

Focus on quality

The quality of the care we give our residents is what sets Ashfield Baptist Homes apart, and we are proud that we meet all the current standards for accreditation.

The accreditation audit was held in December last year and ABH was independently assessed against four standards that cover 44 outcomes. All those outcomes were met, and our next reaccreditation audit is due in 2020. The standards for the latest audit were:

1. Management systems, staffing and organisational development
2. Health and personal care
3. Care recipient lifestyle
4. Physical environment and safe systems

For us, aside from the need to meet those requirements, the word 'quality' means ensuring our residents live in an environment that allows them to have a safe, healthy and enjoyable lifestyle.

As of July this year the government has introduced some changes in the Aged Care Quality Standards and these eight standards are what we will need to meet next time.



They are:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

We have already begun aligning our systems, policies and practices with these new standards, educating our team on

the changes, and talking to our residents and their families about what the new standards mean for them.

As part of that process, the management and staff are involved in a series of forums and training sessions. That process of education and development will be ongoing to ensure we not only match all the new standards come reaccreditation, but continue to maintain the high level of care our residents and their families have come to expect from us.

Committed workforce

skills with the goal of improving the care we deliver to our residents. All clinical staff members have completed their clinical competencies.

Meanwhile, planning is underway for our registered nurses to undertake a Certificate IV in Leadership and Management next year, while our lifestyle team has already begun their Certificate IV in Leisure and Health. The lifestyle team also learned new skills, after attending a wonderful Art and Dementia workshop at the Museum of Contemporary Art.

Ashfield Baptist Homes is proud that staff members are happy to be a part of ABH – our staff turnover rate is about seven per cent, which is well below the industry average of 25 per cent.

Because we value their well-being and morale so highly, we continue to provide them with salary packaging options, as well as free counselling should they be having issues at work or at home.

We also ensure that work has a lighter, fun side to it with a variety of themed days to get involved in, such as the recent 'Dress Like A Farmer' day. Not only were staff members able to bring a sense of humour to work, we also raised funds for a very good cause.

Ashfield Baptist Homes is committed to providing opportunities for our team to continue to grow their skills, and gain satisfaction through the valuable work they perform.



STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2018

| | 2018 \$ | 2017 \$ |
|---|-------------------|-------------------|
| ASSETS | | |
| Cash and cash equivalents | 12,681,595 | 12,088,049 |
| Trade and other receivables | 9,559,824 | 6,712,835 |
| Financial assets | 500,000 | 500,000 |
| Investment property | 8,893,600 | 10,230,000 |
| Capital work in progress | 7,223,824 | 7,745,122 |
| Property, plant and equipment | 18,403,478 | 17,531,774 |
| TOTAL ASSETS | 57,262,321 | 54,807,780 |
| LIABILITIES | | |
| Trade and other payables expected to be paid within 12 months | 2,727,850 | 4,596,244 |
| Borrowings expected to be paid within 12 months | 1,869,911 | 2,040,501 |
| Refundable loans expected to be paid within 12 months | 10,821,257 | 9,199,672 |
| Provisions expected to be paid within 12 months | 149,901 | 118,837 |
| Trade and other payables expected to be paid after 12 months | 35,187 | - |
| Refundable loans expected to be paid after 12 months | 25,249,599 | 21,465,901 |
| Provisions expected to be paid after 12 months | 269,541 | 274,082 |
| TOTAL LIABILITIES | 41,123,246 | 37,695,237 |
| NET ASSETS | 16,139,075 | 17,112,543 |
| FUNDS | | |
| Accumulated funds | 11,425,601 | 12,399,069 |
| TOTAL FUNDS | 16,139,075 | 17,112,543 |

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2018

| | 2018 \$ | 2017 \$ |
|--|----------------|----------------|
| Revenue | 12,805,061 | 12,802,819 |
| Other income | 7,052 | - |
| | 12,812,113 | 12,802,819 |
| Expenses | | |
| Administration | (117,940) | (122,050) |
| Catering expenses | (1,503,050) | (1,438,298) |
| Cleaning and laundry expenses | (508,833) | (427,546) |
| Consulting fees | (406,581) | (594,151) |
| Depreciation and amortisation | (640,567) | (590,252) |
| Insurance | (285,731) | (438,706) |
| Finance costs | (109,350) | (133,690) |
| Maintenance costs | (464,224) | (444,702) |
| Resident care expenses | (176,426) | (172,156) |
| Salaries and employee benefits | (7,200,315) | (7,082,261) |
| Utilities | (273,128) | (286,303) |
| Other expenses | (763,036) | (629,970) |
| | (12,449,181) | (12,360,085) |
| Surplus before fair value movement on investment properties | 362,932 | 442,734 |

Gordon Torry, Board Chair

Another successful year is over for Ashfield Baptist Homes, one in which we have welcomed no less than four new members to our Board of Directors.

We welcome Associate Professor Lynette Mackenzie, Michael Kah, Peter O'Donnell and Stuart Gibb and thank them for making themselves available to bring their wide variety of skills and experience to our organisation.

As we move into another financial year, we have started work on a new development project which will add considerably to the number of people to whom we can offer care and support. It will also increase our income, allowing us to continue upgrading the facilities at Ashfield Baptist Homes to offer the best available surroundings for our residents to live in.

Our progress comes amid challenging times for residential aged care and it would be remiss of me not to make some comment on what is happening around us.

Many of you will have been as disturbed as we were to see examples of poor resident care in some homes, as recently exposed on television and in the print media. This, of course, has led to a recent announcement by the government of a Royal Commission into aged care services. What has been shown is unacceptable and falls way short of the values and policies of this organisation.

We acknowledge that providing the services we do is not always easy. Health needs including dementia and palliative care are complex, and getting more so. Finding staff of the calibre and training we need is not always as easy as we would like it to be – and we are so grateful for those committed members of the ABH team who serve our residents and their families so faithfully, day in, day out.

Catering for many different tastes, cultures and expectations can at times be challenging. We get that. And yes, we know we don't always get it right. We are truly sorry if sometimes what we do is not what you're expecting ... we know we can always do better.

If you have a problem or concern with the care that you or your loved one is receiving from Ashfield Baptist Homes, we want to know and we want to know right away. Please speak up. Tell us.

We are committed to doing something to help. We are here for our residents because they are front and centre of all we do. They deserve the best possible care. At Ashfield Baptist Homes, that is what we commit to deliver.



Leigh Kildey, Chief Executive

Tradition, community and continuity are powerful forces.

Ashfield Baptist Homes will be 70 years old in 2020, and this long-lived success story of compassion and caring in Sydney's inner-west draws deep on the standards, practices and achievements of those who came before.

In a time when temporary is normal, and celebration of the individual comes at the expense of the greater good, ABH exists because the reason to open the doors each day has never changed.

The aged and the vulnerable in our community need a safe, respectful and reassuring place to live. For 136 people in our home, that's ABH.

Times change, technology moves on and societal norms shift, but our commitment to the welfare of the whole person in our care has never changed – and never will.

From the most senior manager to casual staff, our mission is to ensure our residents (and our staff) feel secure, inspired and share a strong bond of community we have each and all created here.

It's why and how we have been able to offer not just care, but a home for our residents, and peace of mind for their families.

Finally, I wish to extend my thanks to all of our staff, volunteers, our Chair of the Board Gordon Torry and fellow Board Members for their commitment and support for the work we do. My thanks as well to the support we receive from our community, both within ABH and afar.

Our mission is to provide a positive difference to people in need. Thank you for the opportunity of allowing us to live this mantra.

Long may it continue.



Living life to the fullest

Living at Ashfield Baptist Homes is not just about our residents having the physical care they need, but also enjoying a happy, engaging lifestyle.

The diversional therapy team is committed to offering a wide variety of activities that are mentally, physically and socially stimulating, and creates the program through regular planning sessions with the residents about their interests.

Among the established activities our residents enjoy are weekly visits from music therapist Shaw Herron, our monthly calendar of professional singers and musicians, and entertainment by children from local schools such as Trinity Boys Grammar. There is also the daily exercise group run by our physiotherapist.

We do get out and about too, with a highlight being the Premier's Concert during Seniors Week, as well as at least two outings a week in the ABH bus, to parks, clubs and shops, for residents from every area of ABH.

We never miss an opportunity to enjoy special occasions with an appropriate celebration, whether that is Melbourne Cup, Harmony Day, Nurses Day, Bastille Day or St Patrick's Day. This year's Royal Wedding was a hallmark day, which we commemorated with a wonderful high tea.

Then there are our monthly cultural meals, our weekly 'colour' day when we have fun raiding our wardrobes for something appropriate – staff and residents – and special fundraising days such as the Biggest Morning Tea or the staff's Dress Like a Farmer day.

Two of our residents became part of a very interesting project this year. Olive Lear and Olive Stockwell had their portraits painted by local teenagers through the community arts project, The Centenarian Portrait Project.



The two portraits are part of an exhibition of 100 portraits, after which they will be presented to the two ladies in question. We have all enjoyed watching this project come together.

The diversional therapy team feels privileged to work with the residents to ensure they have something to enjoy every day.



Governance

Board of Directors L-R: Michael Kah, Stuart Gibb, Peter O'Donnell, Gordon Torry (Chair), Lynette Mackenzie, Josephine Schreuder, Andrew Morris
Absent – Alex Pataky (Deputy Chair), David Glinatsis, Belinda Dona

Our wonderful volunteers

The volunteers at Ashfield Baptist Homes are very special people and we could not do what we do without their kindness and support. Thank you so much – from all of us.

40+ years
Gordon Torry

30+ years
Ian Dawson

10+ years
Lyn Ryan

5+ years
Bruno Versace
Rev. David Crain
Noel Jones (pictured, right)
Colin Maynard
Maria Maynard

Under 5 years
Robyn Hughes
Ann Fox



* We also have the support of volunteers from community organisations such as the Community Visitors Scheme (CVS) and The Ella Centre.

Faith in action

“From one man he made every nation of men, that they should inhabit the whole earth; and he determined the times set for them and the exact places where they should live. God did this so that men would seek him and perhaps reach out for him and find him, though he is not far from each one of us. For in him we live and move and have our being.” Acts 17:26-28.

At Ashfield Baptist Homes we have a rich diversity of faiths, cultures, beliefs and traditions. We respectfully uphold and value the dignity, beliefs and world view of each individual resident by providing spiritual care that is inclusive, accepting, compassionate and empathetic.

Our Christian chapel services are enjoyed by residents from various faith and cultural backgrounds and are only possible thanks to our team of dedicated volunteers.

We also facilitate connection between residents and other community faiths to enable them to maintain the faith practice of their choice. These efforts are greatly appreciated by our residents and their family members.

In our commitment to encourage and inspire the younger generation in pastoral care, we accepted two pastoral care students in 2018 to practise their work-placement hours. They feel they learned a lot and gained the confidence to continue in their studies. One student particularly appreciated the experience of taking part in the Spiritual Reminiscence group for residents living with dementia.

A highlight of 2018 was attending the Meaningful Ageing Australia Quality Practice Awards dinner at the Melbourne Town Hall in September.

The event was a recognition and celebration of innovation and excellence in the spiritual care of older people. Ashfield Baptist Homes was named as a finalist with the outright winner being Catholic Healthcare's Community Services.

‘Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up.’ Galatians 6:9.



Residential services

The staff at ABH is united in its main priority – the wellbeing, safety and happiness of the people who live here.

This is achieved through strategic planning by management for the constant improvement of residential services, and all staff working towards the same goal.

ABH has implemented a mentorship program for new staff. A relevant senior staff member supervises each new carer or RN before they start shifts on their own. Both parties provide feedback along the way, which keeps communication lines open and allows management to plan for future staff development.

Over the last year, ABH provided specialised training and education for its registered nurses, to ensure the best of care for residents with complex needs. That includes information on subjects such as nutrition and quality standards in aged care, as well as updates on dementia and palliative care presented by ABH's own experts and outside specialists.

Monthly staff meetings discuss matters the whole team needs to be aware of, and input from all staff members is encouraged. These meetings are also used to pass on the positive feedback received from residents and their families. Management believes it's important that staff feel valued.

Our residents are our customers and they must be satisfied with how their needs are met, so customer service training is ongoing. It forms part of our annual education program, and there are other resources available to staff who want to further their knowledge in this area.

As part of that emphasis on customer service, we reviewed our call bell system to ensure the effective delivery of care. As a starting point, all staff in A H Orr Lodge have new pagers, to improve buzzer response times.

Also under scrutiny on a regular basis is the residents' menu. It is reviewed each season by a dietician, to ensure there is a good choice of nourishing food. Management also keeps a close eye on the way food is delivered, and provides appropriate training on a regular basis.

In the last 12 months, several nurses have come to ABH for their final clinical placements before qualification and registration. It's a system that pays dividends each way in terms of sharing knowledge and understanding about best practice in aged care. Several 'students' have become members of staff.

Another success is the effective management of flu season. Through an on-site clinic and extensive vaccination program, there was no outbreak of the disease.

ABH management values all feedback, from staff, residents and their families, because it helps build greater satisfaction for all. We're proud that our constant attention to the skills and attitudes of our staff delivers the quality of care that makes this feel like home for the people who live here.

