

Melaleuca
Home For the
Aged Inc



2024/2025 ANNUAL REPORT

ABN: 11 358 382 701

03 6427 9131



www.melaleuca.org.au



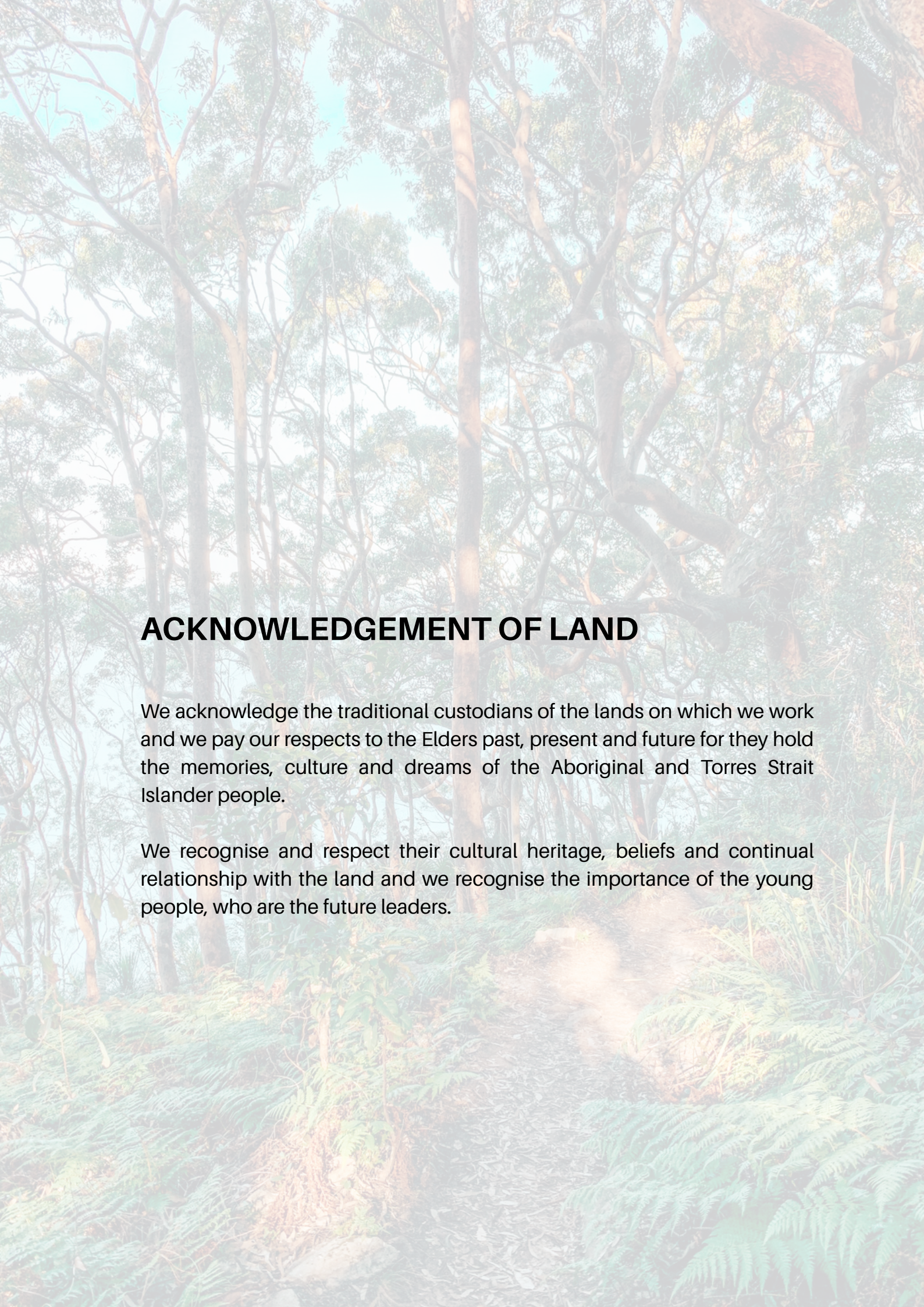
admin@melaleuca.org



73 Mary Street, East Devonport



TAS 7307



ACKNOWLEDGEMENT OF LAND

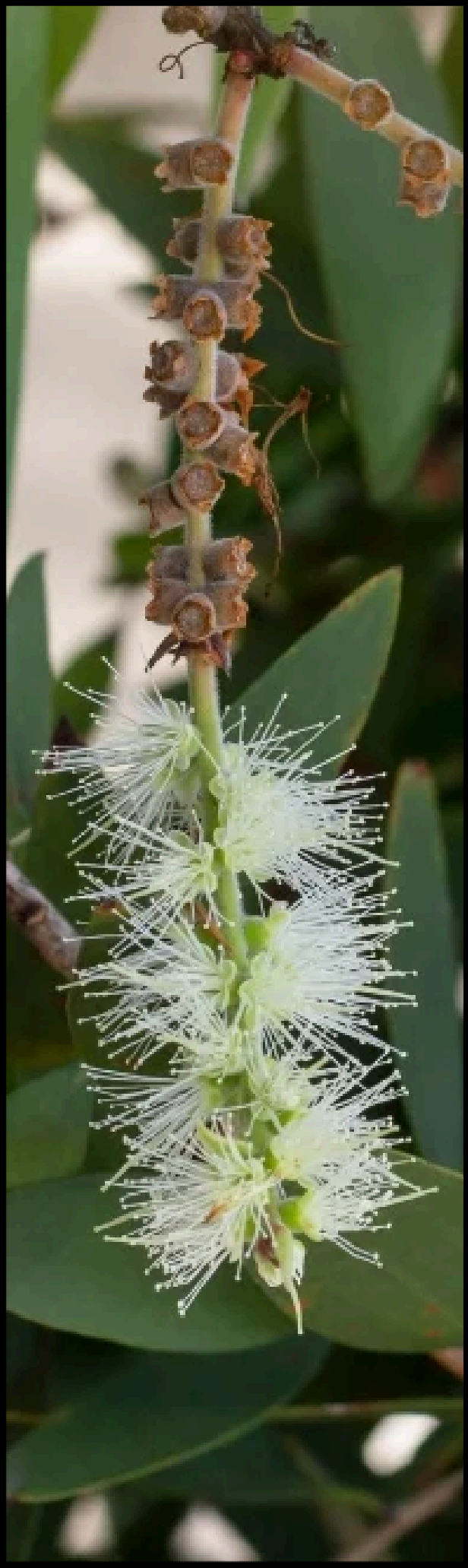
We acknowledge the traditional custodians of the lands on which we work and we pay our respects to the Elders past, present and future for they hold the memories, culture and dreams of the Aboriginal and Torres Strait Islander people.

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 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 businesses 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 Melaleuca’s solution to provide 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 the ageing, families and residents in the aged care sector, and we are proud of our heritage and the high standard of care we provide for 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:

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

Chairman's Report



It is with great pleasure that I present the Chairman's report for the 2025 Melaleuca Home for the Aged Inc's Annual General Meeting.

The face of aged care is certainly changing - it is now no longer a preferred long-term living option but rather a shorter, near end-of-life arrangement when the medical system and families can no longer manage their aging relatives. Hence the stay for most residents is shorter, which requires more work for our administrative team and our nursing and care staff. Our palliative care beds are constantly full.

As I reported in my last annual report, the management of an aged care facility is certainly a challenge. We were successful in completing our accreditation in September this year which applies until January 2026. Accreditation issues for us were more about record keeping processes and not about the quality care we provide for our residents. Our staff have put a lot of work into accreditation, and we now have the systems in place for ongoing compliance.

The new Aged Care Act will commence on 1 November 2025. This act aims to ensure that people who access aged care services funded by the

Australian Government are treated with respect and have the quality of life they deserve. Our management team has been working very hard to update our systems and reporting processes to ensure we comply with the very extensive requirements of the new Act. The new requirements are extensive and have involved a great deal of work to ensure our ongoing compliance. I am very confident that come 1 November 2025 our internal systems will be up to scratch.

The planning for our independent living units is well advanced. Hopefully construction on the first four units will commence before Christmas. The first stage will now be accessed off Mary Street rather than off Stephen Street as originally planned. Our architect, Garth Murphy has done a lot of work to get the plans right and has made many changes and upgrades to the plans to ensure an optimum result for the home. We do have building approval from the Devonport City Council.

Once again, the home has had a very healthy profit from operations for the last financial year. The profit of \$772,564 for the year, together with the good results of recent years has placed us in an excellent financial position and provides us with reserves to meet future

financial commitments. To comply with the new Act mentioned above, the home must invest in new systems to enhance compliance and reporting. The home is also aging and as such monies will have to be spent to maintain and upgrade our rooms and our equipment. Given the changing of our resident demographic mentioned above, hoists will soon be needed in probably all rooms to assist of staff in their daily routines. Other equipment to make life easier and more comfortable for our residents will need to be purchased. The initial stage of the independent living unit development will also be funded from accumulated reserves. Fortunately, our financial reserves will cover these and other ongoing capital expenditure requirements. The management of our finances has been very well managed by our CEO, Simone Collins and her team.

A great year as we have just had does not happen without the input from our experienced and hard-working 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. Our kitchen staff have continually updated their offerings to maintain a

high standard of meals. 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, kitchen workers, care staff and all 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. 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

Frank Atkins - Resigned 25/07/2024

CEO Report



I am pleased to present the CEO Report for 2025.

Melaleuca Home has had a successful year, achieving 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. This mission drives our team's focus on delivering person-centred care to ensure the individual needs and preferences of residents are met and their decisions respected.

At Melaleuca Home, consultation with residents and families continues to remain an important part of our care and support processes. We actively engage with our residents and families to see how happy they are with the care they receive and listen to new ideas and suggestions for our Home. Through strong partnerships we will continue to improve and importantly, deliver.

Melaleuca Home is focused on delivering safe, effective and integrated clinical care ensuring the best outcomes for residents. During the year we have continued to develop an active lifestyle program to ensure resident connections, not just within our Home but within our local community. Our food and nutrition program continues to evolve with the input of our residents, cooks and dieticians.

We are working hard to ensure our food is nutritious, tasty and safe, with a focus on providing choices and a positive dining experience.

We have made significant investments in the past twelve months to ensure quality and comfort care for residents, to support our staff and to support a sustainable future for Melaleuca Home. To name a few, we have installed solar panels, built a retaining wall garden bed on the northern side of the facility, purchased new equipment including beds and mattresses, clinical equipment and new activities for residents such as a pool table and new outdoor settings. We have also implemented a new electronic clinical management system and we have increased our staffing resources with more nursing and care staff on the floor. We have consistently achieved our care minute targets and are often above these targets.

Our staff remain our most valuable resource. They are compassionate and committed care givers who demonstrate kindness every day to ensure our residents feel valued and respected. All staff, regardless of their role play an integral part in the lives of our residents. So, thank you for caring, thank you for making a difference and thank you for being you; you truly are appreciated.

Our staff remain our most valuable resource. They are compassionate and committed care givers.

We are constantly working on ensuring we not only have sufficient staffing levels, but staff are quality trained in diverse areas to meet the growing needs of residents. We have implemented a new Bursary Fund in honour of our former CEO John Lawrence. John had a passion for staff education, and this fund creates a wonderful opportunity for staff to upskill and further develop their qualifications and learning. This year we are supporting three of our staff with their nursing qualifications; an ECA is undertaking their Enrolled Nursing and two of our Enrolled Nurses are undertaking their Bachelor of Nursing qualification to become Registered Nurses.

Our continued investments in people, processes and systems have improved our sustainability of earnings and reduced risk. There is no doubt there are many challenges ahead as we navigate our way through the aged care reforms with the incoming Aged Care Act, regulatory changes and financial sustainability from November 1, 2025.

We look forward to continuing our journey in this new era of aged care and responding to the needs of our residents with dignified and respectful care and support.

Simone



Our Volunteers



Volunteering holds significant value for both individuals and communities and that is certainly the case here at Melaleuca Home. Our team of volunteers offer social, personal, and health benefits while contributing to the well-being and strength of our Home.

Our volunteers offer their services in several ways, whether it's connecting with our residents through activities and conversation, assisting in our services area or being a member of our Board of Governance. Whatever their role, each individual volunteer is critical to our success, and we could not operate without their valuable contributions.

As such, we would like to say a heartfelt thanks to every one of our volunteers who continue to give up their time to help others, and to make our Home a better place for our residents, our staff and our local community.

Our Volunteer Team

Our volunteer team is made up of June, Geordie, John, Sylvia, Jorden, Michael, Judy, Colleen, Robin and Jeanna. They each bring a variety of strengths, values and skills to our team, supporting our leisure and lifestyle program and our services area. The value of one's presence can never be underestimated; sharing stories and conversations,

building trust and connections are vital to the health and wellbeing of all individuals, our residents and staff. Acknowledgement and thanks also to our staff, many of whom donate their time to our residents and the Home and financially contribute prizes and donations to our raffles.

Our Board of Governance Team

Our Board of Governance team is made up of volunteers with a wealth of skills, knowledge and experience that enrich our organisation, ensuring we are meeting our responsibilities as a governing body and are delivering safe and quality care and service. Thank you to Peter (President), Ken (Vice-President), Terry (Treasurer), Dianne, Di, Andrew and Geordie for your ongoing commitment, support and time. Acknowledgement and thanks to Frank who after fifteen years on our board retired in July 2024. Frank always brought a sense of warmth and respect to the board, advocating for our residents and their wellbeing.

Snapshot 2024 - 2025



98.2%

Occupancy = 98.2%
Permanent Admissions = 34
Respite Admissions = 10



Number of Meals
Prepared = 52,560



Number of Clinical Hours
Provided = 67,125



Donations
Received = \$22,888



Value of New Equipment
Purchased = \$62,220



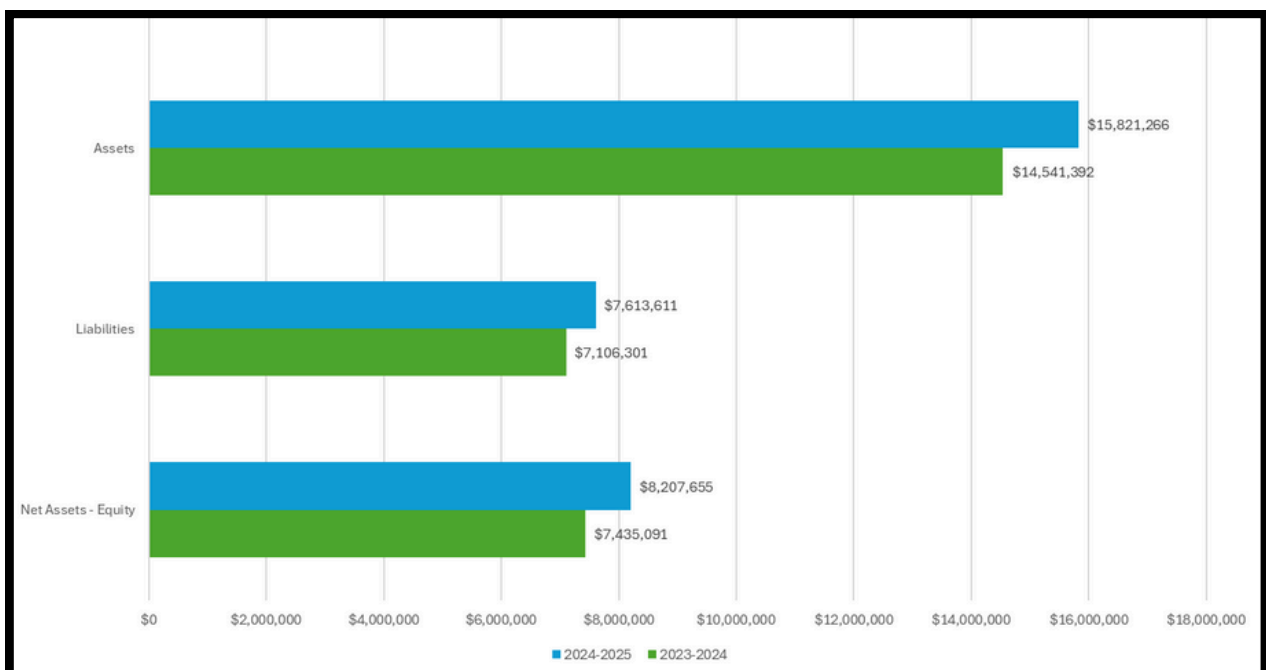
Number of Activities
Undertaken = 1,066

Financial Statement



The financial health of Melaleuca Home for the Aged Inc. remains strong at the end of the 2024-2025 financial year. We have seen continued growth in our total equity; with total assets at \$15,821,266, an increase of 8% from the previous year and total liabilities at \$7,613,611, an increase of 6%. This result is a combination of strong financial management and good fiscal policy. This increased value in Melaleuca Home gives a clear picture of our financial standing and will assist in our decision making for any future projects.

Financial Position

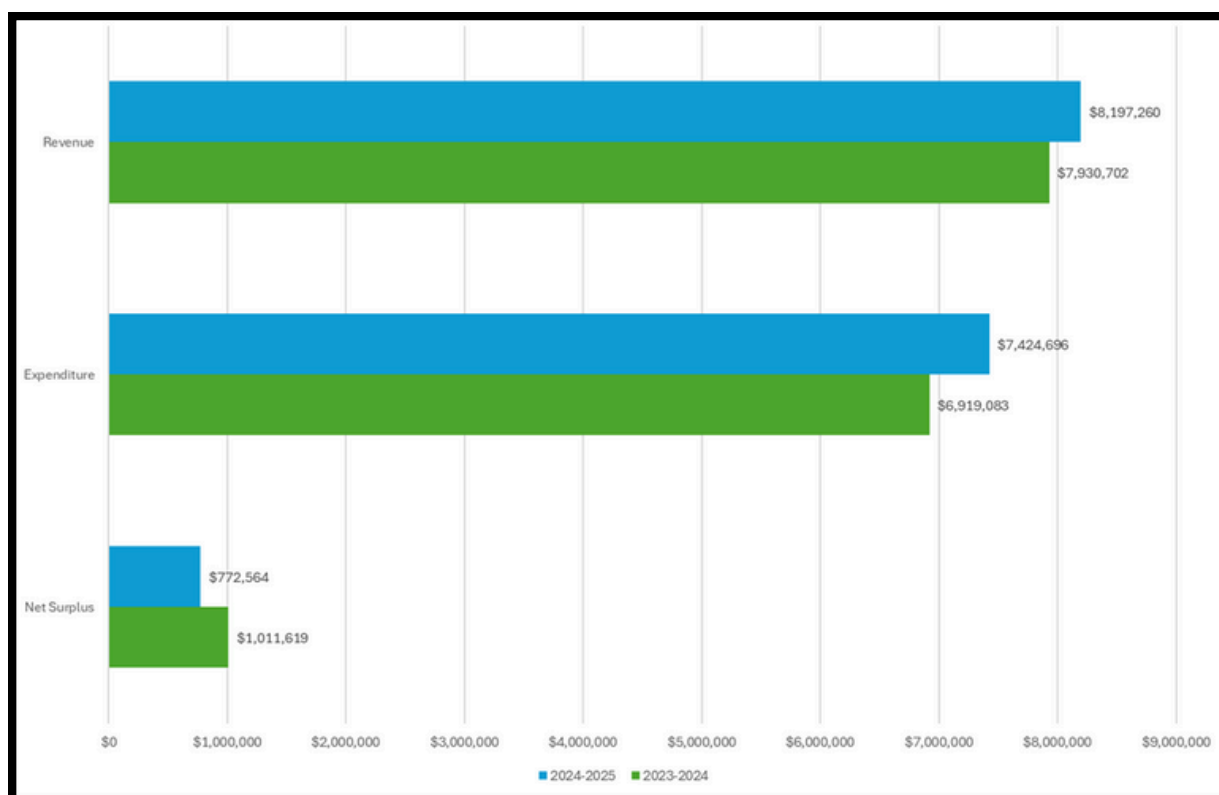


Financial Performance

Melaleuca Home's operating result was a surplus of \$772,564. Whilst a decrease on our previous financial year, it is still an extremely pleasing result given the ongoing challenges within the aged care sector and uncertainties around legislative changes.

Revenue increased by 3.25% and expenditure by 6.8% from the 2024 financial year. Resident care fees increased by 12% to \$1,208,940 with occupancy levels this year at 98% which is well above the sector average (90.2%). Commonwealth subsidies also increased by 7.4% to \$5,853,280 which is 71% of our total revenue.

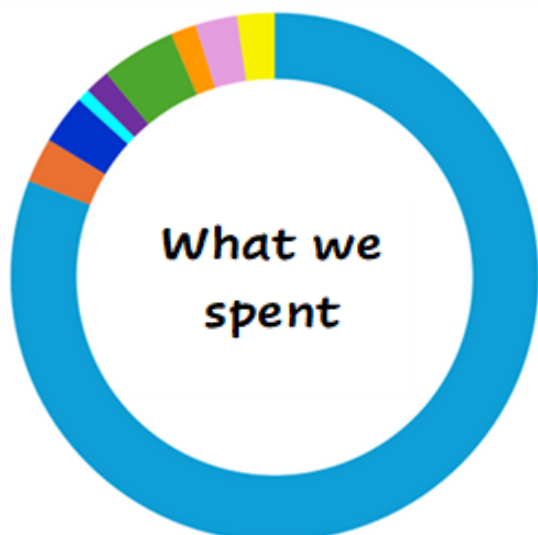
Our Employment costs continue to be our greatest expense at 81% of our total expenditure reflecting additional resourcing in staffing and significant investment in wages for all staffing positions. This is an increase of 11% on employment expenses from the previous financial year and reflects our commitment to investing in our people and enhancing our service delivery.



Financial Snapshot



- 15% ■ Resident care fees
- 6% ■ Residents accommodation charges
- 71% ■ Combined commonwealth subsidies
- 8% ■ Other revenue



- 81% ■ Employment
- 3% ■ Catering
- 3% ■ Medical, therapy and continence
- 1% ■ Hygiene
- 1% ■ Utilities
- 5% ■ Insurance
- 2% ■ Property and vehicle expenses
- 2% ■ Administration
- 2% ■ Other



Melaleuca Home for the Aged Inc.