new and different ways of doing things.

The three key takeaways of the day were the value of 'our people', the need to simplify our systems and process and to maximise our opportunities. We aspire to be the aged care provider of choice. It is not the bricks and mortar or how new and fresh the building looks that really matters, but the care that is provided and the staff who provide that care that truly makes the difference. We are humbled by those who choose Quambie Park as their home and a place to work.

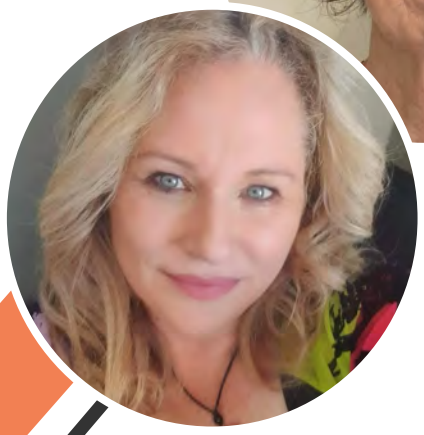
In June of this year a full audit was undertaken of Quambie Park's performance against the aged care quality standards: our Accreditation Audit: In August we were awarded full Accreditation for a further 3 years.

I am under no illusion that we would not have achieved what we have if not for the commitment and dedication of our teams of staff, and you are to be commended. To our Board of Governance who voluntarily commit time, passion and heart, thank you.

Sharon James
CEO



Our Quambie Cruises are a big hit, with Hawaii as one of our favoured destinations. Residents enjoyed virgin Pina Coladas, games galore, ukelele music and hula dancing.



General Purpose FINANCIAL REPORT

Roseanne Polinelli (CPA), Treasurer *(pictured top)*
Dianne Saunders, Finance Manager *(pictured bottom)*

Quambie Park Waroona Inc (the Association) (QP) 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-Simplified Disclosures.

The Financial Statements have been audited by Independent Auditors Stewart Brown Chartered Accountants. *A copy of the Audited Financial Report (including the Auditor's Report) is available on request.*

Overview of Financial Result

QP recorded a consolidated net surplus for the financial year ended 30 June 2023 of $639,856.

This compares to a surplus for the 2022 financial year of $1,920,367 (inclusive of a fair value adjustment to the investment properties totalling $1.774 m).

As at 30 June 2023, QP's Net Assets/Total Funds totalled $14,165,399, compared to$13,525,543 for the previous financial year.

Financial Results from Services

Annual 2023 total operating revenues increased to $7.465m up from $6.653m in 2022. The 2023 increased revenue figure was mainly attributable to:

- Continued high residential occupancy rate of 97.50% (aggregated 2023 rate).
- Increased Government funding of residential aged care under the AN-ACC model.
- An increase in the number of Home Care packages delivered by the organisation.
- Increased rental revenue from the ILU sector of the organisation, due to a change in demand for ILU tenancy, with consumer preference for rental agreements as opposed to lease for life.
- Investment income of $66k due to more favourable investment returns on financial asset reserves.

QP recorded total expenditure of $6.916m for 2023, compared to 2022 expenditure of $6.705m. This result represents a modest overall increase of $211k and was attributable to:

- Increased labour expenses across all business sectors due to skilled workforce shortages and overtime requirements.
- Increased insurance premiums.
- Broad inflationary pressures particularly in relation to hotel services such as catering, cleaning and laundry expenses.

Positive net cash inflows from operating activities for 2023 of $897k compared to 2022 of $1.202m.

This 2023 result 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.

Significant Financial Events 2022 / 2023

During the 2023 financial year, the QP team, led by the executive members, achieved the following financial highlights:

- October 2022: The introduction of Australian National Aged Care Classification (AN-ACC) which replaced the Aged Care Funding Instrument ("ACFI") and provided increases in the aged care subsidy based on an alternative case-mix model.
- November 2022: Introduction of an additional mandatory Quarterly Financial Report (QFR) providing key aged care sector information to the Government.
- Above industry average residential occupancy rates.
- End of financial year Liquidity Ratio of 74% compared to median liquidity ratio for the sector of 33% (QFS Dec 2022)
- Increase in Investment Income generated from financial assets totalling $66k for 2023 compared to $2k for the 2022 financial year..

Statement of Financial Position

Total Assets

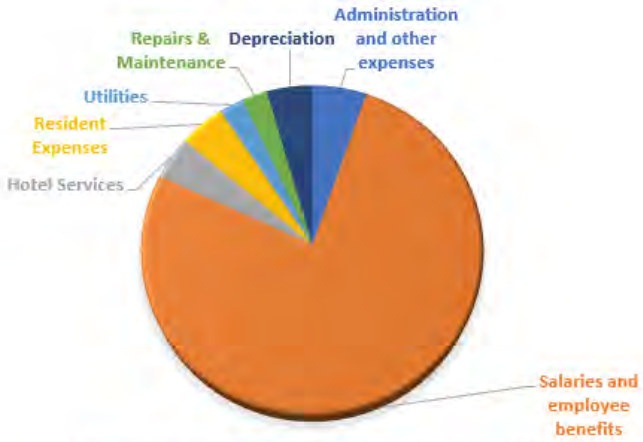
Total assets at the end of June 2023 were $23.024m an increase of $794k, compared to the 2022 balance of$22.230m.

Total Liabilities

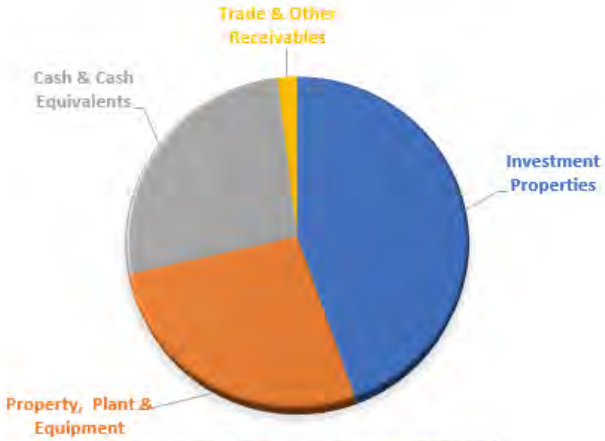
Total liabilities of $8.859m represented a slight increase from the 2022 balance of $8.704m. This was due in part to an increased balance for employee benefit entitlements and resident Refundable Accommodation Deposit liabilities.

Quambie Park Financial Summary

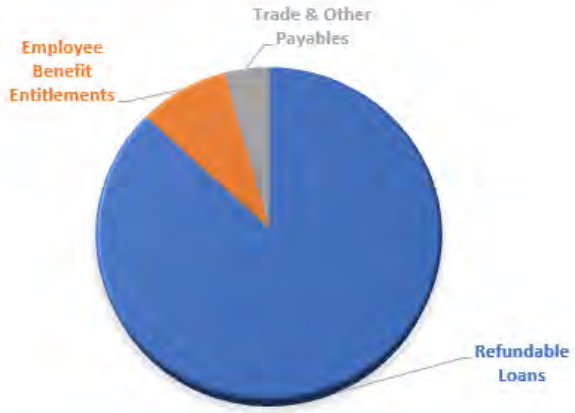
WHAT QP EARNED - 2023 TOTAL REVENUE



WHAT QP SPENT - 2023 TOTAL EXPENDITURE



WHAT QP OWNS - 2023 TOTAL ASSETS



WHAT QP OWES - 2023 TOTAL LIABILITIES

Financial Focus for the year ahead

- From 1 July 2023, the Fair Work Commission's Annual Wage Review decision provided for a 15% increase to direct care staff award wages and a 5.75% increase to all other award rates in the aged care sector.
- The requirement for a mandated average of 200 minutes per resident per day of direct care commences from 1 October 2023 increasing staffing demands.
- The Australian Government has committed to additional AN_ACC funding for Aged Care sector to assist in covering costs of wage increases, mandatory care minutes & RN on-site requirements.
- The budget for financial year 2023/24 was difficult to forecast, based on the uncertainty around external factors such as further government aged care sector changes, occupancy rates, inflationary and cost of living pressures, remaining COVID uncertainty and ongoing workforce challenges.
- Management of significant employee entitlement liabilities.
- Significant transformation of the home and community sector provisions.

Summary

The implementation of the AN-ACC subsidy from 1 October 2022 has had a positive impact on the operating performance for many residential aged care facilities. However, the Stewart Brown Aged Care industry survey (June 2023) stated approximately 66 per cent of aged care facilities are operating at an overall loss due to factors such as severe shortage in workforce availability, smaller scale operations and a continued complicated regulatory environment.

The aged care industry will continue to be a very complex industry, with margins remaining tight, adding pressure to the need for funding asset refurbishment, maintaining the workforce, and Information Technology enhancements.

Despite the challenges faced throughout the aged care sector, QP remains in a sound financial position and continues to seek improvements in client satisfaction, clinical and financial performance and operational efficiencies. QP's enviable reputation as an aged care organisation is due to the individual and team efforts of every QP member.

The Board are proud to oversee the QP organisation, and are excited by the opportunities that present themselves to further support and work alongside the Waroona community.

Dianne Saunders
Finance Manager

Roseanne Polinelli (CPA)
Treasurer

For Tona, life is a joy at Quambie

Antoinetta, known to her friends as Tona, came to us with worries of being isolated, lonely, and bored. It turns out she has not been any of those things. Instead, she has experienced things she never knew possible or even dreamed of trying.

A proud mother to 6 children, 19 grand kids and many more great grandchildren, Tona's whole life has been around looking after them and her husband. Their health and happiness is always top of mind.

This commitment to family values has continued, and on Bastille Day, we had the pleasure and absolute joy to have her great granddaughter volunteer for pancake making (and flipping!). They were a big hit with the residents, and it was lovely to see the little helpers (pictured left, above) share an intergenerational breakfast.

Tona said that growing up and when she had kids there was no money for holidays or travel. Something she had always wished of doing was to return to her hometown of Divailanno in Calabria, Italy.

Through the wonders of technology, we managed to take Tona on a virtual walking tour of her hometown, where she was able to take a walk down memory lane as well as see what her town looks like today. Tona was amazed this was even possible, and she never misses a travel club day.

Tona had never learned to ride a bike and thought the possibility of doing so was behind her. But in another first, she was able to go cycling with the team of *Cycling Without Age*.

Tona loves that she is able to keep her strong Catholic faith due to the visiting church and she loves to sing in the chapel.

We are so happy that Tona is flourishing at Pam Corker House, and we thank our Lifestyle team for their commitment to taking on the challenge of fulfilling the unrealised dreams and adventures of our residents.

Lifestyle REPORT

Lennie Gill, Lifestyle Coordinator

Highlights of this year

The Lifestyle team will never forget the request to go zip-lining. As we always come from a place of yes, we managed to make this happen... to a point. The 60 metres up a small ladder to the zip-line itself was not possible, however the resident, along with some friends, was able do the zip-lining introduction and see the workings of it all. We then enjoyed sitting in the forest with a shared morning tea, watching wide-eyed as adults and kids went whizzing though the air at speed.

We have been to Hawaii and to Spain on a cruise ship: events that everyone got involved in and thoroughly enjoyed.

Feeling the breeze as we are riding along the Mandurah Foreshore with the good folk at Cycling without Age is a favourite activity, particularly for those residents who never learned to ride a bike. The bus trip to and from Mandurah is also great fun as the bus is always full!

Visiting the new Harvey Farm barn just out of Harvey is another firm favourite. The farm has been built with disability and mobility in mind. It also has a wonderful sensory garden which reminded some of the residents of cooking in their home kitchens.

Hatching our eggs at Christmas and watching our chickens and ducklings grow (pictured top right) was the best present ever said one resident.

Recently, after a few failed attempts due to the weather, we made it to Nanga Brook campsite, where we gathered around a campfire and roasted marshmallows. This was a new experience for some of our residents.

We have had some Challenges

Life was frenetic and challenging for the first 6 months, with the Coordinator being the sole Lifestyle member. Now we have an energetic team of three, with Amanda and Erin on board.

Our volunteer numbers are also low, however we are in the process of gaining more though Peel Volunteer Resource Centre.

Hotel Services REPORT

Jacinda Gordon, Hotel Services Leader

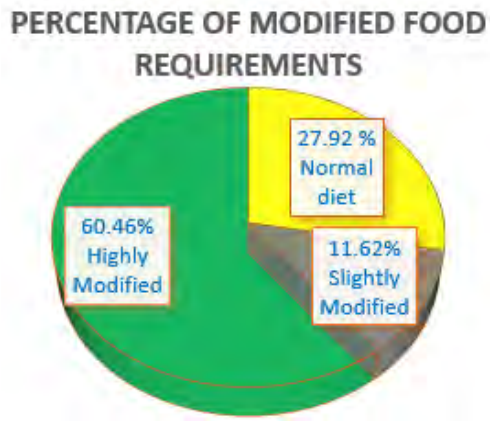
It has been my pleasure to lead the Hotel Services Team since the end of December 2022. Hotel Services consists of catering, housekeeping, and laundry. After ascertaining how Quambie Park was operating, I embraced the challenge to make the necessary changes to ensure we were complying with the aged care, food safety and dietary standards. Several changes have since been implemented at Quambie Park, and I look forward to improving the quality of food and services at Quambie Park years to come.

Catering

We provide a continental breakfast daily and bacon and eggs once a week. There is two hot main meal services with desserts and tea, coffee and snacks three times a day for our residents. The requirements from the aged care reforms have seen us having to expand our menu to include red meat every day and two different hot options for both main meal services. With limits on how long we can hot hold food and best practice guidelines considered, the Chef's hours on site had to be increased to enable us to meet these requirements and to serve the freshest meals possible for our residents.

Pam Corker House has a higher-than-normal demand for modified foods with over 72% of our resident's requiring modification to their meals. All our Chefs have completed IDDSI training, so that our meals meet the mandatory requirements of the aged care standards.

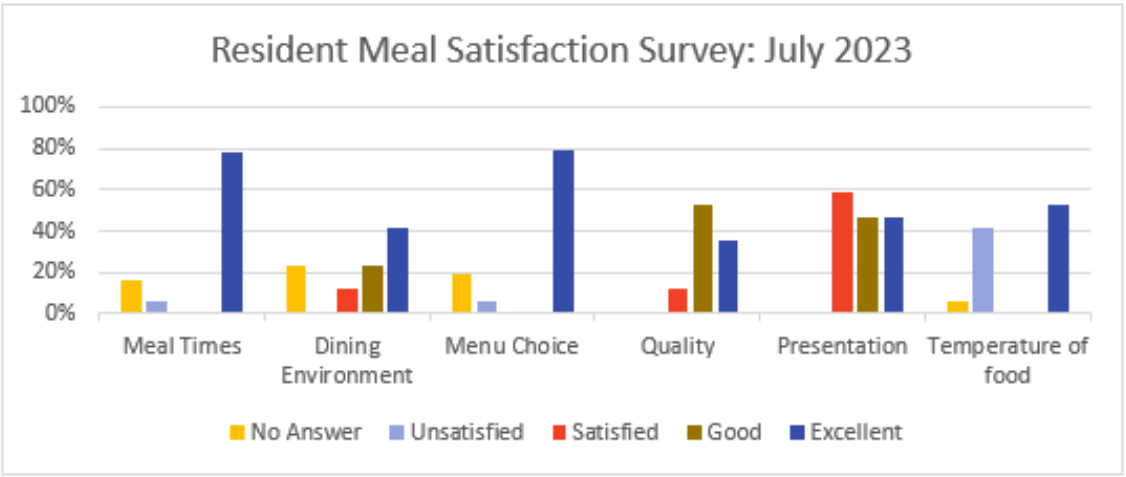
Meals are a large part of the residents' day, and a menu revamp – undertaken in close consultation with the residents – has been a priority.



The biggest hit by far has been the introduction of pizza to the menu, which the residents now look forward to as much as they do fish and chip Friday.

In August we had our HACCP audit and passed for another 12 months.

We are working towards improving nutrition through cooking methods and for this we require a steam oven, which is best practice in aged care facilities. This is a large undertaking that will take some time to implement.



Environmental Impact of our Catering

We have been working on our environmental impact where possible, such as changing to material napkins over paper, and jugs for fluids instead of bottled water. Creating an inviting environment in the dining room is very important and we are working on improving this with the installation of a new bench for storage and glass door fridge in the dining room. This is to create a neat and presentable coffee and tea area that residents and visitors can access, replacing existing cupboards, shelving and a bar fridge.

Laundry

We provide a full laundry service at Quambie Park that is operated by a laundress five days a week. Providing all the laundry services we require from linen and towels through to personals including ironing. The laundry received an upgrade, to a commercial ironing system that makes ironing quicker and more efficient than the previous home use type.

The next improvement will be a commercial labelling system, as the cheaper labels and markers do not last in the hot washes that we are required to put the materials through. We have changed the chemicals we use to ensure our linen and personals are PH balanced and sanitary.

House Keeping

Cleaning has seen some changes to the routine, initiating a split team to service the facility with two trolleys working daily and one for the weekend, so that all areas are cleaned at appropriate times.

We are researching the viability of replacing some of our older equipment which has started to break down due to age and lack of available replacement parts. The technology available now is far superior to what we have ever seen. Considering the manual labor involved and the risks associated with keeping our existing equipment, upgrading will benefit of our facility and our workers.

We have recently changed our chemical supply company to one that is more environmentally friendly and sustainable, and who also service other aged care facilities, as they understand our need to adhere to the Standards.

Goals for 2023/2024

- Introduce key performance indicators (KPIs) for cleaning and catering to ensure our standards remain high.
- Continue information collection from residents and relatives for menu ideas, so that the menu is varied for all to enjoy.
- Compare catering software, to ensure we are getting the right application for our facility.

Clinical REPORT

Denise Culham, Clinical Manager

I commenced at Pam Corker House in July of 2022, and what an interesting time my first 12 months at Quambie Park has been! My role working as the Clinical Manager was certainly a baptism of fire, and required the implementation of the measures described below. Our success is that, as a team, we have risen to these challenges and have met the Government requirements. More importantly, the quality of care of the residents, and the transparency around that care has improved.

Those of us who have had a loved one in aged care, or who work in the Aged Care sector, are aware of the sweeping changes as a result of the Royal Commission into Aged Care. These reforms have introduced a range of practical measures to improve accountability and transparency as well as the quality of care and safety in the sector.

While Quambie Park has always monitored and managed systems and processes to ensure the safety of our consumers, we have welcomed these measures and have been working diligently over the last 12 months to implement them.

Measures that have influenced the clinical care at Quambie Park

RN 24/7

From the 1st of July 2023, all Residential Aged Care Facilities (RACF) must have at least one registered nurse (RN) on site and on duty 24 hours a day, 7 days a week.

Staffing levels are critical to the quality of residential care, and while Quambie Park has always ensured our staffing levels and skills mix are adequate to meet the care needs of our residents, this new requirement will require us to recruit new RNs.

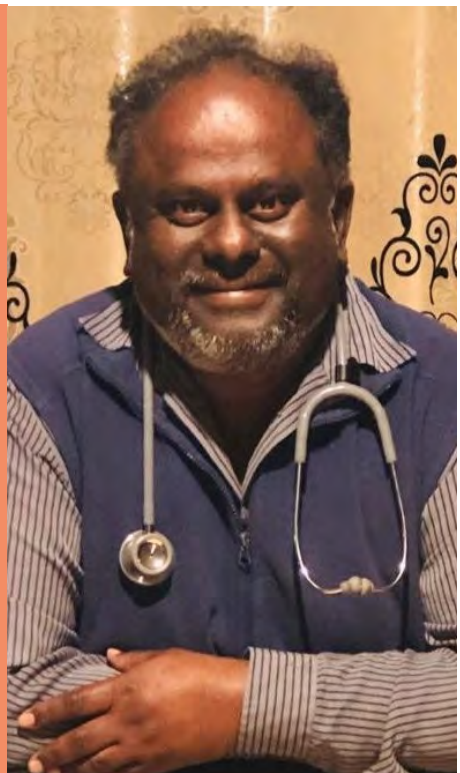
Given the shortages of RNs in the health system and the added challenge of our rural location, this will not be easy; however, our leadership team have been working diligently to identify incentives to help attract these nurses.

Quambie Park is a wonderful place to work. Who wouldn't want to work here?!

Pam Corker GP

Dr Veeraputhran joined us in January of this year. I would like to take this opportunity to welcome Dr Veeraputhran (otherwise known as Dr Veera) into Pam Corker House.

Dr Veera is an enthusiastic aged care advocate and travels from Ferndale each fortnight to visit our residents. Dr Veera has a passion for geriatric medicine and palliative care and thrives to keep our residents as happy and comfortable as he possibly can.



SIRS within Homecare

The Serious Incident Response Scheme (SIRS) has expanded to include home care services. This is a positive move and aimed at reducing the risk of abuse and neglect of older Australians receiving aged care services.

ACFI to AN-ACC

Previously, the funding level to support the delivery of services to residents of Pam Corker House was assessed through the Aged Care Funding Instrument (ACFI).

From the 1st of October 2022, ACFI has been replaced with the Australian National Aged Care Classification (AN-ACC) system. This new system takes a different approach to the assessment of residents' care needs, and more accurately matches consumer needs with the cost of delivering care.

Star Ratings

From December 2022, "Star Ratings" for Aged Care Facilities have become available. Star ratings help consumers, and their carers compare services and make informed choices on their care options. Stars are based on compliance, resident experience, staffing minutes and data that is submitted quarterly in relation to our quality measures.

Code of Conduct

A new Code of Conduct for Aged Care was introduced on the 1st December 2022 to further strengthen protections for consumers and sets out how providers and workers delivering care are expected to behave.

Clinical Governance

In addition, there are several new measures around governance arrangements.

These encompass the establishment of advisory bodies, submission of annual information around our operations, the sharing of information between Commonwealth agencies, and the strengthening of consent arrangements for the use of restrictive practices.

I look forward to the next 12 months and embrace the ongoing changes and challenges that are being presented in the aged care sector.

Aged care is all about protecting, supporting, and caring for those most vulnerable in our community. It is something I am passionate about and, together with our amazing team, will continue to undertake with an ethos of continuous improvement underpinning all that we do.

Strict Infection Control Protects our Consumers and Staff

This time last year, COVID-19 was still high on everyone's radar. I am pleased to say 2022-23 saw a reduction in outbreaks of COVID within Pam Corker House.

Much to the delight of the staff and the residents, we were able to cease mandatory mask wearing in February,

Our strict infection control processes have ensured that our residents and staff remain protected.

Human Resources REPORT

Broderick Mulvaney, People and Culture Leader

I am delighted to present the Human Resources report for the year 2023, highlighting our commitment to fostering growth, enhancing understanding, future-proofing our workforce, investing in education, and increasing retention.

Our recruitment efforts have yielded exceptional results, surpassing our initial projections while keeping in line with our care minute requirements. Total staffing levels currently stand at 4% higher than what was originally predicted in our Strategic Workforce Design Plan.

By year-end, we experienced a remarkable total growth of approximately 7% - 8% higher than anticipated. This underscores not only our adaptability, but also our ability to thrive amid industry changes.

For the past 6 months, we have been working towards the integration of *UKG Workforce Ready* into our workplace. This is a cutting-edge workforce management solution designed to streamline HR processes, improve employee engagement, and enhance the overall employee experience. It will provide our employees with tools and resources to manage their schedules, payroll, allow fast access to vital information, and seamlessly communicate with each other. It also includes a Learning Management System that will enable us to provide our own online learning platform. Combined, this system will reshape how we operate: from the smallest process the largest of projects.

In a similar bid to future-proof our organisation, we are offering more traineeships than ever before. This initiative is geared towards nurturing and developing the future leaders of Quambie Park. By investing in the education and professional development of young talent, we are strengthening the long-term sustainability of our workforce while instilling a culture of continuous learning and excellence.

In the past twelve months, we have taken significant strides to ensure that our Human Resources practices align with the highest industry standards and regulations. Through training, continuous monitoring, and robust compliance measures, our HR department has worked tirelessly to maintain and enhance our organisation's accreditation. We are proud to report that we have not only met but exceeded these requirements.

As we set our sights on 2024, our commitment remains anchored in the pillars of growth, compliance, future-proofing, education, and retention. These pillars will continue to be the bedrock upon which we build, moving us towards our vision of becoming an industry leader in Aged Care. Our dedication to adapting to industry changes, such as the introduction of Care Minute requirements, while staying true to our mission of providing exceptional care to our consumers and fostering a supportive and inclusive work environment for our employees, will guide our every action.

Weekday visitors to Pam Corker House may be familiar with Ros, our receptionist and June Employee of the month.

Homecare REPORT

Rachel Lekias, Community Care Partner

It has been a busy few months since I took on the role of Community Care Partner, taking over from Candace, who was well-known and respected within our Home Care clientele. I come from years working in Community Home Care, with the last 2 years been based at Pam Corker house in the Residential facility and a genuine care for all in the close-knit Waroona community.

I have thoroughly enjoyed the challenge and getting to know as many of our wonderful families as possible. I am so pleased to now have the support of our long awaited full time Community RN, This has meant we have gone from enrolled nursing support 3 days week to 7 x days a week RN support. Our RN, Aimee, comes with a strong background in Emergency and Pre-hospital Care.

Our Homecare operations face the same challenges as the rest of the organisation (and those of aged care providers across the nation): COVID and Flu outbreaks, staff illness, the need to cover shifts at late notice and to have staff work overtime to ensure the continuing care for our consumers.

We are always looking at ways to support our Care workers and ensure all consumers have minimal disruption to their schedules.

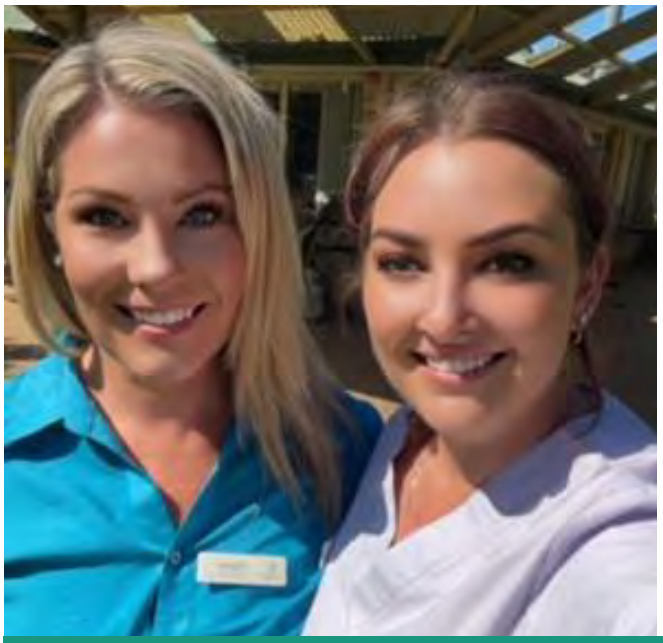
Staff at our our latest Home Care staff meeting were greeted with personalised cupcakes and caregiver survival kits. Small tokens such as these, as well as our newly introduced monthly staff recognition awards, make a big difference in making our staff feel appreciated for their hard work and dedication.

Local Police Support

We are pleased to have the support of our local police station team and appreciate their presence. The entire team have been helpful in providing the support needed to help our consumers feel more safe and secure.

This support has included:

- *Cuppa with the Cops* at the Waroona Community Resource Centre
- Drop-in visits to our community clients or at Pam Corker House
- Extra support and monitoring of our Independent Living Units
- Registering the details of our consumers' gophers in case of theft or emergency.



L-R Community Care Partner, Rachel, with Community RN, Aimee

Quambie Home Care - a snapshot

Quambie Park Community Home Care currently holds 58 Home Care Packages between Dwellingup and Preston Beach, where we provide coordinated services with the upmost care to support our clients' specific needs to remain living independently in their own homes.

We have a skilled and dedicated team of 14 Multi Skilled Carers, a full time Community Gardener and a Community Registered Nurse. This team is supported by 2 Enrolled Nurses, an Occupational Therapist, Finance, Maintenance, Independent Living and Lifestyle staff.

Our three most used services this year:

1. **Personal care – 4434 hours**
2. **Social Support – 2806 hours**
3. **Domestic Support – 2917 hours**

Independent Living REPORT

Cassie Spark, Independent Living Consultant

Since May 2023, it has been my absolute joy to assume the role of Independent Living Consultant for Quambie Park.

Quambie Park has 47 Independent Living Units, 13 of those being Lease for Life, 31 Short Term lease and three currently in progress of Refurbishments .

Our tenancy for the independent living units are going strong, with an extensive wait list. We have had 10 vacancies over the last 12 Months, all quickly filled with an approximate 6 week turnaround pending Trade work wait times. Our newest units, Janet Fiorenza Gardens (pictured below), are a huge attraction to prospective tenants and have a wait list of their own.

This year we conducted inspections on the short-term lease Independent Living Units. Moving forward, these inspections will happen every 6-12 months.

These regular checks enable us to manage the maintenance more appropriately, as we can catch issues before they become major... and costly. They also provide an opportunity to get to know our residents.

ILU Consultant, Cassie, with Ann, who moved into her villa in October 2022. Ann says she is very much enjoying Independent Living at Quambie Park.

I enjoy visiting and regularly catching up with our ILU residents and have created special relationships with many of them. These catch-ups provide an ideal opportunity to receive feedback, which in turn helps us to work towards achieving a great environment for our independent residents.

I work closely with our Homecare and Lifestyle staff to ensure we are providing our Independent Living Residents the best Quambie Park experience possible.

I look forward to what the future may bring to Quambie Park and our Independent Living community.

Our Board of Governance

Quambie Park is governed by a voluntary Board with diverse qualifications and expertise. The 2022 - 2023 Board comprises:

- Mike Walmsley, Chairperson
- Michael LeRoy, Deputy Chairperson
- Roseanne Polinelli, Treasurer
- Kerry Shore
- Howard Hull
- Judith Mather
- Leonie Wilson

Our Leadership Team

The following individuals are responsible for the day-to-day operations of Quambie Park:

- Sharon James, CEO
- Denise Culham, Clinical Manager
- Aileen Frost, People and Culture Leader (until Jan 2023)
- Broderick Mulvaney, People and Culture Leader (from Jan 2023)
- Dianne Saunders, Finance Manager
- Jacinda Gordon, Hotel Services Leader
- Lennie Gill, Lifestyle Coordinator
- Candace Jones Independent Living Coordinator (until April 2023)
- Rachel Lekias, Community Care Partner (from April 2023)
- Cassie Spark, Independent Living Consultant

Quambie Park Values

Everything we do at Quambie Park is underpinned by the following 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" attitud**e: A practical and proactive approach to serving our customers.

QUAMBIE PARK WAROONA

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