

Home Care Services

Since commencement in October 2018, our home care services have grown in leaps and bounds.

What was originally run by two dedicated staff members has now expanded to an eight-person team – providing the loving care ABH is well-known for throughout the Inner West, the Northern Suburbs, South Sydney, and even as far as the Central Coast.

All our staff have highly experienced home care backgrounds – providing services such as meal preparation, personal care assistance, Allied Health services such as physiotherapy, domestic tasks, transport services and social support.

As well as servicing our clients we offer transportation to and from medical appointments and hospitals for patients.

We have delivered approximately 3150 hours of service to the community since our conception in October last year.

The year we have been operational



has been a great success – we look at the future with excitement. We are motivated to continue expanding – looking at new ways we can service our existing clients as well as our future ones. We want to continue creating ties and strengthening bonds with local groups and to create a strong

link between our facility and the community.

ABH acknowledges the importance of assisting the elderly with the freedom to experience home comforts and to interact with their community. We feel it is a privilege to assist these people however we can.

Committed Workforce

ABH possesses a highly skilled, diverse and dedicated workforce.

As the aged-care industry continues to change and diversify, we are proud to say our staff are committed to approaching the changes with devotion and compassion.

We employ 170 people that come from 18 different countries all around the world – from Nepal to Scotland, Ghana to Portugal, Indonesia to Fiji. Having such a diverse workforce gives us incredible advantages – staff from all kinds of backgrounds and experiences can come together and embrace our equally as diverse resident population.

Our staff are highly educated, all possessing Certificate IIIs and Certificate IVs – as well as numerous specialty degrees from universities and colleges.

We are committed to remaining on the forefront of the latest innovations and ideas. Our staff are engaged in projects such as Dementia Essentials training. These skills will take our staff to new heights of Dementia care.

It is important our staff enjoy their work and feel like ABH is an environment they can flourish with their ideas and practices. We believe staff satisfaction is evident through our turnover rate of 12%, as compared to the industry average of 25%.

Our staff's average length of service is 6.27 years. We are



extremely proud to have a handful of staff that are coming up to 30 years service.

Over the year 18% of staff are employed full-time, 55.9% are employed part-time and 26.1% are employed on a casual basis.

Enjoying the lighter side of work is always important – which is why we offer numerous celebrations throughout the year. These include an International Nurses' Day barbeque, a monthly themed dress-up day and staff anniversary luncheons.

We greatly appreciate our wonderful staff and the valuable work they do.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	2019 \$	2018 \$
ASSETS		
Cash and cash equivalents	14,533,132	12,681,595
Trade and other receivables	9,169,632	9,559,824
Financial assets	-	500,000
Investment property	9,740,000	8,893,600
Capital work in progress	7,311,537	7,223,824
Property, plant and equipment	18,504,226	18,403,478
TOTAL ASSETS	59,258,527	57,262,321
LIABILITIES		
Trade and other payables expected to be paid within 12 months	3,053,493	1,947,854
Borrowings expected to be paid within 12 months	1,702,527	1,869,911
Refundable loans expected to be paid within 12 months	10,694,229	10,821,257
Employee benefits expected to be paid within 12 months	1,160,595	1,049,537
Trade and other payables expected to be paid after 12 months	26,847	35,187
Borrowings expected to be paid after 12 months	1,510,574	-
Refundable loans expected to be paid after 12 months	24,953,202	25,249,599
Employee benefits expected to be paid after 12 months	144,993	149,901
TOTAL LIABILITIES	43,246,460	41,123,246
NET ASSETS	16,012,067	16,139,075
FUNDS		
Accumulated funds	16,012,067	16,139,075
TOTAL FUNDS	16,012,067	16,139,075

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Revenue	13,687,576	12,565,975
Other income	276,116	246,138
	13,963,692	12,812,113
Expenses		
Administration	(235,100)	(117,940)
Catering expenses	(1,407,693)	(1,503,050)
Cleaning and laundry expenses	(512,888)	(508,833)
Consulting fees	(280,536)	(406,581)
Depreciation and amortisation	(705,562)	(640,567)
Insurance	(235,400)	(285,731)
Finance costs	(105,793)	(109,350)
Maintenance costs	(525,949)	(464,224)
Resident care expenses	(188,708)	(176,426)
Salaries and employee benefits	(7,910,756)	(7,200,315)
Utilities	(306,353)	(273,128)
Other expenses	(848,849)	(763,036)
	(13,263,587)	(12,449,181)
Surplus before fair value movement on investment properties	700,105	362,932

Gordon Torry, retiring Chair, ABH

Here at Ashfield Baptist Homes, we can never be accused of standing still. Whether as part of our passion to improve the care services we offer, or in response to external factors driven by government and community concerns about aged care, new things are happening all the time, providing us with challenges for now and opportunities for the future.

This year, we continue to modernise our Constitution which we will implement after our Annual General Meeting in October. We continue to work on our plans to develop independent living units for older people, plans which are progressing well towards final approvals. We have started our new program to provide in-home support services for people who want to stay as long as possible in their own homes.

The quality of residential care in aged care facilities has been the focus of the Royal Commission and has kept aged care very firmly in the public eye over recent months. This process still has a way to go and there will be further interactions with the Commission before we start to see conclusions and recommendations, and can come to terms with what those may mean for us. Again this year, I want to acknowledge the great work put in by Leigh Kildey, our Chief Executive, and all our staff to help us navigate these challenges and to continue to provide levels of care for our residents that we can be justly proud of.



At Board level, we were sorry to farewell Michael Kah after an all-too-short time with us, but we have recently welcomed to the Board Dr Sharon Ng, a local General Practitioner with a special interest in aged care.

This is my farewell report as Chair of Ashfield Baptist Homes. In early 1978, as a new arrival from the UK, I was introduced to the work of Bethel by Pastor and Board Chairman Rev Keith Evans. I could not fail to have been moved and encouraged by the care and compassion provided by the church community to those in need, and readily accepted Keith's invitation to join the Trust Board as it then was. Forty-one years on we are now a company managing a multi-million-dollar not-for-profit enterprise. The buildings have been replaced and upgraded; staff, directors and residents have come and gone; but we believe that care and compassion

to the frail aged and others in need (including their families) are still a vital hallmark of what we do, as a ministry of Ashfield Baptist Church. It has been a privilege to serve as a Director over this time and as your Chair for the past five years. When I step down at the Company AGM in October and ABH moves into its 70th anniversary year under new leadership, it will be in safe and committed hands that will see more great things in the years ahead. I commend to you my replacement, Jo Schreuder, as she takes the Chair, the whole Board who continue to serve with skill, commitment and dedication, and Leigh and all her staff as we move into an exciting new era for ABH.

Jo Schreuder, incoming Chair, ABH

Sometimes think it would be great to have 20:20 vision. After nearly a lifetime of wearing glasses in order to be able to discern things in the distance, and more recently relying on another script to see things up close, I doubt my optometrist has seen the back of me yet.

When I think about our 2020 vision for ABH, it would of course be wonderful to have that perfect vision to enable us to foresee all the opportunities and challenges on the not-quite-visible horizon, while at the same time clearly discerning those things up-front that need our immediate attention. But as I step into the large shoes of Gordon Torry, Chair of ABH for the last 5 years of his 41-year association as Director, I am encouraged by the fact that, though perfect foresight may never be possible, there is a long-standing tradition at ABH of prayerful commitment to the organisation's mission and values, its community and culture. This commitment underpins our strategic plans for both now and the future. And it is what enables ABH to care confidently and responsively for the needs of the vulnerable in



our community, even in the high-pressure environment of evolving standards, regulations and accountability. This plumbline of compassionate professionalism has enabled us to see out 70 years of dedicated service, which we are all looking forward to celebrating in 2020. Bring on the next 70.

As a Board, we will continue to be committed in 2020 and beyond, first and foremost to pursuing excellence in providing quality, personalised care to our residents at ABH. We will remain curious and excited about future opportunities to develop our site and services so as to safeguard our unique role and relationship in the Ashfield community we hold dear.

And we will continue to support Leigh Kildey, our CEO, and the dedicated staff at ABH so that they can do what they do best – look after our residents - in an environment of professionalism, care and warmth.

I also acknowledge that as a Board we are accountable, as always, but now more formally so due to the new Quality Standards, to the stakeholders of ABH – residents, families and church members. I look forward to exploring new ways of engaging with these groups in the year to come. Meanwhile, I look forward to meeting many of you and getting to know your thoughts about our community as I take on the role of Chair. You'll recognise me. I'm the one wearing glasses.

Living Life to the Fullest

It is very important our residents are engaged in happy, healthy lifestyles that they choose to lead.

This is where our Diversional Therapy team comes in. The new aged care standards place a priority on resident lifestyle and individual choices, and we welcome the opportunity to take this on board.

Our team of eight is passionate and committed to offering a wide variety of activities based around individual interests and goals. We converse with our residents to ensure their ideas and choices are heard, looking for fun and innovative activities we can all enjoy.

If we reflect on all the activities and events we have been involved with over the year – dress-ups for a James Bond cocktail night, a Jungle Safari and Talk Like a Pirate Day, cultural celebrations for St. Patrick's Day, bus trips to Mt. Annan Botanical Gardens and Bondi Beach, concerts in Darling Harbour, visits to Pre-Schools – we are proud to say our residents are engaging within ABH and the wider community.

Some activity highlights include 96 bingo sessions over the year with approximately 240 attendances, 45 in-house concerts with approximately 1500 attendances, 52 music therapy classes for groups and individuals and 208 exercise classes. We have had a busy year.

Reflection is important, and so is looking to the future. The changing landscape of residential care motivates us to be prepared for whatever lies ahead.



We can proudly say our staff are new graduates of a Certificate IV in Leisure and Health. Two of our staff attended a Montessori for Dementia program – a new innovative practice we are excited to begin – focussing on the strengths and goals of a resident.

We are excited for what the next year will bring to us and our residents.



Staff Satisfaction

Each year Ashfield Baptist Homes celebrates our staff by recognising those who have served the organisation longer than five years. This year, on October 17, we recognised 19 staff who collectively have served 160 years. On average that is about 8.5 years each. This is incredible dedication and a testament to the culture at Ashfield Baptist

Homes. Our staff turnover rate is 50% less than the industry average, meaning that our dedicated team get to know those in their care and deliver the care our clientele want and need. Each year we start sending out satisfaction surveys to both our staff and residents and home care clients. We use this as an opportunity to gauge how everyone is feeling and to make any adjustments. This is one way you can let us know how we are travelling. A sample of last years results are below. Thanks for working with us to deliver the care and services you want.

	2018	2017	Benchmark
I feel comfortable in speaking up in team meetings	99%	92%	90%
I have had a performance review in the last 12 months.	94%	91%	88%
The management of the organisation keeps staff informed of changes in legislation, policies and procedures and	96%	94%	92%
My suggestions for improvements are valued.	94%	90%	86%
I would like more events organised for staff to interact socially.	90%	88%	83%



Our Wonderful Volunteers

ABH would not be the same without their compassion and support. We cannot thank them enough for what they do.

40+ years
Gordon Torry

30+ years
Ian Dawson

10+ years
Lyn Ryan

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

Under 5 years
Robyn Hughes
Ann Fox

Faith in Action

"Praise be to the God and Father of our Lord Jesus Christ, the Father of compassion and the God of all comfort, who comforts us in all our troubles, so that we can comfort those in any trouble with the comfort we ourselves have received from God." 2 Corinthians 1:3-4

Our values and principles reflect our belief that each person is uniquely made in the image of God, is valued by Him and worthy of acceptance, respect and care.

We have a holistic, person-centred approach to the care of our Residents which is supported by the presence of an on-site Chaplain and the provision of various services.

Weekly Sunday church services in the Keith Evans Chapel attract Residents from diverse religious and cultural backgrounds. Conducted by a small group of dedicated volunteers, the services provide connection with self, others and God. Weekly Devotions are also conducted to maintain the faith connections of our Residents.

In meeting the individual spiritual needs of our Residents, we facilitate visits from community faith leaders including a monthly Mass for our Catholic Residents and regular visits from the Greek Orthodox priest.

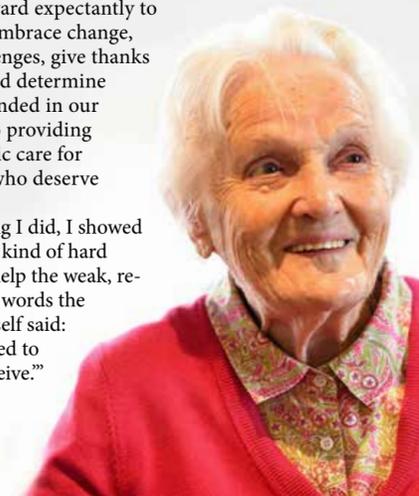
Anzac Day and Remembrance Day services help to maintain connection to the community by participating in paying respect to our country's fallen. They also provide the opportunity for Residents to reflect on their own personal experiences in communion with others.

Our Spiritual Reminiscence group is designed for Residents living with dementia. The purpose of the group is to journey with the participants as they discover meaning in the experience of dementia. The group fosters meaning through expression of their story, acknowledgement of their presence and relationship with others.

ABH is a long-standing member of Meaningful Ageing, the peak body for spiritual care in aged care. Our Chaplain attends meetings throughout the year and attended the 2nd National Forum in September to receive current information and education around spiritual care in aged care – these have been particularly helpful with the introduction of the new government standards and societal changes.

We look forward expectantly to 2020. We will embrace change, negotiate challenges, give thanks for blessings and determine to be single-minded in our commitment to providing excellent holistic care for our Residents who deserve nothing less.

"In everything I did, I showed you that by this kind of hard work we must help the weak, remembering the words the Lord Jesus himself said: 'It is more blessed to give than to receive.'" Acts 20:35



Residential Services

Over the year our impassioned, consistent performance as a workforce has resulted in fantastic accreditation and compliance achievements. This is a direct result of ABH's values being upheld by our hardworking staff.

These accomplishments motivate us further to continue improving and working toward the exciting future for ABH. We are excited to share some of our accomplishments with you.

The NSW Food Authority has again awarded ABH with an 'A' Rating, an excellent outcome and testament to the work undertaken by our catering team.

ABH was part of a pilot group to trial a new innovative app, known as "FluCARE", developed by a team from the Public Health Unit at Sydney Local Health District. This app aims to help residential aged-care facilities quickly recognise and respond to an outbreak of the flu.

ABH has continued to invest in our staff to ensure that they have the best skills to deliver the best care possible. Staff have been undertaking courses such as Dementia Essentials, Certificate IVs in Leisure and Health and Leadership and Management and Customer Service training.

We are undertaking numerous projects that aim to strengthen our dedication to our residents and their lifestyles.

Our residents' dining experience is being reviewed to ensure everything from food choices, amenities and table presentation are practiced to the highest standard and satisfaction for our residents.

We will be going through a National RN Leadership Competency program through the University of Wollongong. A.H. Orr Lodge is currently trialling paperless medication charts.

We are participating in a national pilot scheme through the Department of Health that measures critical incident data.

"Henpower" is a creative ageing program created by Equal Arts in the UK. It was designed so aged care residents could nurture hens and participate in social and creative activities based around hen-keeping.

Circle of Care Meeting: this project will assist staff to better understand how the Care Plan is formulated and whether it responds appropriately to all the resident's requirements and needs.

We are proud of our residents – our dedication will always lie with them and to their home.