

Murray Haven
Homes

2021/22

Annual
Report



Contents

Notice of Annual General Meeting 2022	2
President's Report	3
Board of Directors.....	5
Life Members.....	5
Vision, Mission and Values.....	6
Facility Manager's Report	7
Treasurer's Report	9
Financial Statements 2021/2022	10
STATEMENT OF FINANCIAL POSITION.....	10
STATEMENT OF CASH FLOWS	11
PROFIT AND LOSS STATEMENT	12
Auxiliary Report.....	13
Profile of the Organisation.....	14

Notice of Annual General Meeting 2022

Notice is given that Murray Haven Homes Ltd will hold its 45th Annual General Meeting on Wednesday, 19 October 2022 at 7:00pm at CluBarham, Murray Street, Barham.

BUSINESS:

1. To confirm the minutes of 2021 AGM
2. To receive the Annual Report of the Board of Management and Audited Statements of accounts for the year ending 30 June 2022
3. To elect an auditor for 2022/2023

There are currently 7 Directors on the Board of Murray Haven Homes Ltd.

President's Report

Welcome to the 2022 Annual General Meeting.

Now in its third year the pandemic has, and continues to place, enormous strain on our staff as well as on our management team. Working every day under the risk of further lockdowns, restricted by requirements to work in PPE and being challenged with staffing shortages, our staff have delivered empathetic and quality care to our residents, and the Board thank them sincerely for this.



There have been significant changes in the Aged Care sector this year. The Government have implemented new reforms such as a new funding model which will be an efficient, transparent and sustainable funding model for residential aged care. Mandatory care time standards and reporting have also been introduced. However, to date, the Government has not shown a willingness to fund these improvements and the aged care sector still awaits details of the impact these reforms will eventually have.

With a large number of aged care providers still struggling financially, the gap between the additional reporting and workforce requirements and the funding needed to deliver a higher level of care requirements, has become more evident. Fixing the challenges of staff shortages, increased care minutes and the sustainability of aged care funding is a key focus for all aged care providers.

In November 2021, Murray Haven Homes commenced work with consultants Bruce Callaghan & Associates. They were appointed by the Department of Health for the Aged Care Service Development Assistance Panel (SDAP) – Business Improvement Section project. The consultants, together with Murray Haven, have been reviewing and strengthening governance systems and processes, including Board education in regard to Murray Haven's obligations under the Aged Care Quality and Safety standards.

From this review, there have already been significant changes to the governance and management of Murray Haven Homes, such as:

- Appointed a new Facility Manager
- Restructured the MHH organisational chart and management team.
- Established new Board and Management reporting systems and benchmarks.
- Developed a Strategic Plan for 2022-2026.
- Developed a budget that will be in surplus for this next financial year, ensuring financial stability.

Also, this past year, the Government has passed a new Act which stems from the recommendations of the Aged Care Royal Commission. Part of the Act focuses on new governance responsibilities for approved providers regarding the make-up of their Board of Directors and measures to improve leadership and culture.

The Board is working with the consultants on the structure and direction of the Board as we must have a strong business-like Board to meet the new governance and regulations. We have been developing a Board of Director Skills Matrix which defines the set of skills, experience and capabilities which would be ideal for the governance of what has become a significant business in our community. The Board will endeavour to attract Directors to match those missing from the required Director Skills Matrix, and for this reason, the Board will maintain a membership of six directors for the immediate future.

This financial year, Murray Haven Homes has made another loss. However, with being successful in securing the SDAP Project consultants, who are providing professional assistance with our financial management and strategic business goals, the Board are confident we have the operational capabilities and financial capacity to be in a strong position going forward.

Murray Haven Homes has a very capable Facility Manager in Jo Kinsey, and the management team, who continue to strengthen our operational capabilities and investment in our staff, and continue to put residents and staff well-being and safety first.

After three years David Derksen has decided to retire from the Board of Directors. I want to express my sincere thanks for your time on the Board. Being on the Board is the toughest volunteer role, and you took your Board role on with dedication and honesty.

Finally, I would like to thank my fellow Board members for your contribution throughout the year and look forward to continuing our work to make Murray Haven Homes a centre of excellence for regional aged care.

Pam Waldron
President

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.



Pam Waldron
President



Tanya Heffer
Secretary



Wes O'Neill
Treasurer / Public Officer



Carol Sincok
Director



Don Taylor
Director



David Derksen
Director



Marie McDougall
Director

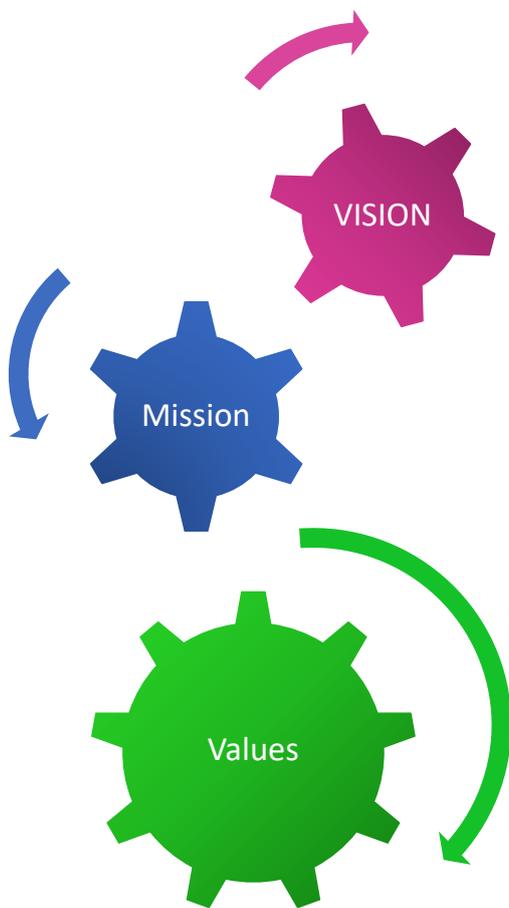
Life Members

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

Facility Manager's Report

Murray Haven Homes is now emerging from the COVID pandemic, which enforced lockdowns, staffing interruptions, compulsory vaccinations and restrictions for all staff and persons entering age care, causing continual chaos and uncertainty within the age care industry. Murray Haven Homes now looks forward to bringing the community back into our resident's home. Our gratitude extends to the Commonwealth for providing valuable assistance throughout the pandemic, through the Public Health Unit, financial support, Grants, and an adequate supply of PPE.

Murray Haven Homes embarked on a management restructure during 2011-22, in reducing middle management positions from seven to the current three positions, Facility Manager, Care Manager and Administration/Finance Manager. The Management team work conjointly in the management of Murray Haven Homes, under the Board of Directors. We welcomed Marie Oosthuizen to our facility in June of this year as Care Manager. Marie comes with extensive clinical knowledge and experience and has quickly adopted the required skills to facilitate 'Outbreak Management'. Helen Guerra, Administration/Finance Manager over the past two years, has become a vital member of our team, liaising with staff and the Board treasurer, while supporting the management team and administration personnel. Helen and her husband are relocating to Bendigo, Helen finishes on the 27th of October, and we wish Helen and Shane all the best for their new endeavour. We welcome Tania Keenan, who commenced on Monday 17th October as Administration/Finance Manager, we look forward to working alongside Tania in her new role.

Financial strain over the past four years for Murray Haven Homes, is due to three main contributors, excessive labour costs (above benchmark), low subsidy levels (below benchmark), and declining occupancy, resulting from COVID-19.

Murray Haven Board of Directors and Management team have been supported by Bruce Callaghan & Associates over the past twelve months. There has been a major emphasis on Commonwealth ACFI subsidy reviews, resulting in raised subsidy levels, which is now in line with other rural and remote age care facilities. Occupancy levels are now currently at around 89%, with a target of 91.5% for 2022-23. In September Murray Haven Homes occupancy level was 96%, partly achieved via a marketing campaign, and an increase in respite care, bridging the gap to permanent care. Finally, there has been an emphasis on managing labour costs, through the new management structure, and efficient staffing skills. The rise in subsidy, reduction in labour costs, and the increasing occupancy have, and are contributing enormously to Murray Haven Homes financial improvement.

Attracting and retaining suitable and qualified staff in all departments has been an ongoing challenge over the past two years, we will continue recruiting clinical (Registered/Enrolled Nurses), personal carers, and persons for the Environmental team, in catering and housekeeping. Murray Haven Homes needs these extremely vital staff to function and provide the level of care, that reflects the expectation of the Aged Care Quality and Safety Commission. I thank the dedicated staff for their contribution to Murray Haven Homes, over the past twelve months, it is an honour to work alongside such a reliable and capable workforce.

Thank you to the volunteers of Murray Haven Homes. This amazing group of valued persons have supported our home, through the challenges of COVID restrictions. They have manned the front door every open

weekend since January. Without their continual help extra strain would have been placed on already stretched staffing. My gratitude extends to the Auxiliary, who work to help support, through fund-raising, which in turn benefits the residents of Murray Haven Homes.

Striving forward, Murray Haven Homes is working hard to achieve full accreditation of our facility through the ACQSC (Aged Care Quality Safety Commission), meeting the high Standards set by the ACQSC is crucial to our success as a reputable age care home.

In finalising my report, I thank the Board of Directors for their support, and tireless dedication to Murray Haven Homes, our community-based facility, and look forward to working closely with the Board of Directors over the coming twelve months, and beyond in maintaining Murray Haven Homes excellent reputation in the local community and district in managing an efficient and effective home for the care of our present and future residents.

Thank you,

Jo Kinsey
Facility Manager

Treasurer's Report

Murray Haven Homes Limited is reporting an operating loss for the past financial year of \$675,478.

Murray Haven Homes Ltd Board has finalised the Business Improvement Funding program during the year and with the continued assistance of the SDAP Group project team have now stabilised the finances of Murray Haven. The facility is projected in the current financial year to have a cash flow surplus of more than \$400,000. This surplus is possible because of the substantial improvement in the operating costs (particularly agency nursing costs and staff wages) of the facility budgeted going forward and with the predicted improvement in government funding due to the new payment system known as ANACC (Australian National Aged Care Classification funding model).



Murray Haven Homes Limited operations have improved dramatically with a strong and supportive management team put in place and led by Joanne Kinsey. The management team are charged with implementing the Board's strategic plan and following the developed budgets that have been put in place along with stronger reporting Key Performance Indicators back to the Board.

- Maintain occupancy at greater than 90% (currently at 95%)
- ANACC funding to lead to increase in resident average daily rate to \$216.07 for the current year under the new funding model. Up from very low levels in the past of around \$140.
- Engage with the community to draw volunteer's back to the facility and increase fundraising efforts.
- SDAP team members to continue actively engaging with Murray Haven Homes over the next 8 months to bed down structural changes.

The strong decisions made by the Board with the assistance of the SDAP group have led to the appointment of a strong management group to operate Murray Haven Homes. These appointments will take Murray Haven Homes forward to be a strong integral part of the community for many years to come. The next 12 months will see Murray Haven Homes embark on some ambitious community fundraising to assist in meeting its strategic plan and budget. It is hoped that the entire local community of Barham and Koondrook will join with the Board, Management, Employees and Residents to meet these goals.

The future is exciting.

Wesley O'Neill
Treasurer

Financial Statements 2021/2022

The following reports provide a summary of the 2021/2022 Financial Report for Murray Haven Homes Ltd. Full reports are available upon request which include explanatory notes.

STATEMENT OF FINANCIAL POSITION

	2022 \$	2021 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,772,606	5,900,690
Trade and other receivables	277,668	39,810
Inventories	1,000	10,200
Other current assets	54,031	21,297
TOTAL CURRENT ASSETS	4,105,302	5,962,803
NON-CURRENT ASSETS		
Property, plant and equipment		
Intangible Assets	7,600,003	7,459,205
TOTAL NON-CURRENT ASSETS	7,600,003	7,459,205
TOTAL ASSETS	11,705,305	13,422,008
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	271,358	212,187
Provisions and borrowings	447,284	657,166
Accommodation Bonds	1,550,058	1,880,747
TOTAL CURRENT LIABILITIES	2,268,700	2,750,100
NON-CURRENT LIABILITIES		
Deferred Income Building Grant	Nil	5,309,820
Provisions and borrowings	187,635	198,192
Accommodation Bonds	3,100,582	3,761,493
TOTAL NON-CURRENT LIABILITIES	3,288,217	9,269,505
TOTAL LIABILITIES	5,556,917	12,019,605
NET ASSETS (LIABILITIES)	6,148,388	1,402,403
EQUITY		
Retained earnings	6,148,388	1,402,403
TOTAL EQUITY	6,148,388	1,402,403

STATEMENT OF CASH FLOWS

	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Residents and others	1,303,714	1,405,502
Payments to suppliers and employees	(5,298,197)	(4,874,302)
Donations received	1,757	11,083
Interest received	9,917	38,054
Government grants received	2,980,100	3,400,107
Net cash provided by operating activities	(1,002,709)	(19,556)
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	(108,842)	(155,498)
Proceeds from sale of property, plant and equipment	3,456	0
Net cash provided by / (used in) investing activities	(105,438)	(155,498)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net proceeds from resident bonds	(991,600)	(1,084,870)
Proceeds from equipment finance		83,073
Principal repayments of equipment finance	(28,342)	(17,255)
Net cash provided by financing activities	(1,019,942)	(1,150,688)
Net increase in cash held	(2,128,089)	975,634
Cash at beginning of financial year	5,900,695	4,925,061
Cash at end of financial year	3,772,606	5,900,695

PROFIT AND LOSS STATEMENT

	2022	2021
	\$	\$
INCOME		
Residential Income	1,205,052	1,246,829
Residential Care Subsidies	3,004,387	2,812,121
Business Improvement	326,640	83,740
COVID Workforce Retention	64,219	113,280
Building Extension Capital Grant	147,832	155,737
ATO Cashflow Boost	0	37,500
Donations	1,757	14,926
Interest Received	10,612	24,049
Insurance Recoveries – Workcover	34,669	138,866
	6,285	3,046
Other/Sundry Income	64,788	16,263
TOTAL INCOME	4,866,624	4,646,357
EXPENSES		
Administration	590,223	195,807
Depreciation	223,260	221,883
Employment	4,081,251	4,063,199
Finance	24,014	19,673
Occupancy	115,384	264,755
Other	129,110	31,271
Residents	378,477	376,994
	5,541,719	5,173,582
(Loss) / Profit before adjustments	(675,478)	(527,225)
Prior Year Adjustment	0	(20,650)
(Loss) / Profit before income tax	(675,478)	(547,875)

Auxiliary Report

It is with pleasure that I present my report for the 2021-2022 operations of the Murray Haven Auxiliary.

Once again, we had a year of Covid – little contact with residents and meetings held at CluBarham.

I congratulate and applaud the staff, Board and Management on the exceptional job they have done in very trying circumstances.

My personal thanks go to Judy (Secretary) and Pat (Treasurer) on their contribution to our Auxiliary. I also sincerely thank the members who have contributed food for residents on special occasions and for staff well-being. Also to those who have given their time to act as 'meeters and greeters' at Murray Haven and assisted staff in other ways.

While attendance at meetings has been down on previous years, this can be accounted for by things like a number of older members stepping back, Covid and winter holidays. Maybe we need to actively encourage new members.

Our two major fundraisers this year were our Christmas Raffle and a very successful Golf Day. I thank all who assisted in any way to the success of these.

In conclusion, I wish the incoming executive of the Auxiliary, the Board of Directors, Staff and Residents a happy and successful year.

Thank you.

Kathleen Mathers
President
Murray Haven Auxiliary

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
: admin@murrayhavenhomes.com.au
Website: www.mhh.org.au
Established: 1977
Auditors: Brian McCleary & Co. Chartered Accountants



Address: 98 Punt Road, Barham NSW 2732
Telephone: (03) 5453 2080
Email: admin@murrayhavenhomes.com.au
www.mhh.org.au