

Gorrinn Village

Residential Aged Care & Independent Living

50th ANNUAL REPORT 2019 - 2020



Ararat Retirement Village Inc.

AGENDA FOR THE ANNUAL MEETING OF CONTRIBUTORS AND LIFE GOVERNORS 2020.

The Annual General Meeting of Contributors and Life Governors of Ararat Retirement Village Inc. will be held at Gorrinn Village on Friday 16th October 2020 at 2pm via Zoom

BUSINESS:

- 1. To confirm minutes of the Annual General Meeting held on Wednesday 9th October 2019 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 2020.
- 1. To elect the following 3 Board of Governance Members all of whom are eligible for re-election: Mr Alan Dunn, Mr Phillip Roberts, Mr David Marland.
- 2. To transact any other business of which at least seven days' notice has been given.
- 3. To appoint an Auditor for 2020/2021 financial year.
- 4. Retirement Village Register of Management Concerns and Resident Disputes 2019/20 financial year.



BOARD OF GOVERNANCE

From 1st July 2019 to 30th June 2020

PRESIDENT

Dr D. Pope

SNR VICE PRESIDENT

Mr D. Colley

JNR VICE PRESIDENT

Mrs A. Shalders

HONORARY TREASURER

Mr D. Marland

BOARD OF GOVERNANCE MEMBERS

Dr D. Pope, Mrs T. Gemmola, Mr D. Colley, Mr D. Marland, Mrs A. Shalders, Ms R. Toomey, Mr P. Roberts, Mr R. Pearse, Mr G. Lewis, Mr T. Quick

SUB COMMITTEES

President and Chief Executive Officer are ex-officio on all Committees
Finance Committee: D. Marland, P. Roberts, A. Dunn, Barb Jardine.
Redevelopment Committee: D. Marland, R. Pearse, T. Gemmola, A. Dunn, P. Roberts, Gary Lewis, Barb Jardine, Neil Murray.

AUDITOR

RSM Australia Partners

ACCOUNTANT

Sertori & Co.

BANKERS

Australian and New Zealand Banking Group

CHIEF EXECUTIVE OFFICER / DIRECTOR OF CARE

Ms Robyn Woods-Gebler

MANAGER - ADMINISTRATION & FINANCE

Barb Jardine

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		

DONATIONSFinancial Year to 30/6/20

During the 2019/2020 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



PRESIDENT'S REPORT

2019 - 2020

It is with great pleasure that I present the 50th President's Report for the Ararat Retirement Village.

This year, 2020, has been a year unlike any others in living memory. The spread of Covid19 in the community, especially during the second wave, has stressed our lifestyles, our work and our relationships with family and friends. Many of us have spent months unable to see our loved ones due to the lockdown and risk of infection, and this has been very evident in aged care facilities around the state. Securing the safety of the residents and managing the risk of Covid19 getting into the Village has been a major undertaking requiring hundreds of hours of work. Every aspect of Village life, its interaction with family visitors and the wider community had to be assessed in great detail in order to eliminate, as far as possible, the risk of the infection getting into the village. Plans had to made for the eventuality of one or more of our residents coming down with the virus. The sheer volume of planning was staggering, and, on behalf of the board, I would like to express our deep admiration and appreciation to Robyn, Barb and indeed all the staff for their tireless efforts and work in keeping Gorrinn Village safe and running as close as possible to normal in the extraordinary times.

Otherwise, Gorrinn Village has once again had a successful and interesting year, with an ongoing increase in our operating surplus. 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. All the units are currently occupied, with enough interest in the units still to maintain hopefully full occupancy for some time. But the need to plan for the future and ensure that the Village complex can grow to accommodate our older citizens at all levels of care is still strong, and, 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 advancing on building the next 15 bed wing, as well as significantly upgrading the kitchen and support services. Floor plans have been largely finalized and tenders have been sent to interested companies to quote on the construction. We expect work to commence early in the new year and to be complete within 14 months.

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. As before, her work has been augmented by the addition of regular registered nurses in the roster, creating an enhanced level of service to the residents As always, 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. In particular, I would like to thank the building committee who worked hard to make out impending new development as success. Once again this year, the board welcomed new members who have added their skills and ideas to the mix! 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

This year there will be no public AGM so this report is a combination of my usual written annual report and items I normally cover at the actual meeting.

When this last financial year began, we had a Royal Commission into aged care underway and were grappling with the first new aged care standards in nearly 30 years as we headed into an accreditation audit in September 2019. Having successfully completed that as one of the few facilities with no recommendations from the regulator, we looked forward to a relatively quiet year focused on the works that a refurbishment grant of nearly \$500,000 allowed while at the same time hoping to commence the 15 bed extension we so desperately need to cope with our massive waiting list.

The other major event we were planning was our 50th anniversary celebration. We had so many plans and had started by setting up a display of historical documents going back to the early 1960's when the idea of the Village first began. If there has been one thing the Village has been good at it is saving documents! We will reconvene the celebrations in early 2021 and just be a year late.

Then came March 2020 and with it Covid 19. Since then, it has brought a halt to most of our plans and taken up almost all our time. Whether we are making plans for every possible contingency, sourcing equipment, keeping residents and families up to date, training staff, reading guidelines, dealing with multiple agencies requirements or trying to keep the lives of the residents within the facility as normal as possible, this virus has taken over life in residential care with the same force that it takes over an individual's health.

However, we know that it will end eventually, and in the meantime, our staff, Board of Governance, residents and their families could not have been more supportive which makes it all worthwhile. The staff in particular, have been determined not to let this virus into the facility and have been hyper vigilant of their own and their family's health, staying home and enduring the horrible test at even the slightest hint of a symptom of pretty much anything at all. The catering staff, in particular have pretty much isolated themselves in the kitchen in order to minimize the risk of them having to be quarantined in the event of an outbreak. Having read about and listened to the experiences of a number of facilities that had outbreaks, losing catering staff is to be avoided at all costs.

But of course, there are things happening that even Covid 19 couldn't stop completely. Plans for the 15 bed extension are well underway with the current expectation of actual physical works commencing in February 2021 and a prospective completion date in the first 3rd of 2022. With the timing, we have been able to alter the plans somewhat to enable us to make the physical aspects of a pandemic – such as visitor access - a bit easier in the future which is great.

In the meantime, many of the grant activities have been completed – the wardrobe doors, courtyard upgrades, replacement equipment for kitchen and laundry purchased, a new nurse call system installed and some of the interior repainted. Now that restrictions are easing, we intend to finish the repainting and then replace all the floor coverings as well as install exterior security cameras. These will complete the activities for which the grant was made.

This year saw a relatively few staff reach service milestones. We have two staff who have given 10 years of service – Sue Goulter and Maree Wilson.

Sue came to us, having worked in several private aged care facilities in Melbourne and following the loss of her home at Kinglake in the Black Saturday fires. It soon became apparent that Sue could turn her hand to just about anything and as usually happens to people with that skill we gave her more and more tasks. At this time, she is the ACFI (funding tool) coordinator, the roster manager and is responsible for ordering care supplies. These roles often get set aside however as Sue steps in to take the place of an absent carer or runs up the street to buy something we want or takes a resident up to the hospital for an X-Ray. With Sue, the needs of the residents will always take priority. It was this attribute and her exemplary reliability that led to her receiving the President's Award for outstanding achievement in 2017. There have been some notable events along the way, from a plate dropping on her head, to giving the Village bus a bit of a scrape when out on an errand and taking scraps home to her chickens which included a resident's teeth. Her horrified husband rang to inform her he had thrown the scraps out and noticed a denture – and yes – the inevitable joke about "hen's teeth" was made – a lot. It is hard to believe it has only been 10 years. It seems as though she has been part of Gorrinn Village forever – and hopefully for many years to come. We all congratulate Sue on her 10 years.

Maree Wilson is a quiet achiever which makes it difficult to come up with a lot of stories or anecdotes. I doubt that anyone has ever seen Maree in a flap. She is a woman of few words who goes about her business of looking after residents in a steady and competent way that is very reassuring. Prior to aged care Maree worked in a number of industries and roles. While she began on day shift at the Village, the last few years has seen her move to night shift permanently where her calm presence and efficiency ensure that the residents receive the same level of care and support as they do during the day. As the person who gets phoned in the night when there is a problem it is very reassuring to hear Maree's voice when I answer the phone. We thank her for her 10 years of service.

Our next service award is for 15 years and goes to someone who could never be described as a woman of few words. In 2005, one of the first people I employed after I arrived was a very chatty young lady called Janice. In the ensuing 15 years, Janice Hewitt has progressed through a variety of roles. These days she is a Team Leader as well as administering medication and occasionally in charge after hours as well. Janice is efficient, observant and always reliable. Sometimes a mute button would be good when I am trying to write something important and Janice is determined to tell me something, but she takes the arm flapping as I see her coming with good humour. There are few staff whose judgement on a resident's health I would take more notice of than Janice's and as she arrived about the same time I did there are few who have the history that we do. It is with many thanks we give Janice her 15 year service award.

So yes, I have been at the Village for 15 years. It is hard to believe I was the first nurse employed here and I remember the first week when I ran around trying to find out what everyone's medical conditions were. This was not a priority in those days but for a nurse to have responsibility for 60 people and no idea what their medical problems were was a nightmare. Over the last 15 years so many staff and residents have come and gone and there have been so many changes both in aged care in general and the Village in particular that this would be a 3 volume novel if I started listing them. Therefore, I will just say that it has been a privilege to work with so many fabulous people and to hopefully improve the health and quality of life for so many residents – and no, I am not going anywhere yet.

I would like to thank all the people who supported myself and the Village, especially over the last 12 months. The Board of Governance, the Gorrinn Village Auxiliary - whose plans for this year have had to sadly been put on hold, the staff and the residents and their wonderful families. Special mention needs to be made of Jo Simmonds, our Clinical Supervisor without who, the clinical workload would have been impossible, Sue Goulter who wrestles with the rosters in order to ensure there are enough staff on a daily basis and of course Barb Jardine for her efforts in keeping us solvent as well as looking after the units.

Robyn Woods-Gebler Chief Executive Officer/ Director of Care

GORRINN HOUSE LADIES AUXILIARY REPORT 2019-2020

I am pleased to present the Ladies Auxiliary report in my first year as president. I have big shoes to fill following the great work of our previous president Joy Wheeler. On behalf of the group, I would like to thank her for her service over her tenure as president.

Our membership has increased this year with it now totalling 19 ladies. We conducted our inaugural Open Garden Day in October. It was a great success with a profit of \$2992 being made. Special thanks to Cheryl & Peter Dunn, Carolyn & Greg Gason, Nola & Garry Pugh and Naomi & Mick Driscoll for being participants on the day and for their enthusiasm. We had over 100 people visit the gardens during the day. As well, thank you to the garden staff at the village for the presentation of the gardens there, as these were the last of the gardens to be visited on the list, prior to visitors having afternoon tea. Special thanks to Anne Shalders who did escorted tours around the village gardens as well as her own unit.

Thanks to all the auxiliary members who were part of the day, whether being at individual gardens, helping out with serving the afternoon teas or providing plant cuttings for sale on the day. Also, thanks to the Ararat Garden Club members who helped with the plant stall. As this fundraiser was considered such a success, it is envisaged we will hold one again. We had anticipated doing so in late 2020 but given the present health crisis, we will look at 2021.

We finished 2019 with our Christmas Party for the residents in early December with the Ararat City Band providing the entertainment and residents receiving a gift of homemade biscuits. Hopefully we can host another party this December, fingers crossed.

We purchased two large televisions, one in the general TV area and one for Orchid Wing, along with sound bars for sound clarity and volume. Throughout the year, residents were given Easter treats, flowers for the ladies on Mother's Day and chocolates for Father's Day.

Up until COVID lockdown, we continued to assist with the canteen on a weekly basis and stocked the recycled clothing rack ... which has raised \$120.

And then we came to the month of March 2020 when COVID became part of the landscape. As such, we have not met as a group since then or had a monthly interaction with members and residents. The village residents have been very fortunate to have such a dedicated and wonderful group of staff who have kept them safe through this difficult time. So, thank you Robyn Woods-Gebler and Barbara Jardine for their leadership during this pandemic. I know may of our members miss catching up with the residents each month, and hopefully will be able to do so sometime in the near future, all being well.

So, it is with much pleasure I present my first annual report on behalf of the Gorrinn Ladies Auxiliary.

<u>Helen Boling</u> President – Ladies Auxiliary



