



Bowen Old People's Home Society Annual General Meeting

17 November 2021

BOWEN OLD PEOPLE'S HOME SOCIETY
T/A MURROONA GARDENS

Elected Board Members 2020 - 2021

Chairman: Gary Martin (*retired*)
Vice-Chairman: Ruth Morton
Secretary: Christine Coventry
Treasurer: Kris Hansen
Directors: Brian (Barney) Menzies
Adrian Tilney
Kevin Baxter
Dr Michael Reinke
Trudi-Ann Trenow
Kylie del Solar
Rob McCrae
Helen Woodhouse



**BOWEN OLD PEOPLE'S HOME SOCIETY
T/A MURROONA GARDENS**

**AGENDA – Annual General Meeting
Wednesday 17 NOVEMBER 2021 | 7:30pm
MURROONA GARDENS WELLNESS CENTRE**

Welcome:

Apologies:

Minutes of last AGM 18 November 2020

Business arising from minutes:

Chairman's Report: Ruth Morton

Chief Executive Officer Report: Ross Meier

Director of Nursing Report: Megan Murray

Treasurer's Report: Kris Hansen

Special Presentation by Ruth Morton

Election of Officer Bearers: Chairman
Deputy Chairman
Secretary
Treasurer
Board members

Appointment of auditor:

General Business:

Please join us for supper at the conclusion of the meeting.





**Minutes of the Annual General Meeting of the
Bowen Old People's Home Society T/A Murroona Gardens
held in the Wellness Centre, Murroona Gardens on
Wednesday 18 November 2020
Meeting opened at 7:30pm**

Gary Martin, Chairman opens the meeting in 2020 and happy to see the meeting open in our new Wellness Centre.

Present: Gary Martin, Greg Pollard, Megan Murray, Trudi-Ann Trenow, Ross Meier, Adrian Tilney, Christine Coventry, Kevin Baxter, Marion Tuttle, Beryl Adcock, Helen Woodhouse, Margaret Vincent, Colleen Maltby, Len Maltby, Shelley Tait, Jack Webster, Stephen Darwen, Faye Bilston, Steve Isgar, Toi Cook, Eric Neale, Kim Pollard and Kris Hansen.

Apologies: Barney Menzies, Michael Reinke, Daryl Tuttle.

Minutes of the Previous AGM: Moved by Toi Cook. Seconded by Kim Pollard. All in Favour.

There was no business arising from the minutes.

Chairman's Report – This is the first time the Chairman's report has not been prepared prior to the AGM. Apologies.

Starting with the report, I must announce Greg Pollard, Chief Executive Officer's retirement in December, he has had 8 years at Murroona Gardens overseeing the most refurbishments this organisation has seen since the original construction of this site. Everything has run very successfully over the three stages and we are very happy with the outcome. It is certainly something Greg Pollard can look back on and be proud of. Megan Murray & Greg Pollard must be commended on keeping the business moving during these building works.

Ross Meier will present the business results. This is the last Treasurer's Report Ross Meier will be presenting to the Board. He was one of three applicants that were short listed for the CEO position and I am pleased to announce that Ross Meier was successfully appointed as the new CEO of Murroona Gardens. He has extensive business management experience, a wealth of financial knowledge and aged care knowledge. I would like us to congratulate Ross Meier for his new appointment and a round of acclamation for Greg Pollard.

2020 has been a challenging year. The COVID-19 impact has been significant around the globe. We have been fortunate in Queensland, Bowen and at Murroona Gardens in terms of COVID. Megan Murray and her clinical team have been planning for this since February 2020. There has been a huge effort by management to have those plans and protocols in place to protect our staff and residents. Megan Murray and her team has kept our resident's families engaged and it has worked very well. The end result speaks for itself, and we appreciate Megan Murray and her clinical services team for the delivery of clinical care and ongoing management of this facility during this time and for the future. This position will be with us for some time and the challenges will be ongoing. However, we are in a good position here should anything arise.



During this year, we have taken delivery of a new bus. We acknowledge the donation of \$20,000 from Abbot Point Bulk Coal. The new bus is named the “Jack Webster” to honour Jack’s contributions to Murroona Gardens. Jack Webster also donated his pink Suzuki Swift to be used by our Home Care Team.

The Stage 3 building program was completed this year which included the refurbishment of Wattle (10 rooms), Administration, Theatre room and Chapel, Café and Wellness centre. These renovations complement our previous works. We have spent a total of \$15m in redevelopment work which is a tremendous achievement. The Chapel had a multi denominational blessing during the year which was well attended.

In 2017 Murroona Gardens undertook a Strategic Planning Workshop which set an identified pathway where the Board recognised the direction we would like to see this business moving. I am very pleased to say that we have achieved 90% of the strategic objectives over that time. We are at the end of that current strategic plan. We have arranged for a new strategic plan and the workshop is planned for early next year to set the pathway for delivering a secure and strong direction for Murroona Gardens for the years beyond 2021. I am a firm believer that good planning leads to good business outcomes and it is essential in carrying our business forwards.

In terms of carrying our business forwards, I have spoken for some time about modernisation of buildings and we are looking at modernising our technical support to support all our staff in their day to day functions and activities. We had a briefing from Ashley Darwen who has commenced reviewing our technology needs. Tonight, we spoke about our phone system, data security and clinical management systems. These upgrades are needed to support our staff and to be able to offer modern care standards to our residents. This will be rolled out through the course of 2021.

As a part of any business today Enterprise Agreements form part of any business environment and COVID restrictions placed a stall on those negotiations. That was one of several reasons why the bargaining discussions had stalled. They will be recommenced later, and the Board has held those discussions tonight. We would like to see the EA discussions commenced after the outcome of the Royal Commission which could have a significant impact on our business. As an act of good faith, the Board had approved two pay increases to our staff in the last 18 months. I made comment in the 2019 report that strong business results cannot be taken for granted in the future of aged care and that will be central to our Strategic Planning Workshop next year. You will see a significant change in aged care in Australia in the next five years following the outcome of the Royal Commission. There has been an interim report released today. We are very fortunate to have the teams in place at Murroona Gardens that we have. The level of care and the comments and compliments received from families reflect the high level of care and support provided at Murroona Gardens. We await the outcome of the Royal Commission and will work within those guidelines.

We can only work as a team, and Murroona Gardens over the past year has been fortunate to have the team at the executive level and the Board level. Everyone works well together and has open conversations. We certainly invite discussion on any items put forwards but cannot remember the time I have had to count a vote. We are unanimous. This has led to very sound and secure business decisions being made and has placed Murroona Gardens in a good position. It makes life easy if you have a good, supportive people as an executive and as a Board and I am very fortunate to be a part of that team.

Kevin Baxter: Would like our records to reflect our appreciation to our Chairman, Chief Executive Officer and Director of Nursing through acclamation.

Treasurer, Ross Meier presents his financial report. This report is to be read in conjunction with the attached financials.

Chief Executive Officer, Director of Nursing and Treasurer Reports: Moved by Steve Isgar. Seconded Jack Webster. All in favour.

Business Arising from reports:

Jack Webster would like the bridge re-painted.

Steve Isgar going back some time ago – 10 years, Ross Newell asked if Steve could organise an auction to raise money for a hydro pool. We raised \$7,000 in one weekend. Would like to know where that money went? Where is it, where has it gone? Interest rates were good back then.

Gary Martin: I recall the funding for the hydro pool. During the course of the design, there were complications and concerns with risks around operations of the hydro pool. The Board decided to redirect those funds.

Greg Pollard: Has possession of a report from former CEO, Ross Newell that acknowledged the fundraising for the hydro pool. The decision of the Board was that those funds were put towards the building of the Jacaranda wing.

Chair was then vacated by Gary Martin. Stephen Darwen was invited to chair the meeting. Nominations for all positions were called from the floor.

Stephen Darwen: Nothing has changed from last year. Would like to thank Shelley Tait for her support and involvement in the Christmas light tours every year and the judging of the lights. Shelley is very well respected, and I would like to thank her very much. Hopefully, Woolworths might take over the Christmas light tour since the closure of the Bowen Independent this year.

ELECTION OF OFFICE BEARERS:

Chairman:

Nominee is Gary Martin.

Nominated by Greg Pollard. Seconded by Kevin Baxter.

There being no other nominations, Gary Martin was declared Chairman for 2020 / 2021.

Deputy Chairman:

Nominee is Ruth Morton.

Nominated by Barney Menzies. Seconded by Adrian Tilney.

There being no other nominations, Ruth Morton was declared as Deputy Chairman for 2020 / 2021.

Treasurer:

Nominee is Kris Hansen.

Nominated by Kevin Baxter. Seconded by Trudi-Ann Trenow.

There being no other nominations, Kris Hansen was declared as Treasurer for 2020 / 2021.

Secretary:

Nominee is Christine Coventry.

Nominated by Adrian Tilney. Seconded by Barney Menzies.

There being no other nominations, Christine Coventry was declared as Secretary for 2020 / 2021.

The Chair called for nominations for the position of Board Directors.

The following nominations were received:

	NOMINEE	NOMINATED	SECONDED
1	Kevin Baxter	Christine Coventry	Kylie del Solar
2	Adrian Tilney	Barney Menzies	Ruth Morton
3	Barney Menzies	Adrian Tilney	Ruth Morton
4	Trudi-Ann Trenow	Kevin Baxter	Christine Coventry
5	Dr. Michael Reinke	Greg Pollard	Gary Martin
6	Kylie del Solar	Ruth Morton	Rob McCrae
7	Rob McCrae	Barney Menzies	Adrian Tilney
8	Helen Woodhouse	Christine Coventry	Trudi-Ann Trenow

There being no other nominations, all positions were declared filled for 2020/2021. Stephen Darwen congratulates all Board members and hands the chair to Gary Martin.

APPOINTMENT OF AUDITOR FOR 2020 / 2021 FINANCIAL YEAR:

Greg Pollard: Rekenen has been our auditors for the last 3 years. My recommendation is for the auditor to remain as Rekenen.

Auditor Rekenen Pty Ltd

Kris Hansen: This puts him in a conflict of interest position now that he has accepted the position of Treasurer on the Murroona Gardens Board. His retirement from Rekenen will be expedited if Rekenen are appointed auditors. Greg Pollard to put a file note together.

Secunder – Ross Meier

Kevin Baxter – Kris Hansen can be absent from voting in matters involving the audit and Rekenen.

GENERAL BUSINESS:

Steven Isgar – Extremely disappointing for me to see so few tenants from Rotary Village at the AGM tonight. Rotary Village – do you know we exist? I want to thank Greg Pollard for his assistance in providing me with equipment I needed in the unit. However, you have to ask. You cannot sit there and complain. Ask. Ring up. I was recently speaking to a committee person and told them it takes a long time to get things done around here. I was told to write down on a piece of paper who I spoke to, when I spoke to them and what I spoke about. When nothing is done, you can go back and tell them that you have contacted them previously. We do exist. Everything is about the nursing home. The Broadcaster – what is in it for Rotary Village – nothing. It is all about the Nursing Home. We do exist. We pay rent every fortnight for one room and separate toilet. It is not cheap. My question is when are you and the committee going to come around and go through the units and Rotary Village and have a look at what needs to be done and have it fixed? They are all falling apart. What are you going to do as a committee?

Toi Cook - I never had an issue if I have called up. It is always fixed.

Beryl Adcock – There has been no Rotary Village meetings since February 2020.

Gary Martin – In relation to the issues in respect of meetings, COVID commenced in February 2020. Prior to that date, the Rotary Village meetings were always conducted. The Broadcaster is focused on the Nursing Home. You are in the independent living units. If you would like Murroona Gardens to extend that coverage of the content of the Broadcaster, we will investigate it. The Broadcaster has traditionally been for the families whose loved ones are not in good health. Have no issues with covering ILU stories. The units have been the subject of discussion with our Board members for quite some time after the completion of the Stage 3 works. The Hostel and ILU will be covered in our strategic planning workshop. A contractor has been engaged to complete the landscaping to relieve some of the work on our maintenance team. We must work to present the ILU in good light, good building condition and make the amenity of the area well presented.

Beryl Adcock – Agrees with Toi Cook, if issues are reported, have no issues getting work done.

Gary Martin – We need to find a way to reinstate the level of engagement that was from the Rotary Village meetings. ILU tenants should ask once, and the job should be done. If something is not actioned straight away, it should be communicated to you. However, the tenants of the Rotary Village have certainly not been forgotten about.

Steve Isgar – Has issue with the general condition of the units.

Gary Martin – ILU has been a part of the Bowen Old People's Home Society's income before the aged care facility was built. We spoke on that issue tonight. To maintain our income stream, we must look after our ILU. We refer to our area as the "Murroona Community". We are not individual sectors; we are one community.

Ross Meier – Wants to assure you we do understand where Rotary Village is. Do not be too hard on the Board members as they are volunteers with other responsibilities outside of Murroona Gardens, but we do not undervalue what our responsibilities are to this entire organisation. When deciding and prioritising our focus, our efforts went to our most vulnerable of this community, which is our aged, but it does not mean that we are ignoring the tenants of our village. We want to see a continuous improvement in the Rotary Village.

Margaret Vincent – What is happening with the steps on the bus?

Gary Martin – Greg Pollard has been speaking to the manufacturer of the bus. Greg Pollard has also ordered a new step. The step is high, and we need to find a suitable solution. Investigating the Australian Standards on bus step heights.

Greg Pollard – The challenge we have had, is the average step is too high. I have ordered a new step to trial. Shelley Tait has been trialling a different park for entry. Vehicle Access Solutions have advised the current step is a Gibson step that cost \$4k and if we alter the steps, it will void the warranty.

ACTING CHAIRMAN DECLARED ANNUAL GENERAL MEETING CLOSED AT 8:42 PM.



Chairman's Report Annual General Meeting 17 November 2021



Good evening to you all, and welcome to the 2021 Murroona Gardens Annual General Meeting.

This reporting period has been an interesting and challenging year for the Murroona Gardens Care Community and the aged care environment nationally. Before I move on with the Chair's Report for 2020-2021 I would like to acknowledge and thank our past Chair Gary Martin for his leadership and outstanding contribution to the development and success of Murroona Gardens during his 20-year affiliation with our organisation.

I also congratulate the Board on a very successful year for 2020/2021. Their dedication and support to this community is very commendable. Every member gives of their time freely, and I thank you all.

The aged care sector in Australia continues to undergo significant change, and this has been further amplified in recent years by the COVID-19 pandemic. Policy settings and funding for the sector are not keeping pace with evolving community expectations and the increased costs of providing high quality and safe care. Despite these challenges Murroona Gardens has achieved exceptional outcomes this year and this is as a direct result of the leadership team and staff. There is no doubt that our staff and management team are among the best in the aged care business, their dedication and commitment to the residents and running of this organization is commendable.

To acknowledge the valuable contribution our team members make to our organisation, a special celebration was held in August to present milestone service awards to team members who continue to make a positive and notable contribution to our care community. A number of Board Members attended the evening and the Board's collective congratulations passed on to the recipients of awards.



Our strategic refurbishments continued through 2020/ 2021 with a focus on delivering contemporary environments aligned with the needs and expectations of the community. Completion of the Wattle Wing, Administration and Wellness Centre refurbishments in July 2020 dramatically changed the face of Murroona Gardens. The Hostel environment has had bathroom upgrades with 24 of 28 bathrooms completed. Significant roofing works are underway through the Hostel and Memory Support Units and are nearing completion. We are waiting for quotes to replace the guttering on The Hostel, as well as a planned upgraded fire service system. In line with our improvements and refurbishments we were successful in increasing our licensed beds from 94 to 104.

Every effort has been made to present Murroona Gardens as a beautiful and hospitable community in which to live. The new coffee shop is open for internal use only due to the COVID restrictions. The café area is available for residents and families to celebrate events and the Leisure & Lifestyle Team use the space for Happy Hour, High Teas and organized resident get togethers.

The Murroona Gardens Board is committed to maximising organisational performance to deliver quality care and services to our residents and clients. With these objectives in mind, the Board seeks to ensure that Murroona Gardens operates in an appropriate governance environment. The Board has strong expertise across key areas through the mix of Board Members and their individual skill sets. Recently the board members attended a Governance Workshop delivered by Leading Aged Services Australia (LASA) to ensure a comprehensive knowledge of governance principles.



The Board recognises the importance of an appropriate committee structure to assist in the efficient and effective operation of the Board. We have recently established a Building and Infrastructure Committee; a Finance Committee and a board member attends the Quality and Safety meetings monthly. Our Strategic Plan moving forward will set out what is important to Murroona Gardens – our residents, clients, their families and our employees - and the steps to support them. Our strategy has always been to deliver excellent and sustainable outcomes for our residents, clients, employees, and the community. Our Strategic Plan Workshop for the board members is scheduled for the new year. This will provide Murroona Gardens with a strategic road map in detail for the continued business development for the next three years and a broader vision for the next 10 years.

The future of Murroona Gardens is looking very strong with the planned opening of the Home Care office in town later in the year. This will provide greater visibility and access to the general community of Bowen as we continue to grow our Home Care domain. The purchase of two dedicated Home Care vehicles will enable an increased level of service for our clients in meal delivery and client transport.

The Federal Government has advised there will be 80,000 home care packages released within 12 months Australia wide, and we expect to get a bit of this to our Bowen community.

Murroona Gardens employs 130 staff which injects over \$7 million into the local community in wages.



The Treasurers Report will show we exceeded budget expectations, and I thank our treasurer Kris Hansen for doing an excellent job with the financials.

Our web page is currently being upgraded to better represent Murroona Gardens. This will provide clear information to the greater community wishing to become part of Murroona Gardens.

I sincerely thank the Board for supporting me as their Chairman over the past seven months. A position I gained upon the retirement of Gary Martin. I am honored to be part of the Board of Murroona Gardens

Thank you all for your support and I look forward to the continuing success and growth of Murroona Gardens

Ruth Morton

Ruth Morton

Chairman





Chief Executive Officer Annual General Meeting 17 November 2021



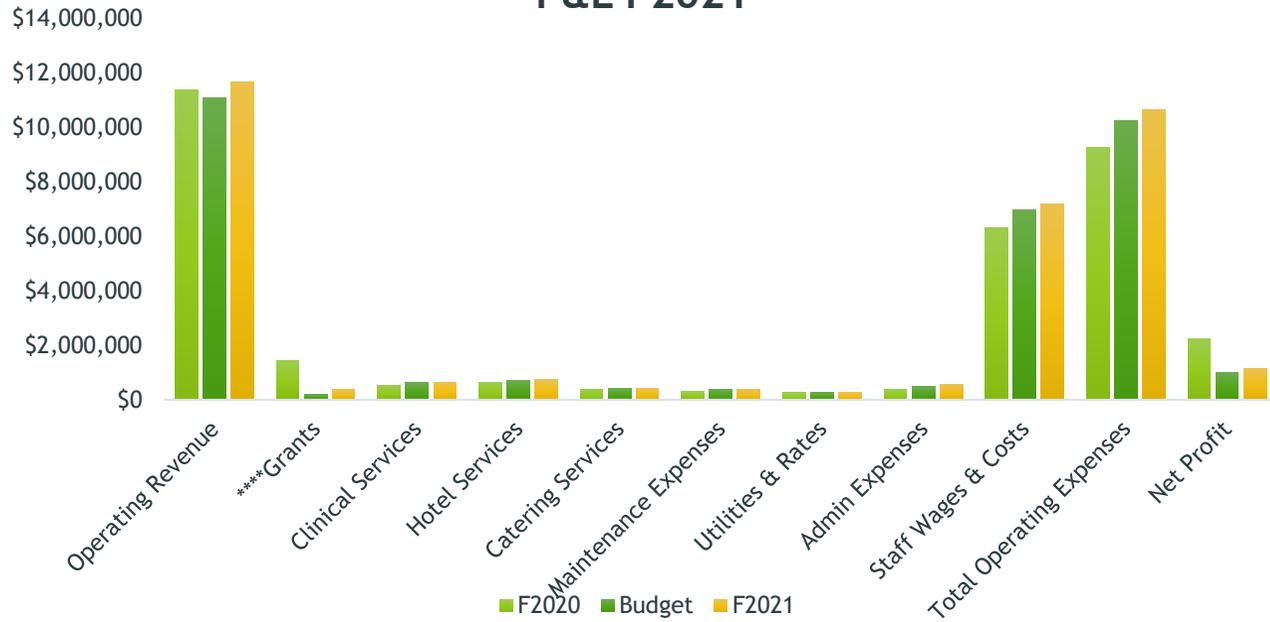
It's my pleasure to present my first report as CEO of Murroona Gardens. I would like to thank the Board of Murroona Gardens for having faith in me to manage the day-to-day operations of the business.

Financial year in review

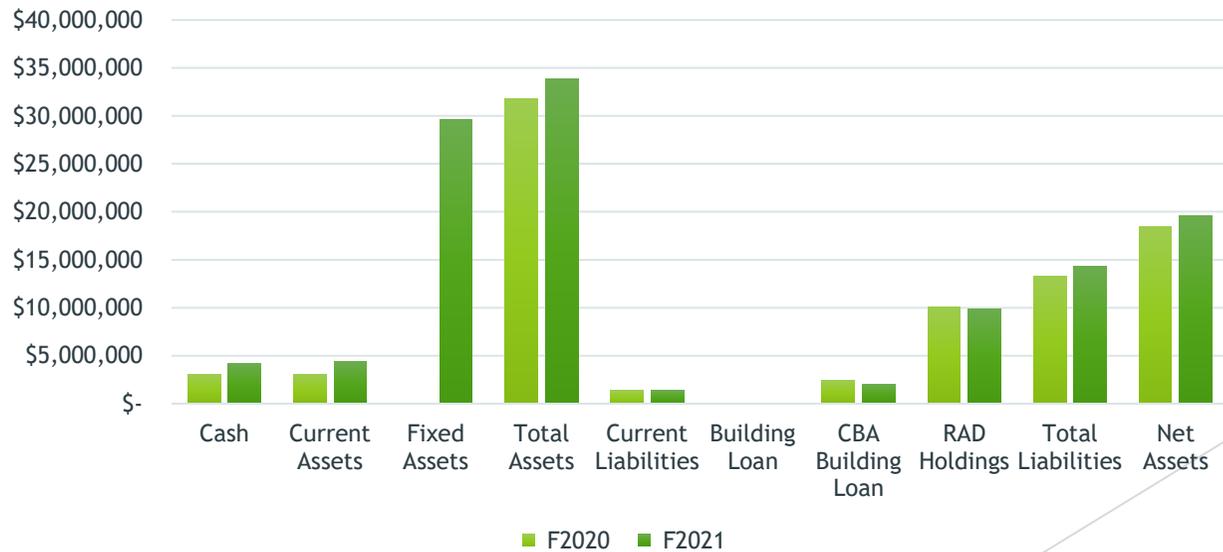
Much has happened in the last financial year which demonstrates our commitment to continuous quality improvement.

- Stage 3 completion – full year of 104 bed licences, previously 94
- Building condition audit completed for all assets – the report is extensive & considers current condition, repairs & maintenance, & capital expenditure over the next 10 years. It also includes buildings, roads & pathways. Approx. spend over 10yrs \$8.3M
- Covid 19 – has had a significant impact on our business on so many levels, from direct financial costs to resident frustrations with visitor restrictions.
- Change of CEO mid financial year
- Operating results – in line with budget, net profit exceeded budget by approx. \$125K

P&L F2021



Balance Sheet F2021



Financial year ahead

- New medication software
- Accreditation – Aged Care Quality & Safety Commission
- Board subcommittees formed, Finance, Infrastructure, & Clinical.
- EBA negotiations commenced
- Staff years of service recognition
- Hostel building re-classification to 9C (most current classification for a residential care building) – installation of fire sprinkler systems, disabled access etc
- Re-roofing of Hostel, Jacaranda, & Hibiscus Wings – finalisation of Cyclone Debbie claim.
- Independent Living Units – upgraded smoke detectors fitted to every unit to ensure compliance with current regulations.
- Amalgamation of titles in Rotary Village – 3 existing titles to be amalgamated into 1 title.
- Covid 19 – staffing. At the onset of the pandemic our primary concern was for the safety of our residents. With strict protocols in place & a good amount of luck Covid was kept out of Murroona Gardens. However, the major consequence is the critical shortage of care & registered staff. Aged care is in direct competition with better funded sectors, Health Departments, Covid testing clinics, & Covid vaccination clinics.
- Refurbishment of four remaining bedrooms & bathrooms in Banksia Wing.
- New web site
- ACFI (Aged care Funding Instrument) to AN-ACC (Australian National Aged Care Classification)
- Strategic Plan – Patrick Herd from Community Business Australia has been booked for early 2022.

- Royal Commission into Aged Care Quality & Safety – 148 recommendations; adoption & implementation, yet to be determined.
- 32 Williams Street - To assist with the growth of our Home Care business it has been decided to lease a prominent premises in Williams St which will greatly increase our profile in the sector. The Federal Government announced in May 2021 the release of an additional 80,000 home care packages, assisting senior Australians to remain in their own home for longer. Home Care & Residential Aged Care have numerous synergies, Murroona Gardens is well placed to become a provider of choice in this market.

We have placed an order for two Mazda CX5's from Bowen Mazda for our Home Care team, increasing our fleet to three.

Fascia - aluminum composite panel (x2)



Right windows - one way vision



Entrance windows - tint, vinyl decals, one way vision



In summary, whilst there are many challenges ahead & some of the challenges are of greater complexity than we have previously experienced. We will continue to provide the level of care to our residents which our community expects.

Previous Board's & executive teams have accomplished so much which has ensured Murroona Gardens is well positioned to meet the challenges ahead. Our current Board & executive team are committed to continuous quality improvement at all levels of our business, resident care, Home Care, infrastructure, finance, & culture, & demand that our residents sit at the core of everything we do.

Murroona Gardens has a wonderful reputation in our community, this is largely due to the care & compassion our staff provide to our residents each & every day. There are so many people to thank for making Murroona Gardens what it is, our Board, our staff, & our executive. Our Board is made up of a group of volunteers with an amazing skill set all driven by achieving fantastic outcomes for our residents, staff, & community. Our staff go above & beyond every day, I cannot thank them enough for what they do. Our DON, Megan Murray has the most demanding role within our organisation, made even more difficult with the current staff shortages. I would like to thank Megan for her patience, tolerance, & guidance during my first year in the role.

In conclusion, we have a strong business which upholds its commitment to the community. I look forward to delivering another favourable report to the next AGM.



Ross Meier

Chief Executive Officer.



Director of Nursing Annual General Meeting 17 November 2021

It is my pleasure to present the Murroona Gardens Director of Nursing report for the 2021 financial year. My fifth year in the role as Murroona Gardens Director of Nursing has undoubtedly been my most challenging year to date. In fact, it is difficult to imagine a more challenging operating environment than what we have encountered over the past 12 months, following a year which itself was full of uncommon challenges. In March 2021 the Royal Commission into Aged Care Quality published its Final Report with 148 recommendations and as a consequence we have now entered a period of major reform. The findings handed down while comprehensive in their content, were inconclusive on several key issues, leaving the sector uncertain of its future direction on important structural and operational matters.

The twelve months under review has already seen a substantial increase in the complexity of the compliance requirements and regulations that govern the Murroona Gardens Care Community. This changing regulatory environment has required investment in additional resources and systems. Including the implementation of the Serious Incident Response Scheme (SIRS), the review of psychotropic drug management and use of restraints- all adopted in line with recommendations of the Royal Commission and now being implemented. Against this challenging industry background, Murroona Gardens management and employees have continued to focus on delivering high-quality care to residents and clients and this remains our primary focus.

The COVID-19 pandemic has had sustained significant effect on Murroona Gardens residents, families and staff. Through 2021 we continued with screened visitation to Murroona Gardens Care Community with access controls in place to protect our vulnerable community. These screening controls were supported by the vast majority of our residents, families and employees and we regularly revised and modified these controls to reflect changes in covid risk. Our teams have remained vigilant with infection prevention and control measures, monitoring the guidelines and recommendations, and putting in place our business continuity plans and operational controls. The Murroona Gardens COVID-19 response has seen the appointment of an infection prevention and control lead. We have invested in new technologies, specialist infection control resources and enhanced our care processes to manage COVID-19 into the future to ensure the safety and wellbeing of our residents, clients and workforce.

One positive to come from the implementation of access controls, compulsory Influenza vaccination and community-wide education in hand hygiene and infection control is that we have seen a sharp drop in influenza and gastroenteritis outbreaks within our community. Moving forward we recognise that we will continue to face the challenges of living alongside COVID-19 into our future and acknowledge that a post-COVID-19 world is likely to have a higher focus on preventing the spread of infectious illnesses to vulnerable aged care communities.

There are clear demographic trends evident in our community which continue to drive demand for admission into Murroona Gardens Residential Care. Over recent years we have seen a shift where elders choose to stay at home for as long as possible and when entering our residential care community, they are increasingly frail with complex care needs.

Residential aged care is needs-based and enables complex high-quality care to be efficiently delivered in a fully supported environment. Analysis of our admission data demonstrates higher acuity levels at the point of admission and a fall in ALOS (Average Length of Stay). The ability to provide increasingly complex care at our usual high standard while ensuring that we meet community expectations will depend on our ability to attract, train and retain a well-qualified workforce.

Our Team Members in the clinical care environment and those in important support roles, have been stretched to the limit in recent times and yet they continue to perform to the highest of standards, providing unrivalled dedication to our care community. In August this year our ability to attract and retain qualified clinical and care staff was significantly diminished. This staffing crisis is a common theme in residential aged care facilities across the country with Australia facing a serious workforce shortage. The pausing of skilled migration and the growth in demands of the broader healthcare sector means the competition for registered staff is intensifying and a skilled workforce is now our greatest challenge. In September the potential risk for negative outcomes for our residents and staff as a consequence of the staffing crisis was reinforced at Board level and the decision to place a 'hold' on new admissions to our care community was ratified.

We continue to actively seek solutions to our staffing crisis investigating every opportunity available to us. Partnering with Bowen High School we support a number of School Based Trainees. Subsidised traineeships for successful applicants in Certificate III in Individual Support have also been offered to suitable applicants. Recently we have joined with Aged and Community Services Australia regarding the delivery of the 2022 Graduate Nurse Transition into Practice Program. The 12-month program includes online structured professional development days, workplace coaching and mentoring in a supportive environment, enabling the graduate registered nurse to build their knowledge skills and career confidence.

Providing resident-centred care and services is central to Murroona Garden's philosophy and remains a significant focus in supporting our residents and clients to maintain quality of life. Our Quality System and Continuous Improvement process enable us to integrate the principles of quality ensuring the care and services we deliver are safe, best practice and most importantly resident focused. We recognise, though, that our reputation is based in large measure on the quality care and services delivered by our valued team members.

In the Home Care environment our clients continue to wait long periods for allocation of packages or upgrade of services. Demand for our services continues to grow and our waiting list is lengthy. In response we have continued to support industry advocacy for the aged care sector through our membership in Leading Aged Care Services Australia. As part of this advocacy process, we have regularly engaged with Government on issues pertaining to the aged care sector, including funding, home care and workforce issues.

One of the key projects overseen by our Clinical Governance and Quality Committee has been the development of Murroona Gardens Community Care Quality and Safety Framework which is designed to ensure every resident and client experiences the best care in a three-step approach:

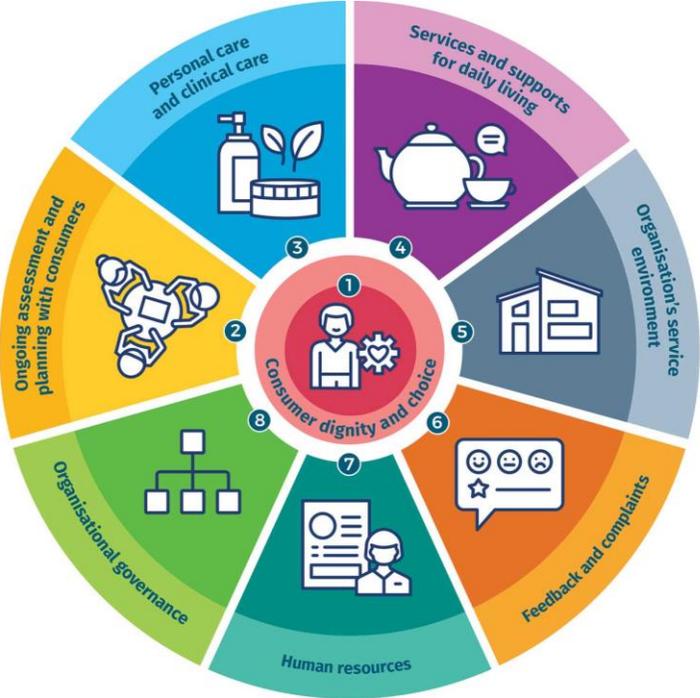
- Defining a resident and client-centred, high-quality experience for residents and clients accessing our services
- Identifying the goals, actions, roles, governance and systems required to achieve this for every person- every time
- Recognising feedback is an important element of improvement

This year we appointed a dedicated Feedback Officer who manages feedback and complaints, facilitating capture and documentation through to resolution. The Feedback Officer ensures identified risks are managed appropriately and actions implemented are tailored to improve quality, safety and care for our residents, clients and families.

Against the many challenges of 2021, the Murroona Gardens Team has continued to focus on delivering high-quality care to residents, clients and their families and I would like to commend the extraordinary efforts of our team of 130 employees, who have navigated the challenges of the last year with commitment, focus and kindness.

I anticipate another year of significant competing external pressures and we will need to prepare for increased care requirements, changes to our funding and costing models, strengthened governance and reporting while coping with greater pressures on workforce availability and skills. The coming year will require us to commit the best of ourselves to prepare for major sector reform while continuing to provide excellent care and services with kindness and compassion.

Meg. Murray
Megan MURRAY
Director of Nursing



Remembering;
In memory of those who have sadly
passed away during the year..



Gaven HARRIS

Colin LANDFORD

Betty STOKES

Lance SOMER

Ronald FURLONG

Allan FLADRICK

Edith MERRYPOR

John CREGAN

Gordon DUNCAN

Sue COLGATE

Brian OGILVIE

Josephine HERRON

Jim HOLDITCH

Irene BUTTERWORTH

Frederick MULLER

Barry SHEERAN

Brian OGILVIE

Pamela NORTON

David MILLARD

Dorothea HALSEY

Maurice MAYHEW

Daphne MCCARTHY

Donald PRATTEY

Yoshiko DUNN

June HUMPHREY

Brian "Shorty" JANSSON

Elizabeth CUNNINGHAM

Beryl BUTTERWORTH

Peter BURLING

Marshall PRICE

George TODD

Fay BRUNKER

Margaret "Peg" WILLIAMS

Maurice MAYHEW

Daphne MCCARTHY

Shirley EDGERTON

Margery BOND



Treasurer's Report Annual General Meeting 17 November 2021

It is my pleasure to report on the financial state of the BOPHS for the year ended 30th June 2021.

It has been a year where we took a breath following the successful completion of major capital works and a change of CEO. Both are settled and working well.

The effects of COVID-19 placed additional planning parameters on our staff, and we have lost some valued employees because of the mandated vaccination requirement. Our staff have fared remarkably well during this period.

Further burdens are placed on the Society following the impacts of the Royal Commission. The costs of complying continue to impact on us on monthly basis, whether it be computer systems, training or infrastructure upgrades.

Following the recent capital works, the focus of our spending returns to planned maintenance of our buildings and equipment, in addition to making our loan repayments. The Rotary Village units require maintenance and some safety upgrades.

Beds and chairs require replacement in the home to meet new standards.

The auditor's report has been completed and a summary of our results follows;

Total Operating Revenue: \$12,024,728

Profit for year \$ 1,128,819

Following the completion of the major capital works, our grant revenue was down by \$1.057m which was offset by an increase in Commonwealth Subsidies for the extra beds.

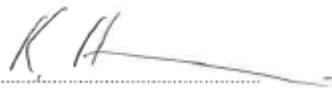
The profit was spent on capital works in the nursing home (\$472k), additional funds in the bank (\$662k) and plant and equipment. The funds in the bank are required at a high level to meet refunds of Residential Aged Care Deposits (RADS) as they occur. Our RADS liability sat at \$10.073m as 30 June 2021. Loans taken out to help fund the capital expansion were reduced by \$344k.

Costs of operating were up by \$1.324m, which included an increase in staff costs of \$875k (again related to increased bed numbers). We are currently in the process of negotiating our next Employee Agreement which should cover the ensuing 3 years.

This year, for the first time we are required to include the financial effect of holding our RADS. AASB 16, leases on residential aged care accommodation arrangements is the new government standard. This is reflected in our income and expenses, an identical amount, \$369,789, with a zero net effect. More work, no result.

Overall, the result for the year is satisfactory for BOPHS with our net assets at \$19,620,599. We continue to be conservative as we progress the operations of BOPHS at Murroona Gardens under the Aged Care landscape from a solid platform.

I move that the audited financial statements for the Society for the year ended 30 June 2021 be accepted.



Thank you

Kris Hansen

