



ANNUAL REPORT 2020



DELIVERING AWARD WINNING
AGED CARE SERVICES



OUR MISSION

Maroba is a dynamic, Christ-focussed organisation that enriches the lives of people

OUR VISION

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

OUR VALUES

Caring

how we love, respect and support people

Integrity

we do what we say

Inspiring

people towards success

Creative

in our expression and determining our preferred future

Growth

through personal and professional development

Maroba is an award winning facility that has cared for the elderly in the Hunter and Newcastle region for over 66 years.

Since 1954, Maroba has been governed by a Board of Directors who are well qualified in various fields and have a variety of skills and experience that help guide and support our Vision, Mission and Values.

From humble beginnings in a 10 bedroom converted maternity cottage, Maroba has continued to expand to meet market demand and expectations. Our last major development was in 2008 when the existing site was extensively redeveloped to build The Manor. In 2020 plans are progressing to upgrade The Lodge which includes refurbishing and reconfiguring communal areas, reconfiguring underutilised areas into new residential rooms and the installation of an outdoor alfresco café area. The Braye Park Wing has been decommissioned as a dementia unit, and is now a designated area to manage potential infectious outbreaks.

We have our eye firmly on the future to ensure we meet the demands of an ever changing health environment and continue to be a leading provider of aged care services with modern buildings that meet the care requirements of our residents.

DID YOU KNOW THAT MAROBA HAS A TIME CAPSULE?

The time capsule was buried in 1999 in the grounds of Maroba Terrace in recognition of the 'International Year of the Older Person.' It will be opened in 2049, 50 years after burial. I wonder what treasures will be found?



Welcome...

TO THE MAROBA ANNUAL REPORT FOR 2020

WE INVITE YOU TO JOIN US AS WE REFLECT ON THE PAST YEAR.

Contents

A MESSAGE FROM THE BOARD OF DIRECTORS	4
CHIEF EXECUTIVE OFFICER REPORT	5
OUR SERVICES	8
MAJOR EVENTS	10
THE CORONAVIRUS PANDEMIC	13
FEATURE - WELCOME TO ARTHUR SOPER	18
OUR PEOPLE	19
SUSTAINABILITY & CORPORATE RESPONSIBILITY	20
SPIRITUAL CARE	21
FINANCIAL PERFORMANCE	22
SMART TRAINING & CONSULTING GROUP	23



AWARDS 2019/2020

How wonderful to receive this fabulous recognition once more. Third year in a row!

- Australia - Gamechanger 2020 Awards, Gamechanger of the Year 2020, Viv Allanson
- Australia - Gamechanger 2020 Awards, Company of the Year (Aged Care/Living), Maroba

Gamechangers 2020
HEALTHCARE / PHARMACEUTICAL /
BIOTECH & MEDTECH **AWARDS**
AUSTRALIA - GAMECHANGER OF THE YEAR
VIV ALLANSON, MAROBA

Gamechangers 2020
HEALTHCARE / PHARMACEUTICAL /
BIOTECH & MEDTECH **AWARDS**
AUSTRALIA - COMPANY OF THE YEAR
(AGED CARE / LIVING), MAROBA



A MESSAGE FROM THE BOARD OF MAROBA

On behalf of the Maroba Board and David Litchfield (Board Chair), I would like to express my appreciation for all that the Maroba Executive Team and Staff have been able to achieve over the past 12 months.

David has expressed that he is “Over the Moon” with the way that the whole team at Maroba have performed in the midst of a challenging year.

As an industry, Aged Care has faced both the outcomes of the Royal Commission into Aged Care, as well as the difficulties in protecting our high risk community during the Coronavirus Pandemic.

Everyone at Maroba has shown extraordinary resilience and fortitude in overcoming these adversities. Our focus has been to keep both residents and staff in good health, which we have outworked by proactive communication so that it is always clear what position Maroba is taking. We have also utilized technology to keep families connected whilst acknowledging that it has been difficult for loved ones to be apart.

Unfortunately, the pandemic has not only affected Maroba’s residents, families and staff but has also affected Maroba’s financial performance. This has been impacted by a number of factors including the need to reduce occupancy to provide an isolation area, as well as additional costs associated with reducing the risk of COVID infection. Additionally, our result for this financial year has been further impacted due to the decision not to proceed with the planned development of Braeside Apartments on the vacant land next to Maroba. This decision has led to a once off write down of expenses (total of \$960,449) relating to this project. More commentary around the financial performance of Maroba is provided at the end of the Annual Report.

On another note, I would like to thank Kenneth Phillips who retired from the Board after over 10 years of loyal service and Helen Birt who also retired from the Board and is now a member of the Ladies Auxiliary Committee.

In a recent article where an industry expert was highlighting factors to consider when choosing the best aged care facility, it was stated: “Outside appearance certainly matters to some, but it’s what’s going on inside that really counts.” I believe that Maroba embodies this quality, showing care, respect and kindness to all.

SHARON SMITH

Acting Board Chair



Board of Directors

DAVID LITCHFIELD - CHAIR

KENNETH PHILLIPS- VICE CHAIR (RESIGNED APRIL 2020)

JOHN HOLLIER - COMPANY SECRETARY

JOHN SMITH - DIRECTOR

SHARON SMITH - DIRECTOR AND VICE CHAIR

GRAEME EVANS - DIRECTOR (JOINED MAY 2020)



CEO'S REPORT



“The Purpose of Life, is a Life of Purpose!”

WOW, what an amazing year it has been!

As I reflect on my 20th year as Maroba’s CEO I remain mindful that I continue to be your hands and feet, in delivering on the dream that Viv Cork shared with his fellow believer’s way back in the early 1950s. We should never lose sight of our foundational scripture from Mark 12: 30-31 which reminds us that ‘The lord Jesus Christ said “Love the Lord your God with all your heart...Love your Neighbour as you love yourself. There is no commandment more important than these two.” It is this Scripture that continues to inspire me in all that I do and particularly as I model for others what it means for us all to be a part of the Maroba Family.

In this 2019/20 year, we have seen it all. From droughts, heatwaves, bushfires, floods and storm events, all the way to a Global Pandemic and we cannot help but be impacted by the human and economic catastrophe that is born of these events. Older people have been especially vulnerable at this time, regardless of where they live. When you consider the impact of these events against a backdrop of a chronically underfunded aged care system that is now appropriately under the scrutiny of a Royal Commission, you may begin to appreciate the ‘perfect storm’ that the entire sector finds itself in.

Maroba’s Values of Caring, Integrity, Inspiring, Growth and Creative are particularly relevant as the sector awaits the recommendations of this Royal Commission. Be assured we are not in a holding pattern waiting for further orders; we are optimistically “Creative in our expression and determining our preferred future”. As a team we are surging ahead to create new pathways and experiences, whilst remaining firmly focused on our purpose which, for me, is simply – Service to our People.

In other news the Aged Care Quality and Safety Commission made an unannounced visit to Maroba in October 2019 and reviewed our performance against Standard 3: Personal and Clinical Care. The good news is Maroba was deemed compliant.

Our strategic direction is vitally important to Maroba so in spite of the pandemic much work has been going on behind the scenes and as we work toward a new Strategic plan for the coming 5 years we are acutely aware of the need for a ‘new’ normal to apply to all that we do. Aged Care has been turned upside down, and shaken so it is timely for us to chart that new course for the years ahead and we do so with great anticipation and commitment from our board and executive team.

The World Health Organisation has designated 2020 as the International Year of the Nurse and Midwife. What a year it has turned out to be, with Nurses finding themselves front and centre of the Global Pandemic. However celebrating the wonderful contribution that nurses make each and every day to society generally, is not new to Maroba. In fact, every May since 1995, we have celebrated Florence Nightingale’s birth month with our own Nurses and Staff Recognition day. This event proudly recognises staff excellence and achievement and while we could not hold the event at the usual time this



year due to Covid-19 restrictions, we have adapted to these unparalleled circumstances and since January we've acknowledged a nurse or care team member with a monthly award. Recognising too, the absolute necessity of skilled and cooperative teams in the delivery of quality Aged Care, we've introduced a 'Living our Values' award. These awards are highly prized and valued by staff as the recommendations have come from their peers, which is high praise indeed! Later in 2020, when Covid restrictions ease, we will have various smaller events to recognise all our team members and the difference they have made to our residents' wellbeing and indeed, the entire Maroba family.

Farewells, welcomes, birthdays, baby showers, funerals and acknowledgement of significant milestones are always prominent on Maroba's calendar. I especially want to acknowledge the almost seven years of loyal service given by Margaret Lowndes who started as a casual RN and went on to serve in various senior roles before her retirement in December 2019. Also Angela Carey who after almost 5 years elected redundancy when Maroba restructured. Sadly too, we farewelled a dearly loved colleague, Lupe Fonua, who served our residents and her team mates for over 20 years. Her name is now amongst others who have gone before us in the Staff Memorial garden. All have made a wonderful contribution to Maroba and to the service of our people.

As for our residents, we all love to celebrate with them, especially when big milestones have been reached. These days it is not uncommon to achieve the 100 year milestone and beyond! This year Jean Harle turned 102, Ethna Harvey turned 101, and Gertrude Thorburn turned 100 years (sadly Jean and Ethna passed not long ago). All 3 were greatly admired by all. We also enjoy the company of 9 couples within the Maroba family, so we were very glad to be able to facilitate romantic luncheons to honour their significant wedding anniversaries and Valentine's Day.

You may not be aware that when one of our residents passes away, the team members from various departments answer the call to join a 'guard of honour' at the front entrance to farewell them and acknowledge the friend we have lost. Residents if able, particularly appreciate this opportunity to join with us in this last farewell because most of them are not able to attend the traditional funeral.

RECOGNITION

The University of Newcastle recognised the entire Maroba team in November 2019 by presenting us with the 2019 Student Engagement award for the 'Most Valued Partner'. Our engagement with various faculties from the University of Newcastle continues to develop and residents and students highly value innovative connection and the learning opportunities this partnership brings.



THE GLOBAL PANDEMIC

Covid-19 first hit the headlines in January 2020 and the Maroba Senior Management team committed to diligently watch the International reports uncertain what was coming our way. It was apparent the Novel Corona Virus COVID-19 was spreading rapidly across the globe, and that it was particularly devastating for the frail and elderly, especially for those in Residential care. Not to be daunted the entire Maroba team stepped up to the new Pandemic regime. Staff, visitors, contractors and volunteers have co-operated with incredibly tedious and at times burdensome requirements and restrictions, some of which we recognise were not popular but absolutely necessary in order to keep everyone safe by minimising the risk of Covid-19 entering the facility.


This year will become part of history, much like the Spanish Flu Pandemic 100 year ago. As such throughout this report we report on Maroba's Covid-19 activities in detail as it is important to record our part in these history making events.

The government may think that only the nurses are front line heroes but I disagree. I believe everyone who works in aged care - our cleaners, maintenance, hospitality and our administration staff to name a few departments are all front line heroes. They have all made sacrifices to stay the course during this pandemic. They stayed on purpose - they served our people!

I am truly humbled and honoured to be your CEO. Thank you to the Executive Team, Tracy Walker and Louise Adnum and the entire Maroba Community for your continued support. I'm incredibly proud of the entire Maroba team for the difference they have made to the lives of all our residents.

VIV ALLANSON
CEO

11:20

 **Maroba**
Posted by Sarah Gamble
28 January · 🌐

HEALTH ALERT

Due to the fragile health of your loved ones at Maroba and the current worldwide concern regarding the Coronavirus, we are asking family and friends to refrain from visiting if they are showing ANY signs of flu like symptoms, regardless of international travel.

It is our intention to do all we can to prevent the spread of the coronavirus or any infectious illness to the Maroba community. Therefore, when visiting, we would also ask that you support our efforts by being vigilant with handwashing, cough etiquette and basic infection control principles at all times.

For more information on the Coronavirus, go the WHO link <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

We thank you in advance for your cooperation.

Our Services

RESIDENTIAL CARE | COMMUNITY SERVICES | RETIREMENT LIVING

Social Highlights

'Live, laugh, have fun and stay connected with others'.



COMMUNITY
BUS TRIPS

4



THEMED
LUNCHEON

6



CAFE
DAYS

3

In the last 6 months of 2019, residents and community clients enjoyed a full calendar of events. Continuing to have fun and enjoy connection with others through our in-house activities and community services program. The Community Services themed luncheons were proving so popular that by demand we increased capacity in our dining room to cater for larger groups. The Beauty Salon and Day Spa, gymnasium and exercise programs were also well attended.

Sadly from February, due to the Covid restrictions our community services program was put on hold and we were required to re-think how we scheduled our internal social program. Needless to say Maroba lived up to the adage 'Where there are challenges there are also opportunities'. This was our opportunity to do things a little differently. Smaller group exercises, social programs, church and devotion groups commenced for each suburb and we introduced a variety of new activities, 1:1 programs and bus drives. Interested residents joined walking, gardening and knitting groups and a pen pal program commenced with a local primary school.



PERMANENT
RESIDENTIAL CARE
ADMISSIONS

42



RESPIRE
ADMISSIONS

29



RESPIRE
ADMISSIONS CHOSE A
PERMANENT PLACE

17

Note. Maroba was not able to accept admissions for a period of time during Covid-19



Major Events

JULY 2019

The Lodge craft group won the 'Create a Creature' Competition for their Giant Spiky Pangolin, named, Zanshii.

Maroba was privileged to have Dr Al Winseman from the Gallup Institute, USA speak on Strength Based Leadership at our Leaders in the Spotlight event. The event attracted over 40 leaders from across the Hunter.

AUGUST 2019

Host our first Legacy High Tea with residents and community members.

SEPTEMBER 2019

8th Orchid Show held in The Lodge. Native Orchids 'Cymbidiums' on display.

Father's Day was celebrated with gifts for all the Dad's.

OCTOBER 2019

In conjunction with our RTO we hosted the Healthy Ageing Partnership - Project Youth (HaPpY) program. A pilot program whereby 12 high school students for 1 week joined our staff for work experience.

NOVEMBER 2019

Residents gathered at Adamstown to pay their respects for Remembrance Day.

DECEMBER 2019

The Christmas spirit was alive and well at Maroba with many functions, visitors and gifts to celebrate the birth of Jesus.

35 keen residents cruised the suburbs for a Christmas Night tour.

Our Pop Up Santa photo booth was a hoot for residents and staff.

Waratah Girls Choir sang Christmas Carols

JANUARY 2020

Our inaugural Grandparents day with Penny Peonies was a big hit with our residents and families

FEBRUARY 2020

Two buses with an excitable bunch of residents on board travelled to Sydney to attend the NSW Premiers Gala concert 'Love to Celebrate'.

MARCH 2020

Viv gave 3 talks on her travels to Antarctica.



APRIL 2020

Easter celebrations was a quiet affair this year but we still had some fun with a photo booth and lots of chocolates!

To honour our veterans, two small and intimate services were held on Anzac Day. Late morning residents gathered either side of the driveway to watch the raising of the flag.

MAY 2020

Mother's Day was celebrated across Maroba with many morning teas and a stream of gifts and flowers flowing through the door for our residents.

 **OVER 80 DELIVERIES OF FLOWER AND GIFTS RECEIVED IN THE WEEK PRIOR TO MOTHER'S DAY**

JUNE 2020

Over two sessions Viv and members of the Social & Engagement team prepared and baked scones and entertained the audience at our inaugural CEO Scone Bake-off!



The Coronavirus Pandemic

What can we say about Covid-19?

Covid-19 has been a Game Changer for the world. It has forever changed the way we live, communicate and work and it has provided multiple challenges for many of us.

Covid Timeline

28 JANUARY First Facebook post.

11 MARCH World Health Organisation declared Covid-19 a pandemic. Maroba acted quickly immediately instigating screening protocols for all visitors, contractors, staff and volunteers entering the facility. Distributed 8 coronavirus updates during this month.

23 MARCH The Premier Gladys Berejiklian had announced overnight that due to increased community transmission NSW would progressively, over the next 48 hours proceed to a more comprehensive shutdown of non-essential services. Visitation temporarily ceased at Maroba.

1 MAY New legislation. All visitors to Aged Care facilities required to be vaccinated for influenza.

8 MAY Opened to booked window visits for family and friends.

12 MAY Industry Code for Visiting Residential Aged Care Homes released. The Code acts as a guide to service providers and families for visitation to aged care homes during the Covid-19 pandemic.

23 JUNE Opened once more to in room visitation with strict protocols in place.

25 JUNE NSW Health directive issued. Community transmission of COVID-19 high in Melbourne hence no visitors permitted to enter any aged care facilities if they have travelled to Melbourne in last 14 days.

UP UNTIL 30 JUNE, WE DISTRIBUTED



16

CORONAVIRUS
UPDATES



13

CEO VIDEO
PODCASTS



I've got toilet paper here,
So don't worry about me.
Please stay safe,
I love you!



Social events during restricted visitation

Whilst in restricted visitation for 7 weeks, staff made an enormous effort to keep resident's morale upbeat. Once a week each suburb enjoyed a BBQ outside in the fresh air and every resident enjoyed an individual birthday celebration.

Bus trips stopped briefly and were re-instated as soon as we were able with social distancing in place. Snacks and drinks were provided so no one left the bus whilst on the road. The bus trips went as far afield as Port Stephens, Maitland, Cessnock and also toured the Newcastle coastline.

Connection

We witnessed some beautiful moments of connection when in restricted visitation.

2 year old Lani with her Nan sent a note with some drawings, members of the community not known to Maroba sent cards and flowers. Staff hand delivered thoughtful gifts that demonstrated love, brought smiles to our resident's faces and warmed the heart.



Hello, my name is Lani.
I am 2years old and I love to do craft and paint with my Nan.
I like to ride my bike and bounce on my trampoline.
I love to watch my favourite show Peppa Pig and the movie Frozen.
For my 2nd birthday I had a Rainbow Party with Unicorns. I was fun.
I have painted a picture for you and I hope it makes you SMILE.
My Nan wrote this letter for me.
Lani and Nan

21.4.20



APPROXIMATELY
120
ZOOM & FACETIME CALLS IN 7 WEEKS
FOR GENERAL CONVERSATIONS
AND ZOOM PARTIES!



New initiatives during the Pandemic

KEEPING RESIDENTS, FAMILY AND FRIENDS CONNECTED IN A DIFFERENT WAY.

- Dedicated email address connect@maroba.com.au for personal correspondence for residents
- Video blogs
- Birthday celebration for each resident
- Outside BBQs for each suburb
- New Social programs

Family visits recommenced on 8 May and whilst community transmission of Covid-19 was still high these visits were with Perspex screens and although not quite the same families were grateful for the opportunity to visit and made the most of the situation.

ADMITTED
464
VISITORS IN 6 DAYS



To protect residents staff were asked not to attend work if they showed cold or flu like symptoms

63 # OF STAFF COVID TESTS

Over 350 lost work days in 5 months for staff, due to Covid testing and subsequent isolation period



Viv Allanson - championing the message 'Every Life Matters'

5 MEDIA INTERVIEWS

In April, Baptist Care Australia nominated Viv as the designated questioner to join a panel with the Chief Medical Officer and Minister for Ageing. The virtual discussion was attended by over 945 industry colleagues. As a number of aged care facilities had ceased visitation during the height of the pandemic the Quality and Safety Commission had fielded a number of complaints from family members who were also concerned that residents were being locked in their rooms. Consequently the panel discussion centred around visitation and the reasoning behind the decision of aged care facilities to cease visitation. Viv championed the message, that 'Every Life Matters' and aged care facilities had the right to assess the risk to their residents and staff and to determine their own response to the pandemic. Viv also clarified that at Maroba residents were free to move around the facility and if they remained in their room then it was because that is the place they wished to be or they had an infectious disease that was being monitored.

Needless to say the discussion was lively and helped to resolve the issue of visitation to aged care facilities in a pandemic. An industry wide consultation process was established for the drafting of a 'Code of Conduct for Visiting Residential Aged Care homes'. The Code accords guidance and expectations to aged care facilities and families on visitation arrangements for the COVID-19 pandemic.

Newcastle nursing home boss Viv Allanson vows to defy PM on opening to visitors



Not a full lockdown

Ms Allanson said she had been introducing measures to prevent infection at the Newcastle nursing home since January. She said at staffing and availability of PPE, given the situation, it was not a full lockdown.



VOLUNTEERS



APPROXIMATELY
35
VOLUNTEERS



90
HOURS
PER WEEK

Our volunteers have always played an important role at Maroba assisting with a variety of services including social events, telecommunications and screening protocols. Once bus trips were re-instated our volunteer bus drivers were on the road several times a week for a number of weeks to ensure those residents who wanted to get out and about the community were able to. Our sewing ladies continue to provide a valuable service repairing resident clothing, making incidental items and cloth masks.

We truly value our volunteers who provide an essential service to Maroba supporting our staff in providing care, support, joy and companionship to our residents.

Maroba welcomes

ARTHUR SOPER, OAM

Arthur Soper, along with Joyce, his wife of more than 70 years, is now proud to call Maroba home. A humble and unassuming man Arthur has built his life on three uncompromising principles – faith, family and service.

A loyal, active and committed member of the Salvation Army from childhood Arthur has served his church in many capacities. Particularly noteworthy, was his participation in his local Salvation Army Band where he was a band member from the age of nine until he turned 92 years old and relocated to Maroba. There would be very few who could claim 82 years of uninterrupted membership in a local band! His leadership and good character was also recognised by his church when he was placed in charge of the Salvation Army Youth. This was a position he held for over 25 years.

Arthur too remains a devoted family man. Father to four, grandfather to 10, great grandfather to 19 and now great, great grandfather to one, Arthur considers himself a blessed man. Although he was always busy serving others, his family never missed out and they remember their Dad always being there for them. He has passed on to them his love of a good joke, the joy of selflessly reaching out to and serving others and the pleasure of opening up the family table to share a meal with whoever may have needed it.

Selfless service to his community has been the hallmark of Arthur's life. Whether it was in his various church roles, his willingness to take his first new car that he'd only owned for a week to Maitland to provide assistance with the 1955 flood relief effort or giving years of service to cricket in Newcastle – Arthur was always willing.

In an official capacity, Arthur served as Secretary of the Youth Revival Crusade for 40 years and as President of the Newcastle City and Suburban Cricket Association for over thirty years. Yet his years of tending to cricket wickets at seven local ovals – watering, mowing and rolling them so that they would be ready for competition genuinely reflect the servant heart of the man. Arthur's passion for cricket and his desire to contribute practically saw him rise at 5:30am six days a week, of course never on a Sunday, to complete this task and it was not until he was 85 years old that he handed it on to others.

Arthur expected nothing in return. However, his efforts had not gone unnoticed and in 2014 he was awarded the Order of Australia for his services to cricket and the local community.

There is an old adage that tells us that you reap what you sow.

Arthur Soper is a man who has certainly sown well - into his church, his family and his community. Now at Maroba, it is Arthur's time for 'the harvest'.

Here, with his wife Joyce by his side he is able to enjoy the fellowship, friendship and support that comes with being a part of Maroba Caring Communities. Arthur is reaping the rewards of a life well spent and he's now able to sit back and allow the Maroba team to serve him with the same love and respect that he has spent a lifetime showering upon others.

BY HELEN MACDONALD



Our People

OUR STAFF ARE KIND, FRIENDLY, COMPASSIONATE!

Our people genuinely enjoy spending time with residents, enriching lives through meaningful conversations and daily interactions.

With the ongoing challenge that is 'Covid in Aged Care', 2020 has been a tough year. During the first six months of 2020 much has changed in the way we work and we have asked a lot of each other, however our people have remain dedicated. They have shown amazing resilience continuing to show up each day, whilst juggling their own family responsibilities and concerns.

This year we have shifted to a team based model of care and we have seen the benefits of this approach, as the same people are rostered to the same suburb hence the connections with residents and our people have developed further as a result.

We thank our people for adopting these changes; prioritising the care and safety of our residents and their team mates as well as ensuring our new team members feel welcomed and supported.



Education

Caring for a vulnerable person is one of the few employment opportunities that can't be simply looked at as a job. There is a level of trust that comes with caring for the elderly.

Education and training at Maroba is ongoing and essential to ensure the skills of our staff are refreshed, current and we can deliver the high quality care that meets the expectations of our residents.

The focus of training for the first 6 months of 2020 was to increase knowledge of infection control procedures in the case of an outbreak. Training included donning and doffing in PPE, Infection Control Procedures, Respiratory Assessment and Monitoring, Emergency Care Procedures including oxygen therapy and suction techniques.

TOTAL EDUCATION
HOURS - ON LINE AND
FACE TO FACE
3372

JUST OVER
18 HRS
PER STAFF MEMBER
ON EDUCATION

PPE
COMPETENCIES
159
STAFF

HAND HYGIENE
COMPETENCIES
230
STAFF & VOLUNTEERS

13
LOOK AND LEARNS
COVERING A RANGE
OF RELEVANT AND
TIMELY TOPICS

90
STAFF WITH A COMBINED
TOTAL OF OVER
700
MODULES COMPLETED
DEPARTMENT OF HEALTH, COVID MODULES



SUSTAINABILITY & CORPORATE RESPONSIBILITY

Maroba's commitment to the environment and our community is ongoing. Our initiatives this year included:

COMMUNITY

- Staff supported 10 local businesses when in Stage 4 restrictions by purchasing lunches and beverages to the value of \$2433.
- Supported the 'Make a Wish' Australia Special Children's Christmas Party
- Through the sales of raffles and calendars raised \$800 for Rural Fire Service
- Our Pink morning tea raised over \$650 for the McGrath Foundation
- Purchased 7 tickets to enable children with a disability to attend the 'World Festival of Magic' organised by the Newcastle Rotary Club
- Joined the 'Inclusive 100 club' instigated by Castle Personnel encouraging inclusion of People with disabilities in the workforce
- Supported Mark Hughes 'Beanies for Brain Cancer' fundraiser raising \$1500 with the sale of beanies
- Staff contributed food items in support of Soul Café food bank assisting the homeless



Spiritual Care

At Maroba our commitment to Spiritual Care is a gift offered to all; residents, staff and family members.

In the last half of 2019 the Spiritual Care team provided

- Ongoing education for staff in delivering spiritual care
- Facilitated 4 non-denominational Church services each week
- Memorial services
- Hospital visits
- Attendance at funerals of residents, extending care to family during their loss.

The first half of 2020 has been the year none of us expected with much change management required in order to meet the constantly changing Covid requirements and resident needs.

At the end of March spiritual care hours were increased to assist with;

- Increase in church Services that due to social distancing requirements were being held in each wing and known as 'Church in the lounge'
- One on one visits including delivery of packages and letters from family members.
- Spiritual Care through phone calls and assisting residents to respond to letters.

VICKI CARPENTER

Spiritual Care Coordinator

JO PATTERSON

Spiritual Care Support



1750
SPIRITUAL
CARE HOURS

A snapshot of Spiritual Care at work;

Spending quality time with a resident in their room every week for a few months and listening to stories of his life.

He said 'I was at war with the world, and myself, but not anymore.'
I asked what had changed.

He said, 'staff kindness has helped me move into a more peaceful place'.
Kindness and care given by all staff, equals successful spiritual care.

CORPORATE

- Recycled at least 4 kilos of batteries preventing them from going to landfill
- Our 12 year old laundry equipment was replaced which should result in a 40% less consumption overall in electricity and water. The new washing machines and dryers are gentler on clothes and have timers for great efficiency and flexibility in service to residents.
- Our Café now provides recyclable coffee cups
- Through new processes and procedures our general waste has reduced from 145kg per lift to around 125kg per lift
- Cans and bottles recycled via Return and Earn recycling
- 10 cubic metres of scrap metal recycled
- Dental products recycled



Financials

MAROBA IS COMMITTED TO ENSURING OUR LONG-TERM VIABILITY IS SECURE.
THIS WILL ENABLE US TO PROVIDE THE HIGHEST LEVEL OF CARE AND LIFESTYLE FOR OUR RESIDENTS.

Financial performance

- REVENUE DECREASED BY 5% TO \$15.4 MILLION
- EXPENDITURE HAS INCREASED BY 11% TO \$17.5 MILLION
- DEFICIT OF \$2,166,127 COMPARED TO A SURPLUS IN PRIOR YEAR OF \$470,503). A DECREASE \$2,636,630.

	2018/2019	2019/2020	COMPARISON TO PRIOR YEAR
GOVERNMENT FUNDING	10,609,247	10,429,948	(179,299)
FEES FROM RESIDENTS	4,043,672	4,183,415	139,743
INTEREST & DIVIDENDS	871,438	898,836	27,398
OTHER INVESTMENT INCOME	238,280	(582,663)	(820,943)
SUNDRY INCOME	422,715	423,082	367
TOTAL INCOME	16,185,352	15,352,618	(832,734)

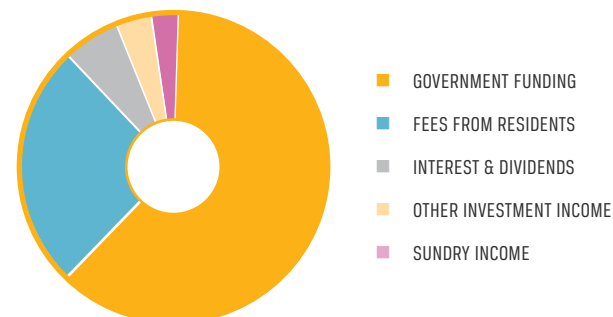
EMPLOYEE COSTS	10,523,346	11,248,639	725,293
RESIDENT CARE	309,843	355,531	45,688
HOSPITALITY	1,709,276	1,716,766	7,490
ADMINISTRATION	864,520	778,555	(85,965)
PROPERTY & MAINTENANCE	550,375	569,901	19,526
UTILITIES	272,919	242,648	(30,271)
DEPRECIATION	1,235,740	1,232,154	(3,586)
FINANCE	104,493	336,989	232,496
OTHER	144,337	77,113	(67,224)
OTHER - ONCE OFF CAPITAL WORKS IMPAIRMENT	960,449	960,449	
TOTAL EXPENDITURE	15,714,849	17,518,745	1,803,896

RESULT	470,503	(2,166,127)	(2,636,630)
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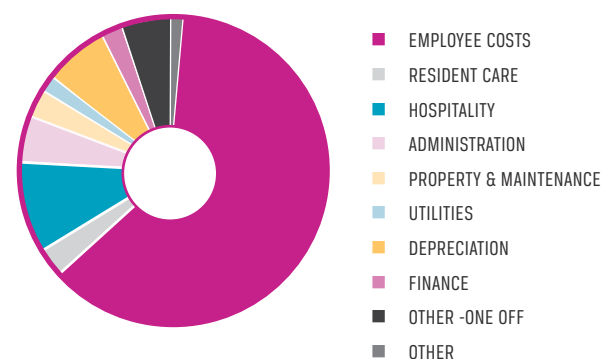
Impacts from COVID 19 have negatively affected the results significantly for Maroba in 2019/2020 financial year. Major variances are in the following areas include:

- GOVERNMENT FUNDING:** Reduction of occupied beds in Braye Park wing to enable the establishment of a specialised “Isolation Wing” to manage Maroba’s COVID 19 response.
- INVESTMENT REVENUE:** Major investment market drop as a response to COVID 19 resulting in a large movement in investment valuation.
- EMPLOYEE COSTS:** Additional costs associated with labour during the COVID 19 response period
- ONCE-OFF CAPITAL WORKS IMPAIRMENT:** Due to the current changing environment and changing attitudes to aged care it was decided not to move forward with the planned development of Braeside Apartments. As a result expenditure on the project, which will not be capitalised to Braeside Apartments was, required to be expensed and it was decided to make this once-off adjustment in the 2019/2020 financial year.

Revenue Breakdown



Expenditure Breakdown



Smart Training & Consulting

Smart Training & Consulting has continued to build on the prior establishment year and has seen growth in revenue of 214% with only an 11% increase in expenditure. Results have shown significant positive movement and have resulted in a deficit of \$175,586 compared to a deficit in the prior year of \$373,656.

This has been achieved despite COVID 19 impacting on some training programs.

Financial Performance

	2018/2019	2019/2020	COMPARISON TO PRIOR YEAR
REVENUE	118,189	371,251	253,062

EMPLOYEE COSTS	321,386	389,943	68,557
TRAINING RESOURCES	21,422	24,818	3,396
ADMINISTRATION	141,272	124,661	(16,611)
PROPERTY & MAINTENANCE	7,765	2,203	(5,562)
UTILITIES		4,600	4,600
DEPRECIATION		612	612
TOTAL EXPENDITURE	491,845	546,837	54,992

RESULT	(373,656)	(175,586)	198,070
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REPORT BY KYLIE SMITH, OPERATIONS MANAGER

In the second year of operation for Smart Training an additional 175 students enrolled in our training programs. A substantial % of these enrolments consisted of repeat business generated via our ongoing partnerships with Anglican Care and St Philips Christian College. In addition, we have formed strong connections with local employment service providers and have delivered a number of Hospitality and Work Ready Programs.

A significant achievement for Smart Training this year was securing a place as a Foundation Skills For Your Future provider in partnership with Joblink Training. We are a sub – contractor in this exciting new federally funded program that aims to assist Australians to develop their Language, Literacy, Numeracy and Digital literacy skills. This training is available to workplaces and eligible individuals across any industry. This opportunity will allow Smart Training to expand both our geographical footprint and program offerings. We have been successful with our first project application and will be commencing training for several aged care staff in September 2020. The future looks bright and after an initial establishment phase we are well positioned for growth over the next 12 months.

Smart Training and Consulting Group is a small team of 7 led by Kylie Smith. Louise Adnum, General Manager Corporate Services oversees the Registered Training Organisation with Viv Allanson as the Chief Executive Officer.





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