

ANNUAL REPORT

- 2023 / 2024 -



Melaleuca Home for the Aged Inc.
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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, the 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 small not-for-profit, non-sectarian Aged Care Facility consisting of 48 Beds (Residential Care). We are a "stand alone" community-based organisation that has no financial support from the larger church or other such community groups.

The "concept" of Melaleuca was initiated back in 1974 and finally came to fruition in 1982 as a result of a fund-raising campaign launched by many local services clubs, small business and individuals who pledged their support.

As a community-based organisation, Melaleuca is overseen by a Board of Governance. Members of the Board make up a significant wealth of knowledge, skills and experience in the community.

At Melaleuca we are passionate about both ageing and providing high levels of care for our residents.

We recognise the importance of the family unit and families overall and encourage family participation in all activities and functions.

We also encourage families to be part of Melaleucas solution to providing high levels of care.



Melaleuca uses planned (and often spontaneous) activities along with other Leisure and Lifestyle activities to enhance the quality of life and make the ageing and care process as enjoyable as possible.

We provide further education and refresher training to all staff to ensure that the latest best practice care skills can be used when providing care for our residents.

Melaleuca has a proud history of being advocates for ageing, families and residents in the aged care sector, and we are proud of our heritage and the high standard of care we provide to our residents.



OUR MISSION

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

How it will be achieved

The Mission of Melaleuca will be achieved through:

- The delivery of best practice residential care
- The continued development of positive partnerships with residents, families, staff, management, board and the community;
- The provision of flexible, affordable care options that respond to community needs; and

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



OUR STRATEGIC OBJECTIVES



Sustainability

Development of strategies for capital investment & the continued growth and sustainability of Melaleuca Home for the Aged:

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



Quality

Quality is at the heart of the services we provide across every facet of the organisation – aged care, management, governance, technology, workplace controls & training systems:

- Compliance
- Process & Documentation
- Facilities
- Care



People

The ongoing development of an organisational culture that enhances the delivery of our services through innovation, continuous improvement & a passion for caring:

- Culture
- Staff Levels
- Training & Professional Development



Leadership

Developing the leadership abilities and potential of our team through training, practice & personal growth:

- Good Governance
- Research
- Effective Management
- Recognition as an Industry Leader



Quality

Quality is at the heart of the services we provide across every facet of the organisation – aged care, management, governance, technology, workplace controls & training systems:

- Compliance
- Process & Documentation
- Facilities
- Care



Risk

An understanding of & effective management of organisational risk:

- Good Governance



CHAIRMAN'S REPORT

It is with great pleasure that I present the Chairman's report for the 2024 Melaleuca Home for the Aged Inc's Annual General Meeting.

I believe the home has been very well managed during the year, with the care of our residents the obvious priority. This has happened even though we have had challenges concerning our accreditation. The accreditation issue is about compliance with record keeping processes and general compliance, not the quality of care of our residents. Under the guidance and hard work of our CEO Simone Collins and our new Clinical Care Director Linda Sheehan I am confident full accreditation will be granted shortly.

Staffing of the home is challenging as the aged care sector is seen to be, as is a very challenging environment to work in. We continue to comply with the aged care standards with ongoing recruitment and internal staff training. We strive to make Melaleuca a desirable place to work, and

support our staff in ongoing training and professional development. Our Clinical Care Director Linda Sheehan is to be commended for her work in this area.

Our financial result for the year is a very healthy profit of \$1,011,619 up from a profit of \$388,439 in the 2023 year. The home did receive a donation of \$325,644 which part of this profit. This is however a very pleasing result and now places the home in a very good financial position with a very strong Balance Sheet. We now are in a position to maintain the home to the highest standards and also to undertake the proposed independent living unit development. The result is also due to the competence of our CEO Simone Collins and her team.

I reported in my last report the independent living unit development was well underway. I can report this project is further advanced and we are contemplating to start earthworks later this coming summer. Initially 5 units of the planned 21 units will be constructed on Caroline Street. It is planned that most of the infrastructure for the whole development will also be completed in the initial stage.

As I mentioned in the financial summary, the home received a donation from the Estate of John Lawrence of \$325,644. The Board has decided to invest these funds and utilise the resulting income to fund staff bursaries. These bursaries will provide financial assistance for the recipients to further their qualifications and will be awarded on an annual basis.

I believe together with the professional efforts of our staff and management, the home will become a preferred aged care facility.

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 very well managed by CEO Simone Collins. When you consider the issues faced, the COVID restrictions, the new funding model, the appointment of a new CCD, the development of the new independent living units etc. this all takes time and management. Simone has carried out these

functions with great care and professionalism. Our heartfelt thanks go to Simone for her outstanding work during 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.

I believe together with the professional efforts of our staff and management, the home will become a preferred aged care facility.

I am sure the coming year will provide a new array of challenges. I am very confident we have the resources and professional ability to meet these challenges, and I look forward to another positive year.

Peter



BOARD OF DIRECTORS

President

Peter Vertigan

Vice President

Ken Michell

Treasurer

Terry Travers

Public Officer/Secretary

Simone Collins

Board Members / Directors

Dianne Warren

Frank Atkins

Dianne deBoer

Andrew Groves

Dionne Smith - *Resigned 18/10/2023*

Charles Duff - *Appointed 27/09/2024*

Linda Sheehan - *Appointed 13/05/2024*



CEO REPORT

It's been a successful year for Melaleuca Home in delivering 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.*

Our staff are the central hub of our organisation, and I continue to be in ore of their care and commitment to our residents. Our delivery of quality services is always at the forefront of what we do and is central to all of our decision making.

As our most valuable resource, we continue to invest in our staff. This year we have increased the number of clinical hours on the floor, including our nursing staff and care staff. Our care minutes are well above the Aged Care Commission's recommended minutes as we recognise the importance of quality time between residents and staff. Our staff have continued to undertake training opportunities in a variety of areas to ensure their skills and knowledge are best practice.

At Melaleuca Home we value the partnerships we have with our residents and their families

We have also invested in our facility itself with roof replacement on the west side of the facility. We also upgraded our communal spaces with internal painting on the west and northern sides of the facility ensuring a bright and cheerful space. We also refurbished our mural courtyard with a new gazebo so our residents can enjoy this space all year round – rain, hail or sunshine. Our beloved murals share a pictorial story of our community and Home were all refurbished to ensure they can be enjoyed for many years to come.

At Melaleuca Home we value the partnerships we have with our residents and their families. We know that the only way we can provide the care and support our residents need is through well established relationships that are based on trust, good clear communication and input from all parties. We value the feedback we receive from our residents and families, whether this be informal, completion of resident and family surveys, feedback forms, and meetings. We have an active group of residents who regularly participate in our resident meetings and have input into the things that are important to them, such as menu options, activities, and care preferences.

An important part of our continuous improvement process is reviewing our practices to identify new opportunities. We do this at all levels of the organisation – with our staff, leadership team and governance team. We have introduced a number of new committees and groups this year to review our practices, to ensure care services are person-centered and to focus on particular clinical areas of care.

Our meetings include our Falls Prevention meeting, Person-Centered Care meeting and Quality Advisory Body Group. I would like to take the opportunity to thank those staff, volunteers and allied health providers that are active members of these committees and whose input is invaluable.

I am confident of a strong future for Melaleuca Home so we can continue to deliver the care and support services our residents and community need.

Together, we will ensure our residents receive dignified and respectful care - today, tomorrow and into the future.

Simone





**We are incredibly grateful
for the wonderful, caring
and committed volunteers
we have here.**

We also have our wonderful committee of volunteer Board members as well – Peter, Ken, Terry, Frank, Di, Dianne, Andrew and Geordie. You are all truly appreciated and valued.

All of our valued volunteers at Melaleuca Home are genuinely committed to the well-being of our residents and ensuring their lives are more fulfilling and enjoyable. We are most grateful for all that they contribute to make our Home better, for their time, their knowledge and their experience.

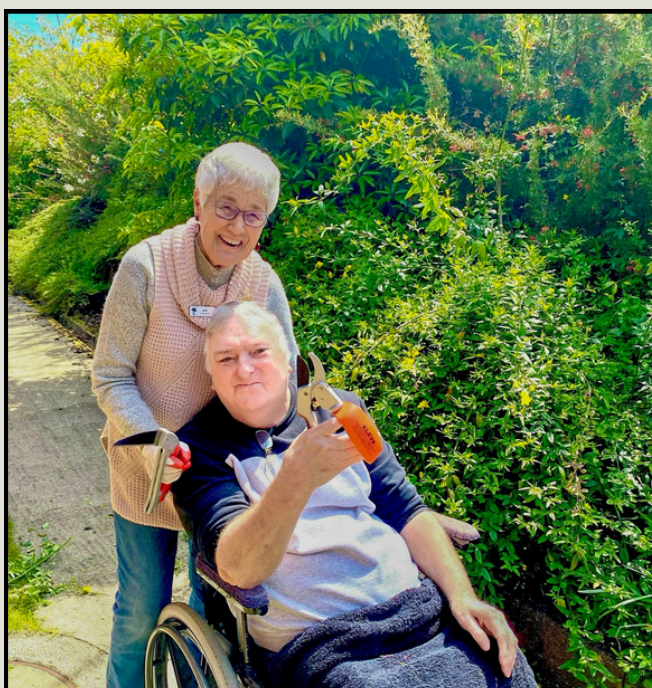
Staff should also be recognised for their voluntary help with resident outings and the donation of raffle prizes.

OUR VOLUNTEERS

At Melaleuca Home we are incredibly grateful for the wonderful, caring and committed volunteers we have here. Whilst our volunteers are small in number, their impact and contribution certainly are not.

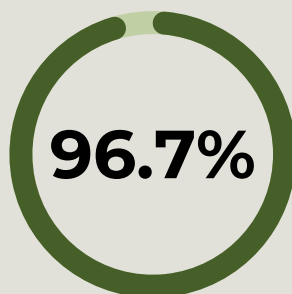
Our Home is a better place because of these amazing people and their vital work deserves recognition and thanks. Together, we are making our Melaleuca world a better Home to live, a better Home to visit, and a better Home to work. So, with that we say a heartfelt thank you to you all – June, Geordie, Julie, Michael, Sylvia, John, Colleen and Judy who provide a lot of joy and support to our residents and staff.

I would also like to say a special thanks to long-standing volunteers Jenny and Ann who have dedicated many years to our Home and this year retired from volunteering.





MELALEUCA HOME SNAPSHOT 2023 - 24



Occupancy = 96.7%
Permanent Admissions = 25
Respite Admissions = 32



Number of Clinical Hours
Provided = 61,483



Value of New Equipment
Purchased = \$56,560



Number of Meals
Prepared = 50,865



Donations
Received = \$325,644

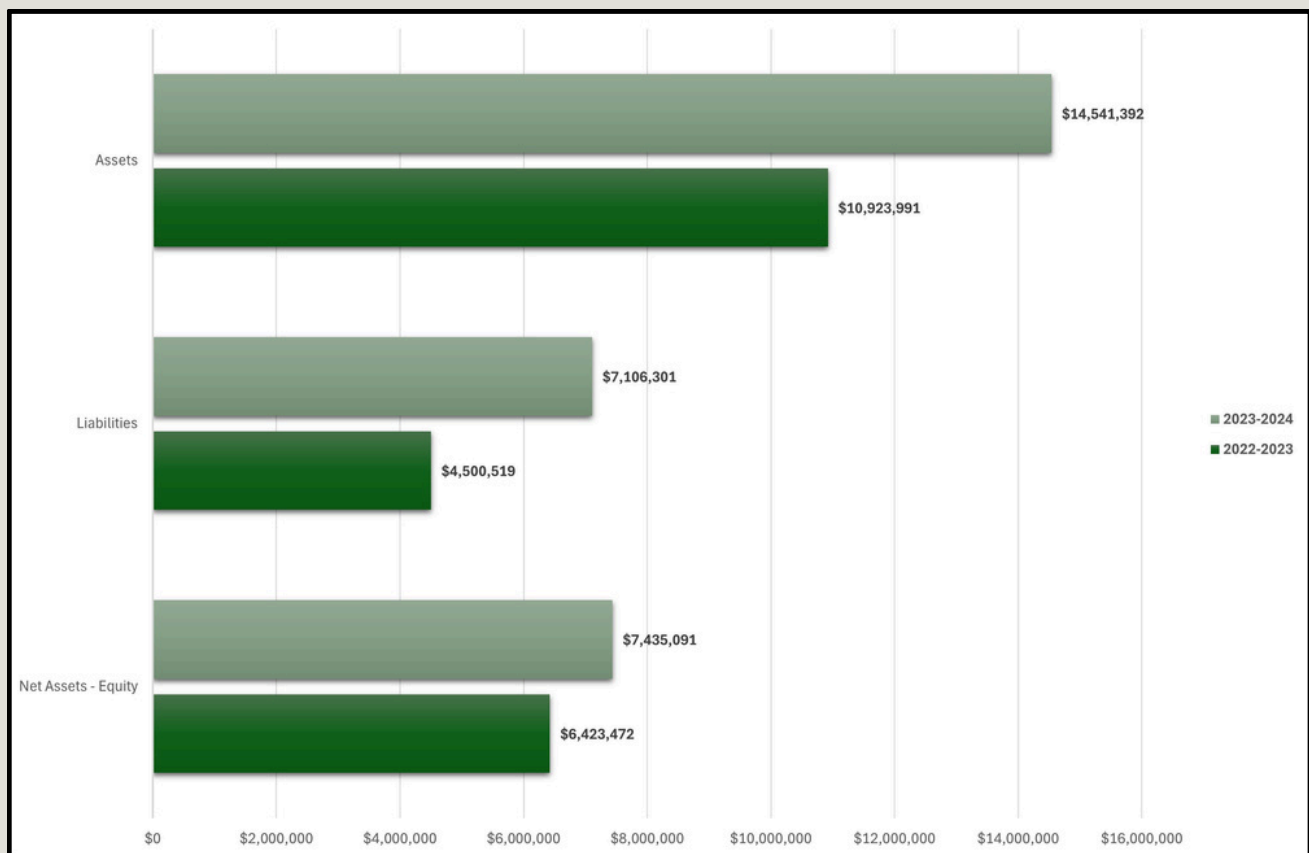


Number of Activities
Undertaken = 1,066

Financial Statement for 2023-2024

Melaleuca Home is a not-for-profit residential care facility committed to continuing its quality care and support services for our local community. Our organisation is in a sound financial position as a result of good financial oversight and strong fiscal management practices. We continue to build on our assets which has resulted in an increase in our equity. It's critical that we achieve a net surplus to ensure we can achieve our activities, continue with investment into our home, to increase our resourcing and for the replacement of assets.

Financial Position

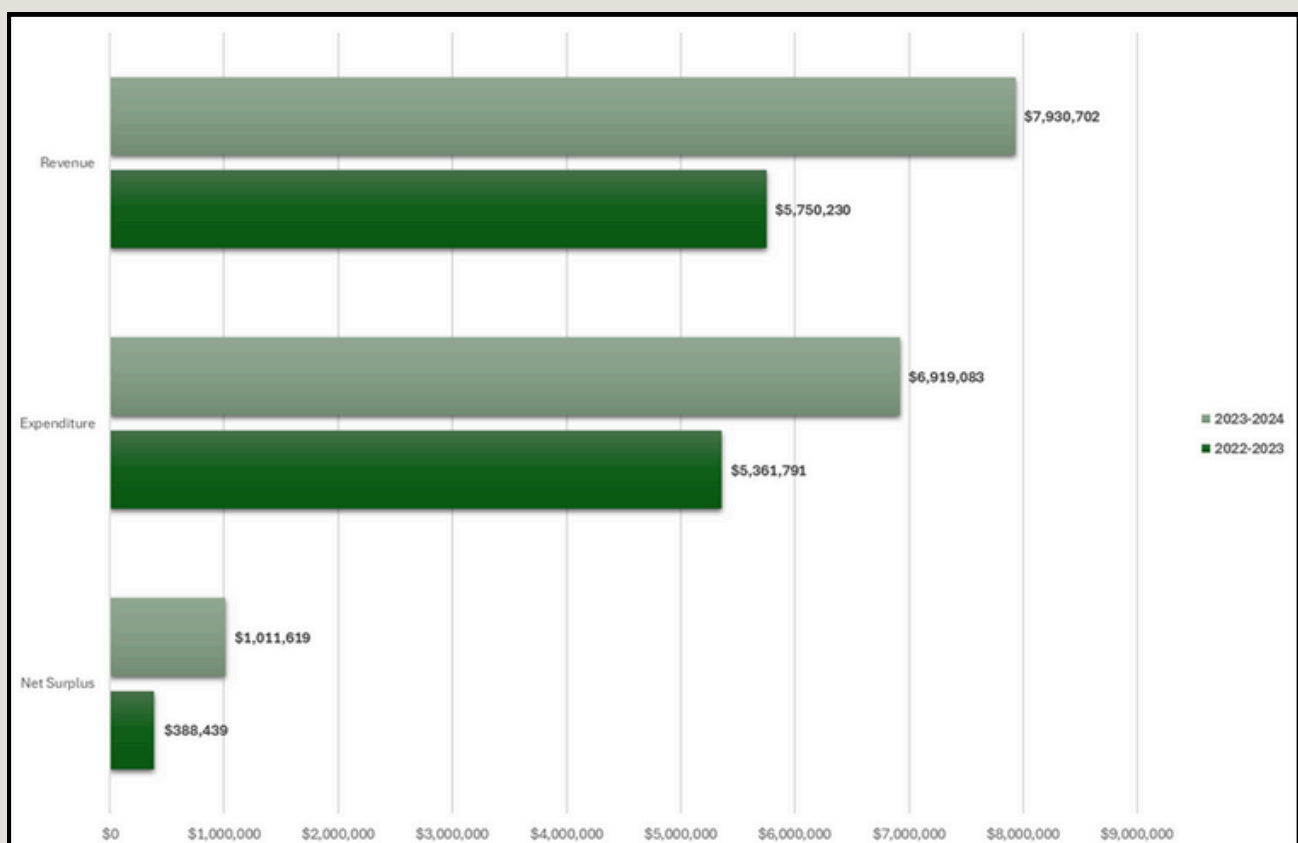


Financial Statement for 2023-2024

Financial Performance

The 2023-2024 financial year has been a successful one for Melaleuca Home, a significant improvement on 2022-2023 and the greatest in Melaleuca Home's history. This has been a result of hard work, improvements to the funding instrument with the introduction of ANACC, the success of grant opportunities, a significant increase in interest received due to the increased number of Refundable Accommodation Deposits held and receipt of a generous donation.

Despite the ongoing challenges faced by the aged care sector and our Home, such as the impacts of COVID-19 and other infections, and nursing shortages, we are committed to achieving our strategic objectives and continue to invest where it matters. Over 77% of our expenditure related to Employment costs; we recognise our staff are our most important asset and investment is critical to ensure staff retention and high levels of skill sets.

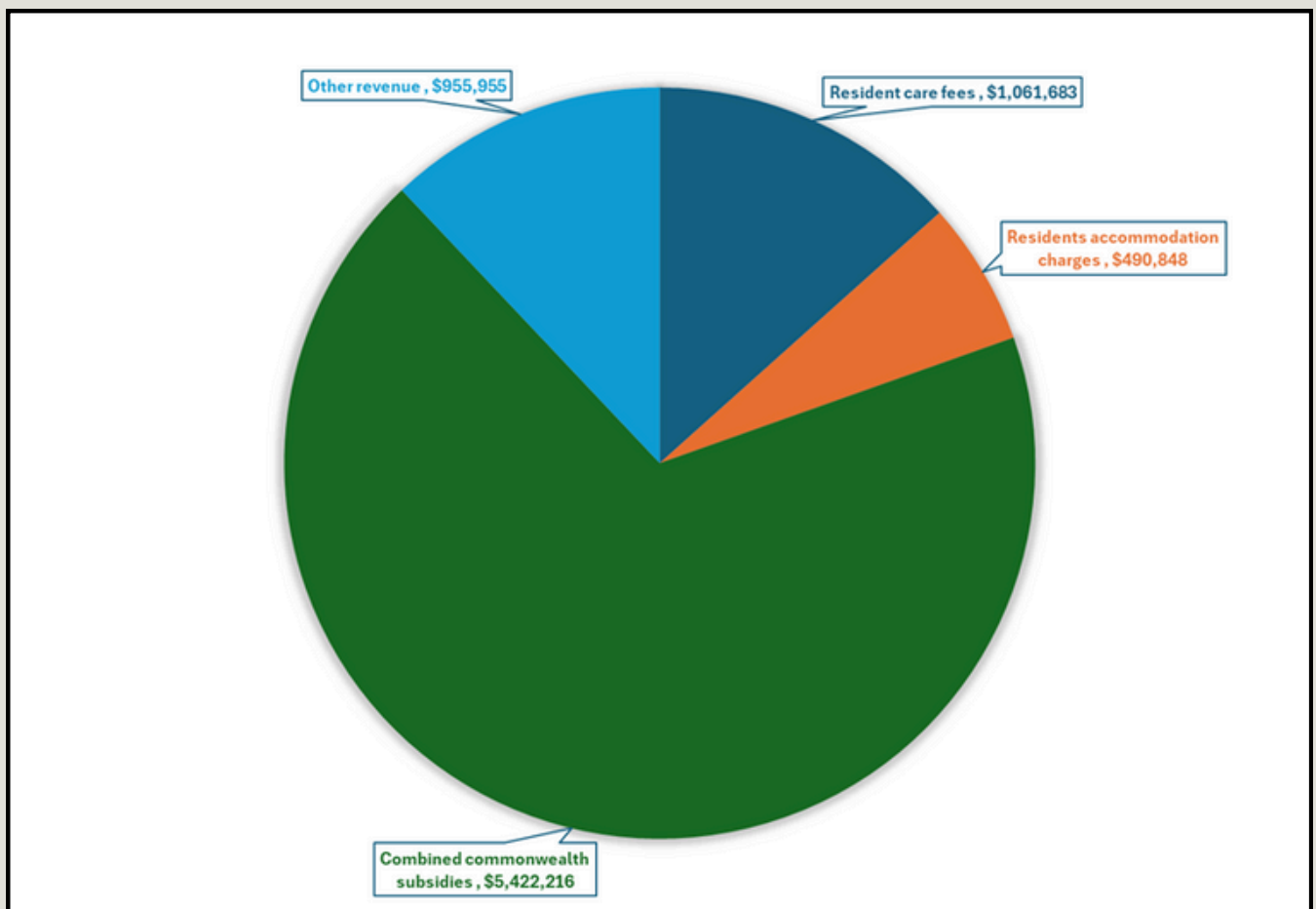


Financial Statement for 2023-2024

Sources of Revenue

Over 68% of our income is sourced from Commonwealth Government subsidies. This means that we don't have a lot of control over our income, other than our occupancy rates, as the Department of Health and Aged Care set the schedule of fees and charges for residential care. Other revenue is predominately made up of donations, interest received, grants and reimbursements.

As part of our strategic planning process, the organisation continues to look at options to diversify our revenue, so we are less reliant of Commonwealth subsidies.





Melaleuca Home for the Aged Inc.