

2018 ANNUAL REPORT



Murray*Haven***Homes**

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Notice of Annual General Meeting 2017/2018

Notice is hereby given that Murray Haven Homes Inc. will hold its 41st Annual General Meeting on Wednesday 17th October at 7:00pm in the Main Lounge of Murray Haven Homes, 98 Punt Road, Barham.

BUSINESS:

1. To confirm the minutes of 2016/2017 AGM
2. To receive the Annual Report of the Board and audited statements of accounts for the year ending 30th June 2018
3. To elect 4 Board members
4. To elect an auditor for 2018/2019

3 positions of the Board of Management are declared **vacant**.

Nominations for election to the Board must be made on the Nomination form for the position of Board Members form, available from Murray Haven Homes Inc. reception.

Profile of the organisation

Murray Haven Homes Inc. is a small (35 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 Inc. is an incorporated Association and is registered and accredited under the Aged Care Act. Current accommodation places at Murray Haven Homes includes:

- 26 ageing in place rooms
- 8 memory support rooms
- 1 respite room

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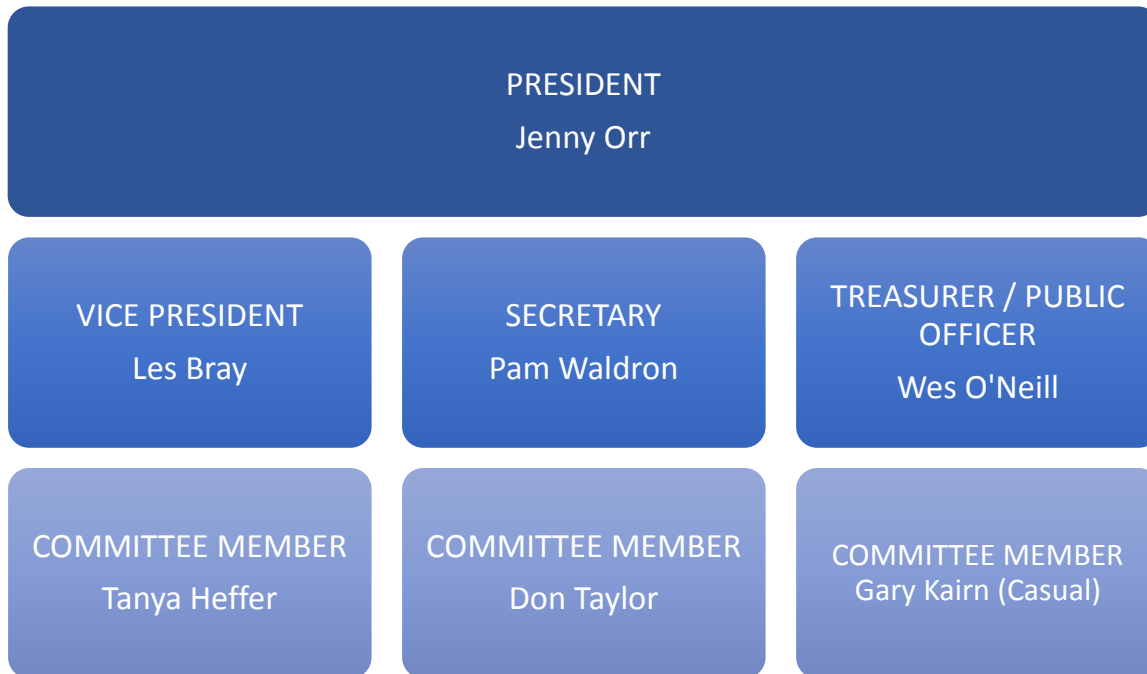
Established: 1977

Auditors: Brian McCleary & Co. Chartered Accountants



Board of Management

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



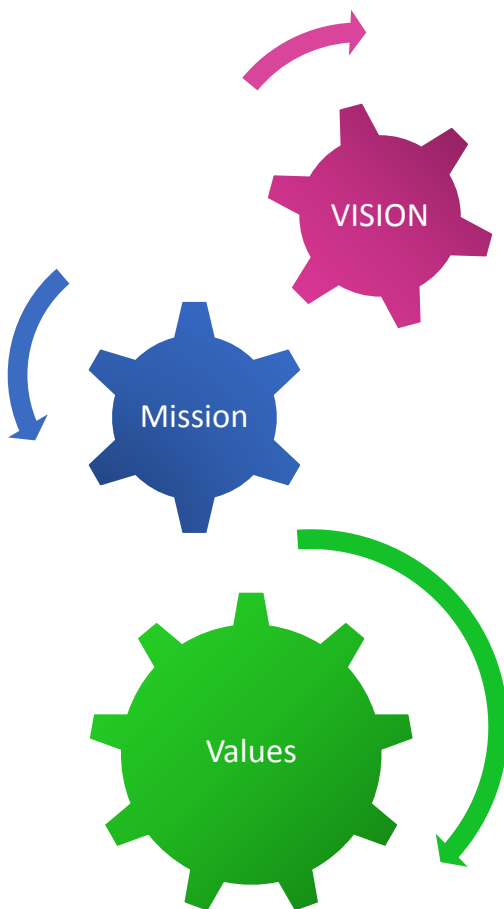
Life Members

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 Scheldrick (dec)
Mr Malcom Hare
Ms Val James

Vision, Mission and Values

At Murray Haven Homes Inc. 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

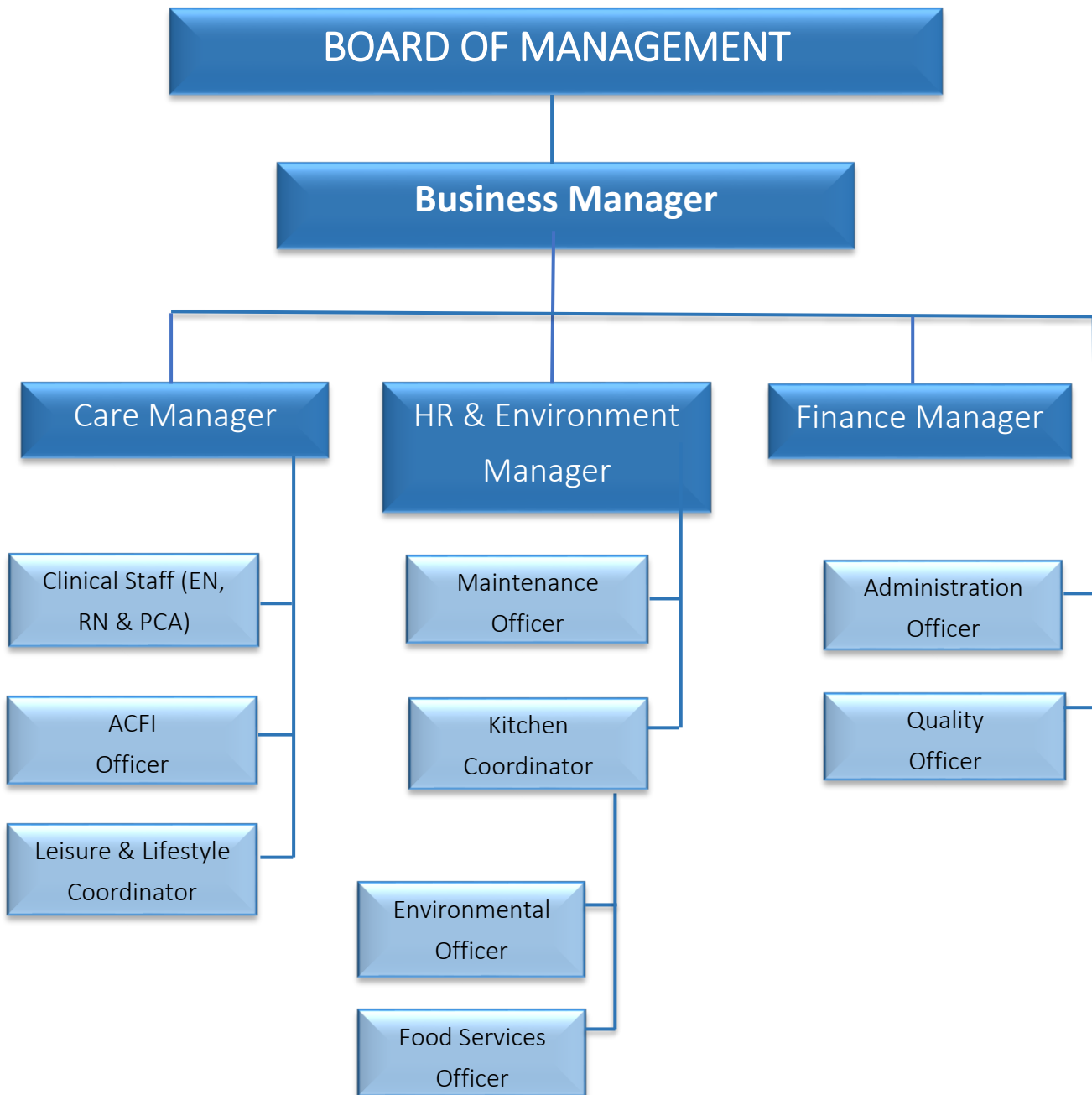
to provide integrated residential aged care services and support that empowers and promotes respect for all people and strengthens the relationship between our residents and our community.

OUR VALUES

Respect, Quality
Integrity
Responsibility
Leadership
Community

Organisational Chart

A Community Board of Management oversees our facility's operations, which is staffed by 52 qualified and dedicated staff who are guided by a management team comprising a Business Manager, a Care Manger and a Human Resources / Environmental Manager



Strategic Plan 2016 - 2021

1. People, Service and Quality Delivery

1.1. Strategic plan

Murray Haven Homes Inc. (MMH) 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-focussed 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 	BM
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/BM/Management Team
Support employee development	<ul style="list-style-type: none"> • Provide comprehensive education and development of our people 	BM/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 	BM

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 our 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 • Upgrade computer system to 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"> Finalise and implement plan for expansion of McConnell Wing and Ageing in Place rooms with application for funding Implement plans for re-development of administration offices, doctor's room and sluice Investigate building Hydrotherapy pool Investigate additional land for expansion Have the ability to be independent with power 	
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 our 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 expansion and re-development 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 2017/18 AGM and thank you for taking the time to attend this year's meeting.

We are at the busy time of the year, my how time flies.

A wonderful thing has happened in this last year, as everyone can see our extensions have started. Thank you to the residents and staff for being so patient with all the upheaval within the facility during the last few months.

The Board along with Michelle 4 years ago started talks with Murrumbidgee Local Health District about Murray Haven Homes taking the Aged Care residents from Eliza House and here we are with a 20 bed extension underway and on its way to completion. It is not only 20 beds but other rooms to accommodate our growth including offices, dining room, quiet areas and store rooms. Thank you Pam for taking on the role of project manager and also to Stacey for her role in this project. To you both I know it hasn't been all smooth sailing but what new build is ever easy especially at this size.

To the residents, thank you for being so understanding toward our staff changes and also with us hiring extra staff, I know sometimes you wish the merry-go-round would stop. We have had changes in work hours, rosters, people move away, babies born, trying to find new staff for our wings and of course, your needs change as well, however it will all be worth it in the future.

Our Ladies Auxiliary we couldn't do without you all, we are so lucky to have this wonderful committee who fundraise tirelessly to support MHH, Jo B and our residents needs and supply new equipment every year. Thank you.

Throughout the year we are extremely grateful to receive donations from other generous committees around our area to help us buy equipment for our residents as well.

Our volunteers are also an important part of our MHH family, they provide services to the residents for example, library books from Barham/Swan Hill library, nail care, craft, Club Barham outings to musicals, taking residents to doctor appointments and help with transport when a friend from MHH has passed. Thank you.

To our staff, you are all a great band of workers be it clinical, kitchen, environmental or office staff, the Board thank you. I do know sometimes it hasn't been easy but you all pitch in when needed. Thank you.

The Board is saddened this year as one of our active members is stepping down. Yes, Les. He will be missed after 16 years of donated time, we wish Les well, we will still see him around because who will do the fruit for us.

Thank you to everyone at MHH without you all we couldn't provide our residents with the care and friendship that they deserve. I thoroughly enjoy visiting, volunteering and doing my Board duties at MHH.

Overall, I am very proud to be the President of our aged care facility MURRAY HAVEN HOMES.

Thank you

Jenny Orr

Treasurer's Report

On behalf of the committee members I would like to make a summary report of the financial results of Murray Haven Homes Inc. for the financial year ended 30th June 2018.

The operating result for the financial year was a loss of \$39,822.00 (2017 Profit \$50,468.00) which was budgeted for and advised at the 2017 Annual General Meeting. This result is mainly due to the increase in wages that the committee has seen necessary for the business to be in the appropriate position to operate when the major extension works are completed. 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 had 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 also holding a large sum of additional funds. These funds are government grants received but not yet spent on the building extensions. The amount held is approximately \$4.0 million. (\$4,083,551 as of 30 June 2018)

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 the commissioning of the new extension and beds within those extensions. The coming financial year will also see wages and wage on-costs increase substantially as we increase the work force to cater for the increased size of the facility. Also, as beds come online and are filled we will see the income of the facility rise.

I would also personally like to thank fellow committee members, management, staff and volunteers for their great work over the past 12 months. I would like to make special mention of the Auxiliary who do a fantastic job in raising funds for the facility and this year raised in excess of \$10,000.

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

Wesley O'Neill

Treasurer

Ladies Auxiliary Report

It gives me great pleasure to present my annual report for Murray Haven Ladies Auxiliary for 2017-2018.

Our major fundraising was held successfully, socially and financially. We were very lucky to benefit from the following:

- Police and Citizens Gold Day
- Catering for the legacy luncheon
- A Donation from the Masonic Lodge
- The Christmas raffle was very popular and profitable
- Block money keeps coming in
- Helen and John Little on behalf of the Coffee Group presented \$1,000
- Catering for an 80th Birthday boosted our funds

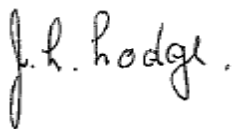
With the bank balance healthy, it gives the Auxiliary much pleasure to give the green light to purchase the following equipment:

- Motor for Princess Chair
- Sarah Steady Lifter
- Hair dressing chair
- 10 x overbed tables
- Urinalysis machine
- Chinese and Fish and Chip nights for the residents

Everyone is excited to see the new extensions going ahead and hoping to be finished before Christmas.

I would like to thank Judy and Pat for their work and support throughout the year. To Stacey for attending our meetings and keeping us up to date on Murray Haven happenings. A big thank you to all Auxiliary members who are always so willing to help in any way. Incoming office bearers, I wish you all the very best for 2018-2019.

Thank you



Jan Lodge



Financial Statements 2017/2018

The following reports provide a summary of the 2016/2017 Financial Report for Murray Haven Homes Inc. Full reports are available upon request.

STATEMENT OF FINANCIAL POSITION

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	7,827,106	3,786,775
Trade and other receivables	7	101,642	65,328
Inventories	8	1,560	1,860
Other current assets	9	9,630	11,583
TOTAL CURRENT ASSETS		7,939,938	3,865,546
NON-CURRENT ASSETS			
Property, plant and equipment	10	3,528,989	2,212,196
TOTAL NON-CURRENT ASSETS		3,528,989	2,212,196
TOTAL ASSETS		11,468,927	6,077,742
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	785,351	77,163
Provisions	12	160,354	120,971
Other current liabilities	13	7,718,323	3,034,887
TOTAL CURRENT LIABILITIES		8,664,028	3,233,021
TOTAL LIABILITIES		8,664,028	3,233,021
NET ASSETS (LIABILITIES)		2,804,899	2,844,721
EQUITY			
Retained earnings	14	2,804,899	2,844,721
TOTAL EQUITY		2,804,899	2,844,721

STATEMENT OF CASH FLOWS

		2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Residents and others		755,003	777,803
Payments to suppliers and employees		(2,613,402)	(2,257,845)
Donations received		20,613	17,418
Interest received		91,426	57,609
Government grants received		6,260,086	1,503,673
Net cash provided by operating activities	15	4,513,726	98,658
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for property, plant and equipment		(933,671)	(67,789)
Proceeds from sale of property, plant and equipment		1,000	1,373
Net cash provided by / (used in) investing activities		(932,671)	(66,416)
CASH FLOWS FROM FINANCING ACTIVITIES			
Net proceeds from residents' bonds		459,277	623,902
Net cash provided by financing activities		459,277	623,902
Net increase in cash held		4,040,332	656,144
Cash at beginning of financial year		3,786,774	3,130,630
Cash at end of financial year	6	7,827,106	3,786,774

PROFIT AND LOSS STATEMENT

	2018	2017
	\$	\$
INCOME		
Rents Received	729,719	738,432
OTHER INCOME		
Subsidies	1,783,319	1,484,259
Worktrain Incentives	7,342	4,500
Accommodation Bond Retention	18,124	25,332
Dividends Companies	76	58
Donations	20,613	17,418
Foot Care Clinic	368	790
Insurance Recoveries	960	5,090
Interest Received	90,201	84,894
Paid Parental Leave Reimbursement	-	12,107
Subscriptions	102	53
Staff Meals	1,101	1,430
Auxiliary Income	10,362	3,477
Activity Income	1,452	1,968
Profit on Sale of Fixed Assets	1,000	1,373
Gross profit from trading	1,148	1,221
	1,936,168	1,643,970
	2,665,887	2,382,402
EXPENSES		
Accreditation Fee	8,477	2,058
Advertising	1,059	3,445
Activities Expense	74	1,531
Agency Nursing	13,752	-
Bank Charges	883	847
Continence Aids	16,025	14,559
Webster Packs	6,510	11,307
Cleaning	16,961	15,590
Commission - Funding Review	18,010	-
Consultants Fees	15,312	1,077
Depreciation	68,205	67,926
Electricity	68,694	65,654
Entertainment	-	28
Fire & Safety Protection	7,691	7,304
Food Supplies	112,409	114,542
Grounds Maintenance	642	847
General Expenses	1,092	422
Hire of Equipment	-	45

PROFIT AND LOSS STATEMENT (Continued)

	2018 \$	2017 \$
Insurance	80,817	63,547
Interest to residents	1,036	458
Information Technology	13,540	14,639
Kitchen Plant	964	1,461
Auxiliary Expense	1,624	644
Laundry	25,318	24,957
Licences, Registrations, Permits	5,338	1,124
Medical	34,904	24,706
Motor Vehicle Expenses	5,529	3,371
Newspapers & Magazines	705	696
Office Manuals	741	638
Office Expenses	22,319	18,851
Payroll Processing	6,969	6,033
Pest Control	840	396
Postage & Freight	492	954
Professional Fees	10,800	10,440
Protective Clothing	-	25
Rates	9,971	9,772
Repairs & Maintenance Buildings	1,019	1,991
Repairs & Maintenance Plant & Equipment	11,733	15,524
Repairs & maintenance Electric & Plumbing	19,242	25,834
Replacements - Crockery/linen	660	829
Staff Training	6,264	4,566
Staff Police Checks	1,936	1,232
Subscriptions	1,509	972
Sundry	513	692
Superannuation	172,319	149,617
Telephone	7,808	7,228
Travelling Expense	325	-
Uniforms	2,655	650
Wages	1,898,631	1,629,913
Water Rates & Charges	3,392	2,992
	2,705,709	2,331,934
(Loss) / Profit before income tax	(39,822)	50,468

PROFIT BEFORE INCOME TAX

