

**REPORT OF THE MEETING OF BALRANALD SHIRE COUNCIL  
RETIREMENT HOSTEL COMMITTEE HELD AT THE BIDGEE HAVEN  
HOSTEL ON MONDAY 6th JUNE 2016 COMMENCING AT 5.00 PM**

**PRESENT:** Cr Steve O'Halloran (Chair), Helen Edmonds, Ariana Stefan (Hostel Co-ordinator), Elizabeth White (Director of Corporate & Community Development) Simon Coelli.

**APOLOGIES:** Cr Elaine Campbell, Cheryl McFarland

**Accepted:** Simon Coelli

**Seconded:** Helen Edmonds

**CORRESPONDENCE:** Nil.

**CONFIRMATION OF April MINUTES**

**Accepted:** Simon Coelli

**Seconded:** Helen Edmonds

**DIRECTOR OF CORPORATE SERVICES REPORT:**

The Committee was invited to determine the location of the BBQ. The DCCD presented a plan of the Hostel and also a copy of the design and dimensions of the Gazebo purchased. The Gazebo is 7metres x 8 metres and the committee decided, because of the size of the Gazebo, it should be located at the back of the Hostel where the current smaller Gazebo is located. It was also decided that we investigate whether the current smaller Gazebo can be relocated.

The Hostel financial report as at 30<sup>th</sup> April 2016 was provided to the Committee for information.

Discussion took place regarding Hostel Fees and how they are determined for each resident. Fees charged are determined by the Department of Human Services and are based on an Assets & Income test. Once determination has been made fees are advised to the Hostel and also the resident by letter. Resident Accommodation Bonds are set by each facility and Council has determined this fee to be \$270,000

**HOSTEL CO-ORDINATORS REPORT:**

Ariana welcomed Bev Purtil to the meeting as a guest with a view to her joining the Hostel Committee and to provide expertise on fundraising for the Hostel.

Ariana reported on the following: (Report attached)

- Current Events
- Staff and rostering
- Hostel Committee support
- National Aged Care Open Day
- Her Commitment to the Hostel
- Kitchen Audit
- Front Entrance re-location
- Documentation
- Allied Health Services
- Tagging & Testing of equipment
- MPS

Clr O'Halloran thanked Ariana for her comprehensive report.

## **GENERAL BUSINESS:**

### **New Business**

Fundraising:

It was agreed that Bev Purtill will work closely with Ariana on any fundraising opportunities for the Hostel. Ariana and Bev to discuss any appropriate fundraising opportunities being held at the Open Day.

Bev asked what the roles and responsibilities of the Hostel Committee are

Steve O'Halloran advised that the Committee was an advisory Committee of Council and worked in line with the Local Government Act

The Committee requested that Bev Purtill be endorsed as a committee member by Council.

A question was raised as to whether we are still advertising vacant beds. Advertising is via the Swan Hill Guardian, Mildura, and Deniliquin Papers. It was suggested that Friday's edition of the Guardian would be best for advertising. Currently Council has 4 vacant beds.

A Question was raised regarding appropriate training for staff at the Hostel. Ariana advised that Council provides appropriate training as per the Aged Care Act.

There being no further business meeting closed 6.25 p.m.

**NEXT MEETING: Monday 4th August at 5.00pm.**

### **Recommendation:**

1. That Council receive and note the minutes.

# Hostel Committee Meeting Report \_ 06.06.2016

*(Prepared by Ariana Stefan \_ Hostel Coordinator).*

<b>Introduction and welcome to Bev Purtill.</b>	<p>Welcome to you all.</p> <p>I would like to welcome Bev Purtill here tonight as a guest with a view to joining the Hostel Committee and guiding us with her expertise on fundraising for the Hostel. I thank her, welcome her warmly and hope to have a very productive relationship with her. I would like to mention that Wendy Murphy was going to also help with fundraising, but due to personal circumstances she is unable to participate at the moment.</p>
<b>Current events.</b>	<p>The last couple of months have been a difficult time in the Hostel with uncertainty about its future, many empty beds, staff cuts and rather unpleasant publicity.</p> <p>This is very upsetting as the Hostel is currently running more smoothly than it has for a long time. The residents are well cared for, and they are happy. Their families are also very happy with their care. The residents are aware of the talk in the community and it is unsettling to them.</p> <p>None of the people who have disseminated the misinformation have spoken to me, or visited the Hostel since I have been Coordinator. Their allegations are completely unfounded.</p>
<b>DCCD.</b>	<p>Elizabeth White and I have a very cooperative working relationship which has ensured that the Hostel is open and accountable. We have nothing to hide. The residents receive excellent care and I am happy to demonstrate exactly what I am doing as Hostel Coordinator to anyone who is not sure of my role.</p> <p>I manage the Hostel with a passion because I want to make it the best place possible for the residents to spend their last years.</p>
<b>Staff and rostering.</b>	<p>Due to having quite a few empty beds we have recently made cuts to staffing levels. The staff cuts have been accomplished with minimal pain to most employees and have had no effect on resident care.</p> <p>I now have a roster in place which covers all shifts and is very fair as well as being cost efficient. The Hostel has been overstaffed for quite a while so it has been difficult for some staff to come to terms with a more efficient roster, but Bidgee Haven is still a paradise compared with other aged care facilities I have worked in.</p> <p>I need staff who do their work properly, who care about the residents and who think of their employment here as a privilege to be able to help others. This really is a wonderful place to work and I feel very lucky to have come to such a lovely place.</p>

<p><b>Quality of care.</b></p>	<p>I am ensuring that all Carers Have the necessary qualifications as it is required that qualified Carers are employed to care for residents in aged care. Carers need to commit themselves to the job and I will not accept anything less than 100% from all staff. I want to manage a place I can be proud of and I want staff to have pride in their work.</p>
<p><b>The Hostel Committee.</b></p>	<p>In my view the Hostel Committee needs to proactively promote and support the Hostel. We need a working committee – a fundraising committee – and this is the reason I would like Bev to join the Committee. There are many issues which need to be addressed and we need a constructive and proactive committee to get things happening. We need to raise money to help keep the Hostel operating.</p>
<p><b>National Aged Care Open Day.</b></p>	<p>We need to improve our image in the community, and to that end we will be participating in <i>Aged and Community Services Australia National Open Day</i> on <u>Friday 17.06.2016</u>. We will open ourselves up to the public, have afternoon tea for visitors, entertainment and also have a quilting demonstration and exhibition. We will require people to help with this as it is less than 2 weeks away. I am excited to be able to demonstrate to the community what a lovely home we have, and how well our residents are cared for.</p> <p>We most likely require...</p> <ul style="list-style-type: none"> <li>• Banners for advertising the Open Day.</li> <li>• Newspaper Advertising.</li> <li>• A flyer distributed by the Council.</li> </ul> <p>We would appreciate help from any member of the Committee or the general community.</p>
<p><b>My commitment.</b></p>	<p>I am 100% committed to the Hostel and to the Balranald community. I intend to stay in the area.</p> <p>I'm disappointed that many people can't seem to look to the future instead of concentrating on what has happened in the past. People need to be aware what a huge asset this Hostel is.</p> <p>I love it here and my aim is to make sure the residents are happy and to give them a nice homely place to live with excellent care. I would like nothing better than to see all our beds occupied.</p>
<p><b>Loss of resident.</b></p>	<p>Betty McNaughton passed recently and I would like to extend my condolences to her family and friends.</p> <p>Her family were very happy with her care at the Hostel.</p>
<p><b>Cleaning and tidying.</b></p>	<p>We have had a major cleaning and tidying bee. I think you will notice that Bidgee Haven looks much tidier and has a much better ambience. The room we are in has been restored to its original state and I'm sure you will agree it looks much better and is a much nicer and brighter place for the residents to sit with visitors. Many residents have made positive comments about the changes.</p> <p>Night staff carries out extra cleaning and tidying as there is plenty of time during the night when there is no work to do caring for</p>

	<p>residents. Night staff also help out in the kitchen by cooking morning and afternoon teas. This makes it much easier for day staff to complete their duties.</p>
<p><b>Kitchen audit.</b></p>	<p>Since the last meeting we have had a kitchen audit and we maintained our “A” Rating. The residents are very happy with the meals as reflected in their positive comments at each monthly Resident Meeting where they are given the opportunity to put forward any complaints or compliments freely.</p>
<p><b>The front entrance.</b></p>	<p>The original entrance is soon going to be our front entrance again and I’m sure you will agree that it is a much nicer entrance than that at the side – which can still be used for residents who need to be driven up to the door.</p>
<p><b>Councillor O’Halloran support.</b></p>	<p>Councillor O’Halloran recently directed me to Bruce Carter who will soon restore the cabinet in the hallway back to its original state. Councillor O’Halloran also suggested Geoff Edmonds may like to come and entertain our residents. When I contacted him he was happy to oblige. We are very much looking forward to this.</p> <p>Councillor O’Halloran’s support is greatly appreciated by me and the staff and residents at Bidgee Haven.</p>
<p><b>Maintenance and gardening.</b></p>	<p>We require more maintenance and gardening hours. There remains a lot to be done as the garden was neglected for quite a while until our present maintenance officer (Linden White) was appointed. But with Linden’s hard work the garden is coming along nicely. The roses will soon be planted in the front which will really make the front garden look nice. The fruit trees also need some attention.</p> <p>There is a lot of maintenance as the building is ageing and simple repair jobs often turn into longer and more expensive jobs due to the wear and tear of age.</p>
<p><b>Documentation...</b></p> <ul style="list-style-type: none"> <li>• <b>Assessments and Nursing Care Plans.</b></li> <li>• <b>Audits.</b></li> <li>• <b>Staff Appraisals.</b></li> </ul>	<p>I am continuing on with the job of documentation – which is how we get our funding through the Aged Care Funding Instrument (ACFI). Recent changes to ACFI by the Federal Government will make it harder and harder to get anything but the minimal funding for even quite high care residents. A resident can require a lot of care and attention but, unless they have multiple specific Complex Health Care requirements high levels of funding are impossible to achieve. Many larger aged care establishments will find it very difficult to maintain their profit margin.</p> <p>Resident Assessments and Nursing Care Plans are current and effective. They are requiring constant updating as care needs change and it is difficult to stay on top of it. The installation of a computer-based system will certainly make my job a lot easier as all information entered can be cross-referenced. I am still in the process of updating all Policies and Procedures, doing the compulsory monthly Audits and overseeing all administrative work. My Administration Assistant, Chris Midgely, is a great help to me.</p>

<b>Allied health service.</b>	We now have a much improved Allied Health Service. The previous service was sub-standard and would not have passed the Accreditation Standards. Residents were not receiving the minimum standard of care. The Dietician, Speech Pathologist, Podiatrist and Physiotherapist now come regularly and fulfil the standards set by the Aged Care Standards and Accreditation Agency.
<b>Tagging and testing.</b>	Tagging and testing is a strict requirement for every electrical appliance in use in the Hostel. It is very difficult to keep this up to date as residents are always obtaining new appliances and they don't always get tested. It is also very expensive to get the electrician to come in randomly to test those appliances which are not yet tagged. I have discussed this situation with Elizabeth White and we both think it would be far more cost effective for Council to purchase its own Tagging and Testing machine as Council is required to test many appliances also. Linden White is qualified to do this work and he could do all the Council Tagging and Testing as well as the Hostel. This would save the Council a substantial amount of money. John Stevenson has also agreed that this would be cost effective.
<b>MPS.</b>	Elizabeth and I have a meeting with Pat Croft, John Curran and an area manager at 3 pm on Monday 6 <sup>th</sup> June. We hope to gain more cooperation between the Hospital and the Hostel. This will be of benefit to both institutions.  Dr. Zotov is cooperative and pleasant to work with and visits the residents each fortnight, but is easily accessible between visits if resident review is required.
<b>Conclusion.</b>	I would like to finish up by saying that I have staff members here who are caring, cooperative and in whom I have full confidence. They have been a huge help to me in the last couple of months especially with rostering. A couple of staff members are also excellent mentors to newer staff.  I work closely with Elizabeth White to ensure all residents receive the best possible care.  But, we need more admissions and unless the negative perceptions in the community, regarding the cost of care and the standard of care in the Hostel, are addressed the Hostel, residents and staff are facing a bleak future.  Thank you again for attending this meeting.

**BIDGEE HAVEN****RETIREMENT HOSTEL - Revenue & Expenditure & Capital Expenditure to 30th April 2016****WITHOUT PROPOSED EXTENSION**

<b>INCOME</b>	<b>Actuals</b>	<b>Annual Budget</b>	<b>Variance</b>
	<b>Apr-16</b>	<b>2015/2016</b>	
Grants	-		-
Permanent Care Subsidies	587,538.00	820,400.00	232,862.00
Training Subsidy	-	7,000.00	7,000.00
Resident Care Fees	246,290.00	240,000.00	- 6,290.00
Interest on Entry Contributions	-	11,000.00	11,000.00
Workers Compensaton Reimbursements	26,143.37	35,000.00	8,856.63
<b>Transfer from Reserve</b>			
BBQ Shelter	9,983.00	9,983.00	-
C/F 14/15 Sprinkler System	63,271.00	83,000.00	19,729.00
Carpets	28,000.00	28,000.00	-
<b>TOTAL REVENUE</b>	<b>961,225.37</b>	<b>1,234,383.00</b>	<b>273,157.63</b>

**EXPENDITURE**

Salaries	816,568.00	850,000.00	33,432.00
Hostel Medical Expenses	1,907.00	3,000.00	1,093.00
Training	6,499.40	7,000.00	500.60
Advertising	1,922.00	500.00	- 1,422.00
Audit Fees	3,000.00	5,700.00	2,700.00
Consultancy RSM	12,631.82	-	- 12,631.82
Electricity - Operational	19,807.00	30,000.00	10,193.00
Insurance	14,396.07	20,000.00	5,603.93
Printing & Stationery	2,787.00	3,000.00	213.00
Rates & Charges on Council Property	6,666.40	8,000.00	1,333.60
Subscriptions & Memberships	5,528.00	5,000.00	- 528.00
Telephones	1,917.00	2,000.00	83.00
Hostel R & M	30,090.00	30,000.00	- 90.00
Workers comp Paid to employees	33,549.43	35,000.00	1,450.57
General Expenses	2,266.00	3,000.00	734.00
Chemist Costs	9,879.00	11,000.00	1,121.00
Cleaning & Laundry	9,965.00	8,000.00	- 1,965.00
Hostel Admin Fees	45,833.00	55,000.00	9,167.00
Depreciation	46,683.00	56,020.00	9,337.00
Food	29,582.00	50,000.00	20,418.00
<b>TOTAL EXPENDITURE</b>	<b>1,101,477.12</b>	<b>1,182,220.00</b>	<b>80,742.88</b>

**CAPITAL WORKS**

Hostel Expansion(Architects fees)	34,940.00	-	- 34,940.00
BBQ Shelter to be funded from reserve	9,983.00	9,983.00	-
Minor Plant & Equipment / New TV	-	5,000.00	5,000.00
Curtains C/Fwd 2014/2015	1,481.82	1,481.82	-
Staff Room Furniture	790.00	1,500.00	710.00
Carpets from Reserve	28,000.00	50,000.00	22,000.00
Hostel Sprinkler system	63,271.00	83,000.00	19,729.00
Defribulator	-	2,700.00	2,700.00
<b>TOTAL CAPITAL</b>	<b>138,465.82</b>	<b>153,664.82</b>	<b>15,199.00</b>
Total Expenditure including Capital Works	<b>1,239,942.94</b>	<b>1,335,884.82</b>	<b>95,941.88</b>

**BIDGEE HAVEN****RETIREMENT HOSTEL - Revenue & Expenditure & Capital Expenditure to 30th April 2016**

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**RESULT**

Income Less Expenditure	-	278,717.57	-	101,501.82	177,215.75
Plus/minus Depreciation		46,683.00		56,020.00	9,337.00
<b>Total excluding Depreciation</b>	<b>-</b>	<b>232,034.57</b>	<b>-</b>	<b>45,481.82</b>	<b>186,552.75</b>