

2021/22
Annual Report



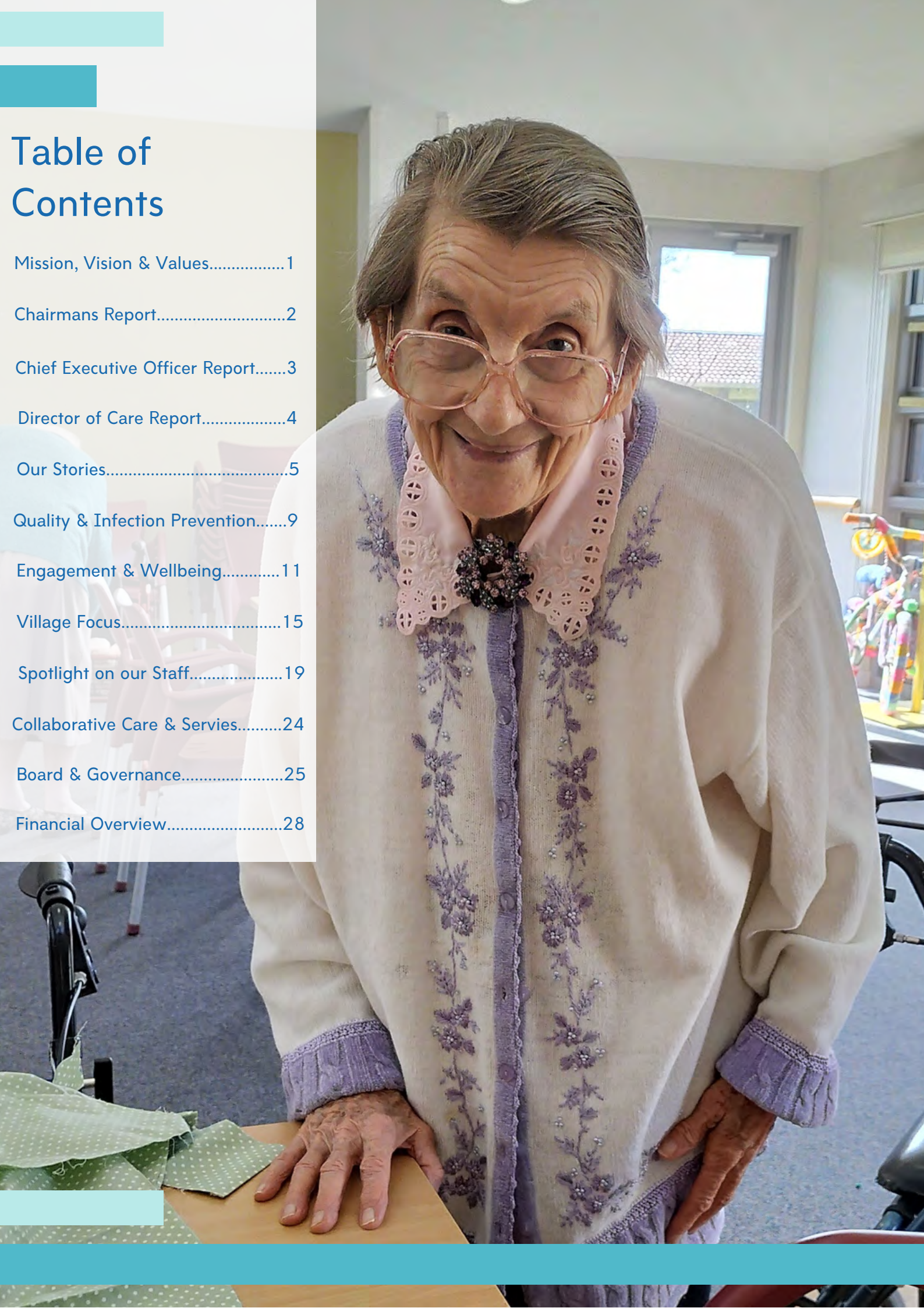
Yallambee

Live at ease.



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Our Vision, Mission & Values



Vision

Yallambee – The most trusted aged care and health care provider, enabling people to live well and live at ease.

Mission

Yallambee – Researching, developing and delivering an innovative range of high-quality aged care and health care services.

Values

Compassion & Care

We will act with compassion and care, fostering links with each customer's family and friends, treating each customer's choices with empathy and understanding, and providing them with opportunities for personal expression.

Truth & Honesty

Individuals, teams and the organisation will act truthfully and honestly, supporting objective discussion and timely decisions.

Integrity & Reliability

The Directors, Chief Executive Officer, Managers, Staff and Volunteers will at all times, act with integrity and reliability; ensuring Yallambee is widely known for its competence and professionalism.

Dignity & Quality of Life

We will act with dignity and enhance each customer's quality of life and independence; based on a culture of exemplary service delivery.



Chairman's Report

Chairman of the Board Report



Over the past 12 months the ongoing presence of Covid 19 has continued to impact both employees, residents, and their families. Yallambee has experienced six Covid 19 outbreaks, causing restrictions and lock downs of houses within Margery Cole and one complete lockdown of our facility.

During this time, full Personal Protective Equipment (PPE) was required of all staff. Today, we continue to require all visitors to return a negative RAT prior to entering the home and all staff continue to test, as directed, and use N95 medical face masks whilst on duty to minimise transmission of the virus.

The focus of Yallambee employees and the Board of Directors is as always, our residents and their family's best interest during the pandemic.

Financially, it has been a difficult year, not only for Yallambee, but for all of us. The cost of reducing the spread of Covid 19 caused significant increases in PPE and payroll costs.

In January we welcomed Jayne Maddick to the role of Director of Care, to provide clinical oversight to the residents. Jayne comes with a wealth of clinical knowledge in aged care, hospital clinical care, intensive care and working for private companies as a Registered Nurse.

In February we welcomed Alison Snell as our Chief Executive Officer. Alison has over 20 years of health care experience. Her previous roles included management at Mirboo North Nursing home and more recently at Calvary Health Care as the National Infection Prevention and Control Advisor.

In April Leanne Felstead joined the team as Interim Customer Service Manager. Leanne brings to the team extensive experience in Aged Care, through her previous roles within the industry.

April saw the resignation of Kate Keppitipola, Business Services Manager, who moved on to a new role with a private hospital. In July, Peter King-Church, with over 30 years in the accounting industry has taken on the role of Business Services Manager and has proven to be a great asset to Yallambee.

April also saw the resignation of Ann Maree Ahern as Executive Assistant.

Rebecca Johnson, who brings with her a wealth of knowledge in administration, policy making and customer service, has taken on this role.

This year Colin Gooding resigned his position on the Board. Owen Drummond was successful in replacing him. Owen comes to us from Latrobe Regional Hospital, where he is a General Manager with risk and project management experience in a health care setting. Dr. Roger Fitzgerald has taken 12 months leave from the Board of Directors to focus on family, with an anticipated return to the Board in April 2023.

Despite the Aged Care sector experiencing significant staffing losses, Yallambee has bucked this trend with over 80 new staff recruited in the first 6 months of the year against a loss of 53 existing staff.

Yallambee's new Executive and Management have undertaken significant workplace cultural change which is sincerely appreciated by the Board of Directors, residents, their loved ones, and our employees. This shows during our recent Quality Standards audit that we were able to demonstrate these positive workplace changes.

Of significant pride, Yallambee passed all 44 Aged Care Standards that are underpinned by the 8 Quality Standards. In this Quality Standards audit the auditors spoke to both residents and staff about their experience of Yallambee.

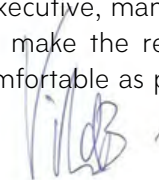
In exciting news for the organisation, we have been successful in obtaining a funding grant from Department of Environment, Land, Water and Planning – Latrobe Valley Energy and Growth Program for the installation of a 276kwa solar system. Once this project is completed it will have a positive impact on our bottom line as we project to save around \$20,000 per annum in electricity bills.

Yallambee is committed to renovating the vacant village units and is investigating strategies to create a passive income against the buildings it has purchased along Campbell Street, Traralgon.

The future of Yallambee and our employees shines brightly as we embark on a new chapter with the appointment of a new Executive Team that will lead the way into 2023 with an exciting future for Yallambee.

As Chairperson of the Board of Directors I am proud of the work that the Board, Executive, managers, coordinators, and staff have achieved to make the residents and their loved one's experience as comfortable as possible.

Victor de Beer
Chairman of the Board



Chief Executive Officer & Director of Care Report

Chief Executive Officer



It is with great pleasure that we present the Yallambee Traralgon Village for the Aged report for 2022. The Aged Care sector continues to be reformed with an ever-increasing emphasis on higher standards and more stringent compliance.

Communities place an immense amount of trust in providers when loved ones move into residential care. At Margery Cole/Yallambee Traralgon Village for the Aged, we take this trust very seriously.

2021-22 was a period of challenge and change, and I am extremely proud of how our staff have adapted, responded, and remained committed to serving our consumers. The ongoing commitment to making people's lives better, and the care and dedication of our people is evident through the positive and touching feedback that we receive from our residents and their families every day.

Whilst we live with the ongoing impacts of COVID-19, the team continues to work tirelessly to ensure that our staff, our volunteers, and our residents remain safe. It is with pride that I recognise the inspirational efforts of our Yallambee staff and volunteers who have constantly exceeded expectations through the constant upheaval of regular lockdowns and outbreak concerns. They have not only supported residents with necessary services they have also provided a sense of security for a vulnerable group in challenging times.

As Yallambee continues to adapt to the 'new normal', we are well placed to meet ongoing pandemic challenges. With a united approach and the commitment of our staff, volunteers, and members of our board, we will continue to make people's lives better.

Our systems, practices and philosophy of care ensure that our consumers are not only treated well, but we endeavour to have open and transparent communication with our families.

In August 2022 Yallambee was awarded a further 3 years of accreditation by the Aged Care Quality and Safety Commission after successfully meeting all 44 expected outcomes. At a time when the sector has been thrust into the spotlight due to reports of poor clinical outcomes for residents at residential aged care services around Australia, Yallambee remains committed to our vision, mission and values and the rights of older people to high quality care. Our focus will continue to ensure that our consumers are treated with complete dignity and respect, through a better skilled and trained workforce and directed by strong processes and governance.

Over the next twelve months we will undertake to:

- Develop the 2022-25 Strategic Plan.
- Enhance the wellness and quality of life of our residents through Continuous Improvement Planning.
- Improve communication and engagement with our residents and their families.
- Further strengthen our technology platform and build on our "IT Strategies" that commenced in 2021.
- Expand the range and quality of our Community Care; and
- Ensure our financial viability continues to strengthen and build on a strong foundation.

We are very grateful and appreciative of our staff for their passion and commitment to ensuring they do their best in meeting the needs of our residents. We convey our sincere thanks and gratitude to the community and our volunteers for their unstinting support and services, assisting us in delivering better care.

This Annual report allows us to share the Yallambee stories of our residents, families, staff, volunteers, and community over the past year. It gives us the opportunity to publicly acknowledge and thank the Board of Directors, Executive team and staff for their commitment, enthusiasm, and flexibility in an environment of constant change as we endeavour to improve the lives of the people who are entrusted to our care.

Alison Snell
CEO



Director of Care



In June 2022 the Australian Government Aged Care Quality and Safety Commission accredited Yallambee for another 3 years taking us to 2025. Following the audit, Yallambee achieved all 44 of the expected outcomes of the Accreditation Standards.

This has been made possible by the hard work and passion of the Yallambee staff and their dedication to improving the lives of our residents.

This year has been particularly challenging with the enactment of our Pandemic Plan in response to COVID-19 outbreaks, by which we effectively managed to lessen further risks to residents and staff. Yallambee has worked closely with the Gippsland Public Health Unit in protecting our residents and team members by providing essential action and guidance for responding to an outbreak.

The staff worked through the outbreaks daily in Personal Protective Equipment (PPE), and daily screening of residents, staff, and visitors to contain and prevent further spread of COVID-19. This has added increased challenges to the staff, the community, and our reception staff, however throughout this year our staff have continued to provide quality care and empower residents to have dignity of choice.

We have continued to work with Latrobe Regional Hospital (LRH) and the Latrobe Valley community in providing respite care to those needing additional assistance during this time.

We continue to focus our attention on best practices of care. This includes improvements in our Environmental Services team expanding on sanitation practices to assist with high touch point areas to prevent the spread of COVID-19.

Our Catering team continue to pride themselves on the provision of nutritional and appetising meals in liaison with our Dietician.

The Maintenance department welcomed a new Team Leader Darren Meyer who quite quickly achieved orchestrating a collaborative effort for effective change and improvements within the team.

Yallambee continues to strive for excellence in care and customer service for all of our residents, now and into the future.

Jayne Maddick
DOC



Our Stories

The Littles

Joyce & Max

Max and Joyce moved to Victoria in 1962 having previously lived on a station in Western Australia. They moved to Victoria due to their two daughters having to go a long way to attend school in W.A. and it would have been a boy's school!

They had an oven with no sides on it and one day all the ash fell onto the bread Joyce was baking. Sometime later, the couple had buyers coming to the farm to look at their cows. Joyce was making scones and sponges to feed them, hoping the whole time that ash would not fall down and ruin her baking.

Max trained race horses for ten years and was successful, having quite a few winners. One of the best was called 'Rich Deal' who won several races. He was a beautiful horse to handle. The horses Max trained raced in Traralgon, Sale, Bairnsdale, Pakenham, and Sandown where they won quite a few races. Max once got bucked over the fence by a horse, but luckily was not injured.

Max also worked for the council as a bylaws inspector.

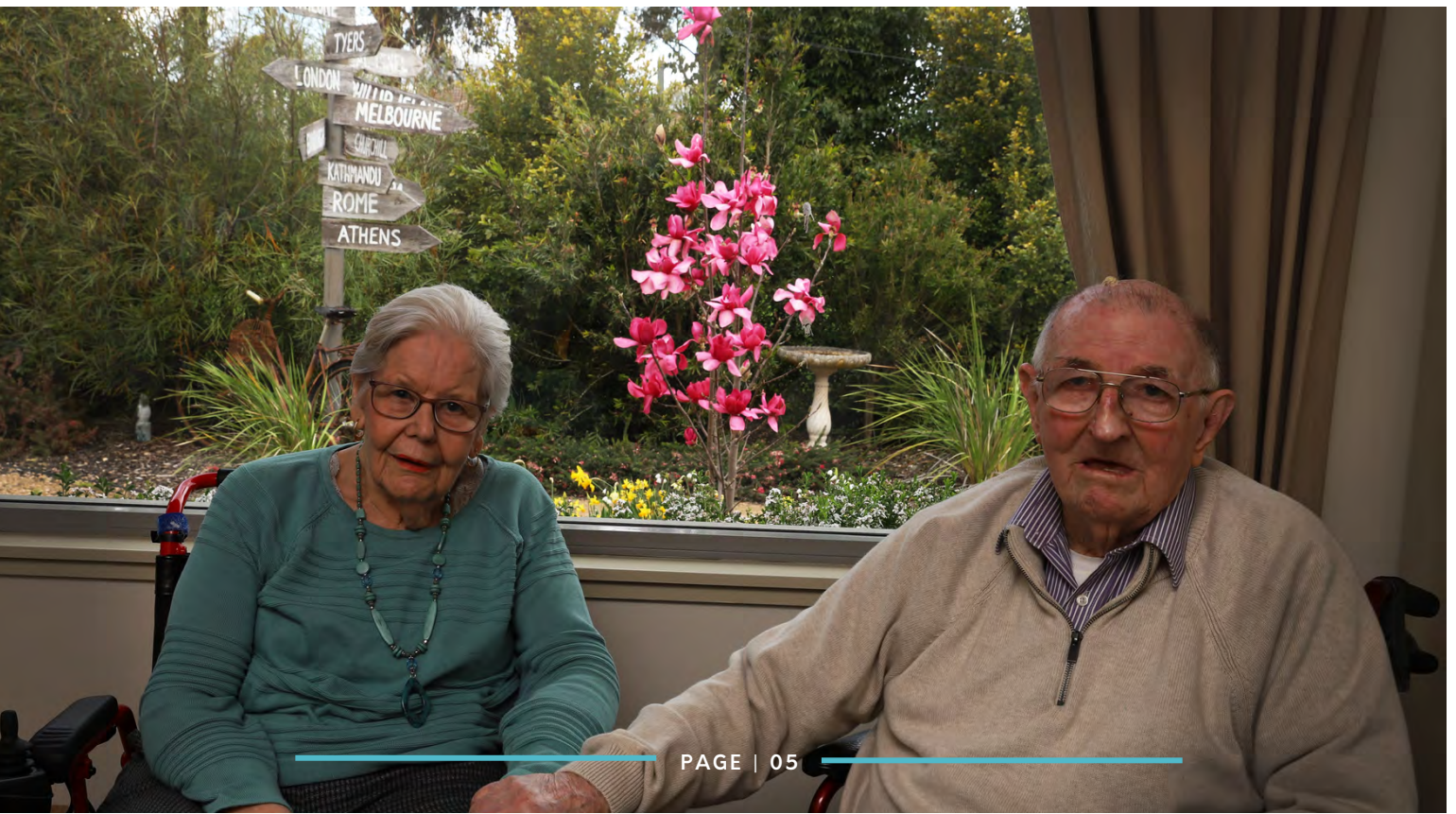
While living in Yallourn North, Max and Joyce welcomed a son to their family.

Max and Joyce first came to Yallambee for a fortnight's respite and decided to come back to live permanently as they felt it had become too much for their daughter to look after both of them.

Joyce commented, "We enjoy eating in the dining room with the other residents, because we get to see everyone there"

She also stated "Max and I have a shared room, which is good as we have one room we use for a lounge room and the other as a bedroom". "I have my sewing machine and overlocker set up and am able to sew whenever I feel like it". Joyce is getting well known for making alterations and repairs to items for other residents and states she likes helping people out.

Joyce states her favourite activity at Yallambee is carpet bowls, which is held every Monday afternoon.



Mayor Hood '98

James ' Jim ' Hood

James ' Jim' Hood, was born in 1941, in Mirboo North. At thirteen years old he relocated to Traralgon where he resided for a short time before moving away. Within a few years Jim returned to Traralgon where he sat on the Traralgon Council for six years.

In 1988 Jim was officially appointed Mayor of Traralgon for a one year term. Jim stated "I wanted to make Traralgon a pleasant place to live." During this time Jim worked for Dulux Paint as an area rep and then manager of the Traralgon store for 14 years. Jim's first job was milking cows on his fathers farm while working for a fencing contractor, he did this for three years. Later he drove the roads of Rosedale, grading them before landing a job as a milk tester at the Gormondale factory.

Jim met his wife at the Sale dances when he was 21 years old, the pair where married some years later and together had two children, a daughter and a son. Jim's son, Timothy lives in Victoria and the pair share a good relationship. Unfortunately both Jim's wife and daughter have passed away.

Jim states that his son, Timothy chose Yallambee for him to live in and has enjoyed it very much. "It is comfortable, and I have made new friends here." Additionally, Jim was also a Justice of the Peace since 1994, which allowed him to witness legal documents and sit on community meetings and interviews. He is also a 60 year plus member of the Freemasons and a life member of the North Gippsland League and the Traralgon Historical Society as well a fellow in the Royal Victorian Association of Honorary Justices.

At present Jim spends his time relaxing, while attending monthly men's outings, weekly happy hour and social time with his friends and family.



Living Through Music

The Lawlers

Jim was born in Yarram in 1938, and Isobel was born in Scotland in 1943, where her family relocated to Australia in 1951 at the age of 9. The pair met in 1960 at a milk bar, Isobel's sister and Jim were friends. On the 3rd of June 1961, the couple married at St James Church in Traralgon and together they had four children, three boys and a girl. Jim states "We have never looked back." As of 2022 they have been married for 61 years.

Jim was employed at Latrobe Valley Bus Lines for 4 years where he worked on the buses and later on drove school buses. As a hobby Jim played multiple instruments and was a member of numerous bands. Isobel too played a range of instruments including the violin, where she played in a junior orchestra, the ukulele, the mouth organ and the bag pipes which she had the privilege of playing at the ANZAC march in Melbourne at the Royal Melbourne Shows closing ceremony.

Isobel states that their children inherited some of their musical talents and would occasionally play together.

The band "The Kudabeanz" was formed initially with a small group of family and friends consisting of 5 people but grew substantially in size to 20. Everyone would bring their instruments and jam on a Tuesday night, Isobel remembers.

The Kudabeanz played all over the Valley, volunteering their time including the Traralgon East Senior Citizens Centre and Yallambee where they were the entertainers for multiple events including dance nights, Christmases, Mother's Day and happy hour. Jim remembers his mother being a resident of Margery Cole in 1996 for 8 years.

In 2022 Isobel moved into Margery Cole, and to be close to her Jim followed and now resides in the Yallambee Village. Jim visits Isobel daily and takes her out for tea and a music jam. Currently Jim still plays the piano "Just for fun".



One Hundred Years Young

Len Morgan

Len has been a resident of the Yallambee Village for over ten years, arriving with his wife Mavis. Len now lives by himself and often is visited by his friends and family.

Earlier this year we had the pleasure of helping Len celebrate his 100th birthday, along with his friends and family.

Len was born in 1922 where he was one of eight children. Len recalls, "growing up was a lot different to what it is now, we enjoyed what we had and loved the simplicity of life and what the farm had to offer".

At the age of fifteen, Len left home and started his working career as a grocer boy in the town of Cowwarr and moved on to be a grocer boy for George Purvis in Moe.

He moved to Horsham for a few years working in the local hardware store, before being transferred to Leongatha where he was a store person and eventually supervisor. Len met Mavis in Leongatha, "up a ladder", at the hardware store where they both worked. Len and Mavis courted for eighteen months and were married in 1945.

Len moved to Yallourn where he worked at General Stores and in 1955 moved to Morwell. The place he loved most. After the move to Morwell, Len found a job working at the Morwell SEC Stores and after nearly thirty years, retired as a grade three storeman supervisor, in 1982.

Len takes it easy these days, but it's his garden that still makes him happy. "I am content being home tending to my garden and reading books".



Quality & Infection Prevention

I am because we are - 'Ubuntu'

Fadzai Ndlovu - Quality Manager & Infection Control Lead

Walking into Yallambee aged care facility on the 23rd of May 2022 as the new Quality Manager/ IPC Lead, I was not sure what to expect. So many 'half-faces' to meet, everyone wore a mask; so many residents to meet; seemingly too many corridors to manoeuvre, I got lost a few times; so many new systems to adapt to. I felt a bit overwhelmed!

However, before I knew it, I was quickly integrated into the community and became part of the family. What made my settling in period easier was the prevailing culture of oneness, openness, strong work ethics across all departments and the value on diversity. I soon felt at home in my new environment as the all-round warmth resonated with my deeply held convictions of nurturing one another.

The hospitality reminded me of what I believe to be one of the most important values of humanity that has shaped my upbringing, 'ubuntu'. 'Ubuntu' is an African philosophy which translates to 'I am because we are'. The fabric of 'ubuntu' embodies the spirit of unity, selflessness, encouragement, humility, connectedness, and all the qualities that allow us to grow together interdependently.

Every staff member at Yallambee is equally important, and we are all persevering through the challenges of the Covid 19 pandemic coordinating with each other's 'half faces' and smiling with our eyes. I am yet to see what the rest of some of my colleagues' faces look like. Our common purpose is providing the best possible care to our residents. Nothing else seems to matter.

At Yallambee we value and respect our residents and their living environment. After all, Yallambee is their home. We strive to achieve quality care by respecting consumer dignity and choice for our residents. Standard 1, 'Consumer dignity and choice' forms the pinnacle of all the aged care standards. By recognising and upholding our residents' dignity and choice we aim to support fulfilling lives.

A thorough assessment of our residents' needs shapes the way we design the care that we give them. On the other hand, our residents rely on us for the care they receive. We have a mutual relationship. To me this echoes the spirit of 'ubuntu'.

With the use of pre-existing platforms, the Quality and Education department is working towards maximising system potentials and developing complimentary platforms to monitor and enhance quality improvement for Yallambee. Ange McGregor who is passionate about education and quality assists with the coordinating and administration of education, training and with audits. Ange is relatively new to the facility and to the role but because she is highly self-driven, she has fitted in well. She is a force to be reckoned with! Staff professional development at Yallambee is very much encouraged.



To date we have achieved the following statistics in terms of vaccination rates for our staff and for our residents:

Staff Members

Covid Vaccinations - 3rd dose

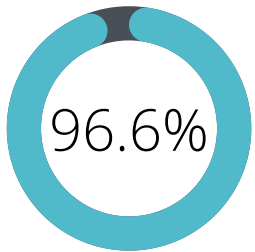


Influenza Vaccinations - 100% Compliance

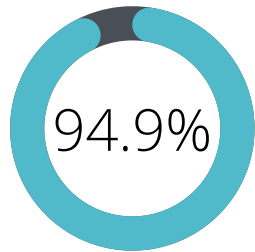


Yallambee Residents

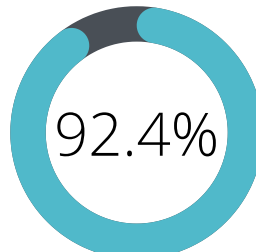
Covid Vaccinations
1st dose



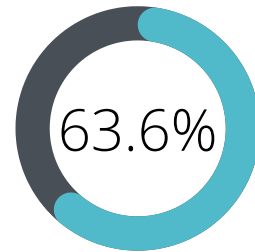
Covid Vaccinations
2nd dose



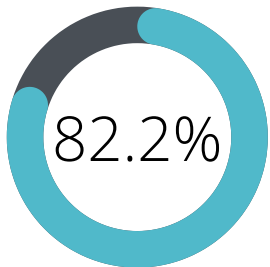
Covid Vaccinations
3rd dose



Covid Vaccinations
4th dose



Influenza Vaccinations



Engagement & Wellbeing

Music, Muscles, Minds & Laughter Lines Activity Update

As with 2021, the first half of 2022 we saw the changing of Covid-19 restrictions and unfortunate lockdowns which had proven difficult for both our residents and staff to come together for our large, combined group activities and celebrations. During this time, the staff changed course to give Margery Cole residents the best 'normal' service possible, while faced with challenges presented by effects of lockdowns.

Though modified, the daily activities ran in each house offering residents the same activities they enjoyed albeit altered. Dining room bingo, hallway carpet bowls, virtual activities and video chats with friends and families just to name a few.

Then in the second half of 2022, our restrictions started to ease, and with ease came less mandated restrictions. Our first big combined activity was a 'Mad Hatters Tea Party' which saw everyone wear crazy hats, while participating in a crazy afternoon of fun, games and much needed laughter and catch up with friends.

We were also able to recognise ANZAC Day with a guest from the Traralgon RSL. We welcomed our much loved entertainers back and danced and sung in celebration.

The Commonwealth games saw residents and staff dressed in green and gold and partaking in our own version of the games.

The Yallambee bus also came out of retirement, and we were once again able to resume our mystery drives, luncheons and shopping trips. We also welcomed back on site our hairdressing services and our much-appreciated volunteers.



- 32 hours of entertainment were enjoyed
- We played bingo for 97 hours across both Waratah and Grevillia lounges.
- We participated in physical activity for 619 hours
- 5,191 individual one on ones were completed by the Lifestyle & Wellbeing Team



Margery Cole Annual Survey Results & Demographics

At the end of the financial year, the Margery Cole Annual Survey was released. Residents were able to complete this with assistance from the Lifestyle & Wellbeing team. Below are the results of those residents who chose to or were able to participate.

Do staff treat you with respect?



Do you feel safe here?



Do staff meet your healthcare needs?



Do staff follow up when you raise things with them?



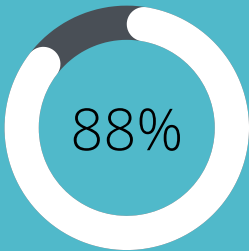
Do staff explain things to you?



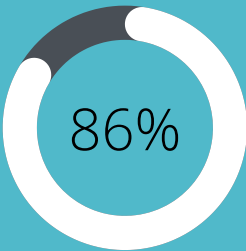
Do you like the food here?



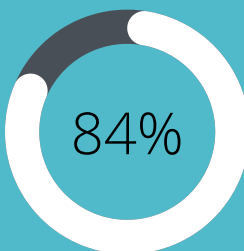
The staff know what they are doing



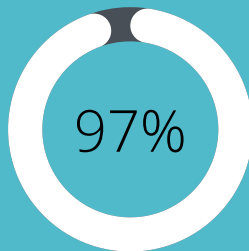
This place is well run



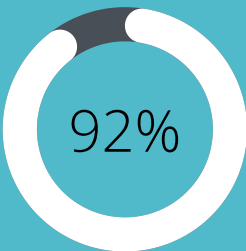
I am encouraged to do as much as possible for myself



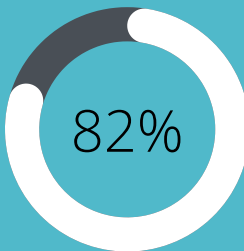
The staff are kind and caring



Do you have a say in your daily activities



I feel at home here



16 % of our residents were born outside of Australia in countries including Austria, England, Germany, Cyprus, Holland, Lithuania, Malta, New Zealand and Scotland.



The average age of our residents is 82 years old



In our current cohort of residents over 20% have been Margery Cole residents for five or more years. A further 13% have been admitted at the start of the financial year.



80% of our current residents are female and the remaining 20% are male.



Village Focus

Village Life

Susan, who had been a Village Resident for many years, has now transitioned across to make Margery Cole her new home, showing a perfect example of Village life and the Margery Cole connection. Susan continues to interact with the Village, via our Meals on Feet service as she assists the Lifestyle team in the daily delivery of the meals.

Many of our Village Residents make the move across to Margery Cole when they require additional care and support. We work closely with residents and families to ensure the transition is as seamless as possible and residents settle in well into life at Margery Cole.

The café and hairdressing services are once again available for our Village residents enabling them to access onsite services for their convenience.

Over the coming months work will commence on some of our long-term vacant units that require an upgrade, giving us the ability to provide more housing to our local Community while also supporting our local trades and business.



Village Advisory Report

I am pleased to report that in the past twelve months despite the challenges of COVID-19, several events were attended by the Village people. These included two events in the Ambulance building - a Christmas dinner in November and a BBQ in April - and a mid-year afternoon tea at the Bowls Club. It was good to see everyone enjoying themselves and meeting the new Village residents.

Naomi Robins, a member of the Advisory Committee for many years and Dot Olson have retired from the committee, and we thank them for their contribution over the years. We welcomed two new members, Ian Cleator (Unit 62) and Heny Rem (Unit 65) to the Advisory Committee.

I thank everyone for their support over the year. Plans are underway for the coming year's program and we can all look forward to upcoming events in 2023.

Marg Mooney

Village Advisory - Changing of the Guard



Marg Mooney has filled the role of Village Advisory President and has led the committee over the past four years. Marg's term as president has now come to an end and it is time for her to step aside from the role and in doing so, we warmly welcome Betty Jolley as President of the Yallambee Village Advisory Committee. Betty is a current member of the group and we look forward to continuing our work with her.

We would like to acknowledge the leadership and commitment of Marg and send our heartfelt thanks for her support, her ideas and ongoing care for the residents of the Village. Marg will continue as an Advisory Committee member for which we are extremely grateful.

Yallabee Village Demographics

Three residents in the Village have turned 100 this year.

The average age of our Village Residents is 81 years old.

85 % of our Village Residents have lived in the Village for over ten years.

70% of our Village Residents are female and the remaining 30% are male.

13% of our Village Residents became Yallabee Village Residents in 2022

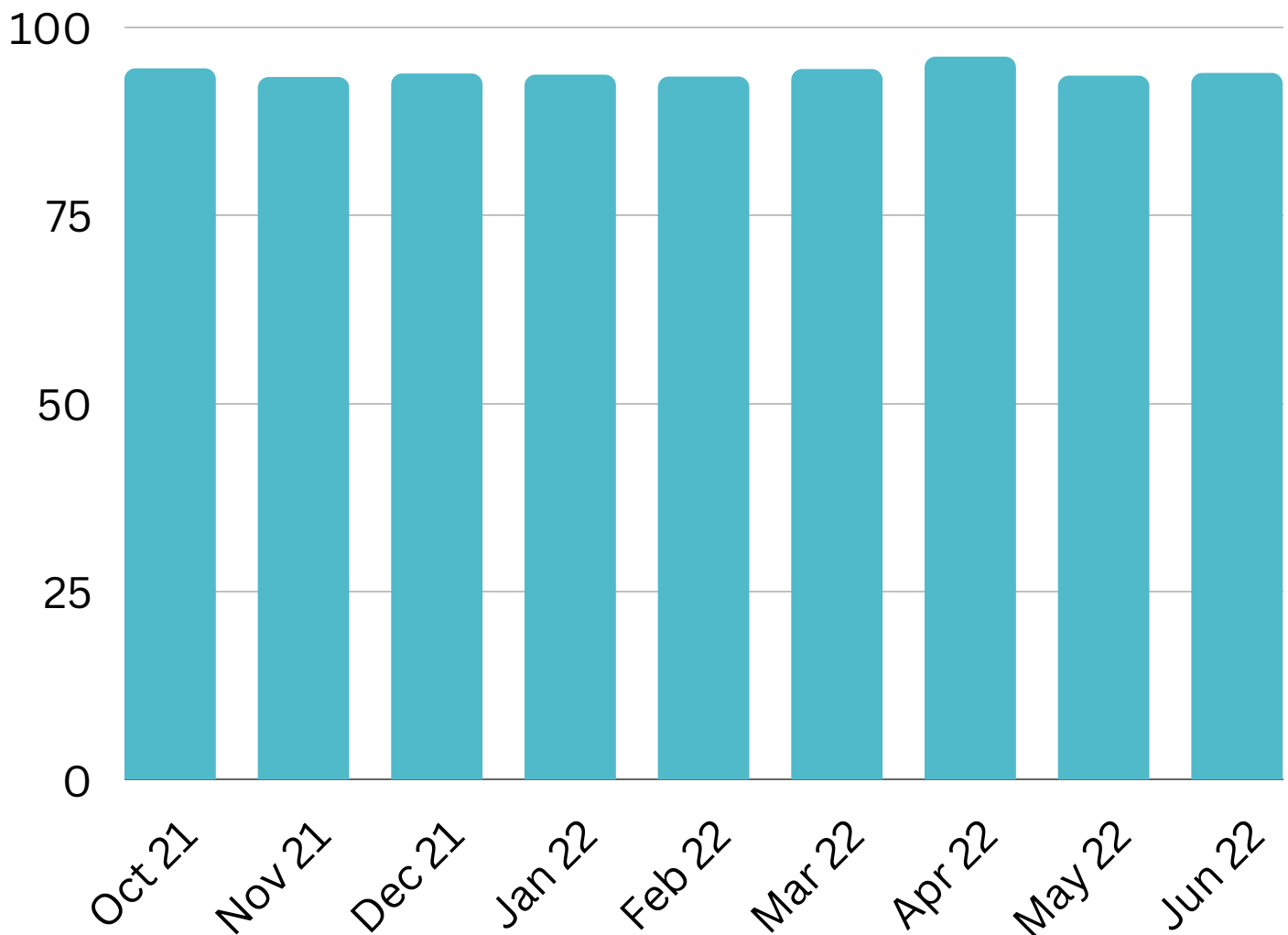
Three residents have lived in the Village since the 1990s.

The average length of stay is 10.4 years.

710 maintenance jobs were logged and completed.

Yallabee Village Occupancy - October 2021 - June 2022

The average rate of occupancy is 93%





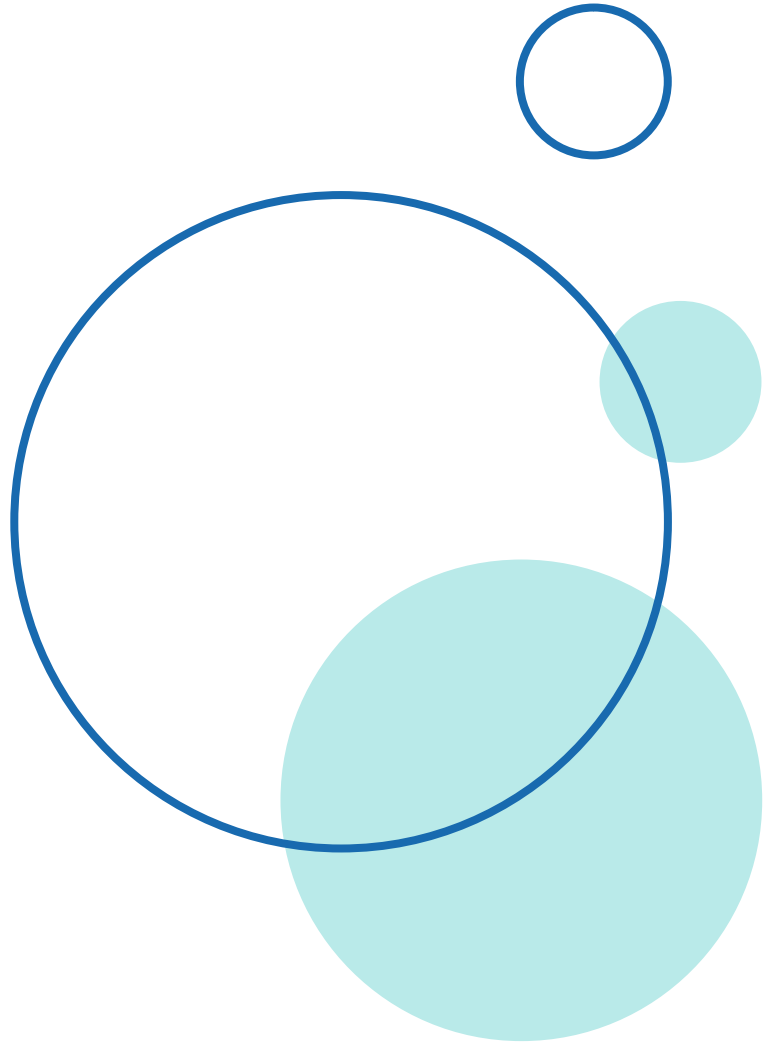
Spotlight on our Staff

Years of Service Recognition

Fifteen Years of Service



Dianne McKenney
Environmental Services



Ten Years of Service



Reanna Green
Enrolled Nurse



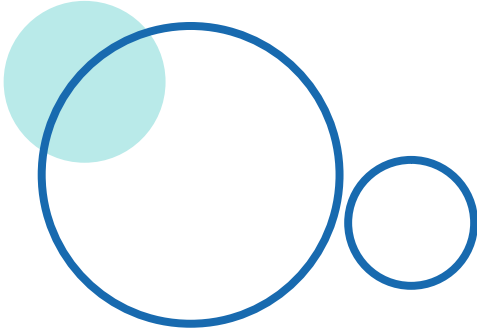
Melissa Osmand
Personal Care Worker



Deborah Thomas
Personal Care Worker



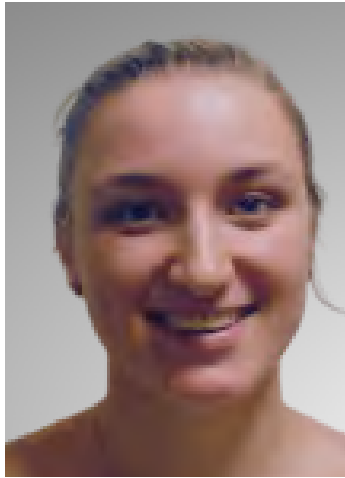
Kath Webb
Environmental Services



Five Years of Service



Makenzie Hicks
Personal Care Worker



Brittany Hornstra
Enrolled Nurse



Rochelle Parrilla
Personal Care Worker



Nadtida Subsin
Personal Care Worker

Five Years of Service



Susan McLeigh
Personal Care Worker



Gamu Gwara
Personal Care Worker



Shupikayi Wadyehwata
Registered Nurse

A Word from Mitchell - Nurse Unit Manager

I have been a local of Latrobe Valley most of my life, moving to Churchill when I was 12. I went to high school and University in Churchill before moving to Traralgon with my family.

While studying for my Bachelor of Nursing part-time, I worked full-time as a personal care worker in an aged care facility in Morwell. During this time, I gained experience and passion for aged care.

When I completed my degree, I worked at Latrobe Regional Hospital, working in surgical, medical, and critical care. I particularly enjoyed working in the Critical Care Unit, with high acuity patients requiring intensive care. If I had not specialized in aged care, I would have stayed in Critical Care.

I then worked at a GP clinic for a year as a practice nurse, dressing wounds, administering vaccines, completing chronic disease care plans, and running covid vaccine clinics. Working in primary health care was a great experience. I got to work with a massive range of patients, from newborns, children, pregnant women, adults, and the elderly. It was a valuable experience that has helped me in my role as a nurse.

In September 2021, I came on board at Yallambee as the sole Clinical Care Coordinator (CCC). I came to Yallambee during some of the most challenging times here.



I have worked hard to build Yallambee up and continue providing excellent care for our residents. When another CCC position was temporarily filled, I got to focus my work on Laurel and Banksia. It was a pleasure to get to know the residents and their families in these areas.

When our new CEO and Director of Care came on board, we restructured our clinical team to provide more support for our residents and staff. A new position of Nurse Unit Manager was created. I applied and was lucky enough to be offered this position. Since taking on the Nurse Unit Manager role, I have been able to build my clinical team and continue to improve the facility. Working at a facility with such a great team and excellent executive management is fantastic.

I am currently studying with Victoria University online, completing the Masters of Nursing, specializing in chronic disease and aging. I hope this degree will provide me with further knowledge and critical thinking to implement improvements to Yallambee.

Outside of work, when not studying, you'll find me busy running with my three children, renovating my house, or playing guitar.

Immunisation Scholarship

In July 2022, two of our clinical leadership team nurses applied and were approved for a scholarship that funds training to become endorsed as a nurse immunisers. These two nurses are myself, Mitchell Pattie (Nurse Unit Manager) and Elissa Bott (Clinical Care Coordinator). The scholarship is provided through the Gippsland Public Health Network. The scholarship aims to provide further education to select aged care registered nurses so that vaccinations, such as covid and flu vaccines, can be administered to residents without needing doctors or third-party companies coming into the facility.

This course will allow Elissa and I to order, store and administer vaccinations on our own.

The course involves 112 hours of study, a full workshop day, and many assessments to be deemed competent.

We aim to complete the course by October 2022. We will then order the vaccine fridge and other supplies and organize our connection to the Australian Immunisation Register, ready to administer vaccines from 2023. We hope this will allow us to administer the 2023 flu shots and further Covid-19 booster shots without the delays that we have previously experienced.

Education, Awards & Placement

At Yallambee, we proudly support our staff to advance their careers by continued education. We proudly congratulate the following staff members who have received a new qualification this year.

Kathryn Thompson
Shenali Gasbaruge
Sky Eddy
Erin Eddy

Master of Nursing
Bachelor of Nursing
Diploma of Nursing
Diploma of Nursing

Sue Crafter
Kirsty Zwierlein
Tony Wood
Donald Rodriguez

Certificate IV Leisure and Health
Certificate IV Leisure and Health
Certificate IV Leisure and Health
Certificate III Commercial Cookery

The following staff secured a roll at Yallambee after conducting their placement onsite.

Jessica Stone
Deanna Bourke
Simone Mortlock
Karli Duffell

Certificate IV Leisure and Health
Certificate III Individual Support
Certificate III Individual Support
Certificate III Individual Support

Maggie Hallyburton
Namatai Douglas
Carly Lavin

Certificate IV Leisure and Health
Certificate III Individual Support
Certificate III Individual Support

The following completed a graduate rotation with Yallambee as part of the Latrobe Regional Hospital Nurse Graduate Program.

Rebecca Binding
Dilky Thanthiriwatta

Grad Nurse Program
Grand Nurse Program

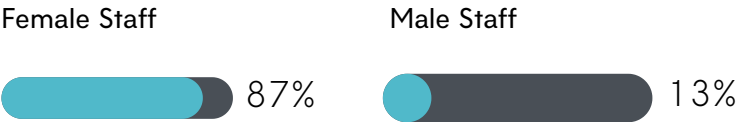


Our Workforce

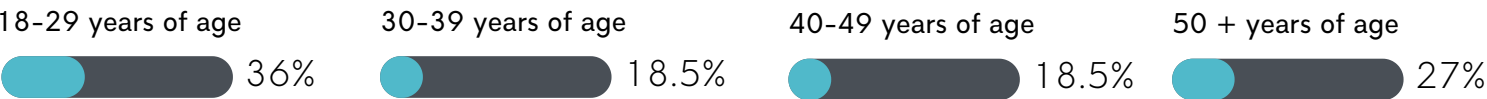
Yallambee has recruited extensively throughout the year to ensure that staffing levels are adequate within the organisation across all areas of the business. Recruitment was significant despite shortages that have been seen across the broader aged care and health industry, which has been greatly affected by the COVID-19 pandemic.

Yallambee is proud to employ over 215 staff covering a wide variety of skill sets, enabling our Team to deliver the care and services required for our residents across the organisation.

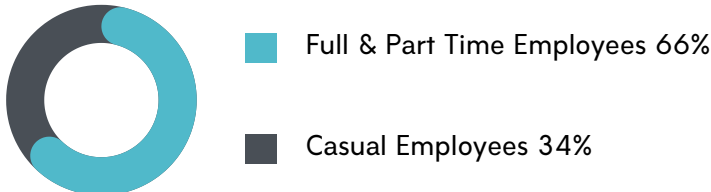
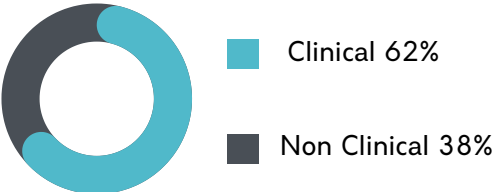
Breakdown by Gender



Breakdown by Age Demographic



Breakdown by Cohort and Employment Status



Collaborative Care & Services

Bringing the Outside in - Healthcare in our Home

At Yallambee we have many services that come in to the facility and collaborate with our clinical team to provide additional care for our residents.

Speech Pathology Plus

Catherine Lambert and her team are a local speech pathology group called Speech Pathology Plus that assist our clinical team in assessing residents. Catherine and her team help to assess residents when there is a change in oral intake, providing directives so that food and drink can be provided in a safe manner. The speech pathologists are here most weeks, often in the afternoon, upon nursing requests.

Mobile Dental Clinics Australia (MDCA)

MDCA are a mobile dental group that travel from Melbourne to assist our residents with their dental needs. MDCA generally come to Yallambee twice per year but can come for urgent needs if required. This year we have had the dentist and their assistants set up in the hairdressing room to provided dental care.

Breed Street Clinic

Dr Alagarswami “Alag”, Dr Safiyyah and Dr Swetha have been providing Yallambee residents with all their GP needs. Dr Alag has been working at Breed Street Clinic since 2008. Dr Alag has been a doctor since 1985, moving to Australia in 2008. Dr Alag has been overseeing care for Banksia and Laurel. He has worked closely with our Clinical Care Coordinators to provide excellent care to our residents.

Dr Safiyyah is the registrar GP working with Dr Alag. She has been overseeing Waratah, Acacia and Grevillia. Dr Safiyyah has recently completed her exams as a GP and will hopefully be a fully qualified GP in the coming months.

Dr Swetha is another registrar GP that works with Dr Alag. Dr Swetha has provided care for Margery Cole resident’s when Dr Safiyyah has been on leave. Dr Swetha is now on maternity leave.



Board of Directors

Our Board of Directors are elected individuals who are responsible for the overall governance and strategic direction of Yallambee. Our Directors have a diverse range of skills and experience with enterprise in corporate business, finance, medical and nursing, legal and community care. The Board are unpaid volunteers who meet monthly and also sit on individual sub committees within our organisation.



Board Chair Victor de Beer

Victor is a Gippsland local. He has a strong commitment to social justice and has served the community in this field as a public servant for over 28 years. Victor also serves as a board member of the Victorian Public Tenant's Association and was previously a board member of Gippsland Heritage Park. Victor was appointed to the position of Chairman in November 2021. He is also the Chair of Yallambee's Nominations Committee and sits as a member on both the Corporate Governance Quality & Risk Committee and the Strategic Planning Committee.



Deputy Board Chair John Warren

John has been a resident of the Latrobe Valley since establishing his optometry business in Traralgon in 1980. After 38 years in operation, John sold the thriving practice to practice part-time. Now semi-retired, he continues his appointment to sit on Optometry Board of Australia AHPRA panels and continues support of optometry colleagues. Outside of his professional pursuits, John is also a key figure locally having been a member of the Traralgon Apex club for 13 years and gaining a life membership from the Latrobe Valley Aero Club. John was appointed to the position of Deputy Chair in November 2021.



Director Dr Roger Fitzgerald

Dr Fitzgerald is a retired General Practitioner having lived in Traralgon since 1983. Roger worked with the Breed Street Clinic from 1983 until his retirement in 2020 and in this capacity had provided medical services to Margery Cole Residential Aged Care for the duration of the time he worked in Traralgon. Roger was a Director of Deakin Medical Group from 1984 to 2017 and he was also a Director of Breed Street Nominees from 1984 to 2021. Roger is the Chair of Yallambee's Strategic Planning Committee and sits as a member on both the Clinical Governance Quality & Risk Committee and the Corporate Governance Quality & Risk Committee.



Director Owen Drummond

Owen currently works for Latrobe Regional Hospital as the General Manager Business Services and believes strongly in the benefits of community service

Owen has previously served on the Committee of Management for the Rosedale Neighbourhood House, and is a member of a working group for provision of advice to DJRP on improved Social Procurement education. Owen is an Associate of the Australian Institute of Governance.



Director Nicholas Hutton

Nick is director of a small number of privately held and not-for-profit organisations. He has 30 years' experience delivering Business Systems and Information Technology Solutions, primarily through working in Business Analysis and Project and Programme Management roles.

Nick has worked in a variety of Business and Information Technology Management Consulting and Leadership positions during his career. This has been with a wide range of Commercial, Government, and not-for-profit organisations in many sectors, primarily in the UK and across Europe. Nick moved to Australia from the UK in 2019.



Director Gay Michau

Gay has been a Latrobe Valley local since 1987 and a Director with Yallambee since 2000. After moving to the Latrobe Valley from Queensland, Gay commenced practicing as a Barrister and Solicitor and remained in practice until her retirement in 2007. Prior to this move Gay practiced as a clinical psychologist for five years at Wolston Park Psychiatric Hospital, Queensland, and subsequently in primarily criminal law for a further seven years before moving to Victoria. With a keen interest in supporting our local community, Gay also served on the Quantum Community Care/Quantum Support Services Board for 25 years.



Director Claire Kent

Claire has lived and worked in Traralgon for over 30 years as a Registered Nurse. She currently holds the position of Director of Nursing at South Gippsland Hospital, Foster.

Prior to this role, Claire held a number of nurse management and leadership positions at Latrobe Regional Hospital and completed additional post graduate qualification in Health Management in 2014. This is Claire's first Board Director position. Claire is Chair of the Clinical Quality & Risk Committee and a member of the Strategic Planning Committee.



Director Angela Jacob

Angela has been a Gippsland resident for over 20 years, having been employed as a physiotherapist at Monash Health and West Gippsland Healthcare Group. Following five years' experience as a General Manager at Latrobe Regional Hospital she was appointed to the position of Executive Manager Operations at the Gippsland Primary Health Network (PHN). Angela is a Graduate of the Australian Institute of Company Directors.

Angela is a member of the Clinical Governance Quality & Risk Committee.



Director Tim Pianta

Tim is long-time resident of Gippsland and lives with his family in Traralgon. He has worked most of his career in the Transport sector and is currently the Regional Manager for passenger rail for Gippsland. Tim has extensive experience in projects and leadership roles both in industry and with local community through his connections with sporting groups.

Tim is a member of the Corporate Governance Quality & Risk Committee.

Executive & Department Managers

Chief Executive Officer - Alison Snell

Alison Snell CEO brings a wealth of experience to Yallambee, she holds a Bachelor of Nursing and has specialised in aged care management for over 20 years. Most recently as the National Infection Control Advisor for Japara Healthcare. Alison's passion and strength are evident through her commitment to providing Yallambee with sound Governance and leadership since commencing in February 2022. Alison believes that organisations such as Yallambee are unique and is committed to continuing to build on the rich environment which supports and enables Yallambee to flourish.

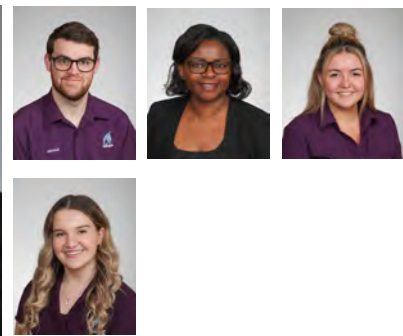


Executive Assistant to CEO - Rebecca Johnson
Executive Assistant - Deb O'Mara

Clinical Services Department

Director of Care - Jayne Maddick

Jayne is a compassionate Registered Nurse with diversified experience in clinical management. Her passion is to deliver high quality, evidence based, holistic health care to all consumers, whilst demonstrating professional clinical leadership and support of the nursing team. Success is measured by the engagement of the entire team. Effective collaboration, with other team members starts with the individual, which makes self-awareness the first step. Jayne has demonstrated her ability to inspire, influence and motivate Yallambee nursing staff and health care workers to work together to achieve their highest potential and the deliverance of Yallambee's health care.



Nurse Unit Manager - Mitchell Pattie
Quality Coordinator - Fadzai Ndlovu
Clinical Care Coordinators - Elissa Bott & Emily Mackin

Customer Services Department

Customer Services Manager - Leanne Felstead

Our Customer Services Department is led by Leanne Felstead, Customer Services Manager. Leanne has extensive experience in Customer Service, Business and Relationship Management in Aged Care across Victoria.



Customer Services - Madeline Wallace (M/Leave) & Patricia Bacchetti
Lifestyle & Wellbeing Team Leader - Fiona Zaffina

Business Services Department

Business Services Manager - Peter King- Church (Commenced 4/7/22)

Our Business Services team is led by Peter King-Church. Peter is a Fellow of the Institute of Chartered Accountants Australia and New Zealand with over 30 years business advisory experience.



Finance Manager - Vicky Atkins
HR Manager - Kim Inglis
Chef Manager - Lee Ruane
Maintenance Team Leader - Darren Meyer
Environmental Service Team Leader - Kath Webb

Financial Overview

Financial Report

A historical snapshot of Yallambee's annual financial performance over the last 10 years is shown on the next page. At first glance you may be forgiven for thinking that the 2022 financial result is not out of the ordinary for Yallambee. The reality is that whilst significant financial losses have been incurred in prior years, namely 2014 and 2019 these were more in the nature of 'paper losses' whereby negative changes to the valuation of Yallambee's assets created an artificial loss.

The ongoing impact of COVID-19 has left a significant negative financial footprint on Yallambee. Whilst the federal government has delivered support for Aged Care in the form of workforce bonuses for staff and assisted in providing outbreak PPE, rat tests and ancillary equipment. It has not yet delivered on its promise to reimburse Yallambee for the expenditure incurred whilst managing the direct impact of COVID19 on residents, staff or care recipients. We estimate that the additional COVID19 related costs amounted to approximately \$720,000. Whilst we are hopeful this grant will ultimately be received there was insufficient evidence as at 30th June to warrant its inclusion in our financial statements.

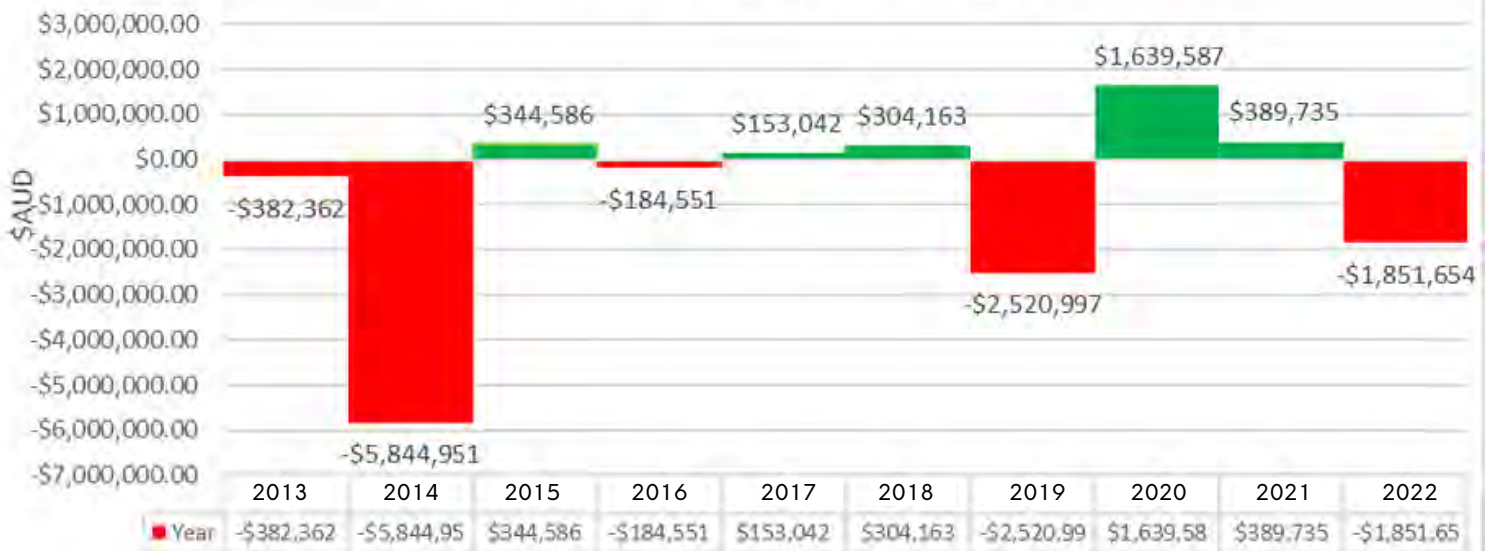
In September 2021 the facility suffered an incident. It's difficult to estimate the complete cost but after a tally of direct costs for Workplace investigations, legal fees, re training, Human Resource movements and consultants hired to recoup revenue lost as a result of staff shortages, we estimate this event cost Yallambee in the order of \$700,000 – the majority of these costs are reflected in "Administration Costs" which increased by approximately \$500,000 during the year.

Our operating loss for 2022 was (\$1,851,654). The main contributors to our financial loss of 2022 was lack of revenue growth and an increase in operating expenditure. Revenue increased by a mere \$179,167 [\$12,952,657 in 2022 compared to \$12,773,490 in 2021] the reason was a loss of ACFI income and lower occupancy rates. Our main expense of 'Wages' increased by \$1,906,019 [\$1.6M our own staff, \$330K to agency staff]. Additional workload caused by COVID19 and the incident resulted in vital ACFI funding being missed [this could not be recouped] but we remained focused on the challenge of maintaining quality care 24 hour a day 7 days a week. Unfortunately, the cost of living, inflation, union pressure and our desire to do the best we can for our staff comes at a cost.

We all need to work together to take advantage of revenue opportunities and to make sure our human resource is performing to the best of its ability. A strong work ethic, commitment to the organisation and the industry, flexibility, leadership, honesty, integrity, professionalism, respect, support and safety are all key ingredients to ensuring the long-term viability of Yallambee. The new Executive Team invite and welcome feedback that residents and staff offer to make Yallambee vibrant, sustainable and a rewarding place to live and work.

We hope to make significant changes in the next 12 months and refocus on what is important to Yallambee, its staff and its stakeholders.

Historical Profit/(Loss) - Last 10 Years



Financial Performance

- We have incurred an end of year operating loss of \$(1,851,654) for the year which has reduced our net asset position from \$8,024,126 in 2021 to \$6,172,472 in 2022.
- Employee Wages & Superannuation amounted to 84% of revenue in 2022 compared to 70% of revenue in 2021. A 14% or \$1,906,019 increase for the year.
- Conventional reporting of EBITDAR (Earnings before Interest Tax Depreciation Amortisation and Revaluations) provided Yallambee a loss of \$(1,336,044).
- Net Cash Provided (Used) by Activities increased by \$(2,588,358) in 2022, [\$(1,594,683) in 2021] compared to \$993,675 in 2021]. With, payments made to suppliers and employees increasing by \$(2,708,683) [\$(14,500,098) in 2022 compared to \$(11,791,415) in 2021], this was mostly represented as higher wages.
- Net cash provided (used) by investing activities decreased by \$(2,635,198) [\$(187,421) in 2022 compared to \$(2,822,619) in 2021].
- Net cash Provided (Used) by Financing Activities decreased by \$2,992,312 [\$(1,915,319) in 2022 compared to \$4,907,631 in 2021] with less proceeds from residential accommodation deposits and 'ingoings' (net) and no proceeds of borrowings this year.
- Cash and cash equivalents at end of year were similar [\$5,626,558 in 2022 compared to \$5,493,343 in 2021] this was possible via a reduction in payments made for plant & equipment of \$2,805,220 [\$(182,363) in 2022 compared to \$(2,987,583) in 2021]. This cashflow was further supported by the receipt of proceeds from residential accommodation deposits and ingoings' (net) which whilst lower in 2022 still contributed \$1,915,319 to the cashflow.
- Yallambee employed over 215 local people and paid more than \$11 million in wages and superannuation during 2021/2022.

Borrowings

Yallambee utilises a single Line of Credit Facility with Commonwealth Bank of Australia for an approved value of \$300,000. This line of credit facility is only used for the purposes of village redevelopments and renovation works. As of 30th June 2022, no funds had been drawn from this facility.

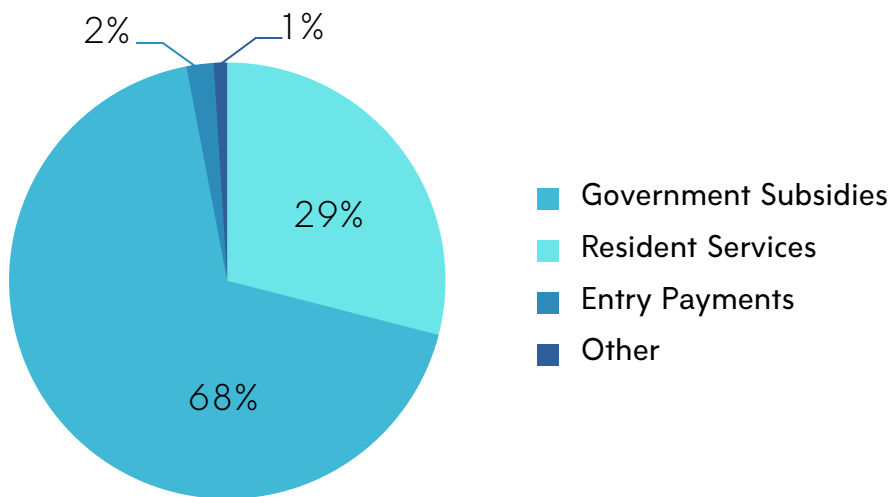
A business loan for \$1,000,000 was utilised for the purchase of 7-11 Campbell Street, Traralgon

Financial Risk and Investment Policy

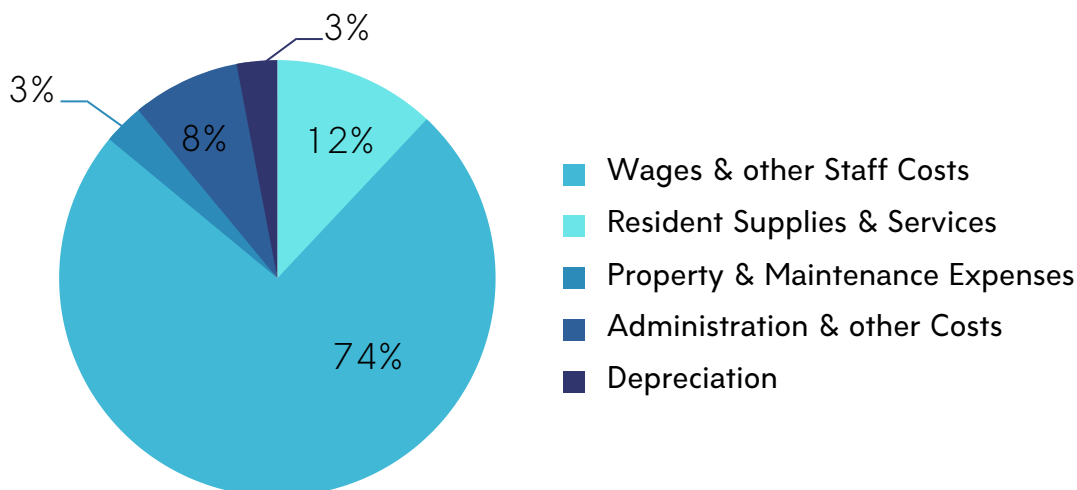
As an Aged Care Provider Yallambee continues to receive considerable funds by way of Refundable Accommodation Deposits for Margery Cole residents, as well as Ingoing Contributions for independent living units within Yallambee Village. Margery Cole Accommodation bonds and Refundable Accommodation Deposits \$15,216,147, Yallambee Retirement Village \$4,691,285, Total Funds \$19,907,432.

The Liquidity Management Strategy (LMS) introduced during 2016/17 remained in place throughout 2021/22 with changes occurring only to reflect the movement in accommodation bonds, Refundable Accommodation Deposits and ingoing contributions held. The LMS allows for Yallambee to hold conservative investments such as cash, bank deposits, term deposits, bank bills, overdraft facilities and similar. During 2021/22 Yallambee held investments with Commonwealth Bank of Australia and Bank of Melbourne. In addition to the Liquidity Management Strategy, all accommodation bonds and Refundable Accommodation Deposits for the Aged Care Facility are government guaranteed.

Revenue by Service Type



Expenses by Source



Statement of comprehensive income for the year ended 30th June 2022

INCOME	2022	2021
Revenue from Contracts with Customers	12,796,118	12,595,387
Other Revenue	156,539	178,103
Total Revenue	12,952,657	12,773,490
EXPENSES		
Employee Expenses - Wages	(10,003,697)	(8,109,910)
Employee Expenses – Superannuation etc	(880,435)	(868,203)
Catering Expenditure	(536,627)	(459,131)
Resident Supplies and Services	(719,633)	(694,577)
Utilities and Property Services	(504,793)	(502,128)
Depreciation Expense	(515,610)	(536,768)
Borrowing Cost Expense	(10,128)	(8,224)
Administrative Costs (Excluding Wages)	(1,016,880)	(528,886)
Equipment Maintenance	(243,766)	(309,334)
Building And Structure Maintenance	(153,190)	(161,269)
Other Expenses	(219,552)	(205,325)
Net loss from fair value adjustments for investment property	-	-
Impairment on revaluation	-	-
Total Expenditure	(14,804,311)	(12,383,755)
Operating Loss for the Year	(1,851,654)	389,735
Less: Income Tax	-	-
Other Comprehensive Income for the year	-	-
Total Comprehensive Income for the year	(1,851,654)	389,735

Statement of Changes in Equity as at 30th June 2022

	General Reserves	Retained Surplus	Total
	\$	\$	\$
	<hr/>	<hr/>	<hr/>
Balance as at 1 July 2020	7,634,391	-	7,634,391
Surplus for the year	-	389,735	389,735
Transfer between retained earnings and general reserve	389,735	(389,735)	-
	<hr/>	<hr/>	<hr/>
Balance as at 30 June 2021	<u>8,024,126</u>	<u>-</u>	<u>8,024,126</u>
	<hr/>	<hr/>	<hr/>
Balance at 1 July 2021	8,024,126	-	8,024,126
Surplus for the year	-	(1,851,654)	(1,851,654)
Transfer between retained earnings and general reserve	(1,851,654)	1,851,654	-
	<hr/>	<hr/>	<hr/>
Balance as at 30 June 2022	<u>6,172,472</u>	<u>-</u>	<u>6,172,472</u>

Statement of Financial Position as at 30th June 2022

	2022	2021
CURRENT ASSETS		
Cash Assets	5,626,558	5,493,343
Receivables	139,788	109,049
Financial Asset	3,528,786	3,523,728
Other	108,035	105,624
TOTAL CURRENT ASSETS	<u>9,403,167</u>	<u>9,231,744</u>
NON CURRENT ASSETS		
Property, Plant & Equipment	14,382,809	14,716,056
Investment Property	5,078,825	5,078,825
TOTAL NON CURRENT ASSETS	<u>19,461,634</u>	<u>19,794,881</u>
TOTAL ASSETS	<u>28,864,801</u>	<u>29,026,625</u>
CURRENT LIABILITIES		
Payables	648,138	760,944
Other Liabilities	19,907,432	17,998,488
Provisions	1,056,017	1,106,593
TOTAL CURRENT LIABILITIES	<u>21,611,587</u>	<u>19,866,025</u>
NON CURRENT LIABILITIES		
Borrowing	1,000,000	1,000,000
Provisions	80,742	136,474
TOTAL NON CURRENT LIABILITIES	<u>1,080,742</u>	<u>1,136,474</u>
TOTAL LIABILITIES	<u>22,692,329</u>	<u>21,002,499</u>
NET ASSETS	<u>6,172,472</u>	<u>8,024,126</u>
EQUITY		
Reserves	6,172,472	8,024,126
TOTAL EQUITY	<u>6,172,472</u>	<u>8,024,126</u>

The Statement of Financial Position is to be read in conjunction with the full notes to the financial accounts

Statement of Cash Flows for the Year Ended 30th June 2022

	2022	2021
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from residents	4,130,256	4,139,805
Commonwealth Subsidies	8,778,057	8,627,685
Payment to Suppliers and Employees	(14,500,098)	(11,791,415)
Interest Received	7,230	25,824
Finance costs paid	(10,128)	(8,224)
Net Cash Provided (Used) by Operating Activities	<u>(1,594,683)</u>	<u>993,675</u>
CASHFLOWS FROM INVESTING ACTIVITIES		
Purchase of Investment	(5,058)	164,964
Payments for plant and equipment	(182,363)	(2,987,583)
Net Cash Provided (Used) by Investing Activities	<u>(187,421)</u>	<u>(2,822,619)</u>
CASHFLOWS FROM FINANCING ACTIVITIES		
Proceeds from residential accommodation deposits and 'ingoings' (net)	1,915,319	3,907,631
Proceeds of borrowings	-	1,000,000
Net Cash Provided (Used) by Financing Activities	<u>1,915,319</u>	<u>4,907,631</u>
Net increase/(decrease) in cash and cash equivalents	133,215	3,078,687
Cash and cash equivalents at beginning of year	5,493,343	2,414,656
Cash and cash equivalents at end of year	<u>5,626,558</u>	<u>5,493,343</u>

The Statement of Cash Flows is to be read in conjunction with the full notes to the financial accounts





Live at ease.



Yallambee Traralgon Village for the Aged Inc.

abn: 43 287 362 778

Matthews Crescent, Traralgon Vic

(03) 5132 3500



info@yallambee.com.au

yallambee.com.au



Yallambee Traralgon