

Pioneer House Aged Care

Annual Report
October 2008



2008
Clock Awards
RECOGNISING OUTSTANDING BUSINESS IN MUDGEE

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annual report



Pioneer House Aged Care

Community Caring for the Aged

Pioneer House is a residential facility for those who require specialised aged care. Pioneer House is a real “home away from home”. We treat all our residents as individuals and encourage them become part of our extended family. Our home-like facilities offer single or double rooms with ensuites. We have many communal areas where our residents can talk and greet others and outdoor spots to enjoy the sun and gardens. We offer both high and low care accommodation and also specialise in Dementia care for both high and low care.

Our Vision

Continued leadership in the provision of aged care.

Our Mission

Excellent low and high care services for the aged in a safe, friendly and comfortable environment where individual needs are respected and dignity is maintained.

We are committed to best practice and continuous improvement in all areas of service.

Pioneer House Board of Directors



Far Left: President Chris Blake

Top row: Allan Codrington, Kathy Stoddard, Gerry Hennessy

Middle Row: Ray Whitfield, John Chatterton, Julian Geddes

Bottom Row: Scott Fittler, Bruce McGregor, Marjorie Marskell

Chairperson	Chris Blake
Vice Chairperson	Allan Codrington
Secretary	Kathy Stoddart
Treasurer	Vacant
Board Members	John Chatterton Scott Fittler Julian Geddes Gerry Hennessy Marjorie Marskell Kim McGorman Bruce McGregor Ray Whitfield
Patron	Ella Hohnhorst
CEO/Director of Nursing	Diana Newman
Deputy Director of Nursing	Sandra Duffy
Business Manager	Jennifer Crust
Auditors	Lawrence Bennett Portelli Pty Ltd
Solicitor	Hannaford Cox Connellan & McFarland

ABN 63 054 321 985

Authority to fundraise for Charitable Purposes
Charitable Fundraising Act 1991

Designated Gift Recipient with the Australian Tax Office

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Chairman's Annual Report

The achievements of Pioneer House Aged Care have deservedly received a great deal of public recognition over the past year. The successful completion of a huge building and renovation project resulted in an impressive official opening ceremony, in May this year, conducted by the Federal Member for Parkes, the Hon. Mark Coulton.

The efficiency of the management and administration of the facility was recognized when Pioneer House received "The Clock Award" for Mudgee's outstanding Business of the Year in 2008. Restructuring the business to cater for a 60% increase in residents has been a great achievement.

Quality of Resident Care was also recognised when Louise Honeysett (Auld) was announced as the winner of the Aged and Community Services Employee Award for Excellence. The dedication of the Care Staff is essential in maintaining the high standard of support provided to residents.

In addition the Pioneer Ladies Auxiliary – PALS – which has supported the residents and staff for over forty years received the Senior Citizen's community award during Senior Citizen's Week. This was a long overdue recognition for their dedication to the welfare of the aged in our community. Senior member of PALS, Helen Bockos, had earlier in the year received an Achievement Award for being nominated for the Citizen of the Year Award on Australia Day.

The Mudgee community has shown its appreciation for a task well performed by an effective management, a conscientious staff and wonderful auxiliary. It has been a privilege for the Board of Management to be involved.

However, there will always be the challenge of maintaining the current standards and continuing the growth of the business to secure the future of this community facility.



Chris Blake

Director of Nursing/CEO Report

Pioneer House Aged Care has had an extremely busy twelve months and it is a credit to the staff of Pioneer House that the high standard of care has continued to be delivered throughout a prolonged building program.

It is also a credit to the Board of Pioneer House, and particularly the Building Committee, that we now have such a beautiful facility. Our High Care refurbishment was completed in early November 2007 and we were able to move in with help from a number of volunteers and, of course, the staff and Board members.

Our High Care residents were settled into their new surroundings and we were able to finally open our Low Care facility. It is always a challenge to open new residential places, but our transition was remarkably smooth. Our new residents expressed their appreciation of the lovely surroundings, and the assistance of staff whilst settling in.

Our staff have undergone many changes in the last two years and we have a team who have stepped up to the mark in a variety of areas. Dementia specific care is one of these areas, and we now have a team of staff who are managing dementia care in an innovative and effective manner. Our Dementia Champions are working hard to address behavioural management issues to improve the lives of our residents with dementia, and for the staff who care for them. Our Continence Care, Manual Handling, Infection Control, Resident Care, Quality and Occupation Health and Safety teams continue to work to improve our service and workplace, as have many other informal teams throughout the year.

We have successfully applied for grants to establish a Sensory Room in our High Care Dementia Specific Wing and to build Garden Beds and Men's Sheds in our Low Care Dementia Specific and General Wings.

In response to issues within our workplace we have provided additional educational services to our staff. Late in 2007 we were connected to the Aged Care Channel, providing access to a wide variety of educational topics which would otherwise have necessitated travel for some staff and limited access for other staff. We are also offering traineeships, not only to our personal care staff, but also to our hospitality staff. The response to these initiatives has been positive beyond our expectations. We have also offered ten of our staff the opportunity to participate in Certificate IV in Business (Frontline) Management. This latter course has had a significant impact on the work environment and developed new skills for our middle managers, providing personal and professional development opportunities. We will also be providing an opportunity for one of our AINs to undertake an Enrolled Nursing course through the Better Skills for Better Practice initiative of the Department of Health and Ageing.

A highlight of our year was our success at the Rotary Clock Awards. Pioneer House was successful in the Government/Not for Profit Category of these awards and then moved on to win the penultimate prize, the Clock Award for the Most Outstanding Business in Mudgee. Not only was this a recognition of the efforts of staff, but a well deserved recognition of the

huge commitment made by the Board to the building project, which has provided such a fine facility for the frail aged of Mudgee. The response to our win, from the public, was overwhelmingly supportive and congratulatory and we were all touched by the feedback we received.



We also were provided with an opportunity, by our peak body, Aged and Community Services, NSW and ACT, to nominate staff for an Employee Award for Excellence. This is an annual event, recognising individuals, teams and innovative projects and Pioneer House nominated three staff for the Employee Award. We were thrilled to hear that Louise Honeysett (Auld) was a finalist and quickly organised for her to attend the awards dinner. I was privileged to hear the announcement over the phone, as it happened, that Louise was the NSW ACS Employee Award for Excellence winner – a deserved recognition for a fine effort. Our other two nominees, Tracy Devenish and Leonie Pilley (Alford) were equally excited for Louise and we congratulate them for their fine efforts.

In May 2008 the Official Opening of the new and refurbished Pioneer House was held, with Mark Coulton, Member for Parkes, performing the opening ceremony. This event was well attended and allowed us to showcase our achievements in the provision of Aged Care. Mark has replaced John Anderson as our Federal Member of Parliament and has already shown his support for Pioneer House. Mr Anderson was instrumental in obtaining Federal funding for the building project and it is comforting to know that Mr Coulton is equally supportive.

Pioneer House has continued to enjoy the support of PALS, our auxiliary, who fundraise to buy items to improve the quality of life for our residents. This year they have purchased a range of dementia specific games, an oxygen concentrator and cushions for our outdoor furniture. They have supported functions at the facility with catering and provided us with a wonderful spread for our Official Opening. PALS were rewarded for their efforts during Seniors' Week winning the Mudgee Seniors' Week 2008 Award. Helen Bockos, a long

serving member was also nominated for an Australia Day Citizens' Award, for her sustained efforts and long service to PALS.

The Board of Pioneer House has provided significant support to the Management Team and we bid two farewells, at this Annual General Meeting. Chris Blake has been a tireless president, steering us through the planning and building of our facility and we thank him for his work and his support. We are lucky to have him remain as a member of the new Board. Gerry Hennessy also retires this year. He has been the Public Officer and his efforts with fundraising have been greatly appreciated. The Building Committee has provided management with huge support and we thank Allan Codrington, Julian Geddes and Bruce McGregor who served on this committee. Finance and Planning Committee members John Chatterton, Julian Geddes and Chris Blake have provided significant support to our Business Manager and the CEO/Director of Nursing. Fundraising and Marketing Committees have been very ably managed by Ray Whitfield, Chris Blake, Bruce McGregor, Gerry Hennessy, Scott Fittler and Marjorie Marskell, generating additional income to improve the lives of residents. Ex-Board member Cecile Bourke has also been co-opted to our Marketing Committee. Kathy Stoddart has also provided her skills, taking the minutes of each Board meeting. Earlier in 2008 the Board accepted the resignation of Kim McGorman, and we thank her and wish her well in her new adventure as she and her husband Rob seek a new parish for his ministry.

I would like to make particular mention of two staff members who have provided me with a great deal of professional and personal support. Deputy Director of Nursing, Sandy Duffy and Business Manager, Jennifer Crust have shown an outstanding degree of commitment to Pioneer House and are always willing to be innovative and pro-active. My thanks go to both of them. Thanks also to the many staff who have shown initiative and been prepared to accept additional responsibility in both clinical and hotel service disciplines.

The focus for Pioneer House is, and will always be the provision of services to our residents. All our efforts are directed to providing improved services. We continue to seek their feedback to enable us to work towards our goal. It is always a wonderful feeling when we are praised for our work and we thank those who do so. The Board, Management and Staff thank Pioneer House residents and their families for allowing us into their lives and to share the many stories and the wisdom of lives well lived.

Diana Newman

CEO/Director of Nursing



(L-R) Jennifer Crust (Business Manager),
Sandy Duffy (Deputy Director Of Nursing) and
Diana Newman (CEO / Director of Nursing)

Treasurers Report to Members of Pioneer House Aged Care Inc

FINANCIAL YEAR ENDED 30 JUNE 2008

This report is being rendered by the writer in the absence of a designated Treasurer.

A principal focus of the Finance and Planning Sub-Committee during the financial year continued to be on the quality and timeliness of financial information available to management and the Board. I am pleased to report that this aim was again achieved and that the organisation's financial information remains at a high standard. Another principal focus of the Sub-Committee is on the financial performance of the business, which is reported to and reviewed in detail by the Finance and Planning Sub-Committee and presented to the Board at each monthly meeting. The ready availability of this quality information has allowed management and the Board to confidently and successfully guide the financial progress of the organisation and the financial management of its major and very demanding building development project through to completion.

Income from operations of Pioneer House Aged Care facility for the year totalled \$4,187,325 (\$3,266,345 in 2007). The Association's income is derived primarily from subsidies paid by the Commonwealth Department of Health and Ageing which totalled \$2,977.643 (\$2,399,738 in 2007) or approx. 71% (73% in 2007) of total income.



"...the organisation is in a sound financial position with both management and the Board being well informed on these critical issues."

The balance of income arose mainly from Residents' fees \$997,476 (\$697,885 in 2007), bank interest \$57,829 (\$56,531 in 2007), donations \$69,913 (\$52,768 in 2007) and Bond retentions \$20,100 (Nil in 2007).

Expenses at \$4,429,822 (\$3,197,977 in 2007) were closely controlled and carefully monitored at each monthly Sub-Committee and Board meeting. Disruption due to the major building project being completed around the operations of the Aged Care facility accounted for a portion of the additional expenditure. Major expenses were: -

- Salaries & Wages - \$2,975,520 (\$2,353,495 in 2007) and account for some 67.2% (73.6% in 2007) of all expenditure. Much of the additional cost in the year under report was due to the need for the additional personnel required to staff the expanded enterprise.
- Superannuation contributions on behalf of staff totalled \$250,688 (\$202,311 in 2007). This expense is the SGC Superannuation contributions that the organisation is legally required to pay on behalf of employees
- Insurance premiums including Workers' Compensation Insurance amounted to \$167,253 (\$128,832 in 2007). The premium for the latter insurance is a sum calculated on the total of salaries, wages and superannuation payments of the Association plus a penalty component based on the history of workers' claims over the past three years.
- Depreciation Charge - \$181,754 (35,770 in 2007). The major increase in this expense reflects the greatly increased value of the Association's new and renovated buildings and the additional value of the associated furniture, plant and equipment on which the charge is calculated.

The financial outcome for the year was a loss of \$242,497 after depreciation (\$68,368 profit in 2007). This outcome was primarily due to the cost of building and fitout works, additional to plan, and carried out with the Board's prior approval. Although it is the Board's policy to always aim for a profitable outcome at the conclusion of each financial year, it was considered acceptable to allow for this on-off loss in order to achieve the excellent facility that the people of Mudgee and District are now able to enjoy.

The building development project, completed in November 2007, was a major undertaking and involved the expenditure of approx. \$6.624 million on the addition, fitout and furnishing of another 30 beds and the complete renovation and refurbishing of all but the Braeholme wing of the previously existing facility. A borrowing facility of \$2.7 million, secured by a mortgage over certain parts of the Association's land was arranged through its bankers and as at balance date, the outstanding balance of that facility was \$850,000. The interest rate payable on the facility is the Bank's variable commercial bill rate plus a margin of 1.2%.

Approximately fifteen of the 30 new beds qualify for the payment of a Bond upon the entry of the residents designated to occupy them. The borrowing facility will be repaid in full when all negotiated bonds are paid. The bank facility will then be reviewed for partial

continuance as a prudential buffer that may be required to ensure the Association is able to promptly re-pay residents' bonds should it be called upon to do so at short notice.

The Balance Sheet as at 30 June 2008 shows a healthy state of affairs with net assets of \$5,282,408 (\$4,884,904 in 2007). The net asset position arises from the following items: -

Assets:

- Current assets totalling \$372,999 including Cash at Bank \$343,785 (\$596,727 in 2007).
- Fixed assets such as property, plant and equipment totalling \$8,099,354 (\$6,520,250 in 2007).

This sound position gives your Board confidence that the organisation is in a position to be able to pay its bills as they become due.

Liabilities:

- Current liabilities total \$792,827 (\$887,437 in 2007) and comprise Sundry and Trade Creditors \$332,253 and Provision for Employee Benefits \$460,574.
- Non-Current liabilities total \$2,397,119 (\$1,447,000 in 2007) and comprise Bank Loan \$847,323 (net of unexpired Bill Discount) and Residents' Bonds \$1,549,796.

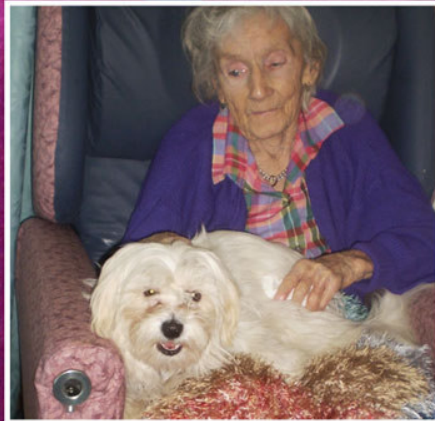
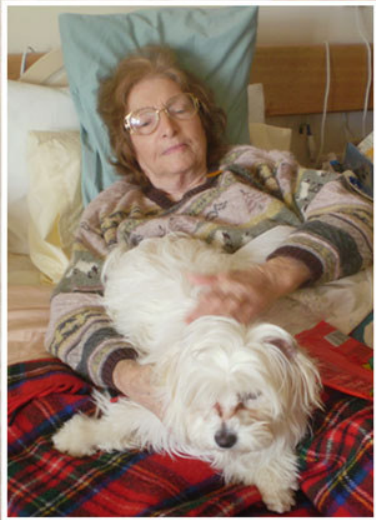
In general, your Board believes that the organisation is in a sound financial position with financial budgets in place that forecast a profitable outcome for the year ahead. In financial terms, the focus of both management and the Board is on the profitable performance of the Association with a view to clearing the residual Bank debt as soon as possible.

A.J. Chatterton

Chairperson

Board Finance Sub-Committee

20 October 2008





PAL'S Presidents Annual Report 2007 - 2008

It is with pleasure I present the Annual Report for this our 42nd year of Pioneer Ladies Auxiliary.

We have had a very satisfactory year financially, which has enabled us to purchase equipment for Pioneer House Aged Care. Several items went towards extra appliances required after the new building was completed; our main purchase was an Oxy Concentrator for \$2500.

Our main source of income came from our two raffles, which netted \$2262.00 our Card Parties \$1496; a special THANK YOU to all ladies who have cooked made sandwiches for the Card Parties and sold raffle tickets, without your help this would not have been possible

During the year some members held luncheons at their homes and charged a small fee, this has proved to be quite successful, and I thank you all.

We were all so sorry to lose our dear friend and wonderful supporter Fae Callagan, Fae always wearing a big smile and looking so lovely, no matter how she was feeling, always there to sell raffle tickets and on the door for our Card Parties, Fae will be sadly missed.

We were very proud when Helen Bockos was nominated for Citizen of the Year Award on the Australia Day Celebrations, Helen received a beautiful certificate for her nomination and we congratulate her. Also during Senior Citizen Week, we as a group were nominated for the work we do for Pioneer House Aged Care, and we all must be congratulated as we won that Award, well done everyone.

To Jean Nicholls and Gloria Rayner thank you for your monthly visits to the residents of Pioneer House Aged Care, the residents look forward to your visits, also thank you to Levona for her voluntary visits to the residents, Levona often takes her little dog along, which cheers everyone up.

A big thank you to Barry and Debbie Sutcliffe for their generosity in donating a Meat Voucher for our monthly meetings, your support is greatly appreciated.

Barbara Murkins thank you for your great support in making our Mother's Day and Christmas cakes as already mentioned these are our most successful money raising projects.

To Diana, Loretta and Staff for doing all the little jobs we need help with during the year Thank you.



PALS

Many thanks to James Loneragan for being our Patron and for his generous donation.

To Jenny Foote our Secretary and Publicity Officer, thank you for doing such a great job as Secretary and thank you for keeping all our activities in the public eye.

Thank you to Jenny Box our Treasurer for looking after our finances.

Also thank you to the ladies who helped sell raffle tickets for The Board for their Golf Day.

I must thank each and every one of you for your support during the year we have catered for three events held at Pioneer House Aged Care this past year - The Craft and Doll days and also the for the opening of the new extensions. Thank you again for all the cooking, preparing and cleaning up afterwards, without your continued support we would not function.

Thank you all for your friendship, and for making my term as President enjoyable.

Jan Rohr



President

Community Support

Barnson, P.A.L.S., A Moufarrige, Mid Western Regional Council, Mudgee Dollar Association, Mudgee Retravision (Warwick and Marjorie Marskell), Gooree Park Holdings, Job Link Plus, Club Mudgee, Mudgee CWA, C Bourke, R Turner, P Knight, S Haworth, Max Walker Earthmoving, NPWS, Image Signs, Petrie's Mitre 10 Home & Trade, Bylong Hall Committee, Family First Credit Union, Eastaugh & Carroll, Macquarie Valley Funerals, Peters Refrigeration, Perry Street Meats, Mudgee Meat Rabbit Association, Mudgee Golf Club, Mudgee Bowling Club and all the wonderful business houses in town who donate goods, services and time for our Golf Day and Trivia Night.

**...and many generous
anonymous donations**

Thank You

Achievements

- ❖ Refurbishment of High Care General
- ❖ Low Care wings opened
- ❖ Certification of the Building achieved
- ❖ Pioneer House Aged Care Collective Agreement overwhelmingly accepted by staff
- ❖ 2008 Clock Award winner for Most Outstanding Business in Mudgee
- ❖ 2008 Clock Award Category Winner for Government/Not for Profit
- ❖ Louise Honeysett (Auld) wins the NSW ACS Employee Award for Excellence
- ❖ 10 members of staff begin Certificate IV in Front Line Management (Challenges of Leadership)
- ❖ 5 members of staff begin traineeships in Certificate III in Aged Care
- ❖ 3 members of staff begin traineeships in Certificate III in Asset Management
- ❖ 2 members of staff begin traineeships in Certificate III in Hospitality Operations
- ❖ 56 training opportunities offered through in-services, workshops, TAFE and one on one training
- ❖ 919 Staff attendances at training courses
- ❖ Standards and Accreditation visits with no issues
- ❖ Building Officially opened in May
- ❖ Pioneer Pearls runs in the newspaper and on our website



2008
Clock Awards
RECOGNISING OUTSTANDING BUSINESS IN MUDGEE

Our Wonderful Staff

Over the course of the year it was confirmed that we have wonderful, dedicated and caring staff we have. This year was a time of great change and everyone pulled together to ensure that these changes only effected our care of residents in a positive way.



Leah Alaban ☼ Leonie Alford☼ Sandra Ashton ☼ Julie Beddall ☼ Jennifer Blunt ☼ Tina Bones ☼ Rhonda Brooke ☼ Tammy Bull ☼ Lesley Caswell ☼ Tina Clayton ☼ Desma Cleaver ☼ Megan Ciosmak ☼ Carol Comincioli ☼ Lyn Conroy ☼ Lisa Cottee ☼ Linda Cotton ☼ Melissa Cox ☼ Marie Croom ☼ Jennifer Crust ☼ Celia Darling ☼ Tanya Demmery ☼ Kathy Dixon ☼ Tracy Devenish ☼ Maree Drew ☼ Sandy Duffy ☼ Geraldine Evans ☼ Peg Farthing ☼ Hannah Field ☼ Monika Gibbs ☼ Michelle Gilius ☼ Jacqui Gillham ☼ Leanne Godfrey ☼ Wendy Golden ☼ Cally Gorham ☼ Bill Haidle ☼ Jill Hall ☼ Andrea Honeysett ☼ Louise Honeysett (Auld) ☼ Lynnette Hore ☼ Belinda Johnston ☼ Margaret Kidd ☼ Andy Kloosterman ☼ Kellie Kloosterman ☼ Virginia Lamont ☼ Jenny Large ☼ Lisa Large ☼ Regina Larkin ☼ Dawn Lee ☼ Kate Lewsley ☼ Sandra Lynch ☼ Sue Mackin ☼ Johanna Marr ☼ Crystal Marskell ☼ Suzanne McDade ☼ Cathy McGrath ☼ Tom McMahon ☼ Leah McMurtrie ☼ Judy Mellish ☼ Jill Mitchell ☼ Kathy Moore ☼ Trish Morgan ☼ Bernadette Murphy ☼ Diana Newman ☼ Jenny Nolan (Williams) ☼ Colleen Northey ☼ Neil Oakenfull ☼ Anne Page ☼ Maree Pilley ☼ Deborah Pogonoski ☼ Libby Pronk ☼ Dean Rice ☼ Sharon Rice ☼ Loretta Roberts ☼ Maxine Roth ☼ Karen Salomoni ☼ Moreno Salomoni ☼ Dodi Salt ☼ Levona Sandon ☼ Jan Schoonderwaldt ☼ Angela Schumacher ☼ Wendy Sowter ☼ Kathy Stanmore ☼ Elizabeth Staples ☼ Sharleen Staples ☼ Pam Swan ☼ Jenny Tshipouris ☼ Barbara Wendt ☼ Kate Whitehead ☼ Kerry Wilson ☼ Debra Waters ☼

Bequests

A bequest is a provision in your will that names the recipient or partial recipients of your estates. In making a bequest to Pioneer House Aged Care you can specify an amount of money or a percentage of your estate, the remainder of your estate or other items of personal property such as shares, real estate. Regardless of the size of your bequest, it is an easy way to make a contribution to the lives of the residents of Pioneer House Aged Care.

There are three forms of bequests:

A Percentage Bequest, where you nominate a percentage of your estate to be bequeathed to Pioneer House Aged Care

Example of wording: *I bequeath (free of all duties).....% of my estate to Pioneer House Aged Care with the written acknowledgment of the Treasurer or other proper officer of Pioneer House Aged Care to be accepted by the executors as a full and complete discharge.*

A Residual Bequest, where your estate pays all debts, taxes, expenses, and specific bequests. The remaining amount, the residue, will be transferred to Pioneer House Aged Care.

Example of wording: *I bequeath (free of all duties) the residue of my estate to Pioneer House Aged Care with the written acknowledgment of the Treasurer or other proper officer of Pioneer House Aged Care to be accepted by the executors as a full and complete discharge.*

A Specific Sum.

Example of wording: *I bequeath (free of all duties) the sum of \$.....to Pioneer House Aged Care with the written acknowledgment of the Treasurer or other proper officer of Pioneer House Aged Care to be accepted by the executors as a full and complete discharge.*



How to change your Will:

Consult your legal advisor to ensure the correct wording is used and all your wishes are met. Including a bequest in your will is simple and can be done when you make your will or added with a codicil to an existing will.

For more information:

Contact Pioneer House Aged Care on 02 6378 1144. Your enquiry will be handled completely confidentially.

