

Annual Report 2020/21

Caring for life





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01 Governance

Board Chair Report

As I reflect on the year just passed, it is a challenge to recollect in chronological sequence and detail all that has happened at ABH. 2021 has so far Zoomed by! As a Board, our interactions with the ABH 'family' – its management, staff and residents – have continued to be mainly via technology with the occasional and welcome on-site interaction. Our directors have met regularly and 'virtually' for our board and committee meetings, watching from a frustrating social distance as ABH residents and staff have endured a stop/start year of lockdowns, in-house covid-testing, cancelled birthday parties (again!) and various other speed bumps. The strain on residents and their loved ones cannot be underestimated. We are immensely grateful for the dedication and selflessness of the ABH care staff who have been working even longer and more challenging hours than usual to keep our residents safe and connected during this difficult time.

However, ABH has emerged from this second round of pandemic madness with its spirit of joy intact, not to mention being a nominated

finalist for the ACSA Organisation of the Year award. This is, as always, testimony to its excellent management, under the expert leadership of CE Leigh Kildey. Such leadership has been instrumental to our uniquely financially stable position, as confirmed by our auditors, despite the extra costs incurred by the pandemic. Creative and flexible approaches to the challenges of lockdown have resulted in some very 'good news' stories about ABH this year, such as the visiting pod in the carpark, and it has been delightful to follow the radio and television reports lauding these initiatives. Let me take this opportunity, on behalf of the Board of Directors, to extend our deep appreciation to Leigh and her Management Staff for the exceptional work they have done this year.

As ever, this year the Board has been charged with plotting the course and safeguarding the path of ABH's Strategic Vision to support our fundamental mission of providing 'quality care in a Christian environment'. I am grateful to be part of such a diligent cohort of directors, each of whom brings their particular skills, intellect,



wit and compassion to the metaphorical table to achieve this end. Finally, I would like to thank the Ashfield Baptist Church members of the Company, for the continued spiritual support and partnership they offer ABH. 2021 has been a year of new beginnings and a forging of new links within these two communities, especially with the new ministry appointments of Mark Coleman as Pastor of ABC and Ruth Njogah as ABH Chaplain.

We look forward to sharing in a continued spirit of prayerful curiosity as we explore our evolving links. May 2022 be another year of blessing on this community as we seek to serve our residents with care, compassion and dignity.

Jo Schreuder
Board Chair

Board members

Catherine Boxhall	Lynette MacKenzie
Belinda Dona	Sharon Ng
Stuart Gibb	Peter O'Donnell
David Glinatsis	Alex Pataky
Michael Kah	Jo Schreuder

Company Secretary: Louise Hicks

Chief Executive's Report



Towards the end of 2020, staff at Ashfield Baptist Homes (ABH) were sharing memes and pictures of the year to come, with optimism and an early sense of relief.

If 2020 was a one-star year, then I want a refund in 2021! Little did we know the Delta variant would have such a significant and pervasive impact. We have operated throughout 107 days of lockdown and community stay-at-home orders, often with state and federal health restrictions changing daily. It has truly been the Kingda Ka of roller coaster rides.

Significant changes to our internal processes and protocols were met with enthusiasm and an unspoken acceptance for each of us to do whatever it takes to keep all at ABH safe. And that's what we did.

The real strength of our pandemic response, however, is not the work of just a few, but of literally our whole team, every day, every touch point of care. I want to thank everyone who has shared in this responsibility for doing everything possible to protect residents, clients, and staff. Your commitment to our values has again demonstrated our strength. And thank you also to our families who have supported us in this mission: your patience and gratitude has been humbling.

Financially ABH has fared better than most making a surplus of \$2.8m for year end 30 June 2021. To see this in context, the most recent Stewart Brown survey* has revealed 70% of aged care facilities across Australia are losing money.

While continuing to provide high level care and compassion, our achievements throughout 2021 have been quite remarkable:

- Bethel Home Care increased by 430% in size during the financial year whilst providing increased additional support to elderly in the community at risk of social isolation.
- Our newly revised retirement Village plans were submitted to council for approval.
- Our innovative Visiting Pod has been installed to increase visiting options and support the wellbeing of residents and families.
- A new bookable garden area allows residents to see up to four visitors.

- A new online bookable visiting system was set up and screening check tablets installed.
- Several media outlets including the ABC (television and radio), Channel 7 and Channel 9 have featured us in good news stories ranging from living in an aged care facility to profiles on our visiting pod.
- We have managed our existing staff roster across overtime hours, additional shifts, and the single site workforce rule.
- We welcomed 44 new residents and families into our care.

I'd like to thank Board of Directors for their leadership and support during the past 12 months, steering the ship whilst we adjust the sails. Aged care providers are operating in an environment of increasing regulatory requirements and the associated risk burden that accompanies such requirements cannot be overstated. The ongoing and responsive support of the ABH Board has been phenomenal.

Lastly, we farewelled Pushpam Vellopillai, our Business Manager. We thank her for her dedication and commitment which has been instrumental to ABH's success.

Leigh Kildey
Chief Executive

* Stewart Brown Aged Care Sector Report, March 2021



02 *Caring for life*

Residential Services

Our focus on resident and staff safety and wellbeing continues to be paramount. I am truly grateful that, as I write this report, we haven't faced a serious outbreak of COVID-19.

During the year, significant resources were diverted to the COVID-19 pandemic. Three Registered Nurses were supported to undertake specialist training in infection prevention and control as per the Department



of Health requirements. Staff have had ongoing education regarding infection control practices including hand hygiene and donning/doffing PPE competencies.

Other areas of focus have included polypharmacy, psychotropic drug usage, restrictive practices, end-of-life care, mental health and wellbeing including pandemic fatigue, dementia and pain.

Learning to manage and deliver through uncertain times has shown us the power of collaborating with our external partners. ABH has an ongoing partnership with the University of Sydney to provide placements for physiotherapy students. We have continued to refer residents to the EWOP (Emotional Wellbeing for Older Persons) program, and our Registered Nurses are undertaking Gerontological Nurse Competencies through the University of Wollongong. Residents are participating in a "TOP UP Study" - Telehealth Physiotherapy for Older People run by the University of Sydney Institute for Musculoskeletal Health. We are also working with a company to develop and trial a GPS locator for the instance (however rare), when a vulnerable resident leaves the facility.

We engage regularly with Aged Care Services Australia, Sydney Local Health District (SLHD) Outreach Team, SLHD Public Health Unit, Primary Health Network Central and Eastern Sydney, Palliative Clinical Nurse Consultants and Geriatricians from SLHD, Dementia

Australia, Dementia Behaviour Management Advisory Service (DBMAS).

We have also had to navigate many changes to legislation for aged care such as SIRS (Serious Incident Reporting System), restrictive practices and NDIS.

We have introduced a Clinical Educator role to maintain a high level of clinical care and education within the facility.

We are extremely optimistic about the many opportunities ahead across our broad range of services which respond to changing resident needs and wants. Our continual focus is on providing high quality care to meet the complex needs of older people.

Barry Cowling
Executive Care Manager

TESTIMONIAL

Who would guess that the journey of a small lap blanket would bring so much love and comfort to so many people?

This all started 8 years ago when I was asked if I would like to do them for ABH.

In the 8 years, I have been amazed by how many people have been touched. Some of the stories that ABH has shared with me are very overwhelming – bringing lots of love, joy, happiness to many. It is fulfilling for me to share this gift that has been given to me.

I would like to thank ABH for inviting me to continue with the Blanket ministry.

God Bless you all.

Friend of ABH



Faith in Action

LOVE IN A BLANKET

...our warm welcome to ABH

**He will cover you with his feathers.
He will shelter you with his wings.
His faithful promises are your armour
and protection.**

Psalm 91:4

A blanket is one of those meaningful items found in a home as an expression of intrinsic craftsmanship and artistry. Blanket-giving is also a symbolic gesture in different cultures through life transitions.

Home-made blankets have been associated with communicating feelings of comfort, kindness, respect, love, warmth and cultural heritage towards the recipient; a covering as a symbol of security or protection from the cold.

Such is our Heavenly Father's love and protection over his children – sheltering us from the winds and storms of life through his promises.

As I walk around ABH, I enjoy listening to the stories behind every knitted, quilted or crocheted blanket. These colourful pieces are treasured by our residents, bearing heartfelt memories of loved ones, occasions and for some, a creation of their own hands.

At ABH, we are blessed to have a resident who lives through her crocheted gift making blankets for our fellow residents.

This testimony is from a friend of ABH who has faithfully loved our residents through her Blanket ministry.

Ruth Njogah
Chaplain



02 *Caring for life*

Focus on Quality

Accreditation/Quality Systems

Ashfield Baptist Homes was due for a 3 year re accreditation under the new standards in December 2019.

The Aged Care Quality and Safety Commission has postponed the audit with the current Accreditation extended to March 2022. While there have been no unannounced visits by the Commission, there have been several telephone contacts, desktop audits and surveys in regard to outbreak and infection control readiness.

The Aged Care Quality and Safety Commission aims to increase the number of site audits with set target of delivering approximately 2,100 site audits of residential aged care services by the end of June 2022. To achieve this, a panel of contractors have been engaged to provide a supplementary quality assessor workforce.

In anticipation of a 2022 reaccreditation audit, ABH is continuing to assess performance by internal audits and as well as engaging consultants to test and assess our readiness against the standards to allow opportunity for continuous improvement in care and service delivery.

Quality Indicator Program

The National Aged Care Mandatory Quality Indicator Program (QI Program) expanded on 1 July 2021. Approved providers of residential aged care are now required to report quarterly on 5 quality indicators, namely:

- pressure injuries
- physical restraint
- unplanned weight loss
- falls and major injury (new)
- medication management (new) including polypharmacy and anti-psychotics.

We will be submitting our data for the July–September 2021 quarter through My Aged Care Portal by 21 October.

KPI Reporting

As part of our efforts to better measure, monitor, and identify trends in performance over time, we have spent some time exploring systems that can be used to ensure data integrity and increase visibility of organisational performance.

We have recently signed up with Quality

Performance Systems (QPS) benchmarking, which will allow us to streamline our reporting, compare our performance against other providers, and improve overall service quality and compliance.

Fumpa Mitchell
Quality Coordinator



Bethel Home Care

Since last year Bethel Home Care has delivered over 3,500 hours of service across 15 suburbs.

As we continue to navigate our way through the challenging landscape of COVID-19, our 14 highly skilled and dedicated staff members have worked tirelessly providing the best possible services for our clients.

We have taken 2021 in our stride – we continue to expand our client base across Sydney, even reaching the Newcastle-Hunter region.

More than half of our new clients for 2021 came through word of mouth and local reputation. It is a glowing testament to our staff that Bethel Home Care has become a pillar of the community.

The diversity of our staff ensures we can build strong relationships across a multitude of cultural backgrounds, such as Lebanese, Chinese, Spanish, Indian, Croatian, and Greek.

This year has highlighted how many clients are at risk of social isolation. To address this, we have employed the skills of our ABH chaplain, who has been conversing with clients over the phone, and will be commencing pastoral visits in the near future.

This valuable contribution has added another layer of support for our clients.

We are excited to announce that Bethel Home Care will be offering our clients day respite. Clients can now visit ABH for a day and participate in the variety of lifestyle activities and enjoy a lunchtime meal. We have many clients excited to take part.

It is extremely rewarding to hear from clients and their families how much of a positive difference we have made to their lives. The road ahead is filled with many exciting opportunities for Bethel Home Care. We cannot wait to see what the next year brings.

Patrick McFarlane
Bethel Home Care Case Manager



**Bethel
Home Care**

Our Wonderful Volunteers

We could not do what we do without the kindness and support of our loyal and committed volunteers.

From the bottom of our heart, we thank each and every one of you.

40+ years
Gordon Torry

30+ years
Ian Dawson

10+ years
Lyn Ryan

5+ years
Bruno Versace
Colin Maynard
Maria Maynard
Noel Jones
Rev David Crain

Under 5 years
Michael Russell
Robyn Hughes
Father George
Father Joti
Allan Sias
Ken Kamau



03 Living at Ashfield Baptist Homes

Living Life to the Fullest

We have got through another year with challenges coming from all directions; ongoing Covid restrictions, orange lockdowns, not seeing family and friends, no community visitors or community activities.

Despite all this, the team has continued with our lifestyle programs and special celebration days. Increased one to one in-room visits and smaller number group activities have continued to enable social distancing without isolation.

We celebrated all our cultural days without much disruption. Our Christmas celebrations were a great success, where we spread out the annual party with family and friends over four days.

Easter was celebrated with a Family Easter Show and farm animals. We also celebrated Australia Day, St Patricks Day, Mother's Day, Father's Day, Christmas in July and the Melbourne Cup with themed meals and celebration.

Residents also enjoyed international cultural meals. The introduction of armchair travel took residents to Paris visiting landmarks, museums, art galleries and the Moulin Rouge in the comfort of their cinema armchair. They also experienced a full Virtual Reality trip to the opera. On World Environment Day we planted pot plants and herbs, World Chocolate Day was celebrated with chocolate fountains, Italian Day showcased pizza making and Naidoc Week was marked with arts and craft and a cultural meal. Australia's biggest morning tea was also enjoyed by all.

Residents and staff all participated in themed dress up days each month. Staff and residents alike wore Superhero outfits, crazy socks, dancing daffodil tutus, sparkling tiaras and pirate outfits. Woody the Wonder Dog joined in each time, bringing many smiles to us all on his visits. We are continuing with our themed colours for the month of Pinktober (Breast Cancer awareness month) by encouraging everyone to colour ABH pink.

Residents continued to keep in touch with families through daily Zooms and phone calls. The new visiting pod and Bluebell Garden visits have been a great success with residents reconnecting with their loved ones.

In the year ahead we are looking forward to more community visits and outings, and our families all visiting again. We are also looking forward to the renewed feeling of community when the café reopens.

Morag Miles
Diversional Therapy Manager





03 Living at Ashfield Baptist Homes

Staying connected

With ongoing visiting restrictions and prolonged closure, staying connected with loved ones has been a challenge. Our lines of communication have always remained open to all stakeholders. We have continued to keep everyone fully informed about our visiting and safety protocols in place, reasons behind decisions and next steps.

We set up a system for calling primary family contacts for each of our three orange lockdowns. Up to date information covering the very latest government advice and our own risk assessed facility guidelines is collated and sent to all families every week. It has proved more important than ever to disseminate updated and relevant information to all stakeholder groups.

Throughout our prolonged closure we have still welcomed many new residents into our care. Every family receives a personalised welcome email including full details of how to stay in touch with their loved one, and book a visit via Zoom or face to face. Residents receive regular printed information to help them stay up

to date. 157 family members and 100% of staff are all connected with our bespoke Connecteam app for updates as required, 7 days per week.

Our new visiting pod has created options for families to visit their loved ones regardless of their vaccination status. The ABC filmed an extended feature on aged care, featuring one of our residents. Channel Seven profiled us in a news piece on Zooming loved ones, ABC's 702 interviewed us about our visiting pod and Channel Nine profiled our pod on the 6pm news. Mainstream media regularly approach us as a go-to for good news stories.

Our bi-monthly 'Heartbeat' magazine features topical news articles and interviews with residents and staff. Residents each receive their own printed copy while a digital version is shared with families and added to our website. Dress up days and celebrations are all posted on our Facebook page, and facility news is shared to local community groups.

Liz Foster
Communications Manager





03 *Living at Ashfield Baptist Homes*

Family Testimonials

"Thanks to all the staff at ABH for the wonderful jobs you are doing during this weird and wonderful time in our lives."

"Thanks for taking such good care of Dad and all the other residents."

"Thank you for the care and diligence you show in your work in such difficult circumstances. I am confident and grateful that my mother is well looked after."

"Thanks again to all the staff at ABH during this time. So good to know that mum is being well looked after."

"Your team at ABH are amazing and caring and I cannot thank you enough for all you do across the board."

"Your professional care, understanding and forward planning gives us such continued support, confidence and comfort."

"Thank you all for your reassuring communications... it's great to know that my wife's welfare and care are in such good and careful hands."

"I was absolutely delighted to receive photos of Mum, they are very much appreciated. She looks great! It means so much, especially being so far away from her! Thanks a million for everything you do."

"The visiting pod is a kind and wonderful idea that displays the empathy ABH always strives to have for the residents."





04 Financial statements

Statement of Financial Position as at 30 June 2021

	2021 \$	2020 \$
ASSETS		
Cash and cash equivalents	18,946,162	18,559,387
Trade and other receivables	641,016	1,783,241
Investment property	14,600,000	11,435,000
Capital work in progress	7,894,542	7,604,779
Property, plant and equipment	18,394,884	18,596,074
TOTAL ASSETS	60,476,604	57,978,481
LIABILITIES		
Trade and other payables expected to be paid within 12 months	4,662,643	2,244,200
Refundable loans expected to be paid within 12 months	10,425,716	9,494,619
Borrowings expected to be paid within 12 months	236,616	236,616
Employee benefits expected to be paid within 12 months	1,684,081	1,430,832
Trade and other payables expected to be paid after 12 months	–	17,838
Refundable loans expected to be paid after 12 months	18,359,993	22,154,111
Borrowings expected to be paid after 12 months	2,575,391	2,775,692
Employee benefits expected to be paid after 12 months	245,856	186,259
TOTAL LIABILITIES	38,190,296	38,540,167
NET ASSETS	22,286,308	19,438,314
FUNDS		
Accumulated funds	22,286,308	19,438,314
TOTAL FUNDS	22,286,308	19,438,314



04 Financial statements

Statement of Profit or Loss and other Comprehensive Income for the year ending 30 June 2021

	2021 \$	2020 \$
Revenue	14,118,250	15,634,367
Other income	232,779	289,512
	14,351,029	15,923,879
Expenses		
Administration	(88,809)	(153,661)
Catering expenses	(1,482,804)	(1,526,441)
Cleaning and laundry expenses	(536,046)	(511,276)
Consulting fees	(107,515)	(109,686)
Depreciation and amortisation	(814,273)	(763,203)
Insurance	(257,315)	(328,122)
Finance costs	(119,310)	(108,029)
Litigation settlement and costs	(516,056)	–
Maintenance costs	(613,908)	(642,883)
Resident care expenses	(248,199)	(227,300)
Salaries and employee benefits	(8,918,713)	(8,497,064)
Utilities	(284,838)	(310,388)
Other expenses	(896,054)	(1,006,060)
	(14,883,840)	(14,184,113)
Surplus (deficit) before fair value movement and COVID-19 net effect	(532,811)	1,739,766
Fair value movement on investment property	3,165,000	1,695,000
COVID-19 net effect	215,805	(8,519)
Surplus before income tax	2,847,994	3,426,247
Income tax expense	–	–
Surplus for the year	2,847,994	3,426,247
Other comprehensive income	–	–
Total comprehensive income for the year	2,847,994	3,426,247

Our Values



RESPECT

Treating people with dignity



COMPASSION

Responding sensitively to individual needs



EXCELLENCE

Providing quality services



STEWARDSHIP

Managing environmental & other resources responsibly



INTEGRITY

Being honest and fair

Ashfield Baptist Homes

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Caring for life