



2021 ANNUAL REPORT





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.'

Mark 12:30 & 31

CHAIR OF MAROBA - APRIL 2019



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About this report

This report is for the period 1 July 2020 – 30 June 2021

Financial Data is audited by PKF

This report can be downloaded from our website www.maroba.com.au
or printed copies can be requested via enquiries@maroba.com.au

Our Board

Message from Chair of the Board

On behalf of the Maroba Board, and myself as Board Chair, I would like to take this opportunity once again to commend both Viv and our Executive Team for the extraordinary way they have managed Maroba over this past year. How great that we have still been able to green light expansion and growth in the midst of all that is happening. It is with humility and God-given grace that Viv is often the face of aged care for our region in the media, and what a positive message she brings in light of so much conflicting advice, rules and guidelines.

While lockdown and restrictions on visitation continue to impact Maroba, I am so proud of our achievement of 100% vaccination among staff and 99% residents. This is certainly a layer of security over our organization and will give confidence as the next season unfolds. I love following the Maroba Facebook page and seeing birthday milestones, picnics and a continuing joy of life among our community.

We extend a warm welcome to Lynette MacKenzie, who joins our Board of Directors with a wealth of clinical experience and a passion for aged care. Together, we are looking forward to an excellent year ahead, continuing in our mission to enrich the lives of people in our community and beyond.

"In the same way, you who are younger, be subject to the elders. All of you clothe yourselves with humility toward one another, because God resists the proud but gives grace to the humble." - Peter 5:5

Board of Director

Sharon Smith – Chair

John Hollier – Company Secretary

John Smith – Vice Chair

Graeme Evans – Director

David Litchfield – Director

Lynette MacKenzie (joined September 2021)



Sharon Smith
Chair of Board

Message from the Chief Executive Officer

"Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying 'I will try again tomorrow.'"
- Maryanne Radmacher

It's true, we're really all in this together - the Global Pandemic that is. While we've seemed to have enjoyed some respite during this past year it wasn't without the roller coaster of lock downs and changing and often very limited visiting arrangements. It is fair to say that our residents, our teams, our families and so many friends of Maroba have all had their resilience and patience tested as together we've negotiated the many variations of what being connected to loved ones, fellow residents and staff means in 2020/21. The potential for disconnection has been a very real challenge during this time and has required significant creativity and resourcing to overcome the potential for loneliness and despair amongst our residents.

Spiritual Care Team

To assist us to positively meet this challenge we have purposefully increased the hours of our Spiritual Care team, while concurrently conducting a revision of their service delivery. This strategy has provided extended and innovative opportunities to support and connect with many more of our residents as they reflect on the personal impacts of the Pandemic as well as offering our staff support if needed. In May 2021 Vicki Carpenter finished her time with us after three years of dedicated service as our Spiritual Care Co-ordinator. However, I'm delighted that Jo Paterson, who worked so successfully with Vicki to provide genuine compassionate and individualised support to our residents was, after a rigorous

recruitment process, appointed as our new Spiritual Care Co-ordinator. This has been a seamless transition that has allowed the stability of continuity along with the confidence and freedom to implement new traditions to best support individual needs and organisational mission during a very demanding year.

Championing Our Staff

This story of 'baton change' and willingness to adopt the very best care options could easily be repeated for every category of staff at Maroba. I have been so encouraged by the amazing capacity of our people to adapt to an ever-changing situation with no clear end in sight. So much more has been asked of individuals and teams and it is remarkable that more people have not sought to step away from aged care altogether. Our staff need to be applauded and celebrated!

Royal Commission

One cannot comment on the dedication of our staff without acknowledging that the long-awaited Royal Commission recommendations have been published in a 7 Volume report titled 'Neglect'. Sadly, the Commonwealth Government's response to this report has left many of us wondering what are the real priorities of this Nation and if in fact it has a genuine commitment to older Australians and their care? Although we learnt of a \$17.7 billion allocation to the Aged Care budget, not 1 cent goes to the bedside of residents until October 2022 at the very earliest. Yet more layers

of compliance and regulation have been added which inevitably detracts from hands on care at the bedside. The Aged Care system is in crisis and over 60% of providers are operating in deficit. It comes as no surprise then, that an increasing number of services are closing especially in rural and regional areas.

Financial Challenges

Even though our operating costs are escalating each month, exacerbated by the demands of the Pandemic' we are receiving no additional financial support or even acknowledgement of

the extra mile gone by all of our teams from the funding body.

Despite this neglect, the Executive Team and our Partners with Purpose remain focussed on

maximising quality and meaningful experiences for all our residents, while at the same time seeking out every opportunity for efficiency gains. Although this has been challenging, it is also rewarding when you see firsthand the positive difference we can make to each resident and their loved ones.

Vaccinations

In February 2021 the Prime Minister announced that vaccines would be offered to every Aged Care worker before Easter as they had been categorised as 1a priority to help ensure the safety of Older People in care. Sadly, by mid- April the sector discovered, by accident, that the plan to protect older people was a myth, and that every worker had to find their own vaccine wherever they could. This has been nothing short of a debacle. The Prime Minister had reneged on his commitment to vaccinate aged care workers, yet proceeded to announce in June 2021, that it would now be mandatory for all aged care workers, volunteers and contractors to be vaccinated by 17th September 2021. Access to supplies and vaccination hubs has not been robust, further placing the sector at risk of failure. Fortunately, I was able to work closely with the Hunter New England Local Health District over several months to secure the Pfizer Vaccine for many of our staff as appointments became available.

Celebrations, Fun, Traditions

In spite of the many challenges thrown our way, we have continued to ensure that the sharing of celebrations such as big milestone birthdays, anniversaries, staff farewells and baby showers remain a priority. Everybody here enjoys a reason to connect, to have fun and most importantly to share the love at Maroba. We also celebrate and honour the lives of those who have passed away in our care with staff and residents joining together as a mark of respect to form a Guard of Honour as someone precious to us leaves the building through

the same door in which they entered. This is now a proud Maroba tradition along with the Memorial Services. These services are conducted several times a year for families who are invited to come together at Maroba, along with staff and residents to celebrate their loved one's life and the contributions and memories they gave to the Maroba family.

Community Engagement

Maroba continues to advocate fearlessly for older people in care and is regularly invited by local and national media outlets to provide informed opinion based on our experience as an Aged Care provider. We do not take these opportunities lightly because we live in a society that is often ignorant of the realities of residential care and therefore too easily diminishes the value of humanity in all its frailties. We have a dual role, to shine a light on injustice and to be transparent when we fail in our duty.

A Winner

On a positive note, Maroba was named Australian Aged Care Company of the Year in the Gamechangers 2021 Global Awards. I was also privileged to be the recipient of the Australian Gamechanger of the Year in the same awards this year. It is always an honour when Maroba and our people are recognised globally and nationally.

Personal Thanks

My twenty-seven years at Maroba have been a thrilling ride! I continue to give thanks to the Lord for the many, many opportunities that we have been presented with and for the loyal, talented and committed people that surround me. My Executive team Tracy Walker and Louise Adnum, who serve with distinction, never cease to amaze me with their energy, vision, and action on behalf of all those we

serve, while Sarah Gamble, my Executive Assistant, astounds me with her creativity and unfailing support of our mission. A special

mention must also be made of our Partners with Purpose team who are our operational leaders, working continuously to develop plans to ensure that we are able to offer our very best to all in our care and the teams they lead. I continue to be both grateful and proud to serve the entire Maroba community!

Despite the many challenges that we face in these uncertain times I remain encouraged and inspired by these few words from Galatians 6:9

'And let us not grow weary while doing good, for in due season we shall reap if we do not lose heart.'



Viv Allanson
CEO

Our Executive Team



Viv Allanson,
Chief Executive Officer

Viv’s 45 years serving as a nurse in both the acute and aged care sectors has been underpinned by a genuine heart to serve humanity. Viv joined Maroba in 1994, first as the Director of Nursing and since 2000 as the Chief Executive Officer.

Leading with integrity, innovation and a commitment to excellence along with a positive ‘can do’ attitude Viv has spearheaded many clinical, organisational and building initiatives at Maroba.

Another initiative close to Viv’s heart, is Maroba’s educational partnership with the University of Newcastle which has resulted in the placement of allied health, nursing and medical students. Consequently, Maroba enjoys the flavour of a teaching Aged Care Service which many have commented, is an Australian first.

Viv remains a fearless and passionate advocate for the older person, always placing their needs above political rhetoric.



Tracy Walker,
General Manager Operations

Tracy has worked in the aged care sector for over 29 years joining Maroba in October 2017. Working in various leadership roles across many areas of aged care including community care, retirement living, assisting living and residential care, Tracy has developed extensive experience in service operations, business sustainability, development and implementation of care and service models, property, strategic and quality management. Tracy is passionate about people and making a difference in their lives. Her priorities are ensuring that the staff know each residents story and connect in a meaningful way to enable the resident to live the life they choose. Her responsibilities are to build a strong values based culture for our staff and ensure frameworks, practices and processes are developed and embedded to provide high quality care and service delivery outcomes for our residents.



Louise Adnum,
General Manager Corporate Services

Louise, a qualified accountant commenced in October 2018 and has worked in Senior Leadership positions throughout her 25 year career in the care sector. Louise has worked in the Disability, Community Aged Care, Residential aged care and Retirement Living sectors both in NSW and Victoria. Louise is responsible for the many areas of Corporate Services that includes People & Culture, Education, Rostering, Quality, Business Services and IT. As the industry moves into a period of great change, Louise’s focus continues to be to work in partnership with all stakeholders to ensure that Maroba is a provider of Quality care and continues to operate sustainably into the future.

Care and Service

Covid has resulted in so much change in a short period of time and has meant Maroba has constantly had to adapt whilst managing to maintain high standards of care and services. It has brought about changes in the way we do business, the way we deliver care and services and in our approach to risk management.

Throughout this crisis, ensuring the safety and wellbeing of our residents, clients, families and staff has remained our priority. Our staff and residents have been amazing, showing their resilience during this challenging time. Our families and the Maroba community have been very understanding, patient

and supportive. We are fully aware how difficult this time has been and the strain this has had on everyone. Maroba has always enjoyed a high level of community engagement and been a vibrant community. That is why it was so difficult to adjust when we had to restrict visitors at critical times.

We know it will be a different world from now on, however the one thing we know is how capable, adaptable, committed and resilient our team is and how together we will get through any challenges we are faced with.

At a glance



Our Residents

Even though things have been different, our residents have continued to enjoy a variety of social activities, wellness programs, birthdays celebrations and be supported with their spiritual care needs.



▲ Melbourne Cup – Trish



▲ Hawaiian Luncheon – Fay



▲ Enjoying the sun – Rosemary



▲ Petting Zoo – Betty



▲ Easter – Lucil and the girls



▲ Café Talk – Bees – Prim



▲ Gardening Club – Adamstown



▲ Milestone Birthday – Alf



▲ Bingo - Residents of The Lodge



▲ Australia Day – Judith



▲ Valentines Day – Mrs Roberts



▲ Jenga – Peter

Maroba Terrace & Community Programs

It has been difficult for our independent living residents and community clients during Covid not being able to visit the residential services like they usually do. Unfortunately our community programs,

functions and social gatherings have been few and far between. We have really missed seeing their faces around and we can't wait to have things back in full swing.



▲ Terrace residents
– Ken and Sylvia



▲ Community clients
– Patricia and Robert

Albert Bonner joins The Lodge from Maroba Terrace.

Albert Bonner has been a part of the community for many years first moving into Maroba Terrace in 2003. Earlier this year, Albert followed in his parents footsteps and moved into one of the new luxury suites in the BlueGum wing in The Lodge.

Albert says he has settled in nicely and is enjoying his new room

The Bonner family not only has a solid connection with Maroba but also with Waratah. The family ran a clothing and haberdashery store for 25 years from 1961-1986. Over this period the Bonners employed 3 staff as well as family members, Albert and Maria. The shop sold quality wools, materials, haberdashery and clothing with Mrs Bonner also providing mending services. As the shop was centrally located it saved shoppers going to town and being well stocked it was a convenient means for regular supplies and social contact.

Mr Bonner Senior and Mrs Bonner passed in 1998 and 2007 respectively. It is now Albert's turn to enjoy life at Maroba.

Excerpts taken from 'A Casual Glimpse of Waratah. The Bonner's.'
A project of Waratah Heritage Group – Maroba. 2015-2019.



Albert Bonner
in his Terrace unit
(Photo credit:
Val Anderson)

Our Community Engagement

Narnia Pre-school – Intergenerational Program

We commenced a 4 year old intergenerational program in the later part of the year with Narnia Pre-school. Each Friday we have groups of preschool children, attend Maroba to spend time

interacting and connecting with our residents. There are

36 children in total (1 group of 20 and the other 16 alternating fortnightly).

The children are transported by Maroba's bus and attend from 10am until 12.30pm. Children are connected with individual resident/s so they can have a meaningful connection and when the children go to kindergarten we will



▲ Narnia – Jean
with preschooler



◀ Narnia – Leila
with preschooler

continue a pen pal program. The children enjoy a picnic lunch with

the residents. Narnia generously donated resources such as a children's book corner, puzzles, games etc. These are kept in the Lodge where we can also run a gardening program and conduct outside activities.

Each week a short story of the visit is crafted by Narnia staff and we will create a book at the end of the year to capture their journey and present it to both the resident and child. We will celebrate with a function where the children's family will be invited.

Rotary Club of Waratah – Music Program

We were very fortunate to be approached by the Rotary Club of Waratah who were very kind to provide Maroba with headphone sets to implement a Music Program for 16 residents. A special thanks to Clarice and Deborah who worked with the social engagement team to load up the individual residents favourite tunes which included a range of music from classical, jazz, hymns to rock and roll. The residents have very much enjoyed the program.

Connecting with community

Coronavirus Updates	44
CEO Videos	2
Regional Aged Care Managers meetings	2
Leaders in the Spotlight events	3

Supporting Community

Ovarian Cancer fundraiser	\$1,745
Breast Cancer Foundation fundraiser	\$1,700
Supported Special Children’s Party	
Jersey Day acknowledged raising awareness of organ and tissue donation	
Sold raffle tickets and the Australian Firefighters Calendar	\$800
McGrath Foundation – Morning tea	\$650
Go Blue for Autism	\$300
Supporters of Gotcha Back Sista through payroll deduction	
Biggest Morning Tea – Cancer Council	\$1,360



◀ Biggest Morning Tea – Cancer Council

Supporting aged care sector

Professional presentations to a variety of organisations; Leading Age Leadership, University of 3rd Age, 5th Women in Leadership Conference, Rotary, Probus Clubs	6
CEO Appointed local representative to Hunter Region Local Jobs & Skills Taskforce, an initiative of Australian Government to promote aged care careers	
Interviews to local and national media – (TV, newspaper and radio) on vaccine rollout and issues affecting the aged care sector due to the pandemic	10
Support for Hunter Ageing Alliance, a grass roots initiative aimed to create a socially just, inclusive and age friendly city for Newcastle	



▲ CEO Media interview



◀ Breast Cancer Foundation – official handover of donation cheque



▲ McGrath Foundation Pink Morning Tea

Celebrating Diversity & Inclusion

Maroba welcomes everybody and is committed to a culture that builds respect, fosters inclusiveness, promotes diversity and embraces the individual uniqueness, qualities, ideas and perspectives. We encourage understanding, appreciation & acceptance of all people to create loving, caring, healthy and safe relationships. We celebrate significant cultural and spiritual days such as:

- NAIDOC week. Acknowledged for the first time.
- Sorry Day recognised on 26 May.
- Spiritual Care week - 'Chaplains complete the picture 2020'.
- Remembrance Day.
- Anzac Day Services in The Lodge and The Manor.



◀ International Cooking
– Rhys cooking Gnocchi

- Training for staff in Caring for Indigenous Australians.
- Inclusive and Awareness training – LGBTI.
- International cuisine cooking demonstration.
- Armchair Travel to favourite international places.

Honouring lives lost or suffered for Australia

Maroba is home to many veterans and family members of veterans. Each year we take the time on Anzac Day and Remembrance Day to remember those who died or suffered in all wars and armed conflicts.



▲ Ziggy

▼ Ken and daughter, Judy



▲ Lyall and son, Geoff



We salute our Veteran's

It's on April 25 each year that Australians come together to solemnly celebrate ANZAC Day. On this occasion we pause with grateful hearts to reflect on the service of generations of Australian service men and women, many of whom made the ultimate sacrifice, so that today, we live as a free and proud nation.

Maroba counts it a privilege to have become, over the years and still today, home to many men and women who have bravely served our country.

Recently, I've had the honour to speak to a couple of Maroba residents and a staff member who proudly recalled their service in the Australian Armed forces. I'd like to share with you a little of what they had to say.

Judith Clarke was a real pioneer when she enlisted as a WRAN in the years following World War 2. Judith stressed that women of her era were not permitted to do sea service, rather they were quickly utilised as administrative support to underpin the efficient operation of naval services.

On a lighter side Judith recalls how popular the WRANS were at the Flinders Naval Depot where, after work, they became the highly sort after dance partners for the 3,000 Able Seamen who were also on the base.

Trish Punshon served from 1977-1996 as an Army reservist at Adamstown and loved every minute of it. She acquired payroll skills, learned to drive a variety of heavy transport vehicles and of course became adept at using a wide range of military weapons.



Trish ▶



◀ Judith

Linda Winn, Maroba's Director of Care, completed 20 years of service as a Royal Australian Air Force reservist in 2003. After graduating as a Registered Nurse, Linda was awarded the rank of Flight Lieutenant,



Linda ▼

undertook training at Duntroon and was attached to No.22 Squadron RAAF Richmond, but also spent time in Tamworth and Williamtown. Linda's primary function included the provision of health services and clinical education. Linda's service epitomised her commitment to making a difference in the lives of defence force personnel in preparation for, during and post deployment. Today, Linda brings this commitment to make a positive difference to the life of every person she touches here at Maroba!

These three women although serving at different times and in different branches of the services were agreed on many things. All were grateful for the diverse skills they acquired and opportunities they were offered while serving; all spoke of the great comradery and the wonderful friendships they enjoyed, some of which have lasted until the present time and they all agreed a career in the Australian forces was worthy of consideration by the young men and women of today.

Anzac Day, for each of them, causes them to reflect with gratitude and respect on the many who have served before them and more recently, with them and most importantly, those who have made the ultimate sacrifice. John 15:13 makes it very clear that 'There is no greater love than to lay down one's life for one's friends.'

To Judith, Trish and Linda and all other Maroba residents and staff who have freely served our country we thank you and salute you.

'At the going down of the sun and in the morning we will remember them.'

Lest we forget.

By Helen MacDonald

Our People & Culture

We completed a major piece of work in consultation with our teams to explore what it is that Maroba can offer team members and what it takes to really thrive at Maroba.

The following is what we came up with

Employee Value Proposition

Maroba is built on a foundation of big hearts

@ Maroba if you care to make a difference, you will be challenged, you will be inspired and you will be part of something bigger.

We hope @ Maroba you can find a home for your purpose in an environment that will be *hard work but that is real, that is fun and that fosters your growth and learning.*
@ Maroba we will know you and encourage you to Love out Loud

@ Maroba you make the Difference

Who fits us Best

A big heart

Commitment to working as part of a team

Willing to work hard and to work safely

Seeks opportunities to learn and grow

An ability to have fun

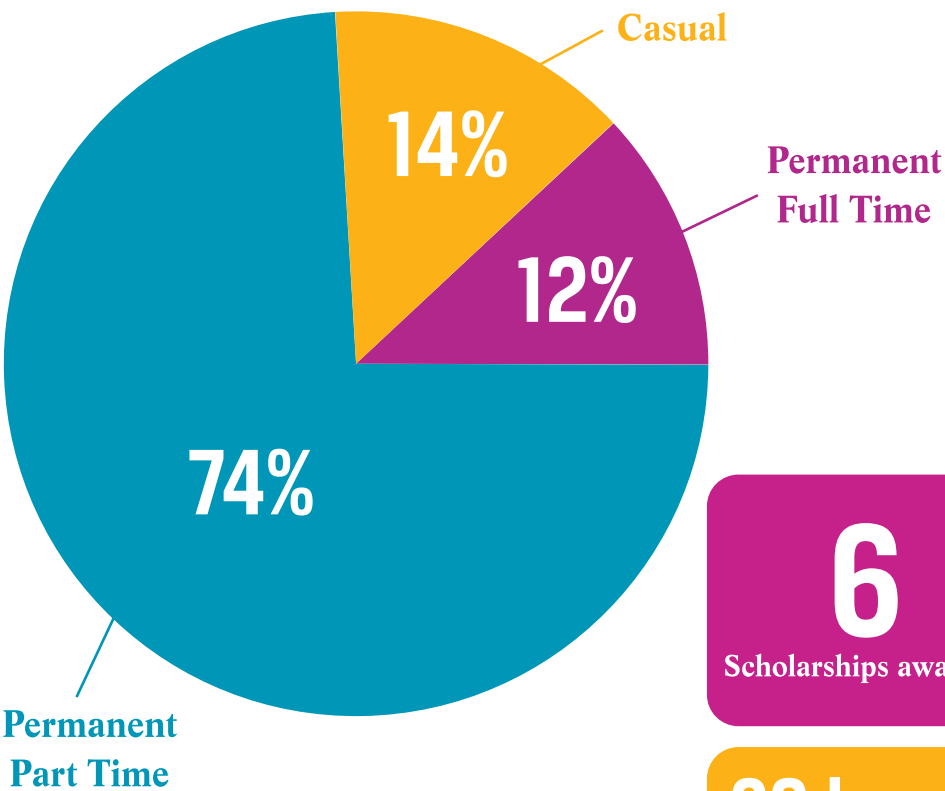
A fundamental belief and identify strongly with the work of the Maroba team

Values

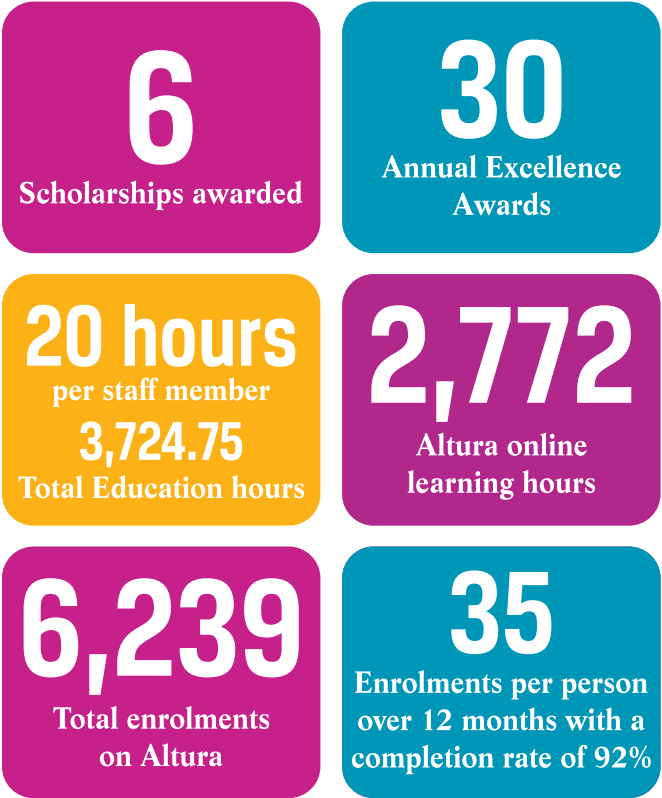
@ Maroba our people make the difference. Our values define what we expect of each other and how we will achieve our goals.

1. **Caring:** how we love, respect and support people
2. **Inspiring:** people towards success
3. **Integrity:** we do what we say
4. **Creative:** in our expression and determining our preferred future
5. **Growth:** through personal and professional development

Our Flexible Workforce



▲ Christmas Day - staff



Of those 42 we lost 9 to retirement/ill health/family issues, 4 were students completing and moving into their chosen career, 2 were employer terminations

Staff milestones

5 YEARS	10 YEARS	15 YEARS	20 YEARS
Anne Farmer Jack Wesbury Leanne Osborn Susan Kennett Brittney Davidson FueFue Tasi Geoff Pooley	Gabby Zissis Surakshya Karki Dorothy Povey Samantha Robards Hilary Wallace Margaret Rawson	Cheryl Free Tanya Bussell	Jenny Hasler Carolyn Johnstone Wendy Pitts



Love Thy Neighbour ▶
- Linda presenting to Vicki



▲ Celebrating National Volunteer Week 2021



Celebrating a milestone birthday ▶
- Cheryl and colleagues

Staff Recognition Day 2020

Celebrating our People

CEO Award for Excellence	Carolyn Johnstone
Maroba Medal	Janelle Wilson
Nurse of the Year	Paula Bradshaw
Service Excellence Award	Silvana Peters

Care & Service Awards

Roslyn Burrows	Michelle Richardson	Geoff Pooley	
Michelle Watson	Lisa Mostyn	Julie Tserepas	Silvana Peters
Lisa Ford	Anne Castle	Kieran French	Rhys Dintino
Jenny Hasler	Sue Patfield	Sally Connell	Michelle Hayden

Love Thy Neighbour

Michelle Knight
Leanne Osborn
Vicki Carpenter

Difference Maker

Carolyn Johnstone
Karl Davis
Gayle Moutad

Leadership Awards

Paula Bradshaw
Debra Relf
Jill Smith

Innovation in Safety & Systems

Christine Davis
Cheryl Hodder

Rising Star Awards

Olivia Astley
Kellie White
Emma Spradley

Louise Passfield
Bruce Peterson
Rojee Maharjan

Scholarship Recipients

Rebecca Holstein
Janelle Wilson
Olivia Astley

Jillian Howard
Mikaylah Vallone
Sarah Gamble

We thank our sponsors

OAS Technology	Castle Chemicals	Catering Industries
Hesta	Essential Coffee	Hip Pocket
Form 1	Mbit Technologies	Catherine Gibbins

Year in Review

August 2020

Incident Management Training held with management. Key staff participated in a practical Covid Exercise with Hunter New England Health, Medical Practitioners and other key stakeholders.

September 2020

Finalist in NSW/ACT Regional Achievement Community Awards 'Employer of Choice in Aged Care'

Acknowledged Jersey Day to raise awareness of organ and tissue donation.

Celebrated Father's Day with gifts kindly donated by Rotary.



▲ Bee suit – Linda

October 2020

A swarm of bees made a new home in one of our trees outside The Manor. Linda Winn, our Director of Care donned her bee suit to rescue them and find them a new home.

November 2020

NAIDOC week celebrated for the first time with a number of craft activities.

February 2021

The Quality & Safety Commission dropped in unannounced to conduct a spot check. We passed!

22nd February, Public Health Order amended - staff and visitors can stop wearing masks.



◀ The dig - Lodge refurbishment

January 2021

New Year celebrated along with Australia day in small groups. Issued another 5 Coronavirus updates with changes to visitation.

March 2021

We celebrated the start of The Lodge refurbishment with a 'dig'.

Commenced our care staff trainee program.

Visitation arrangements relaxed - no cap on number of visitors a resident may have at any one time with no appointment required.

April 2021

Residents vaccinated for Covid-19.

Commencement of the new Serious Incident Response Scheme (SIRS) that is aimed to prevent abuse and neglect of older Australians.



▲ Covid Vaccination - Zell and Janelle

May 2021

Sorry Day was recognised on 26 May. Staff member, Michelle Knight who is of Kamilaroi descent discussed the significance of Sorry Day over a cuppa with residents at Morning Tea.



◀ Sorry Day - Leila, Michelle and Ana - May 2021

December 2020

Covid once more hit the headlines. Public Health Order #4 released. Issued 6 updates in 17 days over the Christmas & New Year period. Staff to wear masks.

Border restrictions in place from 20th December. Premier orders no travel to Greater Sydney. Staff and visitors in masks.

HERALD

JUNE 26 2021 - 3:17PM

Newcastle, Hunter Valley COVID-19 restrictions: What Sydney lockdowns mean for the Hunter



Hunter residents will be limited to five household guests, including children, for the next 13 days, and mask-wearing will be compulsory in all indoor, non-residential areas, including workplaces, as regional NSW faces restrictions to stem the latest outbreak of COVID-19 in Sydney.

June 2021

Visitation arrangements ramped up once more due to the Delta strain of Covid-19. Maximum 2 visitors per day, staff and visitors to wear a mask, 1 person per 4m² ruling returned. Social distancing required. Certain areas of Sydney, Melbourne and Queensland are areas of concern.

Our Improvements

Maroba has a strong focus on delivering quality care and services to our residents and is always reviewing feedback and looking for opportunities on how we can improve.

Over the past year we focused on:

- Keeping people connected - Increased communications, media platforms and technology
- Establishment of an Incident Management Team and Infectious Diseases Emergency Plan
- Clinical and quality measures
- Clinical Governance Framework
- Feedback management
- Open disclosure framework
- Infection Control Practices and introduction of the Infection Preventative and Control Lead
- Electronic systems review to create more efficiencies
- Role clarity review
- Admission and discharge processes
- Onboarding for staff
- Care and Service Model review
- Point of Care System
- A new wellness approach which incorporated a new in-house wellness team
- A commitment to build a multidisciplinary team within our workforce
- Electronic sign in system
- New uniforms for the staff

FACT 58,095

people which includes staff, contractors, visitors and families have visited Maroba from September 2020 to June 2021

June 2021 was our highest month of visitation in this period with 7,715 people visiting.

THURSDAY + FRIDAY are our busiest days with on average over 300 people visiting each day.

When school returned in February, visitor numbers jumped by 1000.



Every day resident's temperatures are checked and from June, this information is also captured on the Coolguard system.

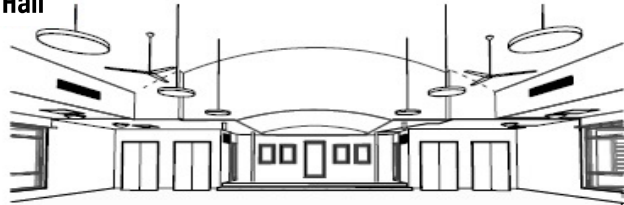
Our Environment

We introduced a new luxury suite into the Manor. In September 20, we finished refurbishing 4 new luxury suites in the Lodge and in December 20 opened up a new Beauty and Day Spa in the Bluegum wing.

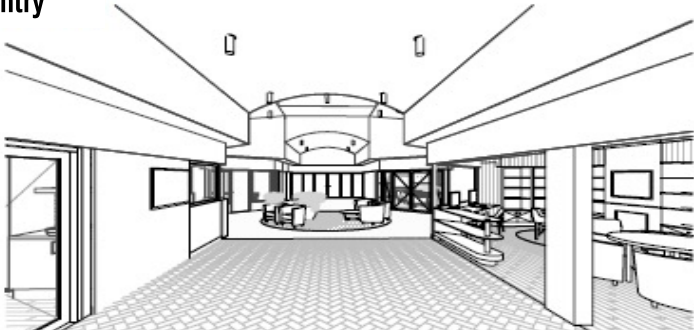


The Lodge after 28 years commenced receiving a much deserved facelift on the 17 March 2021. The project was to be completed by the end of September, however due to covid will be more likely March 2022. Our project partners are EJE Architecture and Collaborative Construction Solutions.

Hall



Entry



Foyer



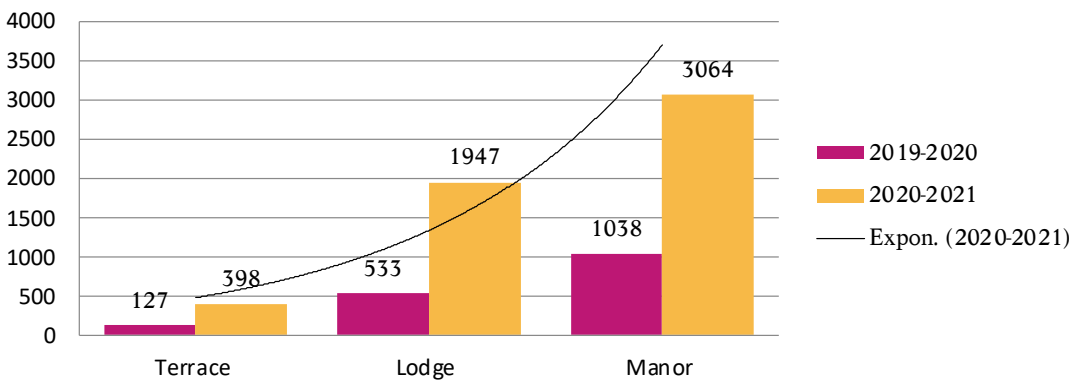
Multi Purpose Room



COMMON AREAS

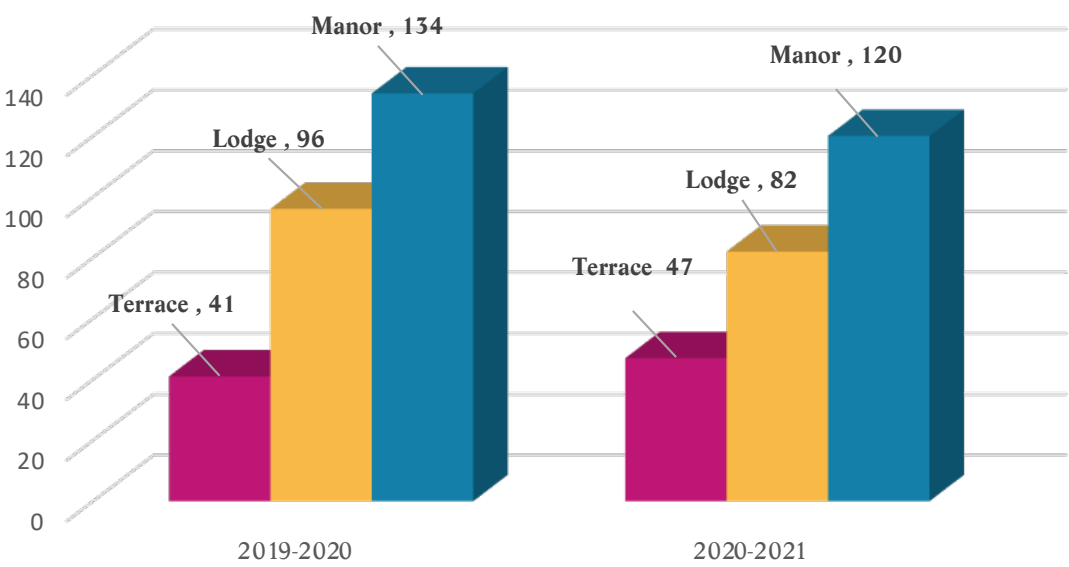
Property Services Job Requests

Property Services staff have been working hard to respond to an increase of job requests this year.



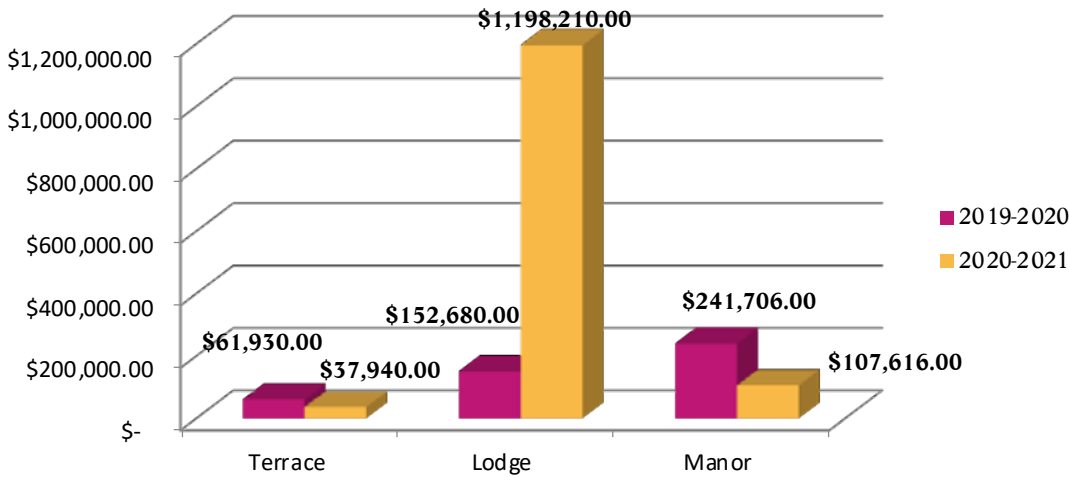
Scheduled or Preventative Maintenance Tasks

Due to Covid and changing restrictions we had a slight decrease in scheduled tasks being completed as we were forced to cancel non-urgent services.



Capital Expenditure

There was a large increase in capital expenditure this year due to the Lodge refurbishment.



We spent \$206,036 on purchasing and replacing care, clinical, furniture, electrical, plant and kitchen equipment.

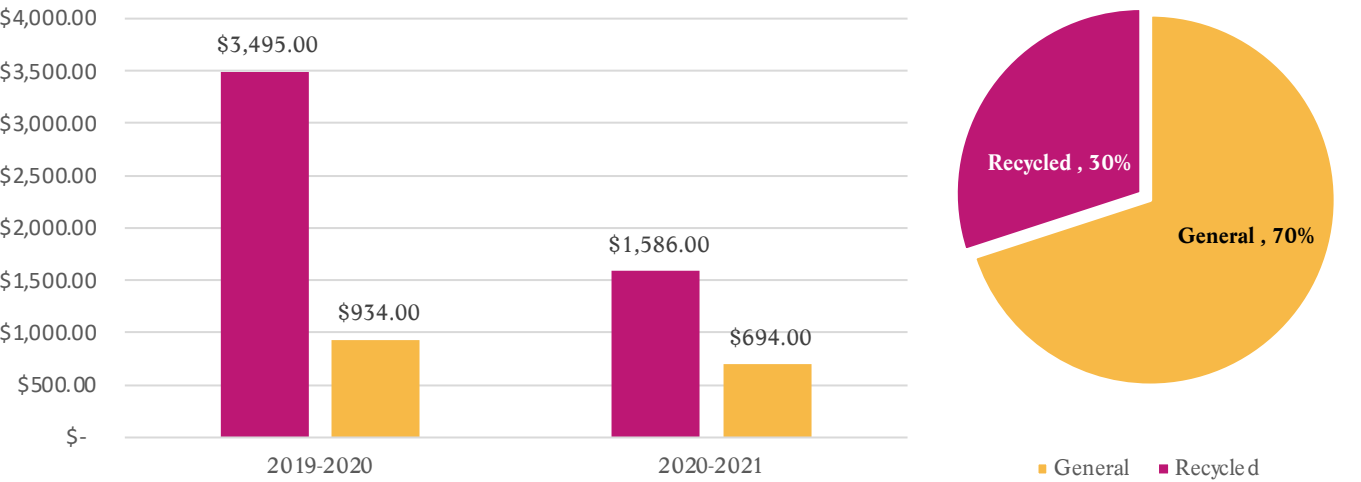
Sustainability

Maroba continues to find ways to reduce waste and streamline processes to assist in reducing our impact on the environment. A significant saving of 55% in general and 26% in waste has been made to the Terrace waste streams.

Residential Waste Streams



Terrace Waste Streams



Financials

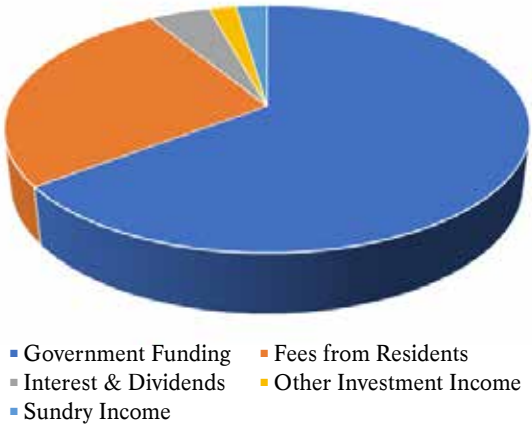
Continued impacts of the COVID 19 pandemic have occurred in the 2020/2021 financial year with continued uncertainty for potential consumers entering aged care due to visiting and other restrictions during this period. These external factors have influenced or delayed the decision to move into Residential Aged Care as well as Retirement Living.

Financial performance

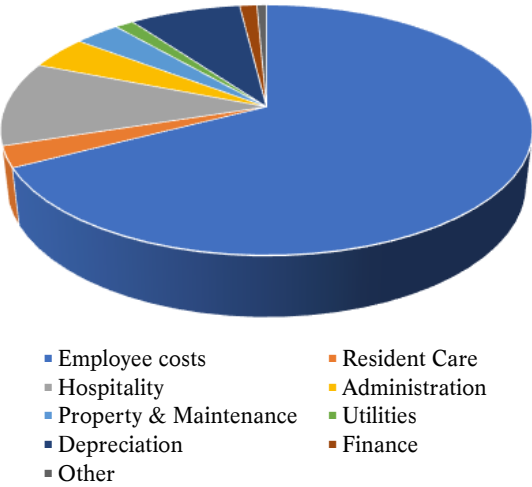
- Income (excluding other comprehensive income) has decreased by 4.1% to \$15.3 million
- Other comprehensive income (investment valuation) has had a significant positive change of \$898,376 due to recovery from the drop in market conditions at the beginning of the Pandemic.
- Expenditure comparison (excluding the once off Capital works impairment in the prior year) has decreased by 3.4% to \$16 million
- Deficit of \$405,806 compared to a deficit in prior year of \$2,166,127

	2020/2021	2019/2020
Government Funding	10,097,801	10,429,948
Fees from Residents	4,139,258	4,183,415
Interest & Dividends	689,623	898,836
Sundry Income	354,104	423,082
Other Comprehensive Income (investment valuation)	315,713	(582,663)
TOTAL INCOME	\$15,596,499	\$15,352,618
Employee costs	10,778,906	11,248,639
Resident Care	433,001	355,531
Hospitality	1,747,688	1,716,766
Administration	692,754	778,555
Property & Maintenance	529,033	569,901
Utilities	216,874	242,648
Depreciation	1,292,560	1,232,154
Finance	200,061	336,989
Other	111,428	77,113
Once off Capital works impairment	0	960,449
TOTAL EXPENDITURE	\$16,002,305	\$17,518,745
RESULT	(\$405,806)	(\$2,166,127)

Revenue Breakdown



Expenditure Breakdown



Smart Training & Consulting

COVID 19 impacts have impeded the operations of Smart Training & Consulting, however, the result has continued to improve with a surplus in operations in 2020/2021 financial year.

Smart Training & Consulting is currently in its 3rd year of operation and has now established itself in the Registered Training Organisation (RTO) industry.

Revenue has increased by 57.7% compared to the prior year with only a 6.7% increase in expenditure to generate that revenue.

	2020/2021	2019/2020	
Training Revenue	516,012	371,251	144,761
Other Revenue	69,500	0	69,500
TOTAL INCOME	\$585,512	\$371,251	\$214,261
Employee Costs	430,842	389,943	40,899
Training Resources	35,740	24,818	10,922
Administration	113,108	124,661	(11,553)
Property & Maintenance	279	2,203	(1,924)
Utilities	2,324	4,600	(2,276)
Depreciation	1,453	612	841
TOTAL EXPENDITURE	\$583,746	\$546,837	\$36,909
RESULT	\$1,766	(\$175,586)	

Report by Kylie Smith
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During our third year of operations we have continued to generate repeat business with valued clients Anglican Care and St Philips Christian College. In addition to our VET in schools and Traineeship Programs we now deliver Language, Literacy, Numeracy and Digital literacy skills programs. This training is funded under the Federal Government’s Foundation Skills For Your Future initiative. Over 100 aged care employees have enrolled in this training this year to support them to meet the technological and reporting requirements of their roles. 75 staff have completed their training and 20 are due to commence in December 2021.

In January 2021, Smart Training was the first organisation in NSW to receive funding to deliver a Local Jobs Program funded by the Department of Education Skills and Employment, under the Local Recovery Fund. The program titled ‘Jobs in the Valley and Vines – Transforming Lives’ provided a training and recruitment solution for Hospitality Establishments in the Cessnock LGA. 36 people commenced the training component of the program and 33 people completed. 18 people commenced paid employment within a week of finishing training. A further 10 are commencing employment as Covid Restrictions ease. 30 participants are still engaged in the mentoring phase of the program. Over 10 employers and 5 Employment Service Providers worked in collaboration with Smart Training to ensure the success of the Local Jobs Program.

Our Community





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