

Murray Haven
Homes

2022/23

Annual Report



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Notice of Annual General Meeting 2023

Notice is given that Murray Haven Homes Ltd will hold its 46th Annual General Meeting on Wednesday, 18 October 2023 at 7:00pm at CluBarham, Murray Street, Barham.

BUSINESS:

1. To confirm the minutes of 2022 AGM
2. To receive the Annual Reports of the Board of Management and Audited Statements of accounts for the year ending 30 June 2023
3. To elect an auditor for 2023/2024
4. Board of Director Nominations and Election
5. Constitution Amendment
6. Staff and Director Recognition Awards

There are currently 6 Directors on the Board of Murray Haven Homes Ltd.

President's Report

Murray Haven Homes has experienced a year of successful consolidation since leaving COVID-19 and the threat of floods behind.

The board has bedded down its strategic plan which was finalised at the end of the 2022 Financial Year. The Board, Management and Staff are now working hard to implement those plans and have achieved some early success.

The four key pillars to the strategic plan are.

1. Developing and Delivering Excellence in Aged Care
2. Community Engagement in Aged Care
3. Training and Learning (Involving community fundraising)
4. Sound Management and Administration

In December 2022 Murray Haven Homes met all standards in accreditation. This achievement was the culmination of work by dedicated staff, Board of Directors, Management Team, and BCA (Bruce Callaghan Associates). This was the key start of meeting the 1st point of our strategic plan.

April/May 2023 saw Murray Haven Homes really begin connecting back to the community after running a very successful car raffle. A huge thank you to cluBarham for their support in providing the major prize of a car and also to all of the other contributors. A very successful draw was held at cluBarham with one of our lucky staff members being drawn as the winner. A big thank you to Jason Wallace (cluBarham), Carol Sincok (Board Member), Tania Keenan and Naomi Attwell for their contribution to the success of the raffle and draw. The draw was success not only from a monetary point of view, but it also put Murray Haven Homes back in the local community's hearts and minds.

The financial result achieved this year has been due to a combination of factors. The new government funding system "AN-ACC (Australian National Age Care Classification)" increased our income substantially and was complemented by the hard work of the management team at Murray Haven Homes consisting of Jo Kinsey (CEO), Marie Oggian (Care Manager) and Tania Keenan (Administration/Finance) in keeping costs under control, occupancy high and strong leadership from our CEO. This management team work extremely well together, and the Board look forward to working with them for many more years.

Also, during the year, we continued to have the services of BCA (Bruce Callahan and Associates) assisting with training and educating the Board and Management. To them I say a big thank you for their service and dedication to Murray Haven Homes.

With the aged care reforms well under way following the Royal Commission the Board, Management and staff have plenty of work and training to continually be completed. By completing and complying with these demands Murray Haven Homes will ensure that it continues to provide excellence in Aged Care.

I would like to acknowledge, and the Board is grateful for the work of the MHH Auxiliary and Volunteers. Their continual support of the residents through their fundraising efforts means a lot to the residents and to the Board.

To the past and current and prospective Board members I thank you for your past efforts and look forward to working with the new Board to make Murray Haven Homes Limited the best Aged Care facility we can and to be a leader and driver for the local community and economy.

Finally, I would like to thank the retiring board members in David Derksen, Marie McDougal and Don Taylor for their commitment and time on the board.

A very special mention also for Pam Waldron who has decided to retire from the Board. Pam has worked tirelessly for Murray Haven over the past years and during some difficult times. She has been a pillar of strength for Murray Haven, and I sincerely thank her for her efforts.

I would like to conclude, on behalf of the board by passing on our condolences to the Sincock family with the recent passing of our much-loved Board member in Carol Sincock. Carol will be sadly missed. Her efforts did not go unnoticed particularly with our successful major fundraising raffle. Carol worked tirelessly to ensure its success.

The future at Murray haven Homes is shining bright.

Thank you,

Wesley O'Neill
Acting 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.

At 30 June 2023, the Board of Directors comprised:

Ms Pamela Waldron	President
Mr Wesley O'Neill	Treasurer
Mrs Tanya Heffer	Secretary
Mr Donald Taylor	
Mrs Carol Sincock	
Ms Tammy Barker (Casual)	
Mr Cameron Hodge (Casual)	
Ms Sheree Lang (Casual)	

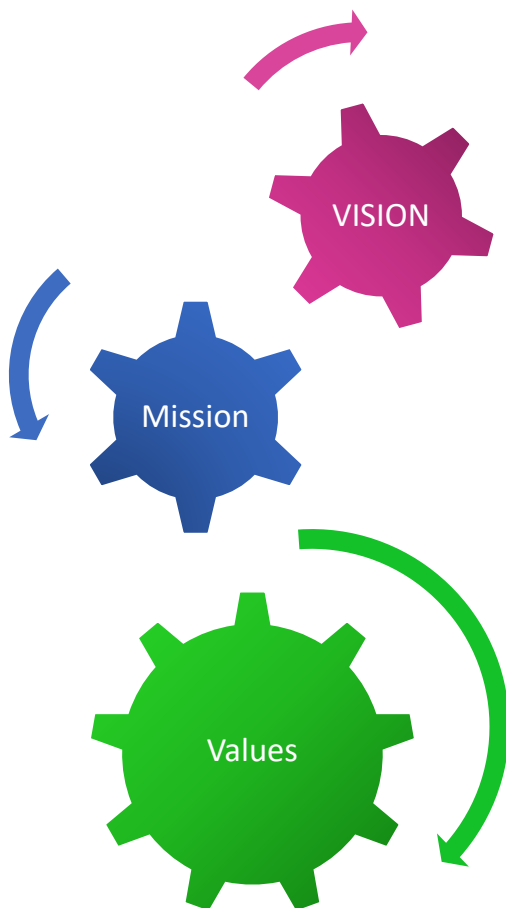
Life Members

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

Chief Executive Officer's Report

Murray Haven Homes has experienced a year of success and satisfaction, as it shed the major barriers of COVID-19 restrictions and paddled its way through the threat of the 2023 floods.

The introduction of AN-ACC (Australian National Age Care Classification) funding, implemented on 1 October 2022, replacing ACFI (Age Care Funding Instrument) has exceeded expected benchmarks.

As a result of the Royal Commission inquiry, age care has entered a period of implementation of quality and care reforms. On 1 December 2022 a new Code of Conduct was mandated throughout Australia, aligning the Commonwealth Government under the Age Care Reform Code of Conduct with the Age Care industry.

The ACQSC (Age Care Quality & Safety Commission) implemented 24/7 RN care from 1 July 2023 in all aged care. Murray Haven is working conscientiously to reach this benchmark. In the interim, compliant measures have been put in place, ensuring excellence of care to our residents. Services in place include Registered Nurse on call, Care Linx, and Emergency Decision Guidelines. Clinical and Care staff are trained to access these additional services.

Overall staff numbers have remained consistent over the past twelve months, falling marginally short of desired benchmark.

December 2022, saw Murray Haven Homes meet all standards in accreditation. This achievement was the culmination of work by dedicated staff, Board of Directors, Management team, and BCA (Bruce Callaghan Associates).

In January 2023, following a very generous donation by George Frankling's estate, work finally commenced on the McConnell wing shelter. Further grants received have been put towards electronic blinds and the area and its 'sensory garden' will be completed mid-November. The new setting is an area for residents, families, and friends to share each other's company.

The BCA team worked alongside the Management team over the past eighteen months and trained and nurtured us all in the three key areas of business, finance, and clinical care. Through their professional development plan, the management team have achieved KPIs and gained skills and knowledge to reach targeted business objectives and organisational goals. I extend my gratitude and thanks to Marie Oggian (Care Manager) and Tania Keenan (Administration/Finance) for their support and commitment to ensuring Murray Haven Homes, our community-based home, delivers high quality care in friendly and comfortable surrounds.

Occupancy over the past twelve months has fluctuated with an average of 89.20%. To maintain financial stability, high priority was and is being placed on achieving an average 92% occupancy. Strategies have been implemented in advertising and promoting Murray Haven Homes as a facility of excellence.

After seventeen years of fun outings, the Murray Haven bus beeped its last horn. A new 'Toyota' bus has been ordered. On arrival into Australia, it will be installed with a wheelchair lifter, and be delivered to Murray Haven. Hopefully, around March/April 2024, residents can once again engage in social outings and site seeing in our own bus. Our thanks to Clubarham for making their bus available for social events at the Club and providing provisions and support to accommodate the needs our residents.

Looking forward: December 2023, ACQSC has mandated that all Age Care facilities have a Quality Care Advisory Body (QCAB). It will be the responsibility of the QCAB to report to the Board of Directors twice a

year, giving feedback on the quality of care and services provided. In addition, residents and families will be offered the opportunity to establish a consumer advisory body.

I acknowledge and am thankful for the work of the MHH Auxiliary. Their continual support of the residents through their fundraising efforts means they enjoy 'fish and chip' dinners, and staff use equipment purchased in the care of the residents.

It is a privilege to work alongside the staff of Murray Haven Homes. Their dedication and support have been invaluable. They not only understand the needs of our residents, but they also understand and support each other on a day-to-day basis. I commend each and every staff member of Murray Haven Homes to you.

Finally, I take this opportunity to thank the Board of Directors for their support and tireless dedication to Murray Haven Homes. This facility is so important to our community. The past twelve months has seen a change in directors, and I thank each director for their support. I particularly acknowledge Pam Waldon (Chair) as she retires from the position - it has been rewarding growing and working with you. I look forward to working with the Board of Directors as Murray Haven Homes works towards achieving goals to ensure Murray Haven remains a home of excellence within our community.

Thank you,

Jo Kinsey
Chief Executive Officer

Treasurer's Report

Murray Haven Homes Limited is reporting an operating profit for the first time in several years of \$382,878 for the 22/23 financial year.

The facility is projected in the current financial year to have a cash flow surplus of more than \$400,000. This predicted surplus is possible because of the full year implementation of the AN-ACC (Australian National Aged Care Classification funding model), a concentration on keeping occupancy levels higher and strong cost management.



The major highlights this year are as follows:

- Total Income Increase by \$988,674 (due to the new AN-ACC (Australian National Aged Care Classification funding model) and concentration on occupancy.
- Total Costs Excluding Depreciation falling by \$63,793. (Careful cost control by the management team)
- Hugely successful car raffle raising approximately \$60,000 after costs. (Big thanks to cluBarham as the major sponsor and to all other sponsors).

With the projected cash surplus in the current year, it is planned to consolidate and repair the damage done by prior year losses. Murray Haven Homes will continue to consolidate its financial position. This will allow Murray Haven Homes in the coming years to continue to develop the facility for the benefit of the community, residents, and staff.

A priority for the coming 12 months is to recruit additional staff to assist the current staff workload who have worked extremely hard over the past few years. The additional staff in the RN, EN nurse capacity will assist with meeting our care hours under the aged care reforms. This additional staff cost has been fully funded into the current budget.

It is hoped that the entire local community of Barham and Koondrook will continue to join with the Board, Management, Employees, Volunteers and Residents to meet these goals.

The future is exciting.

Wesley O'Neill
Treasurer

Financial Statements 2022/2023

The following reports provide a summary of the 2022/2023 Financial Report for Murray Haven Homes Ltd. Full reports are available upon request which include explanatory notes.

STATEMENT OF FINANCIAL POSITION

	2023 \$	2022 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,742,376	3,772,606
Trade and other receivables	148,004	277,668
Inventories	1,100	1,000
Other current assets	33,853	54,031
TOTAL CURRENT ASSETS	3,925,333	4,105,302
NON-CURRENT ASSETS		
Property, plant, and equipment		
Intangible Assets	7,489,636	7,600,003
TOTAL NON-CURRENT ASSETS	7,489,636	7,600,003
TOTAL ASSETS	11,414,969	11,705,305
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	195,880	271,358
Provisions and borrowings	316,648	447,284
Accommodation Bonds	1,434,213	1,550,058
TOTAL CURRENT LIABILITIES	1,946,741	2,268,700
NON-CURRENT LIABILITIES		
Provisions and borrowings	168,653	187,635
Accommodation Bonds	2,868,427	3,100,582
TOTAL NON-CURRENT LIABILITIES	3,037,080	3,288,217
TOTAL LIABILITIES	4,983,821	5,556,917
NET ASSETS (LIABILITIES)	6,431,148	6,148,388
EQUITY		
Retained earnings	6,431,148	6,148,388
TOTAL EQUITY	6,431,148	6,148,388

STATEMENT OF CASH FLOWS

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Residents and others	1,452,359	1,303,714
Payments to suppliers and employees	(5,267,631)	(5,298,197)
Donations received	6,093	1,757
Interest received	61,958	9,917
Government grants received	4,161,840	2,980,100
Net cash provided by operating activities	414,619	(1,002,709)
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	(107,006)	(108,842)
Proceeds from sale of property, plant and equipment	500	3,456
Net cash provided by / (used in) investing activities	(106,506)	(105,438)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net proceeds from resident bonds	(348,000)	(991,600)
Government Capital Grants	40,652	0
Proceeds from equipment finance	0	0
Principal repayments of equipment finance	(30,993)	(28,342)
Net cash provided by financing activities	(338,341)	(1,019,942)
Net increase in cash held	(30,228)	(2,128,089)
Cash at beginning of financial year	3,772,606	5,900,695
Cash at end of financial year	3,742,378	3,772,606

PROFIT AND LOSS STATEMENT

	2023 \$	2022 \$
INCOME		
Residential Income	1,396,616	1,205,052
Residential Care Subsidies	4,109,235	3,004,387
Business Improvement	0	326,640
COVID Workforce Retention	15,819	64,219
Building Extension Capital Grant	140,770	147,832
Donations/Raffle	61,551	1,757
Interest Received	68,873	10,612
Insurance Recoveries – Workcover	40,775	34,669
Ladies Auxiliary Income	2,324	6,285
Other/Sundry Income	18,952	64,788
TOTAL INCOME	5,854,915	4,866,241
EXPENSES		
Administration	506,821	590,223
Depreciation	217,373	223,262
Employment	4,056,257	4,084,661
Finance	31,121	24,014
Occupancy	176,522	115,384
Other	29,737	129,110
Residents	454,206	378,477
	5,472,037	5,541,719
Profit/(Loss)	382,878	(675,478)

Auxiliary Report

It is with pleasure that I present my 5th and final President's Report for the Murray Haven Auxiliary.

On looking back over the names of those working for our Auxiliary, I realise that 'age does weary them' and a number have quietly retired without us formally thanking them for their years of dedicated service. At the risk of missing a name, I would like to sincerely thank them and assure them that they will be remembered by us for the joy they brought to our meetings and the specialities they baked for our many catering functions over the years.

Judy Lake and Pat Taylor deserve medals for the professionalism they have brought to our organisation as Secretary and Treasurer. You have made the role of President very easy.

Our major fundraising activities this year have been the Christmas Raffle and the Golf Day. To the members who gave generously and worked tirelessly for these events, 'thank you'.

Our major purchases for Murray Haven have been an Air Conditioner and 2 Standing and Transport Aids. In addition, we have provided funds to Murray Haven to be used by the Activities Co-ordinator to fund special meals, activities and treats for the Residents.

We have appreciated attendance at our meetings by the Facility Manager and Board Members who keep us 'in the loop' re Murray Haven plans and progress and have thoroughly enjoyed the monthly Newsletters.

Special thanks go to those of our members who:

- . Assisted with "visitor duty" during on-going Covid restrictions.
- . Assisted with Resident mealtimes during the 2022 flood period.
- . Completed needlecraft tasks.
- . Provided cakes and slices for Staff and Residents

To the Board of Murray Haven go congratulations on a very successful year. To the Staff and Residents go best wishes for a very happy year ahead and hopefully the end of Covid restrictions.

To the incoming Murray Haven Auxiliary officer-bearers...Congratulations...Have a great year.

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

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

