

Bowen Old People's Home Society Annual General Meeting 2018



Twilight photography of new building – Handover date 12.10.2018

17 OCTOBER 2018



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

Elected Board Members 2017 – 2018

Chairman:	Gary Martin
Vice-Chairman:	Tony Cameron
Secretary:	Christine Coventry
Treasurer:	Ross Meier
Directors:	Ruth Morton
	Brian (Barney) Menzies
	Leanne Born
	Adrian Tilney
	Kevin Baxter
	Trudi-Ann Trenow
	Dr Michael Reinke



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

AGENDA – Annual General Meeting
Wednesday 17 October 2018 | 7:30pm | Day Therapy Centre

Welcome:

Apologies: Gary Martin, Tony Cameron, Ruth Morton

Minutes of last AGM 18 October 2017

Business arising from minutes:

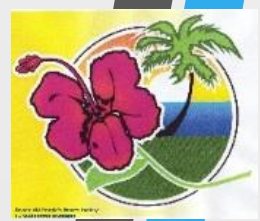
Chief Executive Officers Report:	Greg Pollard
Director of Nursing Report:	Megan Murray
Treasurer's report:	Ross Meier
Election of Officer Bearers:	Chairman
	Deputy Chairman
	Secretary
	Treasurer
	Board members

Appointment of auditor:

General Business:

PowerPoint Presentation.

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 Day Therapy Centre on Wednesday 18 October 2017 Meeting opened at 7:30pm

The meeting was opened by Chairman, Gary Martin. Gary welcomed all members and thanked everyone for attending.

Present: Gary Martin, Greg Pollard, Megan Murray, Ruth Morton, Trudi-Ann Trenow, Ross Meier, Barney Menzies, Adrian Tilney, Christine Coventry, Kevin Baxter, Leanne Born, Jack Webster, Egon Kustos, Margaret Vincent, Daryl Tuttle, Beryl Adcock, Shelley Tait, Elsie Ellis, Toy Cook, Sheryl Maltby, Stephen Darwen, Bernadette Martin & Kim Pollard.

Apologies: Tony Cameron, Dr Michael Reinke & Eric Neale

Minutes of the Previous AGM: Moved by Daryl Tuttle. Seconded by Beryl Adcock. All in Favour.
There was no business arising from the minutes.

Chairman, Gary Martin presented his report.

Gary discussed the devastating event of Cyclone Debbie. We enacted our disaster management plan which was to include 41 residents to be evacuated to Mackay. When the time came only 12 residents were taken to Mackay and we were told that would have to look after ourselves. They were not evacuating our 47 residents as first proposed. We had a backup plan to evacuate our residents to the State School. On the eve of the cyclone, State Disaster excluded our residents from the State School. Gary Martin immediately telephoned Mayor Andrew Brunner, who in turn made some phone calls to government officials. Within the hour, Mayor Andrew Willcox arranged for the local Police to deliver the keys to the State School to CEO Greg Pollard for the evacuation of our residents. Since then, the exclusion has been lifted and our mobile residents are able to shelter at the Bowen State High School. Once our new build is complete in October 2018 we will have the capacity to shelter most of our residents in place. The new build is to be cyclone rated. A lot has been learnt from this event.

Gary Martin presented Treasurer Ross Meier with a Commonwealth Bank Certificate of Appreciation which has been awarded to our Treasurer Ross Meier. Ross is held in very high esteem is certainly a worthy recipient of this award.

Chief Executive Officer, Greg Pollard presented his report.

Director of Nursing, Megan Murray presented her report.

Treasurer, Ross Meier presented his report.

Chairman, Chief Executive Officer, Director of Nursing and Treasurer Reports: Moved by Sheryl Maltby. Seconded Toy Cook. All in favour.

There was no business arising from the reports.



ELECTION OF OFFICE BEARERS:

Gary acknowledges and appreciates the continued support of Stephen Darwen. Chair was then vacated by Gary Martin. Stephen Darwen was invited to chair the meeting. Stephen Darwen congratulates the Board for a strong 2016/2017 result. Nominations for all positions were called from the floor.

Chairman: Nominee is Gary Martin.
Nominated by Christine Coventry. Seconded by Trudi-Ann Trenow.
There being no other nominations, Gary Martin was declared Chairman for 2017/2018.

Deputy Chairman: Nominee is Tony Cameron.
Nominated by Greg Pollard. Seconded by Gary Martin.
There being no other nominations, Tony Cameron was declared as Deputy Chairman for 2017/2018.

Secretary: Nominee is Christine Coventry.
Nominated by Ruth Morton. Seconded by Leanne Born.
There being no other nominations, Christine Coventry was declared as Secretary for 2017/2018.

Treasurer: Nominee is Ross Meier.
Nominated by Megan Murray. Seconded by Barney Menzies.
There being no other nominations, Ross Meier was declared as Treasurer for 2017/2018.

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

The following nominations were received:

	NOMINEE	NOMINATED	SECONDED
1	Kevin Baxter	Leanne Born	Ruth Morton
2	Adrian Tilney	Barney Menzies	Trudi-Ann Trenow
3	Barney Menzies	Trudi-Ann Trenow	Dr Michael Reinke
4	Trudi-Ann Trenow	Dr Michael Reinke	Kevin Baxter
5	Leanne Born	Ruth Morton	Christine Coventry
6	Ruth Morton	Christine Coventry	Ross Meier
7	Dr. Michael Reinke	Kevin Baxter	Leanne Born

There being no other nominations, all positions were declared filled for 2017/2018. Stephen Darwen congratulates all Board members. Gary thanked Stephen Darwen.

APPOINTMENT OF AUDITOR FOR 2017 / 2018 FINANCIAL YEAR:

Auditor: Rekenen Pty Ltd (formally Fahey & Ponti)



GENERAL BUSINESS:

Gary Martin thanks all Board members, executive staff and financial members for their support continuously during the years.

Ross Meier congratulates Gary Martin and advises that without the hard work and dedication of Gary Marth the Board would be a shadow if what it is today.

CHAIRMAN DECLARED ANNUAL GENERAL MEETING CLOSED AT 8:15 PM.

Chief Executive Officer Annual General Meeting 17th October 2018

Thank you for your attendance this evening and for your ongoing support of Murroona Gardens.

The 2017/18 year has proven to be another challenging and rewarding one for the Management team at Murroona Gardens.

Civil works commenced in November 2017 on our stage 2 building project and construction was completed late September 2018. The construction of our new 32 bed high-care building is by far the largest project ever undertaken by the Board of Murroona Gardens. This state-of-the-art building offers unprecedented levels of comfort, facilities and space for our residents. Feedback to date from families, staff and residents has been overwhelmingly positive with many residents commenting that the new wings are “more like a resort than a Nursing Home”. Relocation of residents into the new wings, named Orchid and Frangipani commenced on Monday 15th October with all relocations and new admissions planned to be completed by Friday 19th October.

I must acknowledge all members of the Murroona Gardens Board, in particular Chairman Gary Martin and Secretary Christine Coventry for their perseverance, commitment and unwavering dedication to the stage 2 project. This major development was first discussed in 2013 and has since required an inordinate amount of time to review and refine the building plans, design layout and quality finish of the building. The attention to detail and quality of the final product bears testament to the Boards planning, vision and goal of providing a purpose-built high-care Nursing Home that will meet the needs of the Bowen community for decades to come.

In excess of 100 Bowen locals took the opportunity to walk through the new building during our open day on Friday 12th October. In all cases, the feedback and praise from all that attended was excellent.

In addition to the new building, the Board gave approval to the installation of a new internal communication system named “Vocera” and upgrade of the “Questek” Nurse Call bell system to a new “Advanced” Call Bell system. Both upgrades were completed across the entire Nursing Home and Hostel facilities and provide much improved levels of communication between our residents and staff.

Another major improvement implemented as part of the stage 2 development was the installation and commissioning of a second-hand 550 KVA generator. This generator has enough sizing and capacity to power the entire facility and will cut-in automatically in the event of a power failure.

Our new purpose-built maintenance shed is now complete and provides dedicated storage areas for our equipment, document storage and supplies. A new 38 kw solar system was installed on the maintenance shed and the adjoining activities shed. This new solar system has a pay-back period of five years and will make a substantial difference to our large monthly power bills.


A further improvement implemented as part of the stage 2 project was the fitting of a protective film over every window and door in the new building. In addition, the buildings central core has stainless steel bolts around each window and door which can be fitted with astro-guard, a very strong, synthetic fabric capable of withstanding winds up to 300 kms/hour. These additional safety features will allow our 90 residents and staff to “shelter in place” in case we have future weather events such as cyclone Debbie.

At a recent Accreditation audit completed in early September 2018, a significant number of residents were interviewed by three independent auditors from the Aged Care Quality Agency to gauge the 'consumer experience' at Murroona Gardens.

The feedback from 100 per cent of the residents interviewed was overwhelmingly positive and the consumer experience is resoundingly a happy one. This continues the proud tradition of our facility passing every announced and unannounced accreditation visit since audits were first introduced in 2000. Our Clinical, Diversional Therapy, Maintenance, Allied Health, Administration and Catering staff are to be commended on this outstanding outcome.

It would be remiss of me not to acknowledge the wonderful support of our volunteers who willingly donate their time to improve the quality of life of our residents. A luncheon was held on 10th October which was attended by 23 volunteers, 3 Board members, Director of Nursing and myself. A sincere thank you is extended to our volunteers including all Board members for their unwavering support, dedication and contribution to Murroona Gardens.

The support of the Board and the entire team at Murroona Gardens is appreciated and I would like to take this opportunity to pass on my sincere thanks and appreciation to all concerned. I look forward to working with the Board, stakeholders, financial members, staff and the residents to ensure another successful year.




Greg Pollard
Chief Executive Officer
17 October 2018

Director of Nursing Annual General Meeting 17th October 2018

I am very happy to report that Murroona Garden's strong reputation in the community as a Residential Care, Home Care and Independent Living provider of choice continues to grow. This is evident from the continued strong demand and enquiries for our accommodation and services, which frequently exceed the number of places we have on offer at any given time.

The Murroona Gardens Mission Statement identifies one of our goals as being "recognised for delivering the highest quality of care." In September this year Murroona Gardens underwent the Quality Agency re-accreditation audit of the 4 standards covering management systems, health and personal care, resident lifestyle and the physical environment. In addition to the standards there are 44 expected outcomes which were met with no additional comments or recommendations achieving 3 years accreditation. At this re-accreditation audit a significant number of our residents were interviewed by auditors to gauge the 'consumer experience' here at Murroona Gardens. The feedback from 100% of the residents interviewed was overwhelmingly positive and the consumer experience is resoundingly a 'happy one'.

These visits by the Quality Agency although sometimes a stressful experience, provide an opportunity for staff to showcase the innovative continuous improvement strategies here at Murroona Gardens. We continually review our processes and practices and look at new opportunities to improve our services. During the agency visit the feedback from all three assessors was extremely positive. They identified that we have good systems within the facility to manage resident clinical care. They were very impressed by the staff attitude and relationships they have with our residents. They commented on the food served to the residents, with one auditor ordering a blended meal to try for her lunch. She happily reported that it was delicious and very well presented.



Given the current media focus on the problems within the Aged Care Sector we take heart with these positive results at our facility. The board, management and staff at Murroona Gardens continually work towards improving standards across the organisation in order to provide residents with the highest possible level of care and living standards.

Monitoring performance comes through a range of activities. Key amongst them is the Murroona Gardens Audit Schedule which includes:

- Comprehensive audits of the clinical and medication systems
- Safety audits of the environment
- Food Safety audits
- Consumer Experience Surveys
- Meal and Dining Experience Surveys

Selected areas of our work are benchmarked against other aged care services using an external consultancy- Quality Performance Systems (QPS). The QPS Framework provides the quality team with the tools to understand our current performance and drive improvement and efficiency throughout our entire organisation.

Complementing these elements of our quality systems are regular performance appraisals and competency assessments for staff. A training schedule ensures that staff are up-to-date with current information and equipped to do their work well. Staff regularly undertake training modules pertaining to resident care, safety and lifestyle.

A number of training modules are compulsory for all staff and these include:

- Elder Abuse
- Fire & Emergency
- Bullying & Harassment
- Infection Control
- Safe Food Handling

We are very fortunate in the calibre and quality of the staff we employ, their care, compassion and dedication is what makes Murroona Gardens a special place for residents, their families and the many visitors who pass through our doors. Staff that go “above and beyond” their usual role and work responsibilities are acknowledged through our Employee of the Month Award. This year we are seeking input and nominations for Employee of the Month at our monthly Resident Meetings encouraging the residents to recognise the staff members who make a difference for them.

We have experienced continual change in the nursing team over this past year and staffing remains a consistent challenge for us. There is no doubt that our greatest ongoing challenge will be recruiting appropriately trained staff and professionals. Recently we have welcomed a number of new registered nurses, enrolled nurses and care staff. We hope that they choose to stay with us and contribute to our care team during their Murroona Gardens journey. It is a high priority for us to retain and recruit clinical staff that are a good fit for the organisation and who assist in contributing to a positive culture of safe care ensuring our residents enjoy quality of life.

We have facilitated and hosted many student experiences this year. Working closely with Bowen State High School to facilitate work experience opportunities for a number of students, leading to two students expressing interest in commencing traineeships with us this term.

We are hopeful that these two students prove as successful as our previous trainees who on completion of their certificates continued employment at Murroona Gardens. Nursing students from James Cook University, Central Queensland University, TAFE, and Registered Training Organisations continue to gain experience in Aged Care at Murroona Gardens. This also provides us with the opportunity for future recruitment.

There have been lots of new residents joining our community in 2018, many with a high and complex care acuity level. Staff have consistently provided quality and compassionate care to residents and continue to work positively within their teams. They also support many of the families and loved ones of our residents on a daily basis. We utilise external Allied Health providers to enable our residents access to Physiotherapy, Podiatry, Dietician and Speech Therapy Services.

This week we have experienced many changes across the facility with 29 residents moving from Jacaranda, Banksia and Wattle Wings across to Frangipani and Orchid Wings. This move has been much anticipated by both residents and staff. Despite our planning for this transition it has been a complex task and many systems needed to be reviewed, documentation processes amended, and staff provided with education to ensure a high standard of service was in place, consistent with our Murroona Gardens standards and reputation.

A total of nine residents have moved into Jacaranda Wing. Here at Murroona Gardens Community we recognise the growing need for specialist accommodation and care for residents living with a dementia diagnosis. Our two Memory Support Units- Hibiscus and Jacaranda are designed to ensure resident safety and provide a range of dementia specific leisure and wellbeing activities. All residents are accommodated in private single rooms with ensuite. They also have access to secure gardens and a safe walking environment.

In line with current best practice for individuals living with dementia our residents are encouraged to participate in meaningful activities such as cooking, gardening and simple housekeeping chores. This model of care is called the Montessori Method and it focuses on supporting each individual, and on the creation of an environment which is adapted to support those with loss of memory and independence.

The Murroona Gardens Board has continued to support the marketing and branding of our Home Care Service. This service provides government-funded home care packages and a Private Options Service for those customers not eligible for government subsidised services. The Home Care services enable our Independent Living Community and wider community to remain living safely at home and can prevent or delay the need for a residential aged care place. We are very fortunate to have the services of Helen Woodhouse as our Home Care Manager. Many of you will know Helen from her previous roles in the Bowen Community. Helen joined us at the end of 2017 and she has become a familiar face through the Village Community assisting with ACAT referrals and Home Care information. We continue to work closely with other local providers to ensure the best outcomes for our clients and their families which puts us in a great position to expand Murroona Gardens Home care into the future, becoming the regions preferred local home care provider.

The role of volunteers has been pivotal to Murroona Gardens Community over the years and has come into even sharper focus in the past 12 months. Our organisation was built on the selfless support of volunteers who form an integral part of our leisure and lifestyle program and our focus over the past year has been on improving procedures, increasing volunteer numbers and improving the quality of the interaction when they visit. Our volunteers are recognised as valued members of our organisation who work passionately for our community, they are appreciated and we thank them for their dedicated involvement with our clients and residents, who enjoy and welcome their involvement.

In closing, I would like to take the opportunity to thank our customers, team members, and our community including suppliers, colleagues and partners, for your ongoing support and encouragement. Rest assured that our focus of attention is and always will be, on the needs of our community and in setting the quality bar as high as we possibly can. Your support is greatly appreciated.

Remembering;

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

Barbara Bruncker

Arthur Hollins

Peter Skelton

Walter Howard

Ailsa Watson

Daphne Olsson

Ron Lamond

Shirley Gulliver

William Ashman

Marjory Pilcher

Colin Leather

Gwendoline Anderson

Murray Fitzgerald

Dr. Alan King

Peter Holman

Glen Skinner

Steven Nancarrow

Phyllis Weekes

Phyllis Schmidt

Velma Odd

Pauline Seymour

Maureen Swanson

Jens Enge

Dorothy Hewitt

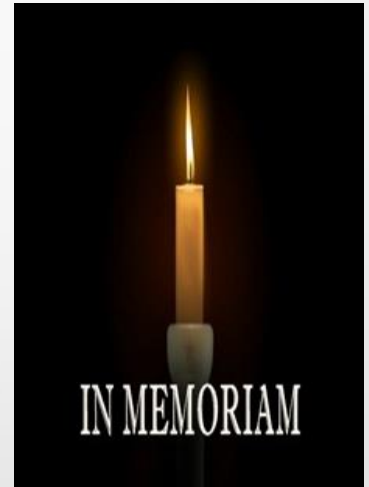
Kevin Hadlow

Warren Franklin

Gerrard Baker

Mk. Murray

Megan MURRAY
Director of Nursing
17/10/18



Treasurer's Report

Annual General Meeting 17th October 2018

Treasurer's Report – AGM October 2018

I am pleased to present the financial report, being for the year ended 30th June 2018.

I would like to congratulate & thank the Management, Staff, & Board of Murroona Gardens for their contribution to the financial result.

This is a very exciting time to be involved with Murroona Gardens & the entire community can be extremely proud of this humble, high achieving organisation.

An independent auditors' report has been completed by Rekenen Pty Ltd.

A summary of the financial statements is as follows:

Total Operating Revenue: \$8,712,711 (Increase on previous year, \$387,955)

***F2017 Included Grants received \$386,732

Insurance recoveries \$142,851

Total Operating Expenses: \$7,986,978 (increase \$587,272)

Net Operating Profit: \$725,733 (decline \$199,316)

***F2017 Included Grants received \$386,732

Net Profit: \$941,744 (decline \$175,763)

Balance Sheet summary as at 30th June 2018:

Total Assets: \$25,023,433 (increase \$2,989,360)

Total Liabilities: \$9,669,167 (increase \$2,047,616)

Borrowings \$1,427,049

Net Assets: \$15,354,266 (increase \$941,745)

Points of interest:

Liability: Building Loan, Bond Holdings, Pre-paid Rent: \$8.39M (LY \$6.60M)

Asset: Cash at Bank: \$4.85M (LY \$7.01M)

I am confident the Board will set strategies which will ensure continued acceptable financial results are delivered.

In conclusion, the financial position of the Society is strong. The financial result is again well above the 10 year average.

I recommend the F2018 audited financial statements be adopted.



Ross Meier

Treasurer