



Gorrinn Village

Residential Aged Care & Independent Living

48th ANNUAL REPORT

2017 - 2018



Ararat Retirement Village Inc.

AGENDA FOR THE ANNUAL MEETING OF CONTRIBUTORS AND LIFE GOVERNORS 2018.

The Annual General Meeting of Contributors and Life Governors of Ararat Retirement Village Inc. will be held at the 'William Bryant Community Centre,' Albert Street, Ararat at 7.30 pm on Wednesday 12th September 2018.

BUSINESS:

1. To confirm minutes of the Annual General Meeting held on Wednesday 13th September 2017 and of any General Meeting held since then.
2. To receive the report of the Board of Governance and Audited Statement of Accounts for the year ending 30th June 2018.
1. To elect the following 4 Board of Governance Members all of whom are eligible for re-election: Mr Alan Dunn, Mr David Marland, Mr Phil Roberts & Dr Eric Van Opstal.
2. To transact any other business of which at least seven days' notice has been given.
3. To appoint an Auditor for 2018/2019 financial year.
4. Retirement Village Register of Management Concerns and Resident Disputes 2017/18 financial year.

**Guest Speaker: Justin McGeachin – Compliance Officer
Consumer Affairs Victoria (Grampians Region).**



Residents Lorraine Loeliger and Mardi Antonio!

BOARD OF GOVERNANCE
From 1st July 2017 to 30th June 2018

PRESIDENT

Dr D. Pope

SNR VICE PRESIDENT

Mr D. Marland

JNR VICE PRESIDENT

Mrs T. Gemmola

HONORARY TREASURER

Mr P. Roberts

BOARD OF GOVERNANCE MEMBERS

Mr D. Colley, Dr M. Deary, Mrs T. Gemmola, Mr R. Pearce,
Dr E. Van Opstal, Mrs A. Shalders, Ms R. Toomey

SUB COMMITTEES

President and Chief Executive Officer are ex-officio on all Committees

Finance Committee: P. Roberts, D. Marland, A. Dunn

AUDITOR

RSM Australia Partners

ACCOUNTANT

Sertori & Co.

BANKERS

Australian and New Zealand Banking Group

CHIEF EXECUTIVE OFFICER / DIRECTOR OF CARE

Ms Robyn Woods-Gebler

Resident Lorraine Loeliger and
staff member Jenny Dowling
having a laugh together!



CURRENT STAFF MEMBERS AT 30/06/2018

CHIEF EXECUTIVE OFFICER / DIRECTOR OF CARE: Robyn Woods-Gebler

MANAGER – ADMINISTRATION & FINANCE: Barb Jardine

ADMINISTRATIVE ASSISTANTS: Matthew Christian, Carmen Devonshire,
Krystal Ferguson, Melina Grey, Santhosh Jose

CONTINUOUS IMPROVEMENT MANAGERS: Krystal Ferguson, Doug Ware

ACFI AND ROSTERING MANAGER: Sue Goulter

REGISTERED NURSES: Robyn Woods-Gebler, Mary Bruce, Beth Hutchison,
Johanna Simmonds, Trudy Scott de Costa,
Sharon Spalding

ENROLLED NURSES: Mary Bramstedt, Catherine Dellar, Karissa Schumann

PERSONAL CARE STAFF:

Sandra Bailey	Frances Clark	Helen Jeffrey	Sandra Oxley	Aimee Stewart
Carrie Balsdon	Krystal Clarke	Georgia Lawson	Arvind Pahwa	Angela Taylor
Samantha Barwick	Lisa Davis	Lucy Klemm	Margaret Ralph	Denise Vilmos
Luseane Beale	Mandy Denmeade	Pedrita Lopez	Justine Robinson	Douglas Ware
Larna Berry	Carmen Devonshire	Sally McDonald	Karen Roche	Katrina Wilson
Mila Blackwell	Maria Galoso	Carol Mortimer	Karissa Schumann	Maree Wilson
Vicki Boyd	Susan Goulter	Sara Nankervis	Lauren Smith	
Julie Burton	Margaret Handley	Robyn Newell	Michelle Sonogo	
Serena Cane	Janice Hewitt	Kylie Niblett	Fay Steel	
Matthew Christian	Bronwyn Hunter	Genara O'Loughlan	Dani Stephenson	

LEISURE and LIFESTYLE CO-ORDINATOR: Veeda Pearce
ASSISTANTS: Sue Antonio, Delma Brown, Kerri Graafmans,
Jo Robinson

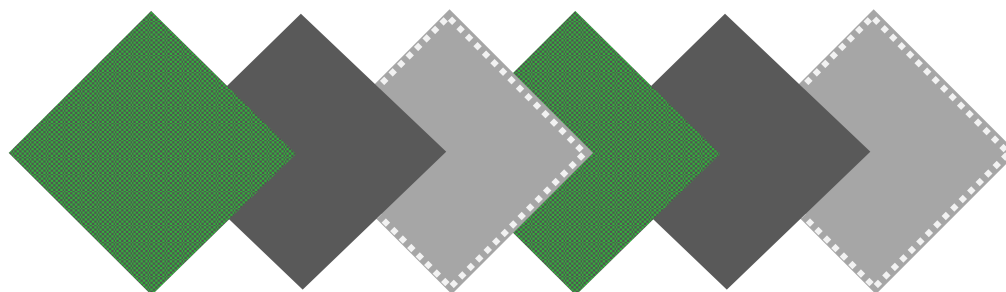
FOOD SERVICES MANAGER: Bruce Thomas
FOOD SERVICES STAFF: Julie Burton, Jenny Dowling, Bev Ferguson,
Amanda Whatley, Kathleen Wills

ENVIRONMENTAL SERVICES MANAGER: Jenny Dowling
ENVIRONMENTAL SERVICES STAFF:

Sandy Burton	Bev Ferguson	Leah Shields	Lisa Traynor
Robyn Campbell	James Hartwich	Charmaine Swanwick	Alice Voyages
Fiona Delley	Jo Robinson	Annette Thompson	Kathleen Wills

MAINTENANCE / GARDENING SUPERVISOR: Neil Murray
MAINTENANCE / GARDENING STAFF: David Braddick, Wayne Kinnersly,
Frank Poplawski

HAIRDRESSER: Leah McCarthy



LIFE GOVERNORS

MR F McCARTHY	1981	DR D POPE	2010
MRS S SHANNON	1984	MRS S HALVORSEN	2010
MRS J GUNSTONE	1991	MRS J WHEELER	2010
MR B FRANCIS	1997	MR A DUNN	2016
MRS G RHOOK	1999	DR E VAN OPSTAL	2016
MR P ROBERTS	2010		

DONATIONS

Financial Year to 30/6/18

During the 2017/18 financial year we received donations from individuals, community organisations, residents and family members.

These donations contribute to care and help to enhance the lifestyle of all our residents at the Retirement Village.

We thank you all



Staff member Sue Goulter shares a joke with resident Ross McCracken.

PRESIDENT'S REPORT

2017 - 2018

It is with great pleasure that I present the 48th President's Report for the Ararat Retirement Village.

Gorrinn Village has once again had a modestly successful and interesting year. In line with our long term plan to continually maintain and upgrade the independent living units, there, as always, has been further and ongoing work on the Bishop Court and Princes St units as part of our continuing cycle of refurbishment and upgrades. All the units are currently occupied with enough interest in the units still to maintain, hopefully, full occupancy for some time. The unit residents are active in the Village, joining in on the activities and special functions.

But the Village and the Board cannot afford to rest on our laurels. Australia's population is ageing, with many more of us having active lives into our 80's and 90's and the Ararat district is no exception. There is a strong need to plan for the future and ensure that the Village complex can grow to accommodate our older citizens at all levels of care. As before, much of the discussion at Board level over the past year had concerned the need to extend and improve our existing services and planning is now going ahead on utilizing the additional 15 bed licences that were granted last year. This will see us moving forward and constructing a new wing, as well as significantly upgrading the kitchen and support services. Plans are well advanced to acquire a section of Flattely St across the road for the new car park.

I would like to acknowledge the long hours and hard work of our CEO Robyn Woods-Gebler. As always, Robyn has kept the Village running smoothly with close attention to resident care and staffing. This year her work has been augmented by the addition of regular registered nurses in the roster, creating an enhanced level of service to the residents. Robyn has been assisted by Barb Jardine, our invaluable financial manager. Aided by our dedicated staff, they have maintained the high standards of care and have made the Village a caring, homelike environment that, I hope, fulfils the expectations of our residents.

I would like to thank the members of the Ladies Auxiliary for their dedicated and ongoing support of the Village residents. Thanks also to the volunteers who give up many hours of their time for the enjoyment of the residents.

Finally, I would like to thank my fellow Board members. Without the presence, enthusiasm, and long hours of work and study by the board, I am sure that the Village would not be the way it is today. This year, the Board welcomed two new Board members- Russell Pearse and Dr Mark Deary. With their added contribution, I am sure that the Board will be able to meet the challenges of the next few years with confidence and energy and keep Gorrinn Village moving forward.

Dr Derek Pope
President – Board of Governance



REPORT OF CHIEF EXECUTIVE OFFICER/ DIRECTOR OF CARE

2017 - 2018

A year of change for residential aged care in general and for Gorrinn Village specifically.

The proposed federal changes to the aged care funding instrument did not eventuate during the financial year and their implementation remains uncertain. The need for the changes has become even more apparent as the current system will be in direct opposition to the new aged care standards which were finalised during the year.

Our plans for an additional 15 beds have moved very slowly. The first step of constructing a carpark on the road reserve across the court from the facility has been an unexpectedly lengthy process but we hope to see something tangible happening in the next couple of months. In the meantime we intend to visit some other facilities as part of our planning process.

Along with the rest of the community we were affected by the influenza epidemic of 2017.

Thanks to our 100% resident vaccination policy of many years only 7 residents and 3 staff contracted Influenza. This May, we achieved 100% vaccination for staff as well.

The normal business of the residential care facility continues with a range of improvements completed over the last 12 months. Each department has contributed a number of improvements to the total of 55 that were implemented over the year.

A small selection from these is as follows.

1. A new system of managing resident's care documents which separated current working documents from information that needs to be kept but isn't in use. This reduced bulk in daily use.
2. Residents attending out of facility specialist appointments now take a consultation record with them that the specialist fills out for us. This ensures that information on return is both accurate and comprehensive.
3. A Team Leader role was created to ensure that each Wing is managed on a daily basis and to direct the flow of information from care staff to the nursing staff.
4. We also now have registered nurse cover 7 days a week which is a huge advantage but obtaining registered and enrolled nurses in sufficient numbers remains a challenge for all rural health services both acute and residential.

We continue to enjoy a robust waiting list for both the residential care facility and the independent living units. Too robust at times; a situation that the fifteen bed expansion will hopefully remedy.

To all the staff – nurses, carers, catering, lifestyle, environmental, maintenance and administration, I extend my thanks for a job well done; and while they are all special we do have an extra special service award this year. Marg Ralph has been with the Village for an astonishing 25 years. We expect her next 25 years here to be just as amazing.

To all our volunteers, including the Ladies Auxiliary, I also extend my thanks for their efforts over the year. I thank the Board for their support and last but a long way from least, Barb Jardine. A pleasure as always.

Robyn Woods-Gebler
Chief Executive Officer/
Director of Care



Residents Vic Hillebrandt & Shirley Wiedermann enjoy a lovely day of festivities at Gorrinn Village!

GORRINN HOUSE LADIES AUXILIARY REPORT

2017-2018

As I write this report the Auxiliary is currently in recess for the months of June, July and August; a practice we have carried out for the last few years, so hopefully we all come back with renewed vigour for the rest of the year. Our main aim, as we return, is to encourage more people to join our group. The demands are not huge, but the benefits to our residents and to those of us involved are just lovely. Also it is a great way to meet fellow family members and to feel a part of this community. We would really appreciate your involvement.

Our main fundraiser for this year was the annual Trash and Treasure Market. This is always in February and in one day we have been able to raise enough money to purchase equipment to enhance the life of our residents. For the Palliative Care trolleys we have purchased lovely linen and aromatherapy products. We then bought a number of chairs for the big room which are lighter and more practical both for residents and staff. Our latest acquisition was a camera for use in the activity area as well as for general use.

Every year we celebrate Mother's Day, Father's Day, Christmas and Easter with small gifts or flowers for our people. We also assist with the Biggest Morning Tea and running of the canteen. Our second hand stall gives our residents a chance to shop for themselves or just to look. We also assist with any requests to help with lunches or afternoon teas at the William Bryant Centre.

My grateful thanks must go to Nola Pugh for her ongoing support and her secretarial and treasury work. To the Auxiliary members, thank you for your support and input throughout the year. It is always much appreciated.

To all staff, particularly Robyn Woods-Gebler, Barbara Jardine, Veeda Pearce, Bruce Thomas, Melina and office staff; thank you for your assistance and friendship during the past twelve months.

And it is with much pleasure I present my annual report on behalf of the Ladies Auxiliary.

Joy Wheeler
President – Ladies Auxiliary



Glenis Jackson enjoys some quality time with her Mother, resident Thelma Smith.