

# Pioneer House

# Aged Care

Annual Report  
October 2007





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# annual report

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## 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 residents to 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

ABN 63 054 321 985

Authority to fundraise for Charitable Purposes  
Charitable Fundraising Act 1991

Designated Gift Recipient with the Australian Tax Office

**44-46 Court St**

**Mudgee NSW 2850**

**PO Box 163 Mudgee NSW 2850**

**Ph: (02) 6378 1144**

**Fax: (02) 6372 6395**

**[www.pioneerhouse.org.au](http://www.pioneerhouse.org.au)**



*Standing (L to R)*

*Bruce McGregor, Julian Geddes,  
John Chatterton, Allan Codrington,  
Scott Fittler, Gerry Hennessy*

*Sitting (L to R)*

*Kim McGorman, Chris Blake, Kathy  
Stoddart, Marjorie Marskell*

*Inset: Ray Whitfield*

President Chris Blake

Vice President Allan Codrington

Secretary Kathy Stoddart

Treasurer Vacant

Board Members John Chatterton AM  
Scott Fittler  
Julian Geddes  
Gerry Hennessy  
Marjorie Marskell  
Kim McGorman  
Bruce McGregor  
Ray Whitfield

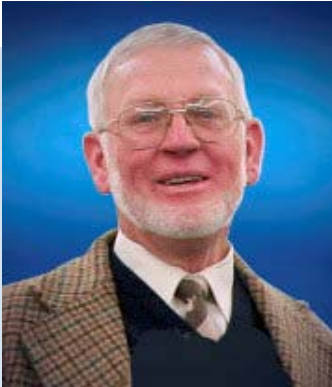
Patron Ella Hohnhorst

CEO/Director of Nursing Diana Newman  
Deputy Director of Nursing Sandra Duffy  
Business Manager Jennifer Crust

Auditors Lawrence Bennett Portelli  
Partnership

Solicitors Hannaford Cox Connellan &  
McFarland

## Chairman's Report



*Chris Blake*

While a great deal of attention has been given to the physical aspect of the building process I would like to praise the wonderful staff who have continued to carry out their daily tasks despite the noise and disruption of a building site around them.

The Management Team have been of great assistance in meeting the needs of caring for residents and monitoring building progress. All should appreciate the extra efforts of Sandy Duffy, Deputy Director of Nursing, and Jennifer Crust, Business Manager, who so capably handled the administration following the resignation of Peter Hall in March this year. The appointment of Diana Newman as Chief Executive Officer gives Pioneer House a strong and dedicated management team to tackle the challenges of developing an expanded facility.

A positive financial result during a period of building and disruption is very encouraging giving confidence that the expanded facility will be a successful venture when it expands from the current fifty bed operation to eighty beds.

The Mudgee and district community recognises and generously supports the work of Pioneer House. During the current \$6.35 million building project approximately 82% of the budget has been spent with local businesses.

For over forty years the Pioneer Ladies Auxiliary – PALS – has toiled to support the residents. This year they have again shown what a grand group of workers they are by providing \$25,000 to furnish a new PALS lounge for the benefit of residents.

I am confident that the care of the aged in Mudgee and district is in good hands.

Pioneer House offers a modern facility which is well managed and staffed by dedicated aged care workers who will continue to provide high quality care.

## CEO / Director of Nursing Report

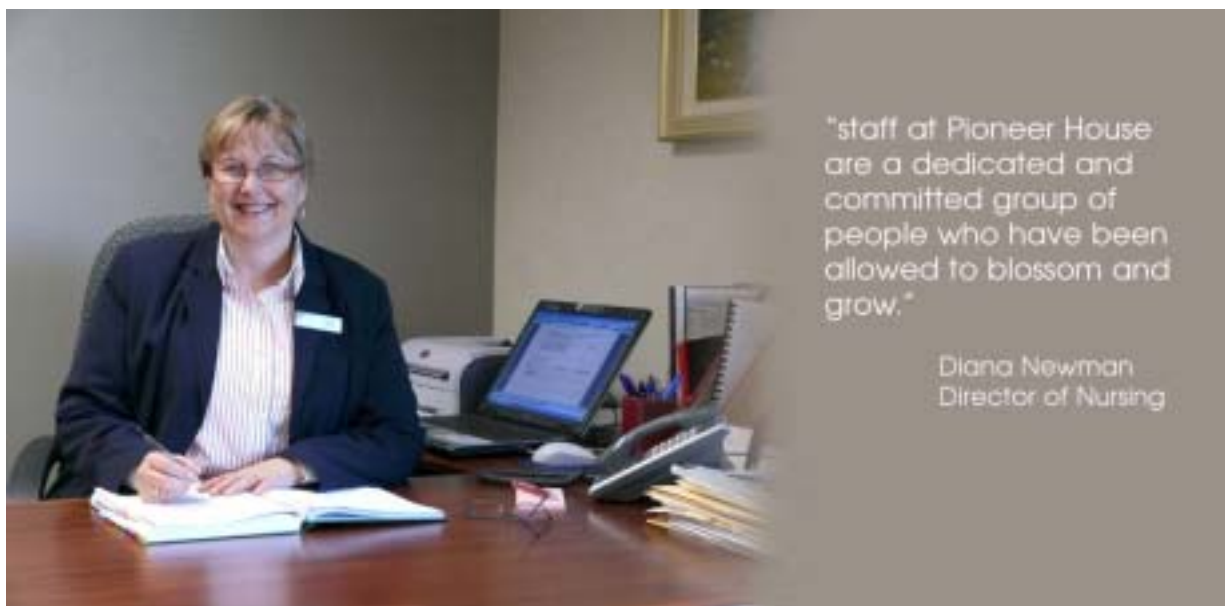
It is with great pleasure that I present this report. In July 2007 I had the privilege of joining the team at Pioneer House Aged Care. It was patently obvious, of course that Pioneer House had already embarked on many changes and that there were more to come. Previously, I have been involved quite intimately in building projects in Aged Care Facilities, so I have a strong appreciation of the work involved for staff, when these projects are undertaken.

Sandra Duffy, the Deputy Director of Nursing and Jennifer Crust, Business Manager have very competently driven the first stage of the building process and all the organisation it entails. I congratulate them on the fine job they have done, and also the rest of the Pioneer House staff who have given so much over this time.

It quickly became apparent when I commenced working at Pioneer House, that staff were a dedicated and committed group of people who have been allowed to “blossom and grow”. Strong guidance and support has provided them with the knowledge and the confidence to use their skills to benefit residents and to ensure a high level of job satisfaction.

This is reflected in the number of compliments we receive from residents and their families regarding the care Pioneer House provides. It is also reflected in our comparatively low staff turnover, creating a stable and consistent environment for residents.

The Pioneer House Board is an eclectic group of people who bring a variety of skills to Pioneer House and a supportive ethos that ensures residents and staff feel respected and worthwhile. I have greatly appreciated the level of support afforded me by the Board at Pioneer House and I look forward to a long and happy relationship.



We have challenges ahead of us. We have yet to complete our building program, although the end is very much in sight.

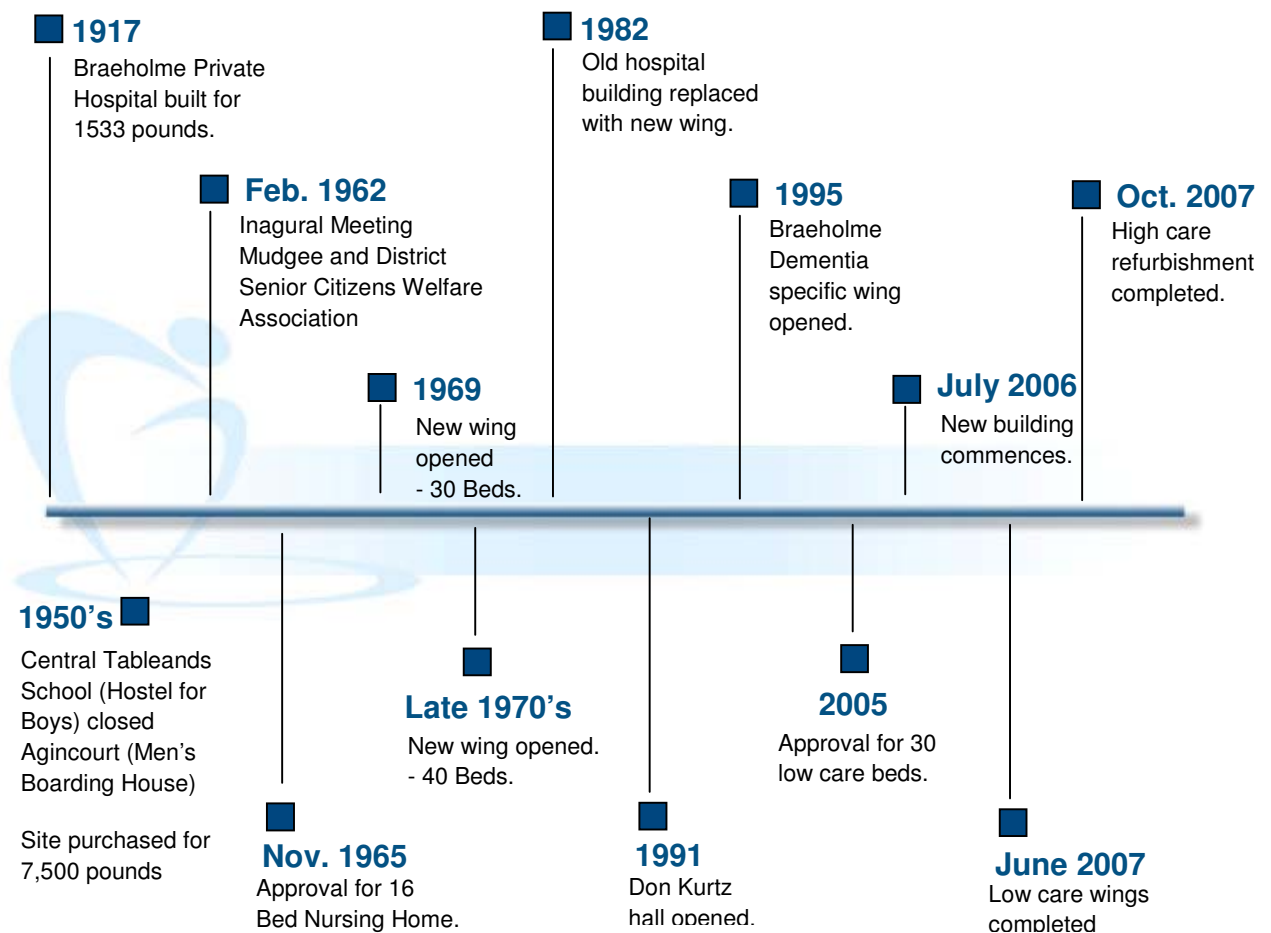
We must embark on an advertising campaign to ensure we fill our new Low Care Places.

We must educate our staff regarding Low Care delivery and ensure that we retain our reputation as the facility of choice for the frail aged of Mudgee and district.

We must continue to meet all our Legislative and Continuous Improvement requirements and strive towards innovative and high quality service, regardless of the other pressures

**An exciting time is ahead, and we look forward to it with enthusiasm and energy.**

**Pioneer House, so well supported by so many in the Mudgee and district community, has a fine future ahead, and we are proud to be part of it.**



## Treasurers Report

To members of Mudgee & District Senior Citizens' Welfare Association Inc.

Financial Year Ended 30 June 2007

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

A principal focus of your Board and its Finance Sub-Committee during the financial year was to ensure that the quality and timeliness of financial information available to management and the Board continued to be of a high standard. I am pleased to report that this aim was achieved with very strong support from the Business Manager. Your Association now has carefully prepared annual budgets and maintains accurate, up-to-date computer based financial data. This information is reported to and reviewed in detail by the Finance Sub-Committee and presented to the Board at each monthly meeting. The availability of this quality information has allowed management and the Board to guide both the financial progress of the organisation and the financial management of the Association's major and very demanding building development project with confidence.

Income from operations of Pioneer House Aged Care facility for the year totalled \$3,266,345 (\$3,242,171 in 2006). The Association's income is derived primarily from subsidies from the Commonwealth Department of Health and Ageing which totalled \$2,399,738 (\$2,383,755 in 2006) or approx. 75% of total income. The balance of income arose mainly from Residents' fees \$697,885 (\$684,566 in 2006), bank interest \$56,531 (\$58,377 in 2006), and donations \$52,768 (\$46,351 in 2006).



"The Balance Sheet as at 30 June 2007 shows a healthy state of affairs..."

Expenses at \$3,197,977 (\$3,038,759 in 2006) were closely controlled and carefully monitored at each monthly Finance Sub-Committee and Board meeting. Disruption due to the major building project progressing around the operations of the Aged Care facility accounted for much of the additional expenditure. Major expenses were: -

- Salaries & Wages totalled \$2,353,495 (\$2,184,788 in 2006) and account for some 73.5% of all expenditure. Much of the additional cost in the year under report was due to the additional staff required to overcome the building work disruption.
- Superannuation contributions on behalf of staff totalled \$202,311 (\$178,923 in 2006). 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 \$128,832 (\$117,846 in 2006). The premium for the latter insurance is a sum calculated on the total of salaries, wages and superannuation payments of the Association.

The profit for the year at \$68,368 (\$203,412 in 2006) was considered to be a very reasonable outcome in what has been an extremely demanding period.

The building development project is a major undertaking and involves the expenditure of approx. \$6.3 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. Although a few months behind schedule, the actual construction and renovation works are progressing within the \$5.38 million fixed price contract. The first two tranches of the Federal Government's grant totalling \$2,560,000 have been received and the balance of \$640,000 will become available as soon as the project is completed. A borrowing facility of \$2.7 million, secured by a mortgage over certain part of the Association's land was arranged through the Association's bankers and as at balance date, that facility was drawn down to the extent of \$1,275,000. The Board believes that adequate undrawn margin remains to ensure that all commitments can be

met as they fall due. The interest rate payable on the facility is the bank variable commercial bill rate plus a margin of 1.4%.

Fifteen of the 30 new beds will qualify for the payment of a Bond upon the entry of the residents designated to occupy them. The Board believes that a major portion of any outstanding borrowings will be cleared from this source once the Aged Care facility is completed and fully occupied. The bank facility will then be reviewed for partial continuance as a prudential buffer that will 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 2007 shows a healthy state of affairs with net assets of \$4,884,904 (\$2,787,521 in 2006). The net asset position arises from the following items:

Assets:

- Current assets totalling \$699,092 including Cash at Bank totalled a healthy \$596,727 (\$1,080,891 in 2006). Fixed assets such as property, plant and equipment totalling \$6,520,250 (\$2,325,915 in 2006). 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 \$887,437 (\$649,943 in 2006) and comprise Sundry and Trade Creditors \$473,927 and Provision for Employee Benefits \$413,437.
- Non-Current liabilities total \$1,447,000 (\$Nil in 2006) and comprise Bank Loan \$1,272,000 (after allowing \$3,000 for unexpired Bill Discount fees) and Residents' Bonds \$175,000.

In addition to the improvements achieved in the quality of our financial data, financial systems and governance procedures have also been improved throughout the year. An electronic banking facility has been arranged with our bankers in order to facilitate the payment of salaries and wages directly into staff bank accounts and the electronic payment of our suppliers' and tradesmen's monthly accounts. These new processes have saved time and costs as well as improving accuracy and efficiency.

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

A.J. Chatterton  
Director

15 October 2007

## Financial Results at a Glance

<b><u>What we Earned</u></b>	<b>2007</b>	
Donations	\$52,769	1.6%
Resident Fees	\$697,885	21.4%
Meals On Wheels	\$31,937	1.0%
Govt Subsidies	\$2,399,738	73.5%
Interest Received	\$56,531	1.7%
Sundry Income	\$27,486	0.8%
<b>Total Income</b>	<b>\$3,266,346</b>	<b>100.0%</b>
<b><u>What we Spent</u></b>		
Staff cost (including workers comp & superannuation)	\$2,694,847	84.3%
Property costs (including Depreciation)	\$163,042	5.1%
Food and catering	\$125,372	3.9%
Administration, finance and interest costs	\$139,965	4.4%
Medical and Resident supplies	\$74,751	2.3%
<b>Total Expenditure</b>	<b>\$3,197,978</b>	<b>100.0%</b>
<b><u>Surplus for the year</u></b>	<b>\$68,368</b>	
<b><u>What we Own</u></b>		
Land and Buildings	\$6,520,250	65.2%
Cash and Deposits	\$596,728	31.8%
Debtors	\$102,365	0.6%
<b>Total Assets</b>	<b>\$7,219,343</b>	<b>100.0%</b>
<b><u>What we Owe</u></b>		
Creditors	\$473,927	20.3%
Accommodation Bond	\$175,000	7.5%
Staff Leave Provisions	\$413,510	17.7%
Building Loan	\$1,272,001	54.5%
<b>Total Liabilities</b>	<b>\$2,334,438</b>	<b>100.0%</b>
<b>Retained earnings/Equity</b>	<b>\$4,884,905</b>	

## Building Committee Report

It goes without saying that this building extension project is the most exciting and fulfilling period that has ever been undertaken by a Pioneer House Committee.

Our involvement with Barnson's and the sub-contractors, most of which are local, has been a good experience. We have encountered highs and lows, problems, changes and moments we could have all done without, but the fast coming conclusion, I believe, makes it all worth while and very rewarding. To change from a 50 bed high care complex to 80 beds is an outstanding achievement.

To service the complex we have constructed and fitted out a new kitchen, laundry, administration block and community hall. All rooms are individually air conditioned and have their own ensuite. Each of our four areas have been constructed to be completely self-contained with meals, lounges, sun rooms and nursing stations, all contained within. Having said that, each area will be readily accessible by visitors, medical services, staff etc. without disruption to residents in other areas. We have successfully brought Pioneer House into the 21<sup>st</sup> century, which will service the aging community of Mudgee & District for many years to come.

Allan Codrington

Director

15 October 2007



## **P.A.L.S Report**

Once again it gives me much pleasure to present my annual report, this being the 41<sup>st</sup> year of Pioneer Ladies Auxiliary, we are still going strong.

Once again we have had a very successful year, and without the wonderful cooperation and effort by all ladies this would not have been possible. I congratulate you all and it is a privilege to work with you for this great new facility we have here.

Our Garden Party was once again a great success and our guest speaker Mary Moody proved to be a bit hit. Big thank you to Jenny Box and Judy Easten, as they have a tower of knowledge regarding big functions. To all the ladies who cooked and cooked. Made the beautiful sandwiches. I was so proud of you all. Congratulations to serving the afternoon tea without a hitch, and thankfully no storm this time. James and Liz Loneragan a very BIG THANK YOU for allowing us to hold the Garden Party in their beautiful garden. A special note of thanks to my son Tim, Gerry Hennessey, Anthony Moore, Ralph Box and Tony Callaghan, Chris Blake, who all helped set up the garden, I apologise if I have missed anyone, without their help it would have been difficult.

We have welcomed several new members this year, now have over 40 members, which is wonderful.

In June this year we were able to hand over a cheque for \$25,000.00 to Chris Blake for Lounge Room furniture in the new building this room I believe will be called THE PAL'S ROOM. This was a great effort on behalf of everyone of PAL'S, I thank you all, without your hard work this would not have been possible.

To raise money this year, some members have held luncheons and charged a small fee to go towards Pioneer House, this has been quite successful, and I thank the ladies who have had the luncheons.

To Jean Nichols and Gloria Rayner many thanks for your monthly visits to the residents of Pioneer House. We know the residents look forward to your visits. Barry and Debbie Sutcliffe many thanks for your generosity in donating a Meat Raffle each month for our monthly meetings. Barbara Murkins thank you for making our Mothers Day and Christmas Cakes, these raffles are a great source of income. Special thank you to the ladies who came along to help the Board with their Golf Day, which was a wonderful success. Thank you Jenny Foote our Publicity Officer for keeping our activities in the public eye. Many thanks to James Loneragan for being our Patron. Ulan Coal Mines a big thank you for your donation once again. Margaret Gietz our secretary and Jenny Box our Treasurer thank you for your support. This report would not be complete without thanking each and everyone of you for all the cooking, preparing for Card parties, cleaning up afterwards, selling raffle tickets, without your continued support we would not function. THANK YOU.

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

**Jan Rohr**

**President**



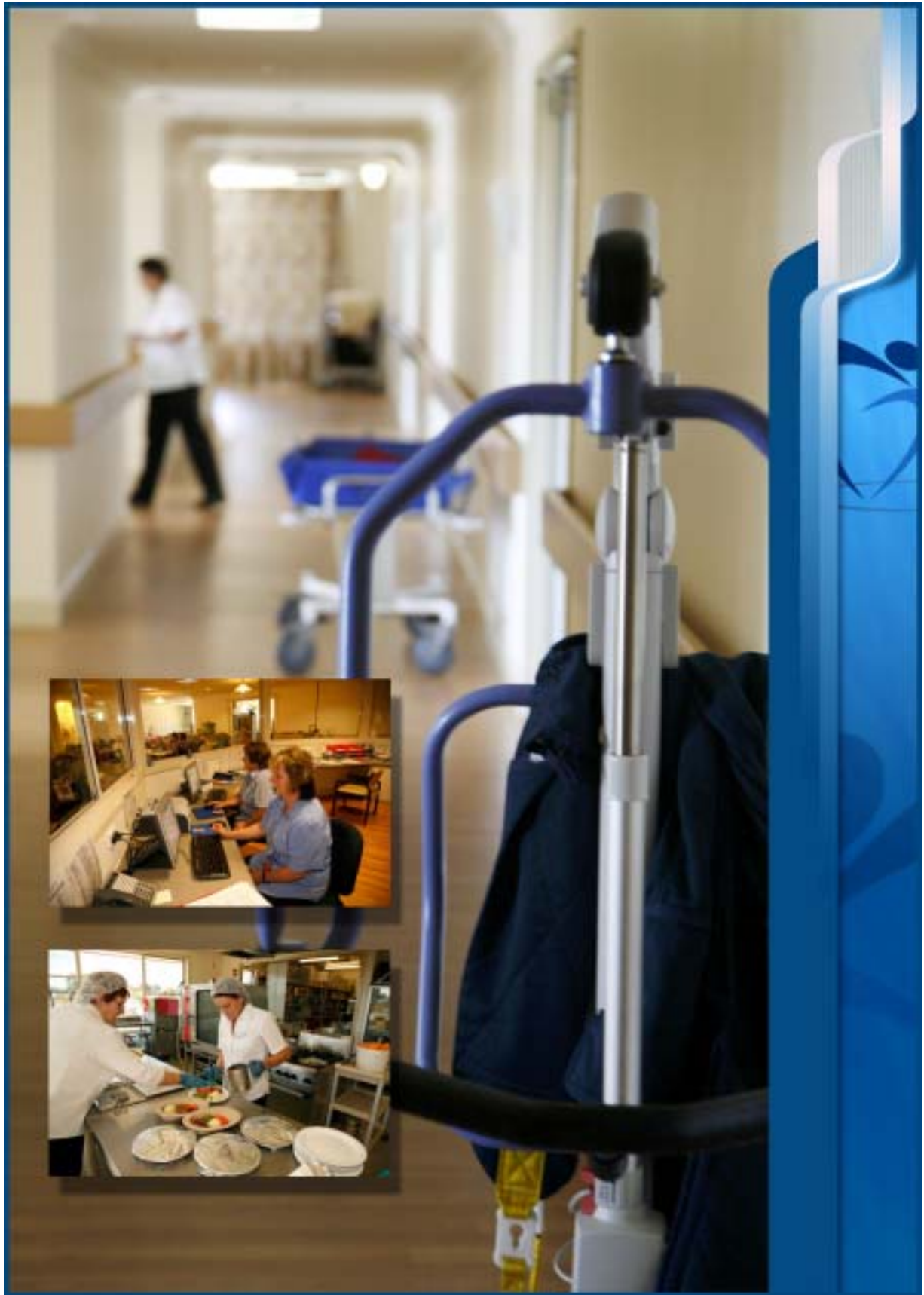
## Strategic Plan

Over the last 12 months we have made a concerted effort to consider how we can link the information and knowledge that we have gathered in the past to the direction that we wish to travel in the future.

We began updating our strategic plan and to this end have revised our vision and mission statement, our logo and tag line. Central to all this was our overriding tenant that we are community caring for our aged, showing continued leadership in the provision of aged care.



One of the major focuses of our strategic plan is the development of a clinical documentation system. This has led to an increase in management's ability to collate and analyse resident care information to formulate accurate resident focused care plans and to maximise the care subsidy payable to the facility by the Department of Health and Ageing. This enables Pioneer House to maintain its high level of service to residents and to meet its continuous improvement obligations under the Aged Care Act 1977. This in turn allows us to staff the facility appropriate to the care needs and ensures a safe environment for residents.



## Community Support

### Supporters

**Barnson Pty Ltd, P.A.L.S., Mudgee  
Retravisio (Warwick and Marjorie  
Marskell), Petries' Mitre 10 Home & Trade,  
Rayner Constructions, Mudgee Aero Club,  
Mudgee Rotary Club, Mudgee Soldiers Club,  
Mudgee Golf Club, Mudgee Powder  
Coating, Image Signs (Rob and Sandy Duffy)**

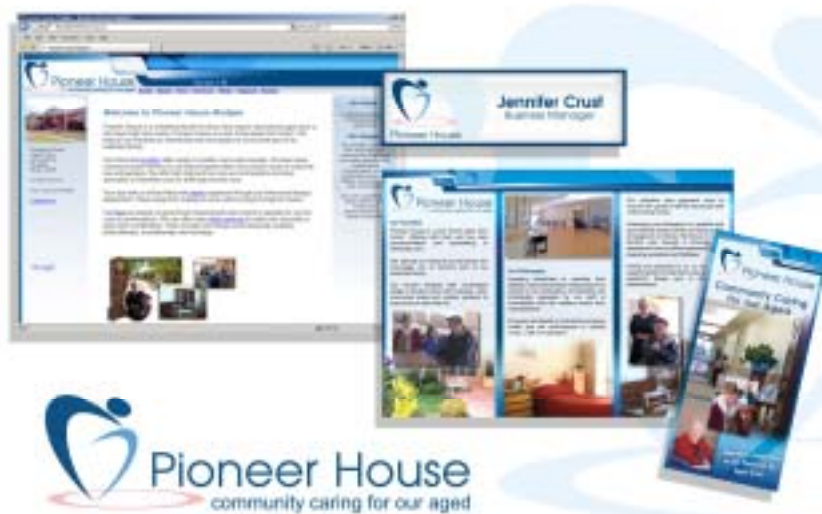
A Codrington, Andrew Gordon Tooheys Ltd, B  
Stanmore, Corporate Express, Dear &  
Loneragan Solicitors, Mrs EJ Nelson, Eastaugh  
& Carroll Funerals, Elders Real Estate, Farmers  
Daughter Wines, Flynn Conn Solicitors, Geoff &  
Carol Jones, Gooree Wines, Hannaford Cox  
Connellan & McFarland Solicitors, Helen  
Shearman, Hoopers Engineering, Huntington  
Winery, KFC Mudgee, Landmark, Lawrence  
Bennett Portelli Accountants, M Tranter,  
Macquarie Valley Funerals, Mc Carroll Motors,  
McDonalds Bakery, Moothi Wines, Mudgee Co-  
Op, Mudgee Cranes, Mudgee Guardian,  
Mudgee Newsagency, Mudgee TAFE, Mudgee  
Tile Centre, Mudgee Toyota, O'Brien Bartlett  
First National, Oriental Hotel, Paragon Hotel,  
Perry Street Meats, Peter Druitt & Co, Radio  
2MG, Ray Williamson Plumbing, Rosanna's  
Pharmacy, Ross Granata Motors, Sam Lynch  
Electrical, Spruces Pharmacy, Stoddarts  
Joinery, The Property Shop, Tradelink  
Plumbing , Ultimate Care, V George

*Thank you*

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

## Achievements

- ❖ New building development including
  - Low care general wing
  - Low care dementia wing
- ❖ 15 Nurses completed Certificate 4 in Aged Care
- ❖ 3 Activities Officers completed Certificate 4 in Leisure and Lifestyle
- ❖ 10 Nursing staff attending a 4 day Remote Access Dementia Education course
- ❖ 158 Staff attendances at training courses
- ❖ Runner up in the Clock Awards
- ❖ Two recipients in the Pride of Workmanship Awards
- ❖ Palliative Care Committee formed,
- ❖ Ongoing Palliative Care education offered to all staff and other facilities
- ❖ Employee Opinion Survey launched
- ❖ Standards and Accreditation visits with no issues
- ❖ New Nurse Call system with phone notification installed
- ❖ Clinical documentation system launched
- ❖ Development and launch of new Pioneer House logo and identity
- ❖ Development of new marketing materials including personalised name badges, brochures, workwear and car magnets
- ❖ Web Site launched



## Our Wonderful Staff

Over the course of the year it was reiterated what 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.



Leonie Alford ☼ Louise Auld ☼ Julie Beddall ☼ Rhonda Brook ☼ Tammy Bull ☼ Lesley Caswell ☼ Kelly Charlesworth ☼ Desma Cleaver ☼ Megan Ciosmak ☼ Ellen Clarkson ☼ Margaret Colley ☼ Carol Comincioli ☼ Lyn Conroy ☼ Linda Cotton ☼ Marie Croom ☼ Jennifer Crust ☼ Cheryl Cuthbertson ☼ Kathy Dixon ☼ Tracy Devenish ☼ Maree Drew ☼ Sandy Duffy ☼ Geraldine Evans ☼ Peg Farthing ☼ Hannah Field ☼ Monika Gibbs ☼ Michelle Gilius ☼ Jacqui Gillham ☼ Leanne Godfrey ☼ Wendy Golden ☼ Bill Haidle ☼ Jill Hall ☼ Margaret Harris ☼ Andrea Honeysett ☼ Lynnette Hore ☼ Julie Hyde ☼ Margaret Kidd ☼ Kellie Kloosterman ☼ Virginia Lamont ☼ Jenny Large ☼ Lisa Large ☼ Regina Larkin ☼ Dawn Lee ☼ Kate Lewlsley ☼ Sandra Lynch ☼ Sue Mackin ☼ Suzanne McDade ☼ Cathy McGrath ☼ Tom McMahon ☼ Leah McMurtrie ☼ Jill Mitchell ☼ Kathy Moore ☼ Trish Morgan ☼ Bernadette Murphy ☼ Neil Oakenfull ☼ Anne Page ☼ Maree Pilley ☼ Deborah Pogonoski ☼ Libby Pronk ☼ Loretta Roberts ☼ Maxine Roth ☼ Karen Salomoni ☼ Moreno Salomoni ☼ Dodi Salt ☼ Jan Schoonderwaldt ☼ Angela Schumacher ☼ Wendy Sowter ☼ Kathy Stanmore ☼ Sharleen Staples ☼ Pam Swan ☼ Jenny Tsipouris ☼ Kate Whitehead ☼ Kerry Wilson ☼ Debra Waters ☼ Jenny Williams ☼ Gay Woods

**Acknowledgements:** Staff and Residents of Pioneer House Aged Care for working so hard and letting us use their photographs, Graphical Constructions (graphical design, layout , editing and photography), Mark Chatterton (photography), Administration Staff for printing

