



ANNUAL REPORT 2018



DELIVERING AWARD
WINNING AGED
CARE SERVICES

OUR BOARD AND EXECUTIVE TEAM

Effective governance is critical to providing a stable and reassuring environment for residents, families, friends and staff of Maroba.

Our Board and Executive Team acquire the balance of skills, knowledge and experience that enables our 200 full-time, part-time and casual staff to provide appropriate care and services that enrich the lives of our residents, their families and the community.

BOARD OF DIRECTORS

Greg Gibbins	Chairman
Kenneth Phillips	Vice Chairman
David Litchfield	Vice Chairman
John Hollier	Secretary
Frank Agbola	Director
John Smith	Director
Sharon Smith	Director

EXECUTIVE AND LEADERSHIP TEAM 2017 - 2018

Viv Allanson	Chief Executive Officer
Angela Carey	Director of Clinical Excellence
Tracy Walker	Director of Community and Retirement Services
Ann Murray	Director of Finance and Corporate Services
Melinda Abell	Director of Care
Margaret Lowndes	Clinical Support Manager
Tracy Cox	Clinical Governance Manager
Silvana Peters	Accountant
Vicki Carpenter	Spiritual Care Director
John Zammit	Maintenance and WHS Manager
Ann Power	Hospitality Manager

Welcome to the Maroba Annual Report of 2018

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OUR VISION

Together, creating sustainable caring communities through transformational leadership and passionate people.

OUR MISSION

Maroba is a dynamic Christ focused organisation providing an exciting range of accommodation, care and services to residents.

OUR VALUES

Accountability, Visionary, Willingness to Learn and Grow, Loving and Sustainability.

Maroba's Strategic Vision

OUR CUSTOMERS

Maroba is chosen by our community for our;

- Strong Reputation
- Loving and caring way
- High quality service delivery
- Authenticity
- Choice of flexible services
- Meaningful lifestyle benefits

OUR PEOPLE

Maroba is chosen by our people as we offer;

- Caring, supportive and highly skilled team environment
- Positive culture
- Opportunities for individuals to grow and develop
- To be a difference maker

OPERATIONS

Maroba's operations are as strong as we are;

- Innovative
- Focused on Continuous Improvement
- Adaptable to meet changing needs
- Living by our Mission, Vision and Values
- Delivering high quality, flexible services
- Knowledgeable and experienced

SOCIAL RESPONSIBILITY

Maroba connects with the wider community by;

- Supporting local businesses and communities
- Sourcing more sustainable solutions
- Embracing our social responsibility commitments

BUSINESS

Maroba's business is strong as we are;

- Future Planning
- Creating Financial Sustainability
- Continuously focusing on leading edge technology
- Developing strong relationships with other organisations and community groups
- Governing effectively

TIMELINE OF EVENTS



AWARD WINNING ORGANISATION 2017-2018

Best Residential Care Community
 Lawyer International CEO of the Year Retirement Living
 Global Business Insights Awards - Growth Focused CEO Australia
 CEO Monthly - The Compassionate CEO
 CEO of the Year Retirement Care - Corporate USA today
 CEO Monthly- Global Excellence Top Global CEO
 Not for Profit Organisation Brand of the Year



Chairman's Report

As a Board we are grateful for the opportunity to serve and support such a wonderful organisation.

This allows us to contribute, not only directly to Maroba itself, but also indirectly to the community at large. Our aim is to offer a loving and caring community to our residents, at all times being mindful of all their needs; physical, emotional, medical, spiritual and social so that they can maintain a meaningful life amongst inviting surroundings.

Maroba is recognised as a leader in the Aged Care industry, and its board members are passionate about serving the vision of such an outstanding organisation. Each strives to maintain the exemplary culture already at the core of Maroba, in daily life, and the wider community.

As our business grows we need to have people with commensurate skill sets in order for the Board to govern effectively. Our current Board members bring experience and expertise from management, education, economics, IT, law and the building industry and this has helped us to keep pace with our talented Executive Team.

Maroba's reputation is due to the inspirational leadership of an innovative and progressive CEO, supported by a dynamic and dedicated senior team who encourage the high standards maintained by all staff members as they strive to meet the demands of changes in the Aged Care sector and the challenges presented to them.

During the past twelve months Maroba, and especially our CEO, Viv Allanson, have been honoured with multiple awards both nationally and internationally. As a Board we are very proud of our staff and thank God for what they have achieved.

Whilst it has been a challenging year for the entire aged care sector, Maroba has developed a number of initiatives to ensure a strong and viable organisation. These include;

- Additional Services package for all residents that includes a 'dining experience' with freshly cooked food by experienced chefs, internet, cable TV and much more.
- Purchase of a Registered Training Organisation, 'Smart Training and Consulting Group', establishing the opportunity to provide nationally recognised qualifications to Maroba staff, school students and external candidates.
- Our Community Services model has begun with organising community events in house and as it grows we will offer services in the home.

- Our most exciting venture is our partnership with The University of Newcastle's Nursing & Midwifery Faculty. We see this as a means of demonstrating to student nurses the value and challenges of Aged Care Nursing and also keep us at the cutting edge of Aged Care Nursing.

- We are still pursuing our Braeside Project and our architect is redrawing the internal structure to accommodate a mix of Independent Living Apartments & Assisted Living Apartments plus two floors of car parking. Once this is complete the Board will consider the next step. We have also purchased another house in Myall Rd, part of our long term plan to build more selfcare units to expand the Terrace footprint.

Our two new chaplains have settled in well and we are getting lots of positive feedback from both residents and staff. Please keep them in your prayers as they carry out a vital ministry with our residents and staff.

In conclusion, I would like to thank Betty (A) Gibbins and her team of 'sewing ladies' who spend a day a month helping to repair linen and clothing and adapt and develop tablecloths to fit our specialised table designs. They provide a valuable service and save us considerable expenses through their fundraising efforts. If you would like to help in this way then please see Betty.

Please continue to uphold all of us at Maroba in prayer, both Board members, Staff and Residents, that God's name will be honoured through all that we do.

Greg Gibbins
Chairman



CEO's Report

There is a new momentum taking us in yet another direction. The Status Quo is no more, the landscape of Aged Care is constantly changing as is the political, social and natural climate.

So whilst there are many challenges, the good news is that Maroba is made up of many generational and culturally diverse groups, who are all able to contribute something very special to the way in which we find solutions and keep the organisation on the leading edge of change.

SERVICE STREAMS

It's all about service, it's all about the consumer; the language has changed, the expectations have changed and Maroba continues to change in order to meet these evolving expectations.

Yes, we do still offer traditional services such as Residential Aged Care in the Manor and Lodge and Retirement accommodation in the Terrace. Now we have added Community care options to our services which are very much in their infancy as we discover and create new options and pathways for our clients.

When you walk into Maroba you will see one of the very popular services, The Day Spa. This has been one of those great initiatives coming from staff. The experiences on offer are amazing and affordable in a beautiful inviting salon.

Go downstairs and you will discover 'Gymarobics', our state of the art gymnasium with the latest equipment from Finland. This is proving very popular with the 80 – 90 year olds who have never experienced a gymnasium in their lifetime.

There are many other meaningful experiences on offer to all those engaging with and living within the Maroba community.

OUR LEARNING & GROWING COMMUNITY

As our sector faces many workforce challenges the government has set up a high level workforce committee to develop strategies for the sector. Whilst that may be helpful, it is like getting on the slow train. At Maroba we are on board the express train to address the challenges we face not only on a daily basis but those that are impacting our future plans. In January we progressed the initiative to purchase a Registered Training Organisation, 'Smart Training and Consulting Group', and have since been focusing on increasing the scope of our course offerings and developing our compliance arrangements.

In conjunction with Professor Sally Chan – The Dean of Nursing & Head of School for the School of Nursing & Midwifery, 'The Maroba-University of Newcastle Academic-Practice Partnership in Aged Care' has been developed to better support the preparation of Nursing Graduates that will more ably meet the expectations of older people. We are certainly in exciting times as Maroba steps up to create the future our older citizens and current professional's desire.

Maroba continues to offer relevant and contemporary educational training and personal growth programs not only to the Maroba team members but to the Aged Care sector and to the business community.

GLOBAL RECOGNITION CONTINUES

Maroba is certainly on the map as we continue to attract the attention of International Universities and Health professionals. We are hosting many visitors for tours and professional engagement which always encourages the whole team, knowing what they contribute is valuable and worthy of International interest.

Various Global Awards have come our way with the most notable being 'Business Worldwide Brand of the Year Award'. Maroba was named Australian Not for Profit Brand of the Year 2018.

It was also a great achievement to be selected by the ACQ5 media company in their Game Changer 2018 Healthcare Awards as 'Australian – Company of the Year (Aged Care /Living) – Maroba. As your CEO it was my honour to be awarded Australian Game Changer of the Year – 2018.

OUR SPIRITUAL JOURNEY

This year we have seen some more changes in our Spiritual Care Team with the retirement of much loved Pamela Pearson and the addition of Vicki Carpenter and Jo Patterson.

We are seeing relationships develop with the team, residents and their families and appreciate the partnership with the team from Islington Baptist Church.

TEAM RECOGNITION

Once again on International Nurses Day many of our staff were recognised for their years of dedicated service to our residents and the organisation. A record number of scholarships were awarded, creating exceptional opportunities for professional growth and future contribution to the Health Care story in this nation.

LOOKING BACK

I would like to express my appreciation to all our staff and volunteers who really do make a difference to our residents.

My Executive Team has seen some changes over the past year as we farewellled David Cole and welcomed Ann Murray into the Director of Finance role. The new position of Director of Community and Retirement Services was taken up by Tracy Walker, who has brought a great depth of experience to all areas of the business.

Angela Carey continues to lead all clinical activity to strive for excellence and once again led the Maroba team to a successful accreditation outcome.

Thank you to Greg and the Board who guide and encourage us all to be the best we can be as we serve our Maroba community.

I continue to be indebted to all the residents and families who choose to call Maroba home. We count it as a real privilege to partner with you in your care and we especially appreciate and welcome your open and frank communication when all is going well and not so well. It is always our goal to address your expectations and disappointments in a timely, professional and compassionate way and we thank you for giving us the opportunity to understand your needs.

As your CEO, I am greatly comforted and inspired by all those around me as together we create our own future!

Vivienne Allanson
CEO



Our Services



RESIDENTIAL

At Maroba our strengths are focused around creating a beautiful community where families feel connected and loved. We are dedicated to enhancing lifestyles while creating meaningful experiences every day for our residents. Our vision is to deliver experiences like no other.

This year we have provided care for over 200 people within our residential stream. Experience demonstrates newly admitted residents are frailer than ever before, staying at home longer before entering aged care. This year our care staff have provided 161,775 hours of direct care to meet these needs.

ACCREDITATION REVIEW

Maroba is always striving towards excellence. On March 22nd we welcomed the Aged Care Quality Agency to assess a three year review of our systems, policies and procedures, staff and resident care. Maroba successfully achieved all 44 out of 44 possible outcomes over the three day process.

Prior to this audit Maroba achieved compliance on a spot visit on 23rd August 2017.

COMMUNITY

Maroba launched its Community Services stream in February. We are now able to offer a healthy approach to ageing by providing flexible services to the community. Our services are structured to support older people, helping them to remain living in their own homes longer as well as stay connected by encouraging social involvement within the community.

Join in on our wellness programs including Tai Chi, Café Days and Luncheons or let us support you to be more independent with our home support programs.

THE TERRACE VILLAGE

Maroba Terrace is a social village of 23 units. The residents enjoy a lifestyle of independence whilst being supported and connected to the wider Maroba community.

As part of our continuous improvement this year we have completed 1 full and 2 partial unit refurbishments and upgraded our call pendant system across the village as an additional safety feature in times of an emergency.



Care Practice Committees

At Maroba we provide high levels of care every day for our residents.

Focusing on the care needs of our residents, we have established a group of committees that monitor care outcomes, review practices and initiate continuous improvements. Membership of these committees include clinical management and care staff.



CLINICAL IMPROVEMENTS

Throughout this past year the Clinical team have been committed to ensuring the unique needs of individual residents are valued, with their dignity upheld, and their rights for choice and decision making preserved. We have achieved this through working collaboratively within an integrated team to ensure the resident's changing needs, personal preferences and family participation is encouraged and supported. We have implemented many improvements, of which we are proud, through observations and interactions, as we strive to continue to improve the lives of the Maroba family.

- Full time Care Team Managers (RNs) appointed across the site for improved clinical governance
- Resident Manager System (ResMan) electronic data system installed to work in conjunction with iCare clinical
- Infection Control audit carried out by Bug Control
- Clinical Governance Framework developed and implemented

- Palliative Care Services Improved
- Recruitment Streamlined
- Share and Support groups established with Chaplain
- Resident incident and mandatory reporting flowchart created
- Mobile computer units purchased for bedside reporting and assessment
- Hand hygiene campaign commenced with zero outbreak results
- RN Practice Manuals developed
- Monthly Cleaning Audit created
- Guest speaker from South Australia aged care facility spoke at Maroba about having implemented a healthy ageing philosophy throughout their organisation.
- Roster Review - Streamlined for staff consistency
- Wound Management Practices reviewed and improved

- Clinical procedures - Best practice procedures requiring mapping to ensure efficiency. Mapping our clinical procedures to reinforce our processes.
- Introducing Night Staff wearing the pyjama - like scrubs to assist residents living with dementia to settle at night. Staff and residents enjoying the new uniforms.
- Staff Wellbeing day was held to improve morale, health and wellbeing of staff. A variety of food stalls, presenters and education was offered to staff with the focus being health and wellness.
- 43 policies have been created/ reviewed and amended throughout the last 12 months with the common goal of ensuring the unique needs of our residents are considered, with their dignity and personhood preserved.
- Multitudes of audits have taken place across the four Standards along with dynamic action plans that assist us to monitor the service and quality of care.

Highlights of the Year

Another successful year at Maroba has seen numerous events and services across our community.

GYMAROBICS

November saw the launch of Maroba's gym centre, Gymarobics. The gym is filled with state of the art gym equipment from Finland, specially designed for senior exercise. The equipment matches the body's natural muscular movement using smooth air-technology making it safe and more effective.

Maroba has appointed two physio aids that assist the residents two days a week with tailored programs designed from physiotherapist assessments.

There are approximately 30 residents using the gym on a weekly basis.

SPRING FAIR

The Cross Functional Team worked extremely hard to put together the Annual Spring Fair that was held on 6th October 2017. With stalls selling new and slightly used goods, delicious slices and cakes and entertainment for the kids.

The day was a massive success with the committee raising approximately \$2,200. A huge thank you to those who volunteered and staff for their hard work leading up to the day. It was fantastic to see the Maroba family come together and join in on the festivities.

CAROLS BY CANDLELIGHT

Maroba enriched the lives of our community by hosting a Carols by Candlelight event on 2nd December 2017. The Maroba grounds were packed with people attending the Carols including relatives, residents, clients and the local community.

Entertained by talented singers and performers everyone enjoyed a night of singing and laughter. The night was a fabulous success that was reflected on for weeks. It was an amazing way to start the holiday season.

MAROBA'S GOT TALENT

Maroba's Got Talent was a major success this year with staff entertaining the residents for two hours with individual performances. A panel of three residents were enlisted as judges and crowned winners on the occasion. This meaningful experience was spoken about for weeks and another event is being planned for December.

COMPANION PETS

As residents come into care, leaving their loved animals behind is often one of the hardest parts. This year at Maroba we have sourced companion pets to provide comfort, companionship and fun for the residents.

CULTURAL THEMED DAYS

Maroba prides itself on being able to welcome families and the community into our facility, providing space for relatives to catch up and the opportunity to include loved ones in our activities. This year we have set a certain day where we highlight a cultural theme each month that gives families and the community the opportunity to book in with the morning activities and enjoy a chef prepared lunch here at Maroba.

This year we have hosted events including Australia Day, Chinese New Year, St Patrick's Day, Commonwealth Games, Mother's Day and Mexican Fiesta with activities planned in the morning followed by a sit down traditional lunch in our Junction Café.

These themed days have received fantastic reviews and we will continue to create the exceptional experience for our residents and the community.

BUS TRIPS

Maroba boasts a fantastic social life and has bus trips scheduled for different outings three times a week. The residents love getting out in the community.

The community clients have also enjoyed their monthly trips across the Hunter visiting the nearly completed Green Hills Super Centre, Ash Island, the Newcastle Museum, a coastal tour of Catherine Hill Bay and a day at Maitland Regional Art Gallery.

MAROBA CONNECTS

October saw the release of the first edition of Maroba Connects, our quarterly newsletter. As we enter into a new era of Aged Care it is important to keep our families and friends linked in with what is happening around our beautiful facility.

Over the year we have emailed out three editions of Maroba Connects. Please contact us if you wish to join the mailing list.

MAROBA MASH UP

This year the lifestyle team went above and beyond, entering Maroba residents into the Mature Aged Eisteddfod. Many hours were spent planning and video recording the production, "Maroba Mash Up". Residents got to experience the celebrity lifestyle with hair and make-up for the video clip. Being first placed winners was the talk around town and officially inviting families and friends in for the premier touched the hearts of all with smiles from ear to ear.

RESIDENTS CORNER - MEET BILLY JAYE

Maroba welcomed Billy into Jacaranda in March 2018. Billy built a strong relationship with Maroba's staff while his wife of 60 years, Joan, spent 10 months in our Waratah wing before passing away.

Being prone to falls, Billy made the best decision for his health, sold his home and car and made the transition into Maroba's family. Billy is embracing his new home every day with a giggle and enjoys joining in on all the activities – especially dominos and cards.

Looking into the future Billy knows the support of the wonderful staff at Maroba will continue to maintain his healthy and active ageing goals.



HEALTH AND WELLNESS AT MAROBA

We strive to support our residents and clients to achieve happiness and healthy lives through being well. Wellness is about being socially, physically, psychologically and spiritually healthy.

Our Wellness and Lifestyle programs encourage and enable each resident and client individual choice, life meaning and purpose. We focus on our residents and clients to live life well by offering real choice. We support this by having a motivated team providing a great variety of services to meet individual needs. Maroba offers;

EXERCISE PROGRAMS	GYM PROGRAMS 5 DAYS	PHYSIOTHERAPY	DAY SPA SERVICES BY OUR BEAUTICIAN	YOUNG HEARTS PROGRAM	ART THERAPY PROGRAM
MUSIC THERAPY	LIFESTYLE AND SOCIAL PROGRAMS WITH LIFESTYLE TEAM	ORAL HYGIENIST	SPEECH THERAPY	DIETITIAN SERVICES	PODIATRY SERVICES

SPIRITUAL CARE

Spiritual care is another important part of wellness for our residents. Most people believe that to be spiritual is to have faith of one kind or another, but at a deeper level, all are spiritual. As spirituality is about searching for meaning and purpose, it can manifest in different ways; in love of family, nature, relationships or faith.

Our Spiritual and Pastoral Care team connect and support our residents in the way that is meaningful to them. Vicki, our Director of Spiritual Care, reflects on how they make a difference "One of our beautiful memory loss residents, who normally doesn't communicate well, sat talking with Jo, our Pastoral Care Worker with astounding coherency, sadly expressing that her 'mind was fading' and saying 'I need to do better thinking'. As this special one thanked her for listening, Jo left a much more settled and peaceful lady."

A new gentleman arrived recently and upon introducing myself (Vicki) found he and his wife expressing that they used to be very involved in church, but because of 'things' that have happened, they really have changed their mind and thinking on faith. After listening, I then shared what Maroba offered (services in particular), and that they were for all, but everybody chooses and we completely respect those choices. They both responded with evident relief and a huge nod of affirmation, saying that they would enjoy talking more. The door is open to future connection and communication, which is wonderful!

Our future vision is to provide all staff with the education and understanding to bring high quality pastoral care to their residents and families. Together we have the opportunity to continue building a culture of care, empathy and compassion that will lead many to experience the love of God.

RESIDENTS CORNER - MEET MELVIE JESTON

Melvie came to Maroba after breaking her knee in a fall. After hours of research and a tour of our facility the family were captivated with how Viv Allanson (CEO) addressed staff. It was clear that the staff were responding positively to Viv's inspiring words and the family were clear this is where Melvie needed to be placed.

Leaving the family home, possessions and husband Jack was the hardest part of the transition but Melvie has taken it all on board and made some wonderful new friends here. Melvie loves the freedom of walking all around the facility and enjoys the activities – especially exercise programs. Melvie remains extremely social and is celebrating her 70th wedding anniversary with husband Jack – defining their marriage still as A1 tops!



WHS & PROPERTY SERVICES

Maroba is continually improving its strategies and systems around WHS. Maroba has an active WHS Committee of 14 members.

Our Property Service team responded to 1168 logged requests for general maintenance. We continue to ensure the residents home and grounds are maintained at a high standard. This year we have completed;

- Room refurbishments, within the manor and lodge and the inclusion of a super suite
- Renewed light fittings in the Junction and Waratah areas
- Replaced carpet in the Manor and Braye Park
- Recovered and replaced furniture across the facility
- Painted throughout various areas of the facility

INTRODUCING SMART TRAINING

During the year, Maroba has been proactive in purchasing a Registered Training Organisation (RTO), Smart Training and Consulting Group. RTO's deliver Vocational Education and Training (VET) programs, which lead to the completion of nationally recognized qualifications. Being able to offer formal qualifications will complement the successful education programs Maroba already offers to our staff. It will also assist externally, training new staff the 'Maroba Way', ticking all the boxes, meeting all our standards and living within Maroba's Core Values.

Programs will commence during October 2018 with Kylie Williams – RTO Operations Manager and Jennifer Campbell – RTO Compliance Manager working tirelessly advertising and securing additional qualifications to their scope of registration.

Smart Training and Consulting Group currently offer;

- BSB41415 - Certificate IV in Work Health and Safety
- BSB42015 - Certificate IV in Leadership and Management
- BSB51915 - Diploma of Leadership and Management
- BSB30115 - Certificate III in Business
- CHC33015 - Certificate III in Individual Support
- CHC43015 - Certificate IV in Ageing Support
- FSK10213 - Certificate I in Skills for Vocational Pathways
- Certificate I in Skills for Vocational Pathways
- HLT33015 - Certificate III in Allied Health Assistance
- Certificate III in Allied Health Assistance
- SIT30616 - Certificate III in Hospitality



Our People

We continue to be proud of the way our employees embrace our mission, vision and values to ensure our residents and clients are well cared for and live happy healthy lives. We pride ourselves on creating a positive work environment which is supportive, respectful, caring and acknowledges each person as an individual.

CROSS FUNCTIONAL MAGIC

Our staff do an amazing job! In supporting them we have a strong Cross Functional Committee made up of employees that assist staff by contributing to occasions and putting on spectacular events for all staff to join in with. This team goes above and beyond by hosting events such as Maroba's Annual Spring Fair, Christmas Carols, regular staff BBQ's, cake sales and fundraising fun.

COMMUNICATION CHANNELS

At Maroba we strive to provide information to keep the communication channels open by preparing monthly core briefs that are emailed directly to staff email accounts. We have found this tool to be extremely effective to keep the teams active in knowing what is happening across the facility. We also email out an education bi-monthly newsletter focusing on different nursing topics that is prepared by our Education Coordinator.

OUR WELLNESS CLINIC

Maroba has teamed up with WorkXtra to provide staff with the opportunity to see on-site physiotherapists to look after staff health and wellbeing in the workplace. The Wellness Clinic provides exercises and stretches, massages, advice and general physiotherapy treatment for other aches and pains. Maroba funds this amazing service.



HOW WE CARE FOR OUR STAFF



WORKPLACE GENDER EQUALITY COMPLIANCE 2017-2018

Knowledge Leads to Success

Aged care workers provide an invaluable service in the care of older Australians. An appropriately skilled and motivated workforce is crucial to providing high quality aged care that older Australians deserve.

Over the next 50 years, a profound shift is set to transform the dynamics of our population and unleash unparalleled demand on this workforce. The number of people aged between 65 and 84 years is expected to more than double by the year 2050, while the number of people aged 85 years and over is expected to quadruple to 1.8 million people according to the Australian Government's Australia to 2050: Future Challenges. Eventually, it is expected that over 3.5 million older Australians will come to rely on aged care services.

Training and Education is therefore an essential feature of workforce development, one that seeks to create a workplace culture capable of delivering the range of quality services needed by the ageing population.

One of the ways for Maroba to overcome some of the workforce challenges is by adopting a sincere commitment to ongoing staff training and development. A commitment to staff training and development can result in increased knowledge; skills, productivity and loyalty of the care staff to deliver high quality care services for our residents.

Knowledge is a powerful tool and well-educated staff who are confident and competent in delivering person centred and end-of-life care will ensure that the needs of our residents and their families exceed expectations.

One of Maroba's values is 'Willingness to Learn and Grow', so investing in staff education is extremely important. Maroba offers educational opportunities at all levels, for those new to aged care at Maroba, and for existing staff members.

Supporting staff with training and education can help to sustain their health and wellbeing at work and support them in remaining resilient when providing care in difficult and emotionally demanding settings.

Maroba offers its staff opportunities for ongoing education and career development which will enable our staff to deliver resident care based on best practice guidelines.



EDUCATION HOURS FOR STAFF EQUALS 3796 TOTAL HOURS WHICH WORKS OUT AT APPROXIMATELY 21 HOURS PER STAFF MEMBER.

We make available:

- Competency based programs
- Opportunities for expanded scope of practice
- Staff professional development opportunities both internal and external
- Work in specialty areas of interest
- Career development and mentoring opportunities
- On-line training
- Vocational training qualifications
- Scholarships

Our residents depend on Maroba staff to have the most accurate and up to date knowledge to provide them with the best care possible. Training and education benefits staff by increasing their knowledge but the ultimate goal of continuing education is to benefit our residents. Competent staff who are up-to-date educationally can practice more safely and at a higher professional level.

CELEBRATING OUR PEOPLE

Every year we celebrate International Nurses Day with an award ceremony and afternoon tea to reflect on the wonderful work that is done by our fabulous staff. Congratulations to the 72 staff who received awards across the 17 categories.

STAFF AWARDS 2018

Clinical Excellence Award

Manju John
Janelle Wilson
Melinda Abell

Excellence in Safety Award

Samantha Everitt
Michael Hughes
Margaret Rawson
Paula Bradshaw

Continuous Improvement Award

Janette White
Michelle Knight
Margaret Rawson

Certificate of Appreciation

Jordan Haddow
Michelle Watson
Geoff Pooley
Glenn Roberts
Ashleigh See
Gemma Dobbins
Geoff Hepple
Alexandra Byrnes
Olivia Zorba
Sarah Turner
Helen Majdandzic
Debra Relf
Roslyn Burrows
Stephen Reynolds
Sharon Taylor
Susan Kennett
Amanda Smith
Tania Craig
Denise Pugh
Kristyna Woon
Riley Harris
Susan Alexander
Janet Rees
Michelle Richardson

Deborah Grant
Lanie Vlaar
Cheryl Hodder
Louise Emslie

Rising Star Award

Holly Bell
Samara Conway
Losaline Sikahele
Victoria Mensah
Mikayla Vallone
Karl Davis
Mary Ann Fernando
Stephanie Priest
Sally Hogan
Kate Brown

Exemplary Training and Development Award

Tracy Cox
Sharon Dunks

Customer Service Award

Zanna Moorhouse
Dorothy Povey
Julie McBeath
Amelia Parker
Tanya Bussell

Walk the Talk Award

Joshua McMurray
Kerry Johns

Nurse of the Year

Ana Toki

Maroba Medal 2018

Patrice Baker

Outstanding Dedication Award

Jacqueline Rouse
Liza Ford

Love Thy Neighbour Award

Leanne Osborn

People's Choice Award

Carolyn Johnstone

Sustainability Award

Kelly Andersen
Helen Majdandzic

Preceptor of the Year

Katie McMahan

Leadership Award

Rebecca Power
Paula Bradshaw
Dorothy Povey

CEO Award for Excellence

Tina Fedor
Lauren Highfield

Scholarships Received

Usha Mooney
Ann Hanson
Maya Larkey
Ida Nursanti
Ana Toki
Patrice Baker
Sarah McCrystal
Florence McCarthay
Ashlee Martin
Tania Hardy
Leanne Osborn

Sponsorships from the following organisations

Henry Care, Advantage Salary Packaging, HESTA, Betty McDonald family, Kimberly Clarke, Bunzil, Bug Control, Xtra Aged Care

OUR VOLUNTEERS

Maroba has approximately 20 active volunteers who all provide a wonderful service to Maroba and their residents. We have our wonderful Ladies Auxiliary who have a sewing day once a month and provide an invaluable service to Maroba. We also have two wonderful ladies who come in weekly to mend our residents clothing. We couldn't do without our bus drivers who put smiles on our resident's faces with their weekly outings. Delta dogs are part of our volunteers and the fabulous volunteers who help out with our Leisure and Lifestyle team. We also have volunteers in maintenance and in our gym who do a fantastic job.

Maroba could not operate without the generous time, dedication and love given by our volunteers. We try to show our appreciation with a couple of special days to celebrate their wonderful work. This includes a morning tea and concert held in May to coincide with National Volunteers week and our annual Christmas thank you lunch.

1400

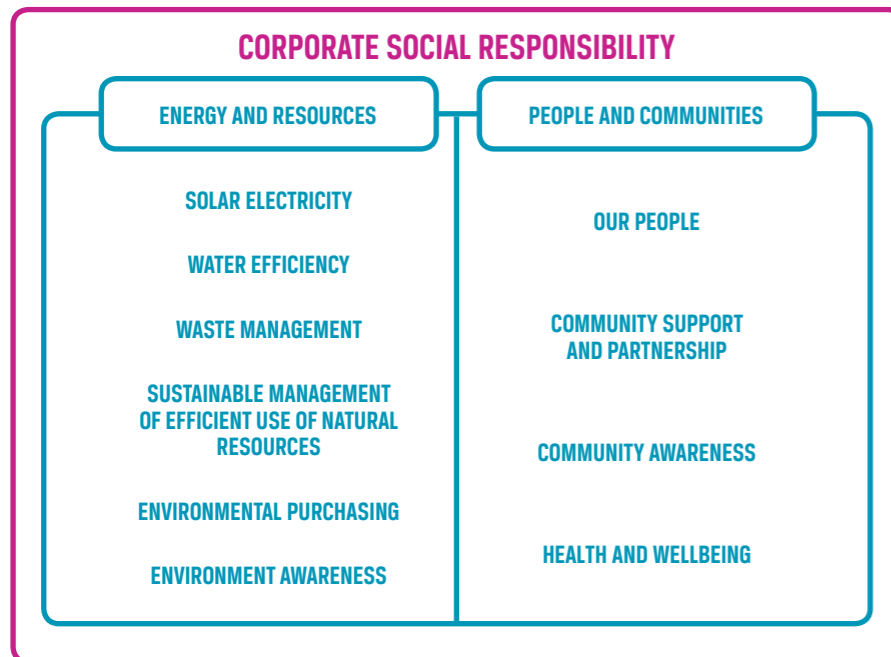









VOLUNTEER HOURS

Sustainability and Corporate Responsibility

Maroba chooses to work towards enhancing sustainability in all areas of our business. Our innovative systems lend themselves to creating a better world for present and future generations.

SNAPSHOT OF HOW MAROBA WORKS TOWARDS BEING SUSTAINABLE



-  **822 LIGHT FITTINGS & GLOBES ACROSS THE MANOR**
-  **WORM FARM - FANTASTIC WAY TO MINIMIZE FOOD WASTE**
-  **RECYCLING BINS ACROSS FACILITY**
-  **UNDERGROUND RAINWATER TANKS FOR TOILETS**
-  **100KW SOLAR SYSTEM - SINCE 2014 OUR SOLAR PANELS ENVIRONMENTAL BENEFIT IS EQUIVALENT 590 TREES PLANTED.**
-  **LEADERS IN THE SPOTLIGHT - SUPPORTING 142 PEOPLE DEVELOP LEADERSHIP SKILLS**
-  **COMMUNITY FUNDRAISING \$2776.40**

SUPPORTING OUR COMMUNITY

Maroba is passionate about developing relationships and supporting our community to bring a positive change to the lives of people. This year Maroba took 68,897 steps towards Dementia Australia's quest to support those who are affected by the disease, raising \$1385.

In NSW there is an estimated 138,700 people living with dementia. At Maroba, 55% of residents have a diagnosis of dementia. There is no cure for dementia but as an organisation we choose to fundraise for organisations such as The Alzheimer's Association.

Maroba has also contributed to the following fundraisers this year;

- Mark Hughes Foundation \$377
- RSPCA \$630.50
- Breast Cancer \$93.90
- World Vision \$290
- Donation drive Soul Cafe

We have also been at events supporting the following organisations over the year; Barefoot College, DIVA's on the Green, Sista Code x 3, Wine and Dine for Disability, Autism Awareness, Connectability, Australia.

SUPPORTING OUR FRIENDS IN SOUTH AFRICA

At Maroba we are extremely fortunate to belong within such a loving and caring community. Employing a group of like-minded, innovative, creative staff, Maroba has a lot to offer internationally. In 2013, our CEO Viv Allanson met Sister Lucia, a South African Nun working in aged care at St Antonine's Home for the Aged, during an international conference in China and instantly thought of methods to support this new friendship.

The story of Sister Lucia was shared, that she had been sent to manage a poor, rural facility that was in dire circumstances and from there it started to create generous amounts of support. Viv has been mentoring Sister Lucia since they met on issues of direction, leadership and self-confidence, so she now feels more empowered to change the lives of her residents and share her story on the International stage and be a voice for justice for those in her care.

In this past year we welcomed Sister Lucia and Sister Busisiwe for an Aussie Christmas thanks to the generosity of residents and staff. They met new friends and reconnected with old friends from our local business communities, learnt how to swim and thoroughly enjoyed our Australian summer hospitality.

Focusing on all aspects of business, the sisters worked with all departments across Maroba gathering information on maintenance control methods, fine dining hospitality services and core business related information from management. Tools were designed for marketing; establishing social media networks, communication tools and even website development. Every day the sisters were liaising with someone new, uplifting staff and residents with music, stories and dance from South Africa.

Maroba continues to support St Antonines as we were able to raise enough money, with the help of our business partners, to soon purchase a milking cow and assist with the construction of a cow shed. This contribution will touch the lives of their residents every day with dairy products to enable them to be self-sufficient when times are tough. Maroba's fundraising is ongoing for our South African friends and we look forward to report more stories from St Antonines.



Financials 2018

Maroba is committed to providing the highest level of care and lifestyle for our residents. This is achieved by sustainable, long term financial security.

Our financial performance was unfavorable for the 2018 year. A summary of the key points are as follows:-

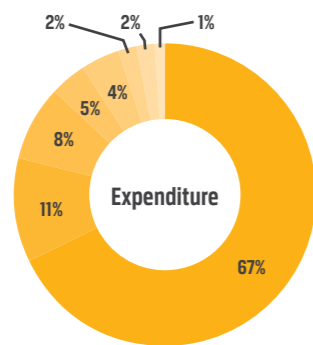
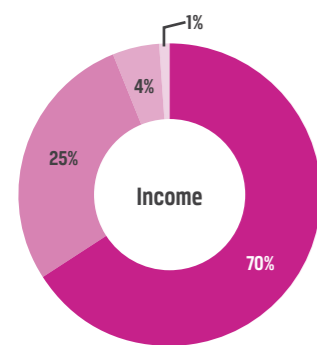
- Income decreased by 0.35% to \$ 52,224, due to decreases in Occupancy rates and Commonwealth Subsidies.
- Expenditure has increased by 1% to \$148,195, due to operational expenditure and a mandated annual wage increase of 3%.
- A deficit of \$836,963, an decrease of 225% on the previous year
- Net assets decreased by \$464,489 to reach a total of \$ \$6.4 million

INCOME AND EXPENDITURE

Overall results for the year	2018	2017
Surplus/(deficit) for the year	-464,489	372,474

Income	2018	2017
Government Funding	10,366,753	9,880,989
Fees from Residents	3,786,516	4,215,911
Interest & dividends	607,191	800,869
Sundry Income	161,291	76,206
Total Income	14,921,751	14,973,975

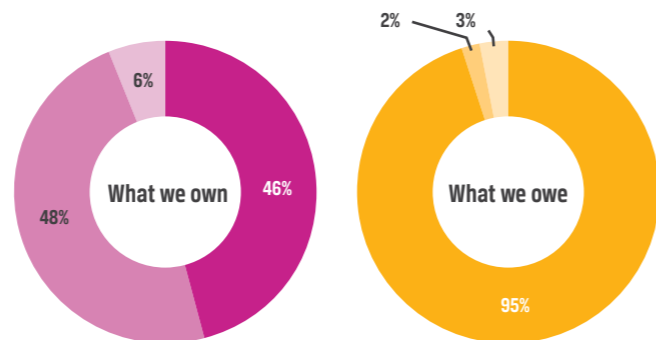
Expenditure	2018	2017
Staff	10,165,434	10,101,222
Hospitality	1,623,829	1,623,678
Depreciation	1,200,506	1,177,483
Administration	693,559	582,752
Maintenance	659,650	659,650
Resident Care	280,246	331,296
Energy	288,570	230,646
Finance	148,698	205,570
Total Expenditure	15,060,492	14,912,297



BALANCE SHEET

What we own	2018	2017
Property & Plant	24,367,563	24,921,458
Investments & Cash	25,731,407	23,519,974
Trade & other Receivables	3,442,491	3,975,567
Total Assets	53,541,461	52,416,999

What we owe	2018	2017
Residents Loans	44,925,081	42,974,735
Trade & other Payables	800,927	902,000
Leave Provisions	1,336,112	1,596,434
Total Assets	47,062,120	45,473,169





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