

ANNUAL REPORT



Murray *Haven* **Homes**

Contents

Notice of Annual General Meeting 2019	3
Profile of the organisation	4
Board of Management.....	5
Life Members	5
Vision, Mission and Values.....	6
Organisational Chart	7
Strategic Plan 2016 - 2021	8
President's Report	12
Treasurer's Report	13
Ladies Auxiliary Report.....	14
Financial Statements 2018/2019	15
STATEMENT OF FINANCIAL POSITION.....	15
STATEMENT OF CASH FLOWS	16
PROFIT AND LOSS STATEMENT	17
PROFIT AND LOSS STATEMENT (Continued)	18

Notice of Annual General Meeting 2019

Notice is hereby given that Murray Haven Homes Ltd will hold its 42nd Annual General Meeting on Wednesday, 16 October 2019 at 7:00pm in the Main Lounge of Murray Haven Homes, 98 Punt Road, Barham.

BUSINESS:

1. To confirm the minutes of 2017/2018 AGM
2. To receive the Annual Report of the Board of Management and Audited Statements of accounts for the year ending 30 June 2019
3. To elect 2 Board members
4. To elect an auditor for 2019/2020

Three positions of the Board of Directors are declared **vacant**.

Nominations for election to the Board must be made on the Board Member Nomination Form, available from reception at Murray Haven Homes Ltd.

Profile of the Organisation

Murray Haven Homes Ltd is a 55-bed community, not-for-profit residential aged care facility that provides the only 'ageing in place' service for the people of Barham and Koondrook, including the surrounding rural areas in NSW and Victoria. Murray Haven Homes Ltd is a company limited by guarantee and is registered and accredited under the Aged Care Act. Current accommodation places at Murray Haven Homes include:

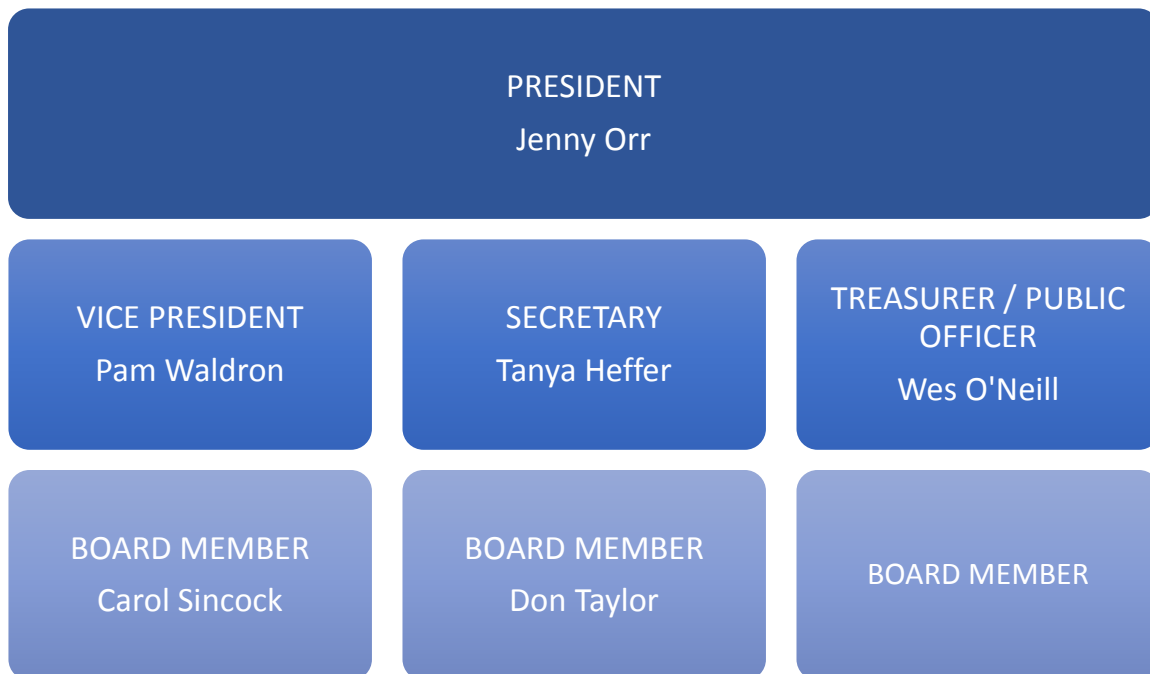
- 41 ageing in place rooms
- 13 memory support rooms
- 1 respite room

Address: 98 Punt Road
Barham NSW 2732
Telephone: (03) 5453 2080
Fax: (03) 5354 2700
Email: info@murrayhavenhomes.com.au
Website: www.murrayhavenhomes.com
Established: 1977
Auditors: Brian McCleary & Co. Chartered Accountants



Board of Directors

The Board of Directors is made up of dedicated community members who give their time to ensure that Murray Haven Homes Ltd remains viable and meets the community's needs.



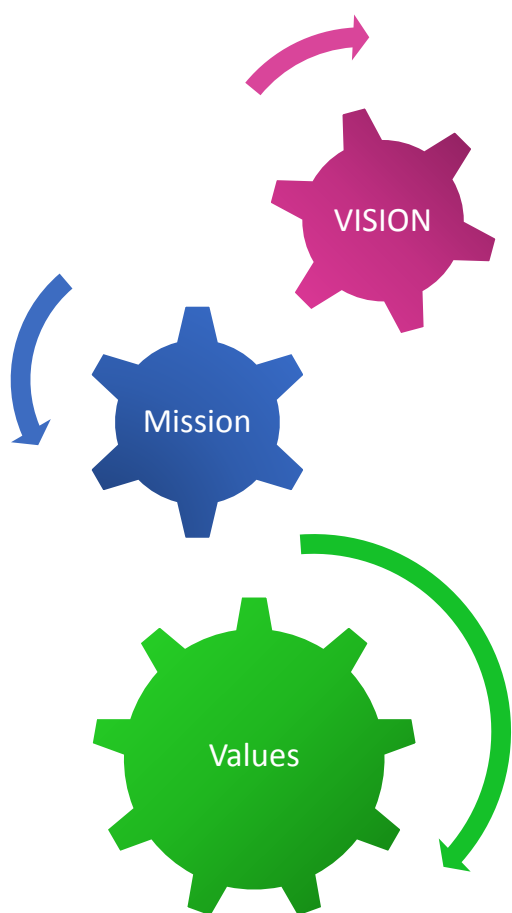
Life Members

Ms Anne Skate (dec)
Mr Bill Jackson
Mr Bruce Boyd (dec)
Ms Dot Laughlin (dec)
Mrs Jennifer Johnston
Mr Jim McConnell (dec)
Mr John Dusting (dec)
Ms Kath Sheldrick (dec)
Mr Malcom Hare (dec)
Ms Val James
Mr Les Bray

Vision, Mission and Values

At Murray Haven Homes Ltd we pride ourselves as a fully accredited aged care facility displaying a happy, caring and friendly family-like living environment for our residents and a pleasant working environment for our staff.

Our philosophy is to provide holistic care and quality of life in a home-like environment, irrespective of religion or race, whilst preserving the independence and dignity of individuals, appropriate to their physical and emotional needs. Our dedicated staff and volunteers perform their tasks with compassion and understanding to all residents.



OUR VISION

to provide accessible aged care services and excellence in service provision through innovation and leadership to the community of Barham and district.

OUR MISSION

to provide integrated residential aged care services and support that empowers and promotes respect for all people and strengthens the relationship between our residents and our community.

OUR VALUES

- Respect, Quality
- Integrity
- Responsibility
- Leadership
- Community

Organisational Chart

A Board of Management oversees our facility's operations, which is staffed by 80 qualified and dedicated staff who are guided by a management team led by the Facility Manager, who oversees a Care Manager, an Environmental Manager and a Finance Manager.



Strategic Plan 2016 - 2021

1. People, Service and Quality Delivery

1.1. Strategic plan

Murray Haven Homes Ltd (MHH) to provide a safe environment and culture of respect that supports staff development, professional growth, as well as accountability. Our people will have the skills to provide high quality service to meet the individual care of the MHH community.

1.2. Strategy

- Build a culture and practices that bring out the best in our people
- Build a workforce that is capable, engaged and works safely
- Support employee development
- Deliver better value, client-focused services

1.3. Measures

- Staff satisfaction and engagement
- Staff participation and engagement
- Levels of investment in mandatory, priority skills based and other leadership training
- Improvement in resident and family survey results

1.4. Action plan

Strategy	Action	Accountability
Build a culture and practices that bring out the best in our people	<ul style="list-style-type: none"> • Enhance our culture through continual value and principles • Continue to develop our policies and procedures 	FM
Build a workforce that is capable, engaged and works safely	<ul style="list-style-type: none"> • Be a leader in the integration of safety and risk management initiatives • Invest in workforce and leadership capability that drives individual performances at all levels and supports creativity and innovation • Identity our strengths so the right people want to work, volunteer with us 	Board/FM/Management Team
Support employee development	<ul style="list-style-type: none"> • Provide comprehensive education and development of our people 	FM/HR
Deliver better value, client-focussed services	<ul style="list-style-type: none"> • Develop and provide an accommodation register • Continue with monthly audits on Self Assessments of Standards 	FM

2. Residential Care and Community Services

2.1. Strategic plan

MHH will provide the highest and most diverse quality community and residential care options. Our facility will provide a fulfilling and safe environment for staff to work, families to visit and residents to live and thrive.

2.2. Strategy

- Expand MHH services through targeted growth
- Strengthen our connections with, and contribution to, the community

2.3. Measures

- Funding application for Home Care packages approved
- Services and packages implemented
- Annual budget will provide sufficient funding for programs and services to meet the objectives of the Strategic Plan

2.4. Action Plan

Strategy	Action	Accountability
Expand community services through targeted growth	<ul style="list-style-type: none"> • Have aged care services which will integrate home and community care and residential aged care living options and apply for funding • Have a flexibly designed facility which allows for a range of service options • Ensure service viability and competitiveness 	
Strengthen our connections with, and contribution to, the community	<ul style="list-style-type: none"> • Have independent living units and apply for funding • Have ongoing communication with other facilities in the area • Have continuing communication with the community such as monthly newsletter and 'The Bridge' 	

3. Infrastructure and Information Technology

3.1. Strategic plan

MHH to secure its future by preserving and growing its assets and operating more efficiently and effectively.

3.2. Strategy

- Improve information technology support systems
- Build innovative and quality facility
- Undertake periodic reviews of facilities and equipment to ensure the annual budget process provides for a reasonable maintenance and upgrades

3.3. Measures

- Budget achievement and operating surplus targets
- Major capital project delivery
- Annual budget will provide sufficient funding for facility, programs and systems to meet the objectives of the Strategic Plan
- An Asset Management Plan developed to prioritise the maintenance of facility and services

3.4. Action Plan

Strategy	Action	Accountability
Improve information technology support systems	<ul style="list-style-type: none"> • Provide Webster Care Computer Packages and apply for funding • Ensure our technology is used effectively to support and improve services 	

Strategy	Action	Accountability
	<ul style="list-style-type: none"> Implement technology application that improves our operational efficiency 	
Build innovative and quality facility	<ul style="list-style-type: none"> Investigate building Hydrotherapy pool Investigate additional land for expansion 	
Undertake periodic reviews of facilities and equipment to ensure the annual budget process provides for a reasonable maintenance and upgrades	<ul style="list-style-type: none"> Develop and maintain an active asset management and maintenance plan to prioritise the maintenance of facility and services 	

4. Finance and Administration

4.1. Strategic plan

MHH to secure its future by preserving and growing its assets and operating efficiently and effectively.

4.2. Strategy

- Improve the financial performance of our facility
- Review annually five-year financial plan, including cash flow management of new developments

4.3. Measures

- Budget achievement and operating surplus targets
- Major capital project delivery
- Business efficiency and productivity
- Performance against industry benchmarks

4.4. Action Plan

Strategy	Action	Accountability
Improve the financial performance of our facility	<ul style="list-style-type: none"> Apply for home care and home support growth funding Apply for funding for independent living units 	
Review annually five-year financial plan, including cash flow management of new developments	<ul style="list-style-type: none"> Maintain and improve efficiency by regularly reviewing service budgets and performance Implement efficiency improvements where identified 	

5. Board of Management

5.1. Strategic plan

The Board will maintain a strong governance quality framework, consistent with its constitution and strategies.

5.2. Strategy

- Grow and diversify our services
- Careful planning that maximise our capacity to respond to changing demands of the community and government policy
- The development of annual plans and budgets that are consistent with the objectives set out in this Strategic Plan
- Regular review of the Risk Management Plan

5.3. Measures

- The Board will meet annually to review the Strategic Plan
- Communication of objectives
- Understanding our residents needs
- Understanding the needs of the wider community

5.4. Action Plan

Strategy	Action	Accountability
Grow and diversify our services	<ul style="list-style-type: none"> • To make sure MHH has the right people to provide the best quality care and accommodation services possible • To have the right relationships to help us achieve our goals • To have the right systems in place to support provision of quality care • To have the right finances to achieve our goals 	
Careful planning that maximise our capacity to respond to changing demands of the community and government policies	<ul style="list-style-type: none"> • Have plans in place to be aware of changing government legislation and policies and community demands 	
The development of annual plans and budgets that are consistent with the objectives set out in this Strategic Plan	<ul style="list-style-type: none"> • Regular review of plans and budget 	
Regular review of the Risk Management Plan	<ul style="list-style-type: none"> • Risk Management Plan to be developed 	

President's Report

Welcome everyone to the 2018/19 Annual General Meeting.

As everyone has seen, this last year has been a busy one. A great asset to our facility has been added with 20 new beds, offices, lounge rooms, quiet areas and surrounds.

I would like to thank the residents, new and existing, for being so understanding towards our changes and delays. The builders tried their best to co-ordinate the project around your daily routines. We are nearly at the end and isn't it wonderful!

To all staff – you too have had a lot of changes happening over this last year. Be you clinical, environmental or office, some of you, I know, have been squeezed into small places to do your work. Thank you for being understanding – we all see the big picture now.

My fellow Board members, well what can I say? They have helped keep our facility running like clockwork and without their behind the scenes work we wouldn't have this wonderful facility for our residents to live in.

The Board are very grateful to Gary, our Facility Manager – he has done a great job in co-ordinating which rooms suit which residents according to their needs, and in hiring staff (which isn't an easy task as there are many different levels of qualifications needed to look after our residents). We have trainees in our midst and they are working well – also thanks to Gary.

Thank you to our Auxiliary. They are a wonderful asset to Murray Haven Homes. Also, thanks to our volunteers who help out from time to time. I know this is a great help to the residents and staff – be it craft work, cooking, reading or even just talking to someone. Every little bit helps.

Condolences go out to the families and friends of our passing residents. It never is an easy time for anyone.

Thank you to everyone this year for your help. I am very proud to be a part of the Murray Haven Homes team and especially to be able to see this extension venture come to an end.

Thank you.

Jenny Orr

Financial Report

On behalf of the Board members I would like to make a summary report of the financial results of Murray Haven Homes Ltd for the financial year ended 30th June 2019.

The operating result for the financial year was a loss of \$316,270 (2018 loss \$39,822). Whilst this looks to be a significant loss it was foreshadowed last year at this very meeting. The significant factors in the loss are the large increase in wages that were incurred during February and March without a matching number of residents. In February we went from 35 bed licences to 55 bed licences overnight. This increase in bed licences also affects our viability rating which in turn affects revenue from Medicare. Whilst we did not anticipate the viability losses to be as significant as they were, they did have a big impact in revenue from March to the end of the financial year. Funding is a complex issue that would take up much more time than allowed for here in this report. In a nutshell though it revolves around having as many rooms filled as is possible and achieving a mix of full time and respite residents.

The challenge now is to have budgets that can be achieved and rooms that are occupied and this is what the management team are working on. The facility now has the management structure required and personnel in place to successfully and efficiently manage the facility. The Management team and all staff are all to be commended for the efforts they have put in over the past 12 months in operating the facility. They have kept a keen eye on keeping costs under control given the extensive renovation works in progress. The staff have also taken great steps in ensuring that we are obtaining the maximum funding that we are entitled to from the government which has also seen our income increase to cover some of the additional wage costs.

The Balance Sheet of the financial statements (Note 6) indicates that we are holding a large sum of additional funds. These funds are government grants received to fund the new building. They indicate the value of the building and are matched by a liability in the balance sheet shown at item 14. Because of Accounting standards these items will appear in the financial statements for the life of the building, decreasing each year.

The budgeted position for the coming financial year is for a positive cash flow position by the end of the year. This will be entirely dependent on ensuring high levels of occupancy and in ensuring costs are kept to budget.

I would also personally like to thank the Murray Haven Board for their guidance and support. Finally, I would like to make special mention of the Auxiliary who do a fantastic job in raising funds for the facility and ensure extra facilities are provided. This year it included our Silver Memories and the Ice Machine.

The financial future of Murray Haven Homes Ltd will be greatly secured by the expansion of the facility and the ongoing support and commitment from the local community, board, management team, staff, volunteers and the auxiliary.

Gary Kairn
Manager

Ladies Auxiliary Report

It gives me great pleasure to present my annual report for Murray Haven Auxiliary for 2018-2019. It has been an exciting year for all involved with Murray Haven. Congratulations to the Board of Management, Staff and all concerned in the successful completion of the new facilities.

We have appreciated being kept 'in the loop' with tours as the building progressed and the valuable and informative reports throughout the year from Cheryl, Jo, Debbie, Stacey, Michelle and Gary. My personal thanks go to Judy, Pat, Glenis and Shirley for administrative duties. Well done to all members who have contributed to our fundraising efforts and provided treats and joy to the residents. I also wish to acknowledge the contribution made by Julie Heywood to our efforts this year.

During the past 12 months we have held the following functions:

- A coffee morning
- A Christmas Lamb Raffle
- Catering for a Legacy Ladies Luncheon
- The Christmas Lights Extravaganza, held over 3 nights at the superbly decorated home of Pauline and Colin James.

Our contributions during the 12 month period have included:

- Funding a Chinese meal and a fish and chip night for residents
- Shower Chairs and Pan Sliders
- A Sara Steady
- Over-bed Tables
- Urinalysis Machine
- Hairdressing Chair
- Ice Machine
- Silver Memories Program
- Tinsel Decorations
- Sweet Treats for the Melbourne Cup visit.

Full financial details will be presented in the accompanying Treasurer's Report. I wish the Board of Management of Murray Haven, the Staff and Residents 'smooth sailing' as we all approach the 40th operating anniversary of this most valuable local asset.

Thank you.

Kathleen Mathers

Financial Statements 2018/2019

The following reports provide a summary of the 2018/2019 Financial Report for Murray Haven Homes Ltd. Full reports are available upon request which include explanatory notes.

STATEMENT OF FINANCIAL POSITION

	2019	2018
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	7,502,713	7,827,106
Trade and other receivables	157,644	101,642
Inventories	860	1,560
Other current assets	14,322	9,630
TOTAL CURRENT ASSETS	7,675,539	7,939,938
NON-CURRENT ASSETS		
Property, plant and equipment	6,987,410	3,528,989
TOTAL NON-CURRENT ASSETS	6,987,410	3,528,989
TOTAL ASSETS	14,662,949	11,468,927
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	170,903	785,351
Provisions and borrowings	201,353	160,354
Other current liabilities	11,726,341	7,718,323
TOTAL CURRENT LIABILITIES	12,098,597	8,664,028
TOTAL LIABILITIES	12,174,320	8,664,028
NET ASSETS (LIABILITIES)	2,488,629	2,804,899
EQUITY		
Retained earnings	2,488,629	2,804,899
TOTAL EQUITY	2,488,629	2,804,899

STATEMENT OF CASH FLOWS

	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Residents and others	878,496	755,003
Payments to suppliers and employees	(3,723,444)	(2,613,402)
Donations received	10,808	20,613
Interest received	123,733	91,426
Government grants received	2,245,900	2,060,086
Net cash provided by operating activities	(464,507)	313,726
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	(3,993,913)	(933,671)
Proceeds from sale of property, plant and equipment	0	1,000
Net cash provided by / (used in) investing activities	(3,993,913)	(932,671)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net proceeds from financing activities	4,134,027	459,277
Net cash provided by financing activities	4,134,027	459,277
Net increase in cash held	(324,393)	4,040,332
Cash at beginning of financial year	7,827,106	3,786,774
Cash at end of financial year	7,502,713	7,827,106

PROFIT AND LOSS STATEMENT

	2019	2018
	\$	\$
INCOME		
Rents Received	869,662	729,719
OTHER INCOME		
Subsidies	2,197,143	1,783,319
Worktrain Incentives	0	7,342
Accommodation Bond Retention	5,958	18,124
Dividends Companies	128	76
Donations	10,808	20,613
Foot Care Clinic	0	368
Insurance Recoveries	7,432	960
Interest Received	117,171	90,201
Grant for 20 Bed Extension	52,023	0
Subscriptions	0	102
Staff Meals	0	1,101
Auxiliary Income	5,165	10,362
Activity Income	0	1,452
Profit on Sale of Fixed Assets	0	1,000
Gross profit from trading	0	1,148
	2,401,178	1,936,168
	3,270,840	2,665,887
EXPENSES		
Accreditation Fee	0	8,477
Advertising	8,496	1,059
Activities Expense	2,566	74
Agency Nursing	0	13,752
Bank Charges	2,538	883
Continence Aids	26,002	16,025
Webster Packs	9,109	6,510
Cleaning	28,228	16,961
Commission –ACFI Funding Review	65,424	18,010
Consultants Fees	6,503	15,312
Depreciation	117,459	68,205
Electricity	80,853	68,694
Entertainment	342	0
Fire & Safety Protection	7,497	7,691
Food Supplies	131,354	112,409
Grounds Maintenance	3,089	642
General Expenses	400	1,092
Hire of Equipment	-	0

PROFIT AND LOSS STATEMENT (Continued)

	2019 \$	2018 \$
Insurance	78,194	80,817
Interest to residents	3,475	1,0368
Information Technology	18,254	13,540
Kitchen Plant	2,221	964
Auxiliary Expense	10,396	1,624
Laundry	26,647	25,318
Licences, Registrations, Permits	3,400	5,338
Medical	35,525	34,904
Motor Vehicle Expenses	4,762	5,529
Newspapers & Magazines	604	705
Office Manuals	0	741
Office Expenses	32,489	22,319
Payroll Processing	8,655	6,969
Pest Control	15	840
Postage & Freight	562	954
Professional Fees	10,373	10,800
Protective Clothing	-	0
Rates	10,7751	9,971
Repairs & Maintenance Buildings	1,018	1,019
Repairs & Maintenance Plant & Equipment	16,599	11,733
Repairs & maintenance Electric & Plumbing	26,418	19,242
Replacements - Crockery/linen	1,954	660
Staff Training	4,583	6,624
Staff Police Checks	1,878	1,936
Subscriptions	4,874	1,509
Sundry incl Waste Removal	6,780	513
Superannuation	228,450	172,319
Telephone	8,786	7,808
Travelling Expense	407	325
Uniforms	7,821	2,655
Wages	2,534,336	1,898,631
Water Rates & Charges	3,568	3,392
	3,587,110	2,705,709
(Loss) / Profit before income tax	(316,270)	(39,822)