Melaleuca Home
For the Aged Inc.

Annual Report 2025/ 2026



ACKNOWLEDGEMENT OF LAND

We acknowledge the traditional custodians of the lands on which we work and we pay our respects to the Elders past, present and future for they hold the memories, culture and dreams of the Aboriginal and Torres Strait Islander people.

We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people, who are the future leaders.

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About Us

Melaleuca is a community-based, not-for-profit residential aged care facility providing accommodation and care for 48 residents. As an independent organisation, we operate without financial support from larger church organisations or external community groups, allowing us to remain focused on the needs of our residents and local community.
The vision for Melaleuca began in 1974 and became a reality in 1982 through the dedication and generosity of local service clubs, small businesses, and community members who supported an extensive fundraising campaign. Their commitment laid the foundation for the organisation we are proud to be today.
As a community-owned organisation, Melaleuca is governed by a dedicated Board of Governance whose members bring a diverse range of knowledge, skills, and experience. Their leadership helps ensure the continued delivery of high-quality care and services to our residents.

At Melaleuca, we are passionate about supporting older people to live with dignity, respect, and purpose. We are committed to providing exceptional clinical care within a safe, welcoming, and supportive residential community that residents can truly call home.
We recognise the vital role families play in the wellbeing of our residents and actively encourage their involvement in care planning, activities, and community events. By working together, we strive to achieve the best possible outcomes and maintain a high standard of person-centred care.

Our Leisure and Lifestyle programs, incorporating both planned and spontaneous activities, are designed to enrich daily life, foster social connections, and promote wellbeing. We believe that meaningful engagement plays an essential role in enhancing quality of life throughout the ageing journey.

To ensure our residents receive the highest standard of care, we are committed to the ongoing professional development of our staff. Through continued education and regular refresher training, our team remains up to date with current best practices in aged care and clinical services.

Melaleuca has a proud history of advocating for older Australians, residents, and their families. We honour our heritage and remain dedicated to delivering compassionate, high-quality care while maintaining the values and community spirit upon which our organisation was founded.

Our Mission

Working as a dedicated team to provide optimum care, consideration and dignity (fo. our residents and families) in a safe and happy environment.

How it will be achieved

The Mission of Melaleuca will be achieved through:

1. The delivery of best practice residential care.

2. The continued development of positive partnerships with residents, families, staff, management, board and the community.

3. The provision of flexible, affordable care options that respond to community needs; and,

4. Prudent and informed management at strategic and operational levels in relation to people, resources and finances.



Strategic Action Plan



Sustainability

- Revenue Sources
- New Services
- Services Review
- New Infrastructure
- New Technology
- Industry Partnerships

Quality

- Compliance
- Processes & Documentation
- Facilities
- Care

People

- Culture
- Staff Levels
- Training and Professional Development

Leadership

- Good Governance
- Research
- Effective Management
- Recognition as an industry leader

Risk

- Good Governance

Community

- Volunteers
- Family
- Referral Networks
- Community Engagement



Chairmans Report

It is with great pleasure that I present the Chairman's report for the 2026 Melaleuca Home for the Aged Inc's Annual General Meeting.

As I mentioned in my report last year the face of aged care is changing. The new Aged Care Act commenced on 1 November 2025 and is a significant change for the aged care sector. Amongst other things the Act requires our actions are now guided by the Statement of Rights and the Statement of Principles, we must register with the Aged Care Quality and Safety Commission, there is a new set of provider obligations under the new regulatory model, we must comply with the new financial and prudential standards, enhanced worker screening requirements and new statutory duties.

The management team, ably lead by Simoe Collins has worked tirelessly to ensure the home meets and complies with the new Act. This has involved a lot of compliance work, interpretation and understanding of the new requirements. This has taken many hours and Simone and her team are to be congratulated on a job well done. The requirements of the Act are ongoing and subject to review and scrutiny.

Our financial result for the year is a very healthy profit of $1,077,637 up from a profit of $772,563 in the 2025 year. The home did receive a donation of $500,000 following the passing of a resident. This is a very pleasing result and now places the home in a very good financial position with a very strong Balance Sheet.

The strong financial position will enable us to finance the 19 independent living units which have been the subject of much discussion over the last few years. I am pleased to report that construction of the first four units is underway. The committee led by Ken Michell and our architect Garth Murphy have worked hard to get to this point. We have encountered issues with planning and regulatory issues, unknown easements and pipelines which have necessitated changing of plans. The project is now well underway any hopefully the first four units will be completed within the next 12 months.

A great year as we have just had, does not happen without the input from our staff. Our nursing and care staff have worked very hard to ensure the care of residents is of the best and highest standard. Our staff have ensured that Melaleuca is a facility that families are happy to entrust us with the care of their aging families.

The Home as mentioned above has been exceptionally well managed by our CEO Simone Collins and our Clinical Care Director Linda Sheehan. They have in conjunction with the nurses; service workers, care staff and office staff have made the home a very desirable place for our residents to live. It is a constant challenge to maintain the standards required and expected for our residents. My sincere thanks go to Simone, Linda and all the team for their outstanding work throughout the year.

I would like to thank the Directors for their contribution over the last 12 months. The Directors, who all work on a voluntary basis have faced a very challenging year with some tough decisions having to be made. I believe together with the professional efforts of our staff and management; the home will continue to be a preferred aged care facility.

I am sure the coming year will certainly provide a new array of challenges. The independent living units project will keep us concentrated on the completion of this project. I am very confident we have the resources and professional ability to meet these challenges, and I look forward to another positive year.

Peter Vertigan
Chairman.



BOARD OF DIRECTORS

President
Peter Vertigan

Vice President
Ken Michell

Treasurer
Terry Travers

Public Officer/Secretary
Simone Collins

Board Members / Directors
Dianne Warren
Dianne deBoer
Andrew Groves
Charles Duff
Linda Sheehan

CEO Report



The 2025-2026 financial year brought significant change for aged care providers, with the introduction of the new Aged Care Act and the Strengthened Aged Care Quality Standards. As with any period of transformation, these changes presented challenges. However, I am proud to say that throughout this transition, we remained steadfast in prioritising the care and support of our residents, continuing to fulfil our mission of working as a dedicated team to provide optimum care, consideration and dignity for our residents and families in a safe and happy environment.

As an organisation, we continue to achieve outstanding outcomes, made possible by the dedication and commitment of our people. Our staff consistently demonstrate exceptional compassion, professionalism, and a genuine commitment to enhancing the quality of life of our residents. By respecting individual preferences, choices, and rights, they embody the values that define our organisation. Our people are truly the heart of Melaleuca Home, and their efforts are integral to our success.

The relationships we build with our residents form the foundation of our person-centred approach to care. These partnerships promote dignity, independence, and choice, ensuring residents remain at the centre of all decisions that affect their lives. Maintaining and strengthening these relationships continues to be a key focus across all aspects of our service delivery.

Melaleuca Home, we recognise that while the Strengthened Aged Care Quality Standards set the benchmark, it is our people and daily interactions that bring those standards to life. As a result, we have made a significant investment in workforce development. Together, we have successfully navigated ongoing sector reforms, with a strong emphasis on education, training, and professional growth. We have supported staff to enhance their qualifications and complete essential training to ensure they are equipped to deliver care in accordance with the new rights-based framework.

We are equally committed to creating a workplace where staff feel respected, supported, and valued. We understand that when employees are empowered to develop their skills and grow professionally, they are more likely to remain in their roles, deliver high-quality care, and build rewarding long-term careers with our organisation. The benefits extend beyond individual staff members, contributing to improved resident outcomes, a stronger team culture, and a more resilient and sustainable organisation.

While clinical excellence and positive health outcomes remain a priority, we also recognise the importance of independence, social connection, emotional wellbeing, and participation in meaningful activities. Our holistic model of care is designed to enhance every aspect of our residents' lives, ensuring that what matters most to them remains at the forefront of our planning and service delivery.

Food and dining continue to be an important focus for our organisation. We work closely with residents, dietitians, and catering teams to ensure nutritional requirements, personal preferences, and cultural considerations are consistently met. We recognise the vital role that food plays in promoting wellbeing, inclusion, and a sense of belonging, and we value the opportunities shared meals provide for social connection and enjoyment.



The continuation of our mission depends on maintaining a strong and sustainable financial position. In an environment of rising costs and increasingly complex resident needs, financial stability is essential to ensuring we can continue to deliver high-quality residential care and support services. Through prudent financial management during the year, we successfully addressed cost pressures while continuing to invest strategically in digital technologies, facility and equipment upgrades, and innovative models of care.

The progress achieved during this financial year has positioned us strongly for the future. As we look ahead, we will continue to embrace opportunities for improvement and innovation while remaining true to our vision of providing high-quality community residential care. Above all, we remain committed to ensuring that our residents are at the heart of every decision we make.

Simone

Volunteers Report

Volunteering plays a vital role in strengthening both individuals and communities, and this is certainly reflected at Melaleuca Home. Our dedicated volunteers provide invaluable social, personal, and wellbeing benefits while contributing significantly to the strength and vibrancy of our Home.
Volunteers support Melaleuca Home in many ways, from engaging residents in meaningful conversations and activities, to assisting within our services area, and serving as members of our Board of Governance. Regardless of their role, every volunteer makes a unique and important contribution to our organisation's success. Their generosity, commitment, and willingness to give their time are deeply valued, and we could not achieve all that we do without their support.
We extend our heartfelt thanks to each of our volunteers for their ongoing dedication and generosity. Your contributions help make Melaleuca Home a welcoming and enriching place for our residents, staff, and the wider community.

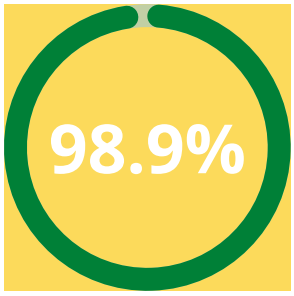
Our Volunteer Team

Our volunteer team consists of June, Geordie, John, Sylvia, Michael, Judy, and Colleen. Each brings a diverse range of skills, experience, values, and strengths, supporting both our Leisure and Lifestyle Program and our Services Area.
The value of a volunteer's presence cannot be overstated. Through sharing stories, engaging in conversation, and building meaningful relationships, our volunteers foster trust, connection, and a sense of belonging.
These interactions play an essential role in supporting the health and wellbeing of both our residents and staff.We would also like to acknowledge and thank our staff members, many of whom generously volunteer their time beyond their regular duties. Their contributions, along with the financial support they provide through raffle prizes and donations, are greatly appreciated and further demonstrate their commitment to our residents and the Home.

Our Board of Governance Team

The Board of Governance is responsible for setting the strategic direction of the organisation and promoting a culture of safety, quality, and continuous improvement. With the introduction of the new Aged Care Act and the Strengthened Aged Care Quality Standards, the responsibilities and expectations of governing body members have increased significantly.
Melaleuca Home is fortunate to have a Board of Governance comprised of dedicated volunteers who bring a wealth of knowledge, expertise, and professional experience to their roles. Their leadership and commitment help ensure that we meet our governance responsibilities while continuing to deliver safe, high-quality care and services to our residents.
We sincerely thank Peter (President), Ken (Vice President), Terry (Treasurer), Dianne, Di, Andrew, and Geordie for their ongoing dedication, guidance, and generous contribution of time and expertise.

Snapshot 2025 – 2026



Occupancy = 98.9%
Permanent Admissions = 26
Respite Admissions = 10



Number of Meals Prepared = 52,560



Number of Clinical Hours Provided = 70,146



Donations Received = $509,600



Value of New Equipment Purchased = $69,796



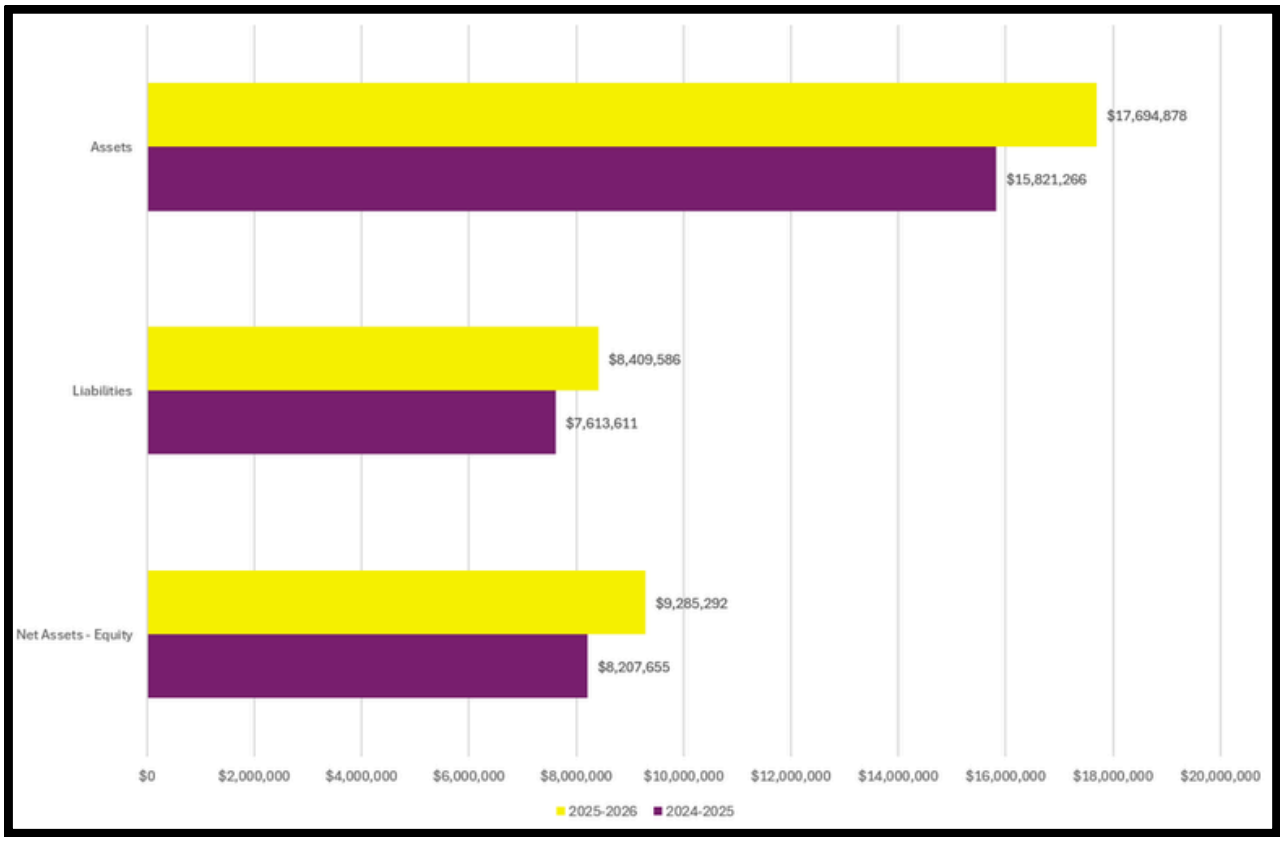
Number of Resident Activities Offered= 624

Financial Statement

Financial Position

Melaleuca Home for the Aged Inc. remains in a strong financial position at the conclusion of the 2025-26 financial year. Total assets increased by approximately 10.9%, primarily driven by growth in current assets, including cash and receivables. Cash and cash equivalents increased by more than $1.0 million compared to the previous year, strengthening the organisation's liquidity position.

Total liabilities increased by $650,568, largely attributable to growth in accommodation bonds payable. Despite this increase, net assets (equity) strengthened by $1,077,637, reflecting the positive impact of retained earnings generated during the year. Overall, these results demonstrate continued financial stability and the organisation's capacity to support future operations and growth.



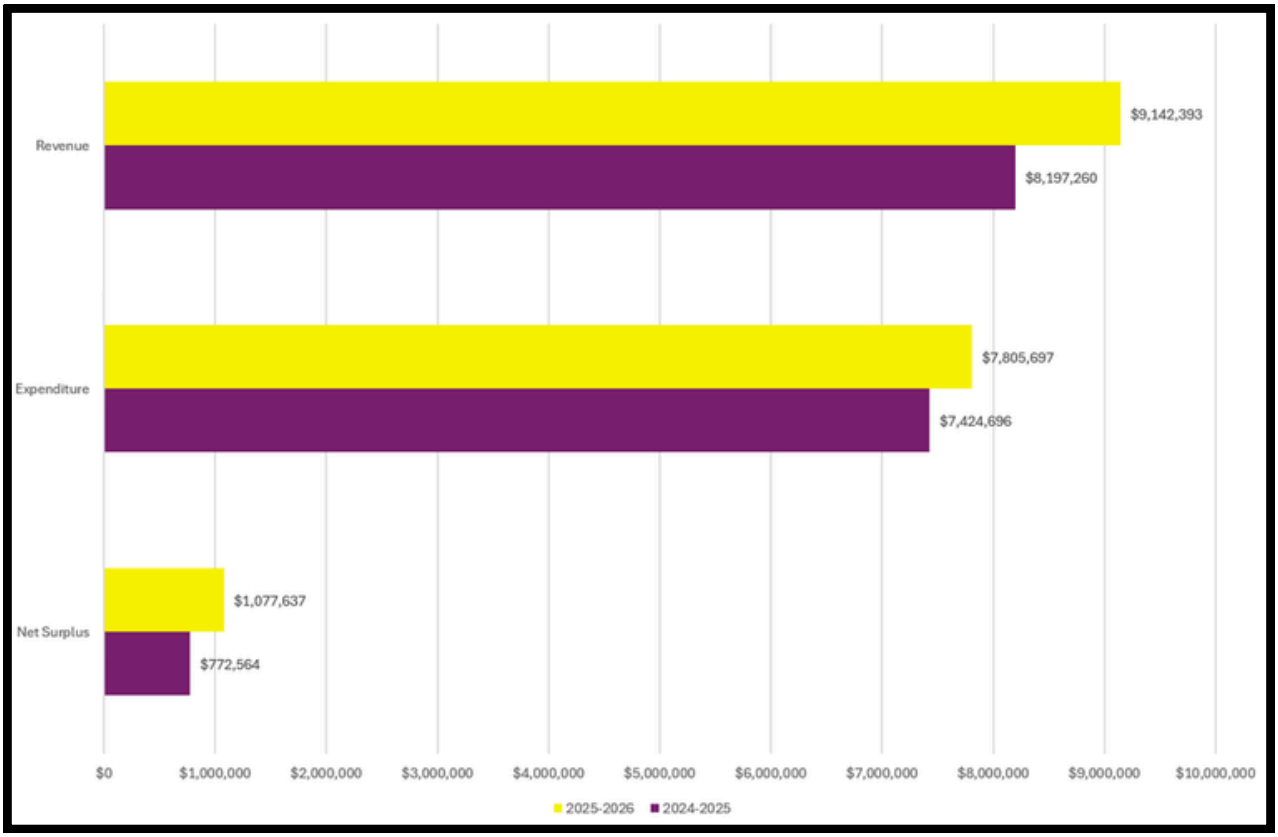
Financial Performance

The organisation achieved an operating surplus of $1,077,637 for the year, representing an improvement on the previous financial year. This result was significantly influenced by a generous donation, which contributed approximately 50% of the overall surplus.

Total revenue increased by 10.34% compared with the prior year. However, when donations are excluded, underlying revenue growth was a more moderate 4.77%, closely aligned with expenditure growth of 4.9%.

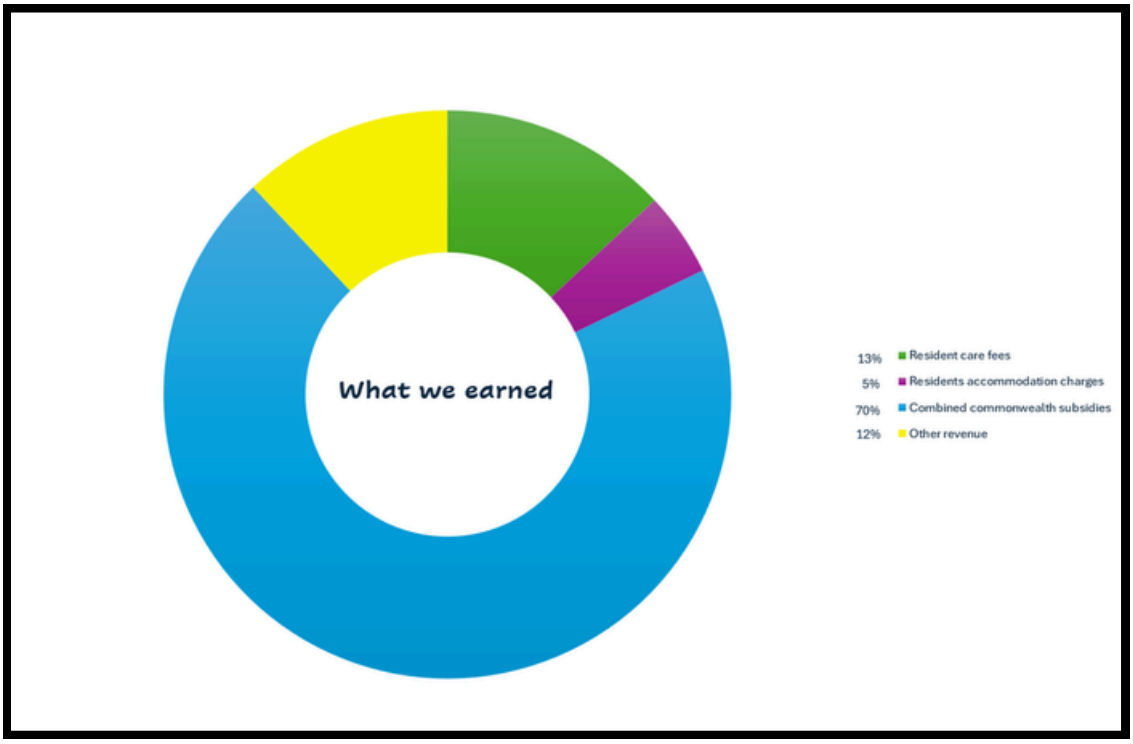
Resident fee income decreased slightly to $1,628,717. In contrast, Commonwealth subsidies increased by 8.8% to $6,417,303 and continue to be the organisation's primary revenue source, accounting for approximately 70% of total revenue.

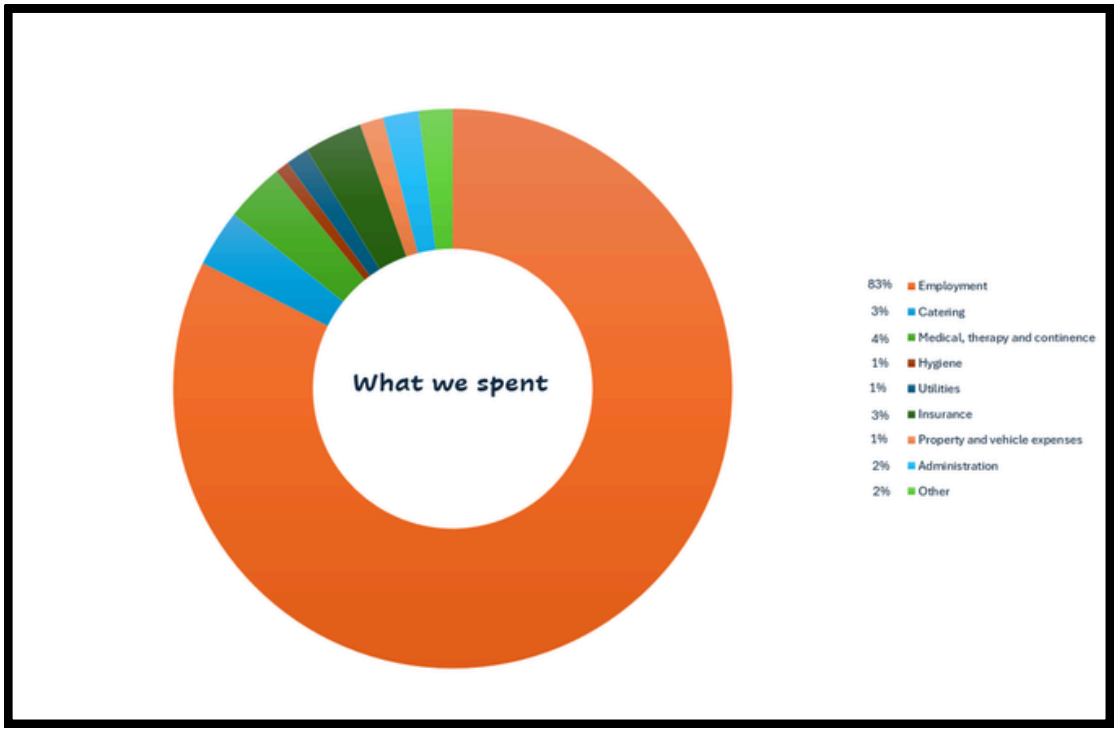
Employment costs remain our largest expenditure category, representing 82% of total operating expenses. This reflects both increased staffing resources and continued investment in employee remuneration. Employment expenses increased by 9.8% compared with the previous financial year, demonstrating our ongoing commitment to supporting our workforce and enhancing the quality of care and services delivered to residents.



Financial Snapshot









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