



Live at ease.



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Yallambee Traralgon



**ANNUAL
REPORT**

2023-2024

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OUR COMMITMENT

Vision, Mission & Values Statement

Yallambee is a not-for-profit Aged Care service overseen by a community-based Board of Directors. Yallambee has a commitment to the provision of quality Aged Care and services to residents of Traralgon and the wider community through residential care and independent living. Yallambee demonstrates this commitment through the homes Vision, Mission and Values Statement.

Our Vision

Yallambee – the most trusted Aged Care and health care provider, enabling people to live well and live at ease.

Our Mission

Yallambee – researching, developing and delivering an innovative range of high quality Aged Care and health care services.

Our Values

L

Life - We will act with **dignity** and **honesty** to enhance each residents **quality of life** and **independence**; based on a culture of exemplary service delivery.

I

Integrity - Our organisation's people will, at all times, act with **reliability** and **truthfulness**; ensuring Yallambee is widely known through its **competence** and **professionalism**

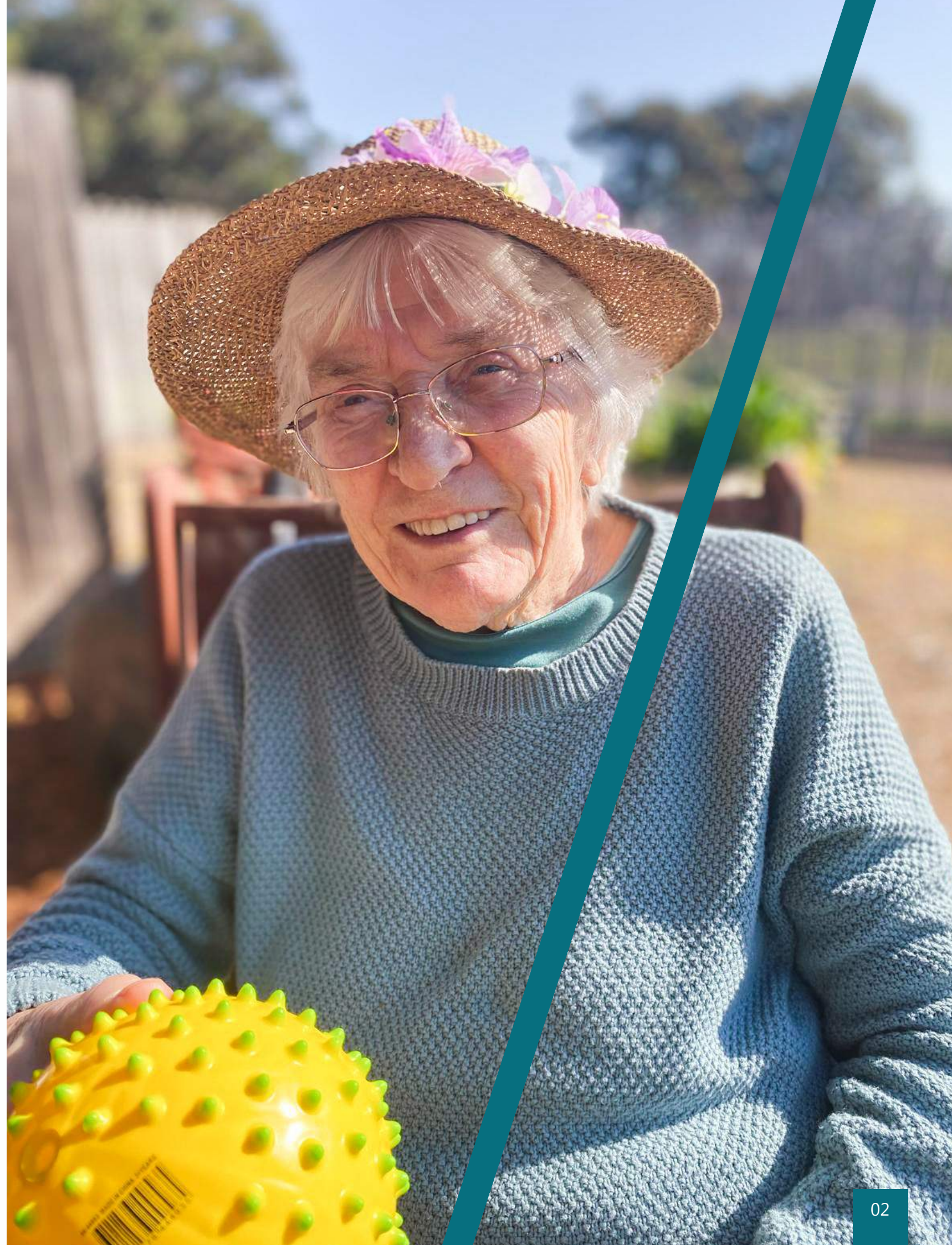
V

Vitality - Encouraging our residents to live their best lives through their own **choices**, **meaningful activity**, and **laughter**.

E

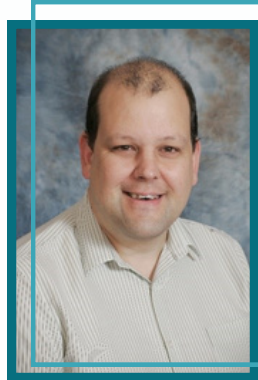
Empathy - We will act with **respect**, **compassion**, and **care** for each of our residents, their families, and friends by showing **support** and **understanding**.

at ease.



BOARD CHAIR

Report



On behalf of the Board of Directors of Yallambee Traralgon Village for the Aged Inc., I would like to begin this report by acknowledging all of our employees for their continued dedication in making Yallambee the organisation that it is today.

Yallambee would not be where it is today without your unwavering support and commitment to our organisation's vision "Yallambee – the most trusted Aged Care and health care provider, enabling people to live well and live at ease". The Board of Directors sincerely thank you for your dedication, empathy and provision of high-quality care to the residents of our Margery Cole Residential Care Service and for your support and assistance to residents of our Yallambee Retirement Village, the Board of Directors sincerely thank and appreciate your positive work contribution. As the current Chairperson of the Board, the 2024 Annual General Meeting allows us to reflect on our decisions and achievements over the past 12 months.

The Aged Care sector is a complex industry to be a part of as we prepare for the Aged Care Reforms to align to the new Aged Care Act, that will be implemented by July 2025. The Board has continued its work in risk management with a focus on cyber security, board risks or risks to the reputation of the organisation.

Family Violence touches many people in our community, including staff, residents and their extended families. For this reason, Yallambee is developing policies and processes, including training of staff to identify and respond to suspected and or self-disclosures of Family Violence.

In the last 12 months, the Nominations Committee have recruited to fill two vacant director positions after the resignations of Angela Jacob and Gabrielle (Gay) Michau in 2023. The Nominations Committee was successful in appointing Amanda O'Neil in November 2023 who comes to the Board with a registered nursing background and who has been working in the Health and Aged Care sector for over 15 years.

The Board's Nominations Committee has experienced similar challenges in recruiting to vacant director positions on the Board, not dissimilar to other Aged Care providers. The Nominations Committee has sought to change its recruiting focus to a more targeted approach by seeking local nominations by advertising on LinkedIn, approaching local leadership groups and advertising locally to maximise opportunity in seeking suitable candidate as a part of its recruitment drives for board director vacancy. Further to the recent recruitment to the Board of Directors, the Board and CEO are pleased to warmly welcome and acknowledge two significant Executive role appointments this reportable year.

We are delighted to announce that Jayne Linton has been appointed as our Clinical Operations Manager in July 2023. Jayne brings over 30 years of extensive experience in the Aged Care industry, having managed large homes throughout her career. Her unwavering commitment to excellence and dedication to providing exceptional care perfectly align with our organisation's values.

In addition to Jayne's extensive managerial experience, Jayne is a highly skilled registered nurse. Her clinical expertise is complemented by her training as an Infection Prevention and Control Lead and her proficiency in AN-ACC (Australian National Aged Care Classification) management and documentation.

This combination of skills makes Jayne an invaluable asset to our facility, enhancing our care services and contributing to resident well-being.

As Clinical Operations Manager, Jayne plays a crucial role in leading and inspiring our Clinical Care Team. Her collaborative approach and passion for delivering person-centred care further strengthens our commitment to providing an exceptional living experience for our residents.

We're excited to share that Jay Jayashankar, has stepped into the Executive role of Business Services Manager, succeeding our esteemed colleague, Peter King-Church.

Jay is a highly qualified and seasoned senior business manager with over 20 years of extensive experience across a diverse range of industries, including Aged Care, Not-for-Profit Community Services, Transport, Logistics, Healthcare, Retail, and Federal Government. His specialisation spans accounting, finance, risk, compliance, governance, quality, and internal audit. Jay is a Certified Public Accountant (CPA Australia Fellow Member), a Chartered Accountant (CA India Fellow Member), and a Certified Internal Auditor (CIA Fellow Member). His expertise includes working with complex organisations and employing cutting-edge methodologies and world-class frameworks.

As we welcome Jay to our Executive Management Team, we also want to take a moment to extend our heartfelt thanks to Peter King-Church. His dedication and hard work, particularly in the Finance department, have made a significant impact on our organisation. Peter's contributions have truly been appreciated, and we wish Peter all the best in his future endeavours.

It is a testament to the dedication and excellence of all Yallambee employees that our organisation has become a local employer of choice.

This achievement is clearly reflected in our Human Resources workforce data, which reveals that we are receiving more applications for vacant roles and successfully recruiting new staff at a rate that exceeds employee resignations.

The start of 2024 saw the Board commence bi-monthly board meetings. This decision was made to allow the Executive more time to prepare reports for the Board and allows the Board additional home / work life balance in reducing meetings. The Board has also focused on reducing the administrative burden by minimising some reports whilst increasing data in other areas of reporting to ensure good governance of the organisation. This provides the Board with more high level, in-depth targeted information.

The Board is actively involved with the Quality Care Advisory Body formed in late 2023 with its first meeting in February 2024. The role of the Quality Care Advisory Body is to support and inform the governing body, help with problem-solving and suggest improvements. The new responsibilities align to the requirements in Standard 8; organisational governance and elements of Standard 6; feedback and complaints of the Aged Care Quality Standards. The Margery Cole community were also offered to form a Consumer Advisory Body late 2023 however we didn't receive the required number for this Advisory Body to be formed. An invitation will be sent out again in November 2024. The organisation continues to maintain its My Aged Care Star Ratings and both the Executive and the Board are of the view that as the new Aged Care Act is proposed for 2025 that Yallambee is in a fantastic position to ensure that we meet the expectations set out in the new Act.

Board Chair Report (continued)

It is pleasing to note that Yallambee has had a financially successful year with a significant surplus of \$1.9M as against deficits in the previous two years. This turn around is primarily on account of hard work and focus on costs of the CEO and the Executive Management Team with enhancement of operational efficiencies and through ensuring better management of funds. With the surplus and planned and efficient capital investments, the new Executive Management Team and the CEO are well positioned to ensure Yallambee's long-term sustainability and growth in Aged Care and Retirement Living.

In May 2024 we received an offer for the purchase 7-11 Campbell Street, Traralgon, however due to the attached conditions of this offer and the low-price offer for our property, the decision was made to keep this site on the market. As of August 2024, there is no substantial movement in buyer interest.

Independent Living Units situated in the Yallambee Retirement Village were also a clear focus for the Board throughout the year and this is evidenced by the renovations work undertaken to several units that remained unrenovated since they were built. It is pleasing to announce that all renovated units are now occupied, with more Independent Living Units scheduled to be further renovated. In addition to these works, CCTV will also be installed to enhance security onsite.

The next 12 months will focus on a strategy direction for 7- 11 Campbell Street, Traralgon, whilst also seeking grant opportunities to proceed with a new kitchen / laundry extension at Margery Cole Residential Care Service. We will continue our planning to facilitate the potential of a Village Community Centre and potential gated community for the safety of our residents.

I also wish to advise that Yallambee is gearing up for an important phase of strategic development. The formation of the Board's Strategic Planning Committee for 2024 indicates a forward-thinking approach, as we work towards shaping the organisation's strategic direction well in advance. This will allow time for thorough analysis, stakeholder input, and crafting a comprehensive plan for 2025 and beyond.

Once again, the Board of Directors would like to thank the Executive, senior managers and staff for their dedication to their work.



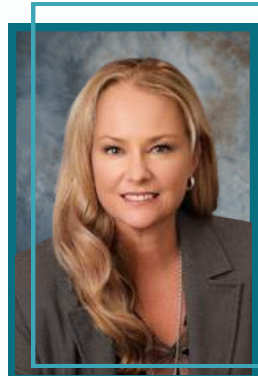
Victor de Beer
Board Chair





CHIEF EXECUTIVE OFFICER

Report



I am delighted to present the annual report for Yallambee Traralgon Village for the Aged Inc. for the year 2023/24. Despite ongoing challenges posed by COVID-19, which continue to impact our operations and the lives of both residents and staff,

I am pleased to note that we have made significant strides forward. Throughout the year, our focus has been on enhancing the overall experience at Yallambee. This includes the refurbishment of units within the village, as well as significant improvements to the Margery Cole Residential Care Service and the completion of renovations in The Atrium. We have also undertaken a comprehensive upgrade of services throughout our home, ensuring that our facilities meet the highest standards of comfort and functionality.

The Aged Care industry has undergone substantial reforms over the past two years, and at Yallambee, we closely monitor these changes. We take a proactive approach to adjusting our practices to remain at the forefront of industry standards, ensuring that we continue to provide exceptional care and support to our residents. With the introduction of the new Aged Care Standards and a new Aged Care Act to commence in July 2025, we are proactively preparing to align with these changes. Our commitment to strong clinical leadership and governance has played a pivotal role in navigating the complexities brought about by the pandemic.

We have proactively addressed financial pressures stemming from past deficits, with COVID-19 reimbursement grants making a positive impact on our financial health this year. The continued support of our dedicated volunteers has been invaluable as we work towards achieving a sense of normalcy in our operations post-pandemic.

I would like to acknowledge the exceptional contributions of Peter King-Church, our former Business Services Manager, who transitioned from our organisation in June 2024. Peter played an instrumental role in our organisation's continuous financial success. His dedication and leadership expertise were crucial in advancing our financial position during his tenure. Peter has also played a pivotal role in a number of positive improvements to the Yallambee Retirement Village and its grounds.

I am pleased to introduce Jay Jayashankar as our new Business Services Manager. Jay brings a wealth of experience and expertise to our organisation, acquired through his extensive career in financial management and strategic leadership. His appointment signifies our commitment to maintaining strong leadership and furthering our mission to excel in Aged Care services.

The generosity of the Keith Chenhall Charitable Trust has enabled us to acquire observation machines that enhance the capabilities of our clinical staff, thereby improving the quality of care we provide to our residents.

Furthermore, we remain steadfast in our dedication to investing in the professional development of our staff through robust leadership programs and by fostering strong partnerships with external providers. Our successful Aged Care Registered Nurse Graduate Program, in partnership with Latrobe Regional Hospital, has continued to flourish, demonstrating our commitment to nurturing the next generation of healthcare professionals who share our values and commitment to excellence.

This annual report serves as an opportunity to extend my sincere gratitude to the Board, Executive Management Team, Department Heads, and all staff members for their dedication to realising our vision and values at Yallambee.

We also express heartfelt appreciation to our residents, their families, and the broader community for their unwavering support as well, which has been instrumental in the many achievements and stories of compassion detailed in this report.

As we continue to navigate the challenges ahead, Yallambee remains steadfast in our mission to lead in Aged Care services and to be the employer of choice in our community, ensuring that we deliver exceptional care and support to all who call Yallambee home.

Alison Snell
Chief Executive Officer





CLINICAL OPERATIONS

Report



Reflecting on the past year, it's clear that this period has been both challenging and transformative for the Aged Care sector. As we navigated the ongoing effects of COVID-19, our commitment to delivering top-notch care has only grown stronger.

In this summary, I'll share the key developments, our proud achievements, and the areas we continue to focus on at Yallambee, especially in managing ongoing COVID-19 outbreaks while maintaining our high standards of care.

The COVID-19 pandemic has continued to keep us on our toes, demanding both vigilance and flexibility. In addition to COVID-19, we have recently had to address the impacts of Influenza A & B and Respiratory Syncytial Virus. Our team has been exceptional in adhering to rigorous infection control measures. From routine testing and enhanced sanitation protocols to the diligent use of PPE, our priority has always been to protect our residents and staff.

Continued high vaccination rates for COVID-19 and influenza, has been a cornerstone of our strategy. We have worked hard to keep our residents and staff protected, administering booster doses as recommended and reinforcing the importance of vaccination. We have made significant strides in managing outbreaks, with our rapid response teams and enhanced procedures becoming a crucial part of our strategy.

The pandemic accelerated our adoption of telehealth, including the Victorian Virtual Emergency Department (VVED). This innovation has allowed our residents to receive medical consultations from the safety of their home, reducing stress and minimising exposure to other illnesses.

Despite the pressures of the Aged Care environment, our dedication to quality care has never wavered.

Our care staff have excelled at personalising care plans to meet each resident's unique needs. We have focused on understanding their preferences, routines, and personal histories to enhance their quality of life. This is an important part of Yallambee's values statement.

The role of our staff in delivering exceptional care cannot be overstated. We have prioritised their ongoing education, covering topics from mental health and palliative care to dementia support and infection prevention, ensuring we are maintaining resident well-being within their home.

We have been committed to continuous improvement, conducting regular audits, gathering feedback, and implementing evidence-based practices. Resident and family input has been instrumental in driving these enhancements through Resident & Relative Meetings and regular care plan consultations.

Workforce pressures during COVID-19 outbreaks have been a persistent challenge. Attracting and retaining skilled staff, as well as addressing burnout, remains a key focus by Management. It's encouraging to see that we are becoming an employer of choice in our region, with minimal reliance on agency staff.

The pandemic has highlighted the need for robust mental health resources. We are expanding access to counselling and peer support programs to better support both our residents and staff. Our Employee Assistance Program (EAP) continues to be a valuable resource.

Overall, this past year has been deeply rewarding, both professionally and personally.

We also express heartfelt appreciation to our residents, their families, and the broader community for their unwavering support as well, which has been instrumental in the many achievements and stories of compassion detailed in this report.

As we continue to navigate the challenges ahead, Yallambee remains steadfast in our mission to lead in Aged Care services and to be the employer of choice in our community, ensuring that we deliver exceptional care and support to all who call Yallambee home.

Jayne Linton
Executive Clinical Operations Manager



OUR STORIES



Don Johnston - A Life Well Lived



Margery Cole Resident

Don Johnston, born in 1950 in Maffra, Victoria, grew up on a farm in Briagolong, where he learned the value of hard work from an early age. By 14, he had left school to help full-time on the farm, and by 18, he was the proud owner of three cars. In 1965, the family moved to Nambrok, where Don took on the responsibilities of managing an irrigation farm, alongside relief milking and tractor work.

Don was deeply involved in his community, joining the Young Farmers in Nambrok and the Jaycees in Maffra, where he forged lasting friendships. These connections were often nurtured through shared interests like attending dances in Traralgon and Gormandale, which became regular social outings for him.

The 1970s marked a new chapter for Don when the family farm was sold, and he shifted into the carpet steam cleaning business in Traralgon and did some bar work at the Traralgon RSL. In the 1980s and 1990s, Don discovered a passion for travel, embarking on cruises and trips to destinations like Hong Kong, Japan, New Zealand and various parts of Australia. These experiences broadened his horizons while keeping him connected to the friends and family back home.

In July 1993, Don began a new venture, starting a funeral parlour in Morwell, where he worked for 13 years. This role allowed him to support others during difficult times, reflecting his deep sense of community service. Even in his later years, Don remained active, enjoying dancing, social outings, and spending time with friends. After a challenging period in 2023, Don moved into Yallambee, where he quickly regained his strength and independence, returning to the activities he loved such as coffee mornings, dancing and social outings.

Don's has strong community ties, and a love for life that continues to inspire those around him.

Olwyn & Wilma - A Tale of Two Sisters



Yallambee Village & Margery Cole Residents

Wilma & Olwyn are very familiar faces within Yallambee. Wilma was the first to move into the Village, an amazing 17 years ago. With no immediate family nearby and starting to rely on her sister Olwyn and her husband more than she'd like to, she made the decision to purchase a Village unit.

This was a great move as her stay at Yallambee has been overwhelmingly positive. She's made great friends among her 'lovely neighbours' and even eventually took on a committee role over at the Traralgon East Senior Citizens Club.

Wilma and her sister Olwyn to this day have a very close-knit friendship, they see each other every other day, speak on the phone daily and even have lunch together every Tuesday. It's through this close relationship that Olwyn came to live in the Village seven years after her sister. By then she already knew a lot of her neighbours from her visits with Wilma and was an active member of the Senior Citizens Club, which made the shift to retirement living a very smooth process.

Late last year Wilma transferred across to Margery Cole, but being just across the pathway to the Village the sisters are still able to stay close. They attend the café regularly, pop across to exercises at the Senior Citizens and even get their nails done weekly with our volunteers.

Olwyn remains in the Village and is so pleased with progress made over the last couple of years. She appreciates the staff, both Maintenance and Customer Services are 'wonderful' and loves attending our twice yearly large Village functions. She's never felt more connected to the everyday functioning at Yallambee, it's 'as it should be'. Reflecting on their time at Yallambee, Wilma shared 'I've loved it ever since I moved in' and Olwyn agreed 'it's the best thing we've done'.

Judith Saunders - A Perfect Fit

Yallambee Village Resident



Judith Saunders has been a resident in the Yallambee Village for just on seven months now, though you wouldn't guess it as she's known a lot of her neighbours for decades and has settled in just beautifully.

Realising that it was time to consider downsizing from her large family home, Judith and her children toured a few different local options.

None at the time quite met her expectations as she was hoping to still have plenty of room and a private outdoor area. Fortunately, not too long after this a Villa unit at Yallambee came on the market which perfectly fit the bill. As a sign from the universe that this was the right move, Judith got a call from her real-estate agent while in the Yallambee café post-tour sharing that her house had sold! It was simply 'meant to be'.

Unfortunately, it wasn't all good luck though, with Judith having a turn and requiring a fortnight's respite in Margery Cole before moving across to her unit. While not an ideal turn of events, Judith reports she was very happy with her experience in respite. She describes the staff as 'warm and polite', and comparing to respite she's had elsewhere she really felt that the staff got to know her during her stay.

Judith is a regular at the hairdresser and café across at Margery Cole and really appreciates having these facilities so easily available from her unit. She regularly attends the café with friends and is happy to have all the features of going into town just at her doorstep. Plus, with the Traralgon Bowls Club next door there's evening options too.

She also makes use of the Meals on Feet service, with meals being walked across from the main kitchen daily.

Barbara Angell - A Life in Entertainment

Margery Cole Resident



Barbara Angell, born in 1935 in Melbourne, was a pioneering figure in Australian entertainment. She was not only an actress but also Australia's first female television comedy writer, showcasing her exceptional versatility in both comedy and drama. Barbara grew up in Toorak, often spending holidays with her family in Sorrento, where they enjoyed sailing, swimming, and fishing. At 15, she earned a scholarship to the Melba Conservatorium to study music, and by 19, she launched her acting career at Melbourne's Little Theatre, and later with the Tivoli Circuit. While performing with the Tivoli Circuit, Barbara was part of the historic first night of Australian television on the Tivoli Party Time Show.

Barbara's lifelong passion for the performing arts was nurtured by her supportive parents, who always encouraged her to follow her dreams. Over the years, she has co-written, produced, and performed in numerous successful stage shows, TV programs, and films, including *The Mavis Bramston Show*, *All Creatures Great and Small*, *Home and Away*, and *Neighbours*. Throughout her career, Barbara worked alongside many renowned figures, such as Bert Newton. Her career took her to England as a solo cabaret performer, where she expanded into screenwriting, comedy sketches, and songwriting. In 1969, Barbara moved to England, where she spent the next 20 years appearing on stage, in films, and on television. During this time, she published her first book, *The Entertainment Machine*, and served on the council of Alzheimer's Societies UK. Upon her return to Australia, she co-founded the Alzheimer's Society of NSW and later became President. When the establishment became a Federal Organisation, she served as the inaugural President.

Barbara has achieved much in her impressive career, including earning a Master of Visual and Performing Arts in 2009. Now, she enjoys a more relaxed life, spending time reading, watching shows and movies, gardening, and cherishing moments with her sister, Dot. This glimpse into her life only scratches the surface of her many remarkable accomplishments.



QUALITY & COMPLIANCE

Aged Care Quality Indicators



Star Ratings for Aged Care homes are a simple way of showing the quality of care at an Aged Care home and how they compare to other Aged Care Service Providers. All Aged Care homes across Australia receive an Overall Star Rating, rating between 1 and 5 stars to indicate their quality of care across 4 key areas of performance; Compliance, Quality Measures, Resident's Experience and Staffing Ratings. Quality Measures Star Rating is one of the '4 sub-categories' that contributes to the Overall Star Rating for residential Aged Care facilities. Quality Measures relate to the quality of care provided and are based on the National Aged Care Mandatory Quality Indicator Program (QI Program).

The QI Program collects information from residential Aged Care services on eleven (11) quality indicators across critical areas of care that can affect the health and wellbeing of Aged Care home residents. This helps to monitor and improve the quality of services for older people living in residential care. The Quality Measures are reported quarterly to the Department of Health and Aged Care by residential age care providers as part of the mandatory Quality Indicator (QI) program.

The first five of the below eleven Quality Indicators contribute to the Quality Measures Star Rating and allows residential Aged Care facilities to monitor their performance against other Aged Care Service Providers, with the benchmark results being published and supporting the formulation of the Star Rating. The information reported on for each Quality Indicator is detailed below.

Pressure Injuries



The percentage of care recipients documented as developing pressure injuries, reported against 6 stages. Stage 1, Stage 2, Stage 3, Stage 4, suspected deep tissue injury, and unstageable. Pressure injuries are documented in wound charts, and personal hygiene assessments. Personal hygiene assessments are updated quarterly.

Physical Restraint



The percentage of care recipients who were physically restrained during the quarter. This includes environmental, mechanical, physical, and seclusion. All residents residing in our memory support unit have a behavior support plan that covers environmental restraint. Behavior support plans now replace restrictive practice assessments/authorisations.

Unplanned Weight Loss



The percentage of care recipients who were documented as experiencing significant unplanned weight loss and the percentage of care recipients who experienced consecutive weight loss during the review period. Residents are weighed monthly to monitor for weight loss, unless they are palliative or refuse. If there is a noted weight loss, interventions such as food and fluid charting, dietitian review, speech review and close monitoring are put in place.



Falls and Major Injury

The percentage of care recipients who were documented as experiencing one or more falls and the percentage of care recipients who experienced one or more falls resulting in serious injury. This is documented in the incident reports.



Medication Management

The percentage of care recipients who were documented as being prescribed nine or more medications (polypharmacy), and the percentage of care recipients who received antipsychotic medication. All residents who are prescribed antipsychotic/psychotropic medications have these medications reviewed quarterly to ensure it is still required.

The remaining six of the eleven Quality Indicators are also monitored and benchmarked against other Aged Care Service Providers



Activities of Daily Living

The percentage of care recipients who experienced a decline in activities of daily living. This is documented in the Barthel assessment which is reviewed and updated quarterly.



Incontinence Care

The percentage of care recipients who were documented as experiencing incontinence associated dermatitis. This is documented in wound charts and the continence and toileting assessment which is reviewed and updated quarterly.



Hospitalisation

The percentage of care recipients who were documented as experiencing one or more admission to the emergency department.



Workforce

Percentage of staff turnover.



Consumer Experience

The percentage of care recipients who have reported either a good or excellent experience within Margery Cole.



Quality of Life

The percentage of care recipients who have reported a good or excellent quality of life.



Aged Care Quality Standards

As part of the Aged Care Quality Standards annual surveys and audits are undertaken which addresses each of the below Standards. These results are completed on the 'Moving on Audits' (MOA) Benchmarking Auditing Program. MOA supports residential Aged Care homes to stay ahead of accreditation and continuously improve safety and quality. Monthly audits are aligned to the Aged Care Quality Standards and NDIS Practice Standards support homes to maintain compliance and achieve best practice outcomes.

We are pleased to report that Yallambee has significantly improved its results for 2023/2024 sitting above the MOA average benchmarking. The comparable data is benchmarked against other residential Aged Care facilities in our region who use the MOA Program.

Standard 1: Consumer dignity and choice



Standard 2: Ongoing assessment and planning with consumers



Standard 3: Personal care and clinical care



Standard 4: Services and supports for daily living



Standard 5: Organisation's service environment



Standard 6: Feedback and complaints



Standard 7: Human resources



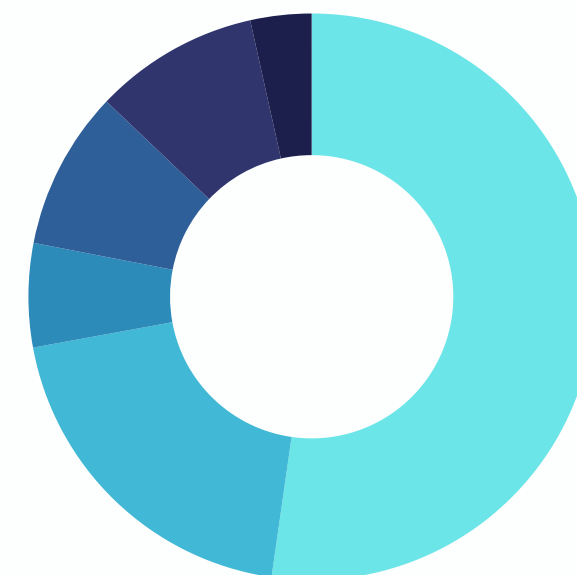
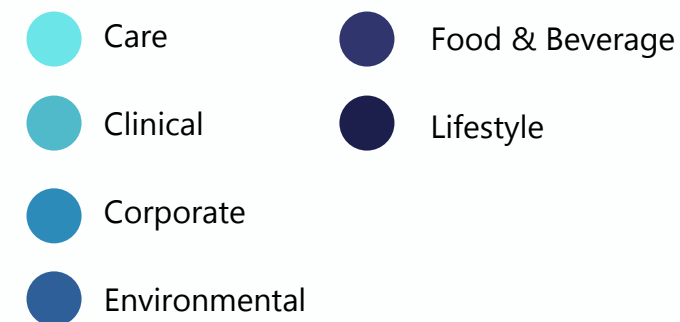
Standard 8: Organisational governance



Education Program

Yallambee is committed to providing opportunities for staff members to increase their skills, raise professional standards and improve productivity. Yallambee aims to support its staff in undertaking appropriate training, education, and development activities to enhance their knowledge and skills, job satisfaction and job performance.

At Yallambee we use the education platform Ausmed for our staff. We assign our staff into one of six categories to ensure they receive the appropriate learning materials tailored to their job role.



All new staff must complete an online induction training plan that consists of up to 19 learning modules, The induction process is in place to ensure that new staff can demonstrate that they have the appropriate knowledge and skills to be able to work independently in their role.

Education and learning programs at Yallambee have been developed to ensure that all mandatory training assigned to staff fulfils both regulatory and organisational requirements. Yallambee's mandatory training listed below must be completed annually by all staff:

- Mandatory online training, completed on Ausmed platform
- Mandatory Fire and Emergency Training – held onsite
- Mandatory Manual Handling training – held onsite
- PPE donning & doffing practical competency
- Handwashing practical competency
- Medication Management competencies (if applicable)

Yallambee staff are also offered ongoing training throughout the year which they can complete to further develop their skills and knowledge. Staff are strongly encouraged to complete this training. Some examples of additional training are:

- Optional online training added to staff training profile monthly on Ausmed
- Optional toolbox training sessions are run monthly by our Quality Officer
- Face to face training
- Workshops & conferences



LIFESTYLE & ENGAGEMENT

Engaging Minds and Creating Smiles

It has been an eventful year for our residents in the Lifestyle and Wellbeing Program at Margery Cole. While we bid a fond farewell to our Intergenerational Playgroup earlier in the year, we have also introduced a wide range of exciting new activities that have brought much joy and engagement to our community. A major highlight for us in 2023 was receiving a generous donation from Loy Yang Power Station. This enabled us to acquire an interactive omiVista projector, a sensory device that projects games and images onto flat surfaces for residents to interact with. The omiVista projector quickly became a favourite, bringing smiles and laughter every time it's used. It has transformed the atmosphere in our facility, with laughter often echoing down the halls during its use.

We also launched several new programs this year, including the German Club. This group allows our German residents to come together and celebrate their culture by discussing all things German. Their input was invaluable in planning this year's Oktoberfest. This cultural exchange has not only fostered a sense of community but also enriched our cultural appreciation here at Margery Cole.

Another innovation was our seasonal game shows designed to keep residents entertained during the colder months when outdoor activities are limited. Popular game shows like Deal or No Deal, Family Feud and Wheel of Fortune have been adapted into interactive activities for our residents. These events have proven to be a hit, sparking friendly competition and creating a lively atmosphere during the winter season.

In addition, we have expanded our leisure offerings by introducing daily movie screenings in one of our lounges. This initiative has been well-received, and we are planning to enhance the experience by adding more movies and utilising different rooms to accommodate more viewers throughout the day.

Overall, the Lifestyle & Wellbeing Team have worked together to provide a rich and varied calendar of activities for our residents.

Currently, we offer around 20 regular activities on rotation, with a total of 26 special and culturally themed days this year alone. These efforts ensure that our residents have plenty of opportunities to stay engaged, socialise, and enjoy meaningful experiences throughout the year.

As we look forward to the year ahead, we remain committed to finding new ways to enrich the lives of our residents, ensuring that Margery Cole continues to be a place of joy, connection, and community.

The top five most attended Lifestyle & Wellbeing activities:

- Entertainment
- Theme Days
- Happy Hour
- Group Exercises
- Bingo



Margery Cole Demographics

21.67% of our residents were born outside of Australia. Margery Cole is enriched with diversity, with residents hailing from countries such as Scotland, the Netherlands, Malta, Italy, Germany, England, and Cyprus



- 3 Margery Cole Residents have been living here for over 10 years
- 17% of Margery Cole Residents have been living here for over 5 years
- The average age of Margery Cole Residents is 86 years old
- 50% of our residents are 90 years and above
- Our oldest resident is 101 years old and our youngest is 59 years old
- 35 of our respite admissions converted to permanent care at Margery Cole
- 9 respite admissions were Yallambee Village Residents





Margery Cole Annual Survey Results

In April of 2023, in response to the recommendations outlined in the final report of the Royal Commission into Aged Care Quality and Safety, the Department of Health and Aged Care expanded the National Quality Indicators Program to include several non-clinical measures. The Quality of Care (QCE-ACC) and the Quality of Life (QOL-ACC) surveys have been developed as part of these new measures to gather information about the aspects of the Aged Care experience that are most important for older people as well as the health-related and psychosocial aspects of their quality of life.

The Resident's Experience Star Rating represents the experiences of residents at their Aged Care home captured through the face-to-face annual Resident Experience Survey conducted onsite by Quality Assessors from the Aged Care Quality and Safety Commission with at least 10% of our residents. The feedback collected is submitted to the Department and contributes to our overall Star Rating.¹

Yallambee invites all Margery Cole Residents to participate, or their appointed representatives, where residents are unable to participate, to share their feedback through these two surveys each quarter. This process provides an excellent opportunity for our Customer Engagement Team to have one on one discussions regarding any general feedback or concerns. Throughout the year, our residents or their representatives completed a total of 385 Quality of Care and Quality of Life surveys. Each survey consists of five questions, with responses ranging on a five-point scale from "Never" to "Always." We are pleased to report that the 2023/24 survey results have been overwhelmingly positive, with at least 85% of responses to each question falling into the positive categories of "Mostly" or "Always."

Quality of Care

I am treated with respect & dignity.



I am supported to make my own decisions about the care & services I receive.



I receive care & support from Aged Care staff who have the appropriate skills & training.



I am comfortable lodging complaints with confidence and that the appropriate action will be taken.



I receive services & supports for daily living that are important for my health and wellbeing.

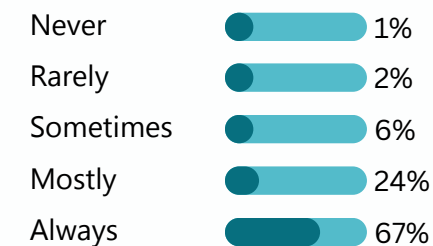


I am supported to maintain my social relationships and connections with the community.

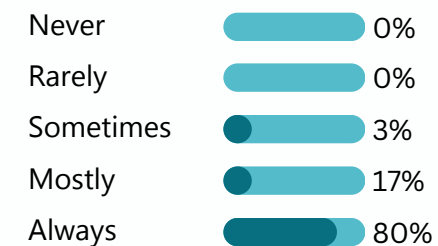


Quality of Life

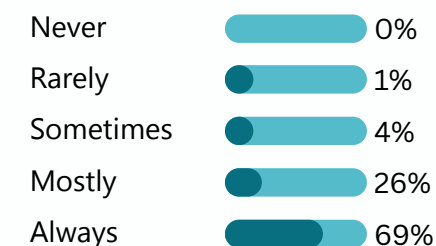
I am able to get around as much as I want to (with the use of mobility aids e.g. wheelchair, walker, stick if you use them).



I have good social relationships with family and friends.



When I experience pain it is well managed.



I have as much independence as I want.



I am generally happy.



I have leisure activities/hobbies I enjoy.



¹<https://www.health.gov.au/our-work/star-ratings-for-residential-aged-care/how-star-ratings-works>



YALLAMBEE RETIREMENT VILLAGE

Report



Buildings and Grounds

It has been another eventful year at Yallambee, with several significant projects completed throughout the Village.

During 2023-2024, six units underwent a full renovation. These upgrades included brand-new kitchens, bathrooms, flooring, window coverings, and some external fencing. All six units are now complete and have been successfully sold. Currently, two more units are under renovation, and we aim to have these completed by late September.

Our gardens and lawns have been meticulously maintained throughout the year, earning numerous compliments for the Maintenance Team. Their efforts have not only kept our gardens manicured but have also provided ongoing support to our residents by completing both major and minor maintenance tasks promptly.

Looking ahead to the next 12 months, we plan to refurbish six one-bedroom units into three brand-new two-bedroom villas, each with its own dedicated garage and private backyard. The drawings for this project are in the final stages, and we anticipate starting construction in October or November. These units, located at 53, 54, 55, and 56 along Matthews Crescent, will bring a fresh new look to the Village's façade. Additionally, units 87 and 88 on the Mason Street side of the village will also undergo transformation into a 2-bedroom Villa.

Events

We hosted some fantastic events for our Village residents this past year. In December 2023, we celebrated with a Christmas lunch complete with entertainment. The King's Birthday event in June was also a great success, with residents and staff dressing in their finest royal attire and enjoying a three-course lunch with music and dancing.

Meals on Feet (CHSP)

Our Village's Meals on Feet service provided 3,174 meals to residents over the past 12 months. We are now inviting meal recipients to join the Margery Cole quarterly Food Appreciation Meeting, where they can share feedback and bring suggestions while interacting directly with our Chef Manager.

Village Surveys

Our annual Village satisfaction survey was distributed to 75 residents, and we saw an increase in response rates compared to last year. We encourage all residents to participate in these surveys to ensure your voices are heard in shaping the future of the Village and to provide valuable feedback on areas where we can improve. The detailed survey results can be found on the following pages.

Village Advisory Committee

On behalf of Management and staff at Yallambee, we would like to extend our sincere thanks to Betty Jolley and the Village Advisory Committee for their ongoing support of the Village for the last 12 months. Your commitment to Yallambee and its future is greatly appreciated.

Leanne Felstead
Executive Customer Services Manager





Village Advisory Committee Report

Well, as we all say, how quickly time flies and here it is again, a report from the Village Advisory Committee President.

One thing that we have all been aware of is the transformation of the empty units to bring, airy and modern homes that have attracted new Village Residents to welcome. We hope you find this stage of your life a happy one. There are many more units undergoing remodeling and will be available soon. Security has been a concern for some with many residents attending a meeting on the topic. As a result, our police members and a security firm are on foot patrols through the Village in the wee small hours and more security cameras have been installed.

The "First King's Birthday" for over 70 years was celebrated with a luncheon in The Atrium Lounge and many guests arrived wearing crowns, top hats, tiaras and Jewellery.

Although a little rusty, we rustily sang "God Save The King" and toasted the event with three rousing cheers. Lots of fun and music, and not to be forgotten, food. A big thank you to the Princesses who served the wine and musicians who provided the music.

We are delighted that plans are going ahead for power to be connected to our BBQ pergola in time for the good weather, to again this spring and summer enjoy music and gathering here in the Village.

A big thank you also to my fellow Village Advisory Committee representatives, Nancy, Ian, Margaret K, Margaret M, Bill, Heny, Jackie and Neil for their continued support and commitment to our Village Community residents. Also, I would like to acknowledge Bet V, who is on a leave of absence from the Committee, for her continued support to our Village Residents.

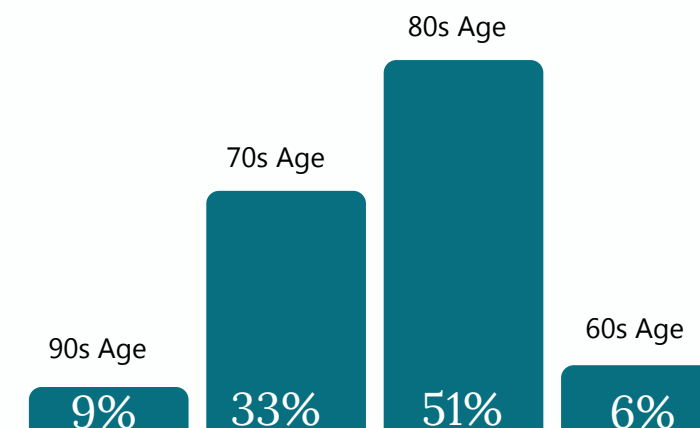
I would like to take this opportunity to say thank you Yallambee's Customer Services Team, Leanne Felstead, Executive Customer Services Manager, Pat Bacchetti, Customer Services Officer for their ongoing work to fulfil everyone's needs in the Village.

We look forward to the next 12 months of fun, caring and sharing.

Betty Jolley
President, Village Advisory Committee
Yallambee Retirement

Yallambee Village Demographics

- Countries of birth outside Australia
 - Bosnia & Herzegovina
 - Northern Ireland
 - England/UK
 - Scotland
 - Germany
 - South Africa
 - Ireland
 - Sri Lanka
 - New Zealand
 - USA
- 6 Village Residents transitioned into care at Margery Cole
- 13 new residents made Yallambee Village their home
- 65% of our Village Residents are female while the remaining 35% are male
- Our longest residing Village Resident has been living with us since 1997
- Our oldest resident is 93 years old and our youngest is 60 years old
- We have had 9 respite admissions from the Village into Margery Cole
- Age breakdown of Yallambee Village Residents



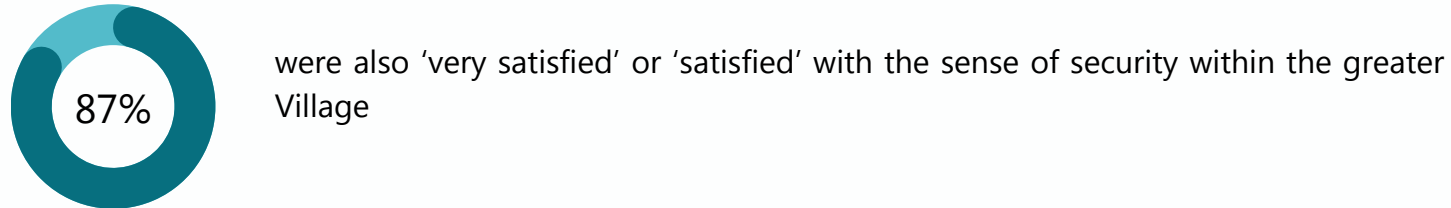
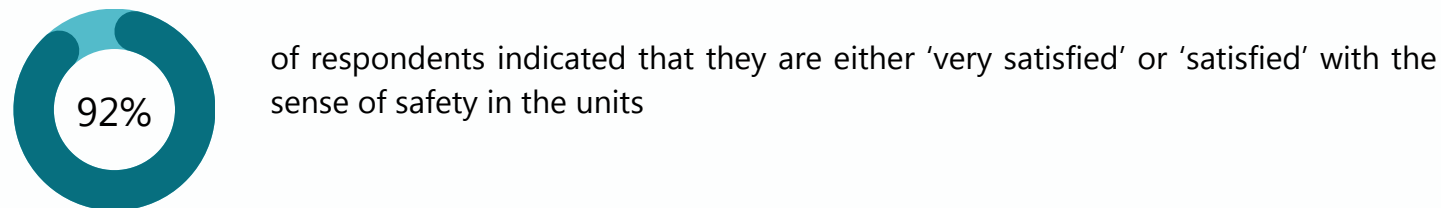


Yallambee Village Annual Survey Results

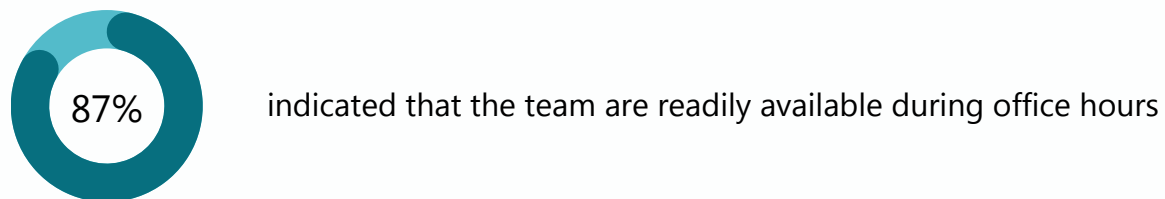
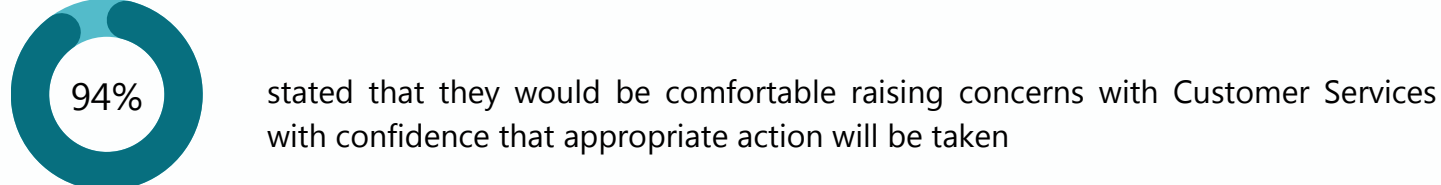
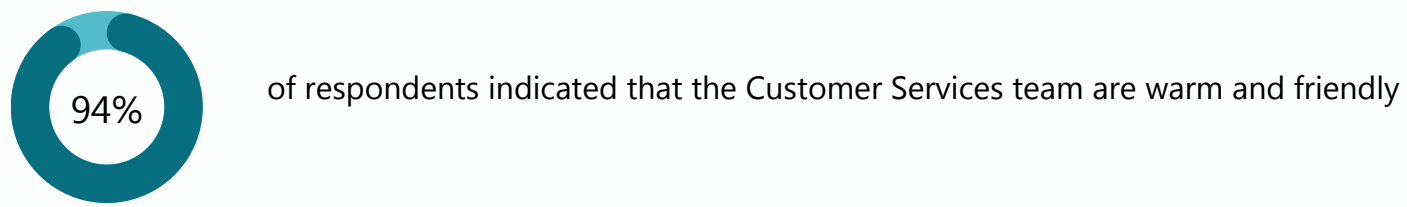
This year, 46 Village Residents chose to participate in the Retirement Living Annual Survey. Below is what our Village Residents had to say.

The survey aimed to assess residents' priorities regarding their living experience in the Village by asking them to rank six key areas. Here are our top four identified aspects:

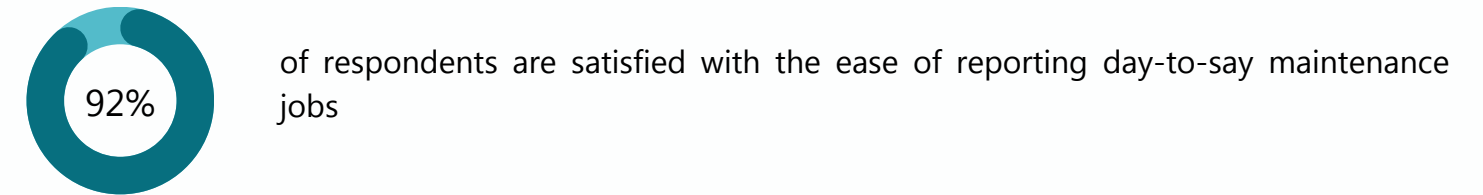
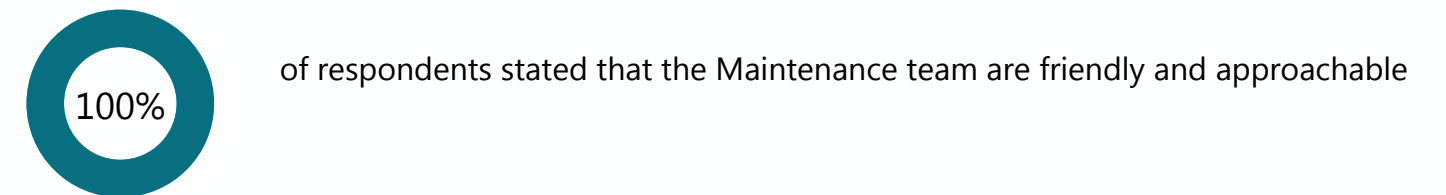
1 - Sense of Security within the Village



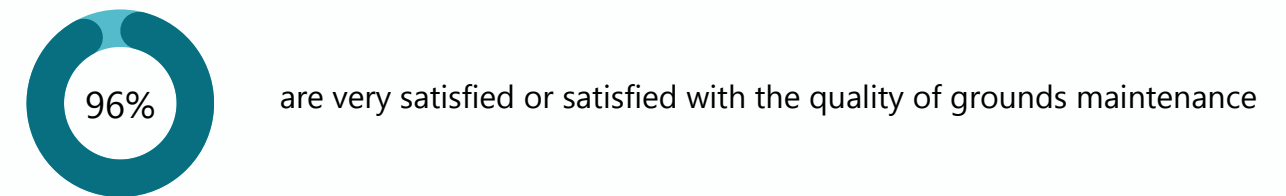
2 - Level of Support and availability offered by Customer Services & Management staff.



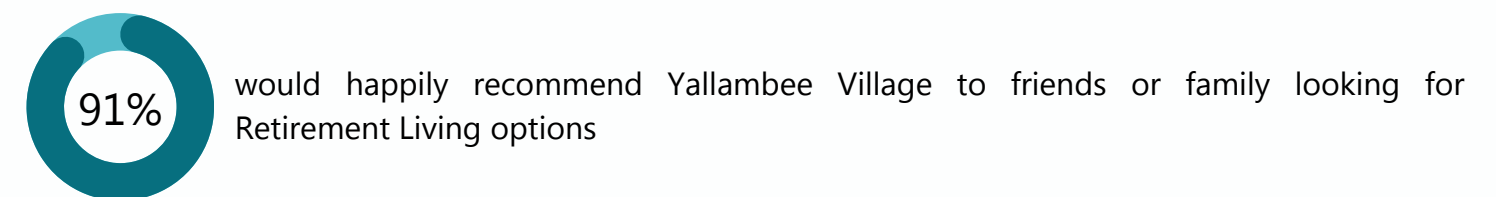
3 - Unit Maintenance



4 - Grounds Maintenance



Overall



While overall results were very positive, some areas of improvement identified were:

- Appropriate outdoor pathways (38% provided a neutral or dissatisfied response)
- Appropriate outdoor lighting (28% provided a neutral or dissatisfied response)
- Regular updates shared (11% provided a neutral or dissatisfied response)



STAFF SPOTLIGHT

Years of Service Recognition

Fifteen Years



Cheryl Deering
Personal Care
Worker



Leanne White
Environmental
Services

Five Years



Cristine Contreras
Catering
Assistant



Jenna Gilbert
Lifestyle &
Wellbeing
Assistant



Michelle Holland
Environmental
Services



Kimberly Inglis
Human Resources
Manager



Sam Maximiw
Enrolled Nurse



Rhodos Panayiotou
Chef



Donald Rodriguez
Chef



Josie Ryan
Catering
Assistant



Jovelyn Wilson
Personal Care
Worker

Education, Awards & Placement

At Yallambee, we are committed to fostering an environment conducive to professional growth through continued education. It's with sincere recognition and admiration that we acknowledge the following staff members who have acquired a new academic credential this year.

The following staff undertook higher education to upskill to a higher roll:

- Winnie Lei - (Personal Care Worker)
- Mercedes Sera - (Personal Care Worker)
- Sandra Gora - (Enrolled Nurse)
- Lillian McDonald - (Registered Nurse)

The following staff pursued further study:

- Gabby Sykes - (Certificate II in Hospitality)
- Nida Munn - (Certificate IV in Leisure & Health)

Yallambee Nursing Grad Program:

- Zoe Lawrence (January 2024)

The following students secured a roll at Yallambee after conducting their placement onsite:

- Paula Esler (Lifestyle Placement)
- Winnie Lei (Certificate III Individual Support)
- Mercedes Sera (Certificate III Individual Support)
- Neal Bradbury (Certificate III Individual Support)
- Dahna Cadaday (Certificate IV Individual Support)
- Shamieh Bosleng (Certificate IV Individual Support)

In addition, Yallambee has supported a number of students to complete placements onsite:

- 3x Students completed Certificate III Individual Support
- 1x Student completed Certificate IV Leisure and Health
- 4x VCE Students completed Work Placement for VET Program in Allied Health
- 7x Monash Health Medical Students completed Community Engagement Work Placement

The Board of Directors and Executive Team acknowledge the above achievements by our staff members over the past year. The Board would also like to recognise Yallambee's CEO, Alison Snell on successfully completing the AICD (Australian Institute of Company Directors) course.



Our Workforce

Yallambee boasts a diverse and skilled workforce of over 260 staff who provide high-quality care and services to our residents across the organisation.

Breakdown by Age Demographic



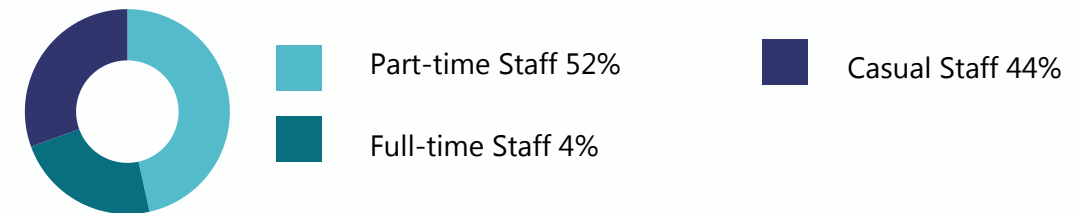
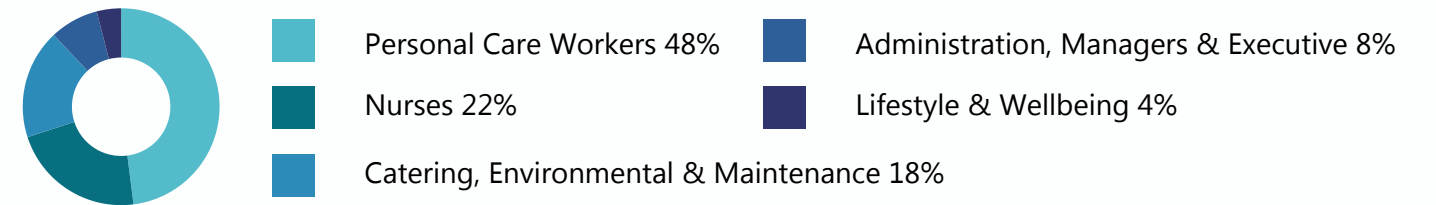
Breakdown by Gender



Employee Service Breakdown



Breakdown by Cohort, Clinical, Non-Clinical Staff & Employment Status



COLLABORATIVE CARE & SERVICES



Healthcare in our Home

Yallambee continues to strengthen its “mission” to provide high quality Aged Care services by engaging collaborative care and services who come into our facility and collaborate with our Clinical Care Team to provide additional care for our residents.

We have collaborative relationships with the below services.



Speech pathologists assist our clinical team in assessing our residents as needed.

- Speech pathologists can assist older people in Aged Care to have a better quality of life.
- Swallowing and eating problems can impact Aged Care residents and speech pathology can be used to overcome this.
- A majority of older residents in Aged Care experience some sort of communication difficulties.



Gippsland Physiotherapy provides physiotherapy to our Aged Care facility five days a week.

- Maximises the quality of life, independence, and well-being of our residents.
- Comprehensive multi-disciplinary service that includes clinical assessment/treatment, education, exercise programs and equipment prescription so residents can relax and enjoy the benefits of having on-site physiotherapy.
- Physiotherapists also undertaken pain assessments and provide non-pharmacological intervention recommendations for our residents.



Eat Well Nutrition are dietitian specialists providing quality dietetic services to our residents monthly.

- Highly experienced in providing Aged Care facilities with individual resident’s assessments.
- Assessments always reflect best practice and consider the optimal outcomes for our residents, their clinical needs, and their quality of life.
- Menu reflects not only the nutritional needs of our residents, but their personal preferences and cultural needs.



MDCA are a mobile dental group that travel from Melbourne to assist our residents with their dental needs.

- Dental mobile clinics are completely portable which allow MDCA to see our residents onsite.
- MDCA visit Yallambee twice a year
- Treatment is completed within the comfort of residents own room.



Dr Alagarsami “Alag” provides Margery Cole residents with all their GP needs. Dr Alag works out of Breed Street Clinic, Traralgon. Dr Alag has been working with Breed Street Clinic since 2008 and visits our residents requiring a GP review twice weekly.

Dr Alag works very closely with our Clinical Care Coordinators to provide excellent care to our residents. Dr Alag also provides preventative vaccines to consented residents.



Resident in Reach Program (RIR)

The Resident in Reach service provides clinical care to people living in residential Aged Care services to reduce the risk of unnecessary hospital visits.

Residential in-reach services are staffed by nurses, nurse practitioners and doctors from Latrobe Regional Hospital, who visit and assess our residents after or during an acute illness or injury. This may avoid the need for hospital transfer and admission to the emergency department.

Residential in-reach is not intended to replace the care that residents receive within the facility or by their GP. Residential in-reach is usually contacted by one of our Clinical Care team. In some circumstances it will be necessary for residents to go to hospital.

Residential in-reach can assess and discuss the most appropriate place to receive this care, and advocate for resident transfer to the appropriate level of hospital care when required.



Dr Swetha Ennamaneni from Family Health Traralgon is another GP that provides GP services to our Margery Cole residents on a weekly basis. Dr Swetha obtained her medical degree and migrated to Australia in 2010. After moving to Traralgon in 2019 completed her GP training. Dr Swetha interest lies in rural General practice, with a special interest in children’s health, women’s health, mental health, men’s health, chronic disease management and Aged Care.

Ms Sarah Harle, Nurse Practitioner attends numerous Residential Aged Care facilities across the Latrobe Valley. Sarah is engaged through Family Health Traralgon and sees our residents weekly to review their physical health.

BOARD & GOVERNANCE

Yallambee Board of Directors

Our Board of Directors are elected individuals who are responsible for the overall governance of Yallambee Traralgon Village for the Aged Inc.

The Board's responsibility is to establish the vision, mission, and values of the organisation, set the strategic direction, oversee the financial performance of the organisation and to oversee the risk-management strategy and risk-management performance. Our Directors have a diverse range of skills and experience with expertise in corporate business, finance, medical and nursing, and community care.

The Board meet at least six times per year and individual members of the Board also sit on Board sub-committees within our organisation. The Board are aware of the increasing expectations and needs of our aged community and are entrusted with the role of governing and leading Yallambee into the future.



Board Chair - Victor de Beer

GradCert SocSC (Policy & Management), DipCommunity Welfare, DipBM

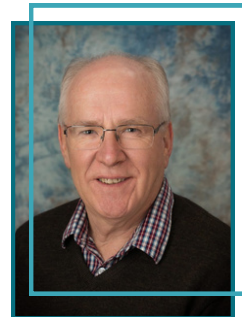
Victor is a Gippsland local. He has a strong commitment to social justice and has served the community in this field as a public servant for over 28 years. Victor also serves as a Board member of the Victorian Public Tenant's Association and was previously a Board member of Gippsland Heritage Park. Victor was appointed for a third term to the position of Chairman in November 2023. Victor also Chairs the Nominations Committee and the Strategic Planning Committee. Victor also sits on the Remuneration Committee and the Project Control Group.



Deputy Chair - John Warren

BSc Optometry, GradDip Ocular Therapeutics, GAICD

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. After two years part-time, John retired in 2020. John continues contact with his professional peers and continues to make use of his private pilot's license, flying within Australia and being actively involved with Latrobe Valley Aero Club where he was awarded a life membership. John was appointed for a third term to the position of Deputy Chair in November 2023. John Chairs the Remuneration Committee and sits as a member on the Quality Care Advisory Body and Corporate Governance Quality & Risk Committee. John also represents the Yallambee Board on the Village Advisory Committee.



Director - Dr Roger Fitzgerald

MB, BS, DA(Lon), DipRACOG, FRRACGP

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 a member of the Clinical Governance Quality & Risk Committee and also sits on the Nomination Committee and the Remuneration Committee.



Director - Claire Kent

BNurs, MIHM

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 postgraduate qualification in Health Management in 2014. Claire is a Member of the Royal College of Nursing Australia and a Member of the Australian Nursing and Midwifery Federation. Claire Chairs the Quality Care Advisory Body (formerly the Clinical Governance Quality & Risk Committee).



Director - Tim Pianta

GradDip Rail Operations Management

Tim is a 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 sits on the Governance Quality & Risk Committee and on the Nominations Committee.



Director - Mandy O'Neil

BHN, GradCert Health Service Management (Quality & Safety)

Growing up as a child holidaying on the Ninety Mile Beach and now residing in Gippsland, Mandy enjoys the country lifestyle, and the breathtaking place Gippsland is. With over 15 years working in the health and Aged Care industry, Mandy brings a wealth of Aged Care knowledge and experience specifically related to quality care and services, compliance, and governance. Mandy has held senior management positions such as Acting General Manager of Quality and Innovation and most recently as an Aged Care Consultant specialising in Governance, Risk, Compliance and Policy. She is a Member of the Australian Institute of Clinical Governance and a Member of the Australian Nursing and Midwifery Federation. Mandy also has a registered nursing background and sits on the Quality Care Advisory Body.



Director - Owen Drummond

BM

Owen currently works for TAFE Gippsland as the Manager Governance and Integrity and believes strongly in the benefits of community service. Owen has previously served on the Committee of Management for the Rosedale Neighbourhood House. Owen is an Associate of the Australian Institute of Governance. Owen is Chair of the Project Control Group and sits on Corporate Governance Quality & Risk Committee and also the Remuneration Committee.



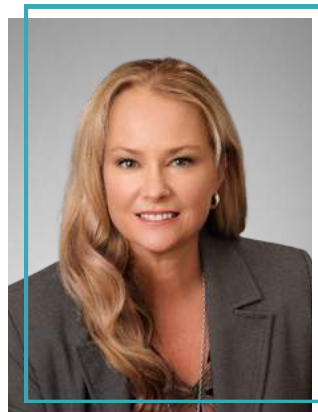
Director - Nick Hutton

BSc (Hons), MIC, CMC, MBCS, GAICD

Nick is a director of a number of privately held and not-for-profit organisations. He has 30 years of experience delivering Business Systems and Information Technology Solutions, primarily through Business Analysis and Project & 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 Europe. He is a Member of the British Computer Society, Member of the Institute of Consulting, and a Member and Graduate of the Australian Institute of Company Directors. Nick is the Chair of the Corporate Governance Quality & Risk Committee and sits on the Project Control Group.



Executive & Department Head Team



Governance/ Chief Executive Officer

Chief Executive Officer - Alison Snell

As CEO, reflecting on the past year fills me with pride for our collective achievements. Despite the challenges we've encountered, each obstacle has strengthened our commitment to excellence and innovation in Aged Care. Looking ahead, we are steadfast in our dedication to enhancing our staffing profile, nurturing our organisational culture, and delivering exceptional care to our residents. I am deeply grateful to our dedicated staff, residents, stakeholders and the Board for their unwavering support on this transformative journey. Together, we will continue to strive for even greater heights in service and care at every level of our organisation.



Executive Assistant to the CEO
Ann-Maree Ahern



Clinical Operations Department

Executive Clinical Operations Manager - Jayne Linton

Over the past year, as I've overseen the clinical operations at Yallambee, it has been a deeply rewarding and gratifying experience. We've made significant strides in recruiting and nurturing a highly skilled team committed to delivering exceptional care. Our focus on quality has yielded impressive clinical outcomes, ensuring that our residents receive the best possible care and support. I take pride in leading a team that not only embraces continuous improvement but also consistently demonstrates kindness and empathy in their interactions with residents. Looking ahead, I am excited to continue our journey at Yallambee, building on our successes and further enhancing the lives of those who call it home through innovative care practices and a culture of excellence.



Human Resources Manager
Kimberly Inglis



Chef Manager
David Mittelmajer



Maintenance Manager
Dennis Hicks



Quality Officer
Kathryn Thompson



Customer Services Department

Executive Customer Services Manager - Leanne Felstead

As the Customer Services Manager at Yallambee, I am dedicated to enhancing the experiences of our residents and their families. With a deep passion for delivering exceptional care and a commitment to continuous improvement, I strive to create an environment that fosters trust, comfort, and open communication. At Yallambee, I am not only a Customer Services Manager but also an advocate for enriching lives and creating a warm, homely atmosphere. I am excited to continue this journey of positive transformation and growth, making a meaningful difference in the lives of those we serve.



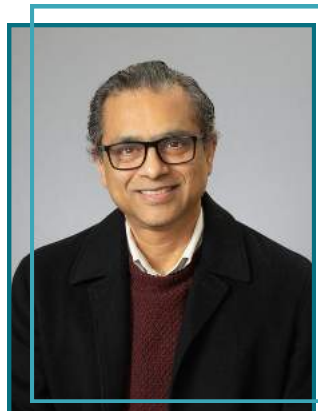
Customer Services Officer
Patricia Bacchetti



Customer Services Officer
Madeline Wallace



Lifestyle & Wellbeing Officer
Fiona Zaffina



Business Services Department

Executive Business Services Manager - Jay Jayashanka

As the Executive Manager for Business Services, I am passionate about improving the lives and well-being of all residents at Yallambee, and I am committed to ensuring that the organisation operates with the highest standards of accountability, transparency, and efficiency. It is my sincere pledge to enhance the financial sustainability, operational resilience, and service quality, of Yallambee in collaboration with the executive leadership team and the board of directors. My commitment to fostering the values of Yallambee will include acting with dignity, honesty, and professionalism, as well as supporting the residents to live their best with empathy in an environment of accountability and transparency through collaborative efforts. With a proven track record in enhancing service quality, my professional journey at Yallambee will be marked by an enduring dedication to the well-being of the residents and the pursuit of organisational excellence. I thank the Executives, the Board and the employees for the warmth and support that have been provided in the first few weeks and look forward to the exciting journey ahead.



Finance Manager
Vicky Atkins



Corporate Projects Officer
Ross Tully



OUR SUPPORTERS DONATIONS & GRANTS

The Keith Chenhall Charitable Trust

In October 2024 The Keith Chenhall Charitable Trust will celebrate 21 years of the trust providing incredible support to a range of community groups, charities and health facilities in the Gippsland region. Sadly, the year will also mark the 10th anniversary of Mr Keith Chenhall's passing.

First donating to Yallambee in 2006, The Keith Chenhall Charitable Trust has been a long-standing and generous supporter of Yallambee donating a total of \$199,079 to date. These contributions have been utterly invaluable and have allowed Yallambee to purchase a wide range of equipment that has improved the lives and health of our residents immeasurably. Following a donation from the trust in 2022, Yallambee was able to purchase GE Dinamap Vital Signs Monitors which proved to be even more effective and beneficial than anticipated.

In 2024 we requested further funding to purchase additional monitors where The Keith Chenhall Charitable Trust provides \$16,000 to allow the purchase of these additional monitors. The GE Dinamap Vital Signs Monitors have been an enormous help to our staff and an amazing boon to the health and well-being of our residents.

The equipment allows our nurses to take better, more comprehensive care of our many residents. The devices are fast, accurate, easy to use and highly mobile. The vital signs monitoring equipment provided by The Keith Chenhall Charitable Trust have allowed our nurses to collect the necessary information so they can make the informed decisions for resident care on a timely basis.

The Yallambee organisation, our staff and our residents are grateful to Mr Keith Chenhall, The Charitable Trust that bears his name and all of the dedicated individuals who continue to manage the trust and keep his generosity alive.

The Family of Bill O'Connor

Margery Cole Resident Mr Bill O'Connor passed during the year, and, to honour Bill, his family generously donated \$7,500 to Yallambee for the restoration of a Men's Shed on the grounds Margery Cole grounds. The Men's Shed provides an outdoor space where our residents can engage in manual crafts in a safe and well-equipped environment while being assisted and supported by our dedicated care staff.

Yallambee would like to express our gratitude to the O'Connor family for their generosity, once the improvements have been completed it will benefit Margery Cole residents for many years to come.

Alinta Loy Yang B Power Station

In 2024 Yallambee took delivery of \$5,000 worth of outdoor furniture which was purchased using grant funding from Alinta's Loy Yang B Power Station and was hand made by the skilled craftsmen of the Traralgon Men's Shed. The furniture included timber benches, chairs and wheelchair accessible picnic tables, which have been used throughout the village grounds.

Yallambee and all of our residents appreciate both the craftsmanship of the Traralgon Men's Shed volunteers and the generous donation from Alinta Loy Yang B.

This furniture is a lovely addition to the Village Gardens and will be enjoyed for years to come.





AGL Loy Yang A Community Benefit Program

In 2024 Yallambee took delivery of the omiVista projection system thanks to the generosity of the AGL Loy Yang A Community Fund Program. OmiVista is an interactive floor and table projector system that responds to gesture and movement creating dynamic images on any surface including floors, tables, overbed tables and wheelchair trays. This system has been in use in our facility providing hours of entertainment to our residents. This device is used heavily in our dementia support ward and provides entertainment and engagement for residents who often struggle to engage and focus.

For our dementia support residents this engagement is more than just an improvement to their quality of life, it is vital to their safety and health as the device helps manage behaviour and mitigate risks that can otherwise arise.

The total donation to Yallambee from the AGL Community Fund was over \$22,000 and in addition to purchasing the omiVista projector the Loy Yang donation also funded the purchase of new iPads for

each kitchen and server in our facility, a purchase which, crucially, allowed us to roll out our new SoupedUp meal and diet management software.

The SoupedUp software package manages more than just meal selection, it is a critical part of safely managing resident dietary and nutritional needs. SoupedUp tracks both the food needs of residents, such as allergies and food consistency requirements, and the details and ingredients of every meal prepared by our chefs and this database will then automatically provide guidance and warnings at every stage of food preparation and service, ensuring that no resident is provided with food which may be contrary to their dietary and nutritional needs. As mentioned above, this crucial software is available at every food preparation and service location thanks to the AGL Loy Yang A Community Fund's generous funding of our new iPad tablets and mounting brackets.

Official Visit by The Hon. Minister Lily D'Ambrosio MP

In April 2024, Yallambee welcomed the Official Visit by The Hon. Minister Lily D'Ambrosio MP Minister for Climate Action, Minister for Energy and Resources and Minister for the State Electricity Commission.

Yallambee Traralgon Village for the Aged Inc. were recipients of the Latrobe Valley Energy & Growth Program Solar panel installation grant 16 months ago and Minister D'Ambrosio visited Yallambee to officially open the solar panel installation system. Yallambee' Board Chair and Deputy Chair were in attendance and some of the Margery Cole residents come along to hear the Minister speak.

Other representatives included Chair and CEO from the Gippsland Climate Change Network and RACV Solar representatives were also in attendance on the day. We were pleased to say that the savings from the solar installation from this grant initiative directly enhances the quality of care for our elderly residents. With these savings Yallambee has been able to fund

increased nursing hours, purchase more specialised equipment, and provide multiple communication screens throughout the facility.

Accessing these ongoing savings will benefit residents and the community and assist Yallambee to continue to provide exceptional care whilst contributing to environmental and financial sustainability.

Once again, we extend our heartfelt thanks to the Minister and the Department of Energy, Environment, and Climate Action for their unwavering support and belief in our vision. It is a symbol of progress, resilience, and social responsibility, harnessing the potential of renewable energy in such a setting.

Together, we are not just providing exceptional care; we are laying the foundation for a sustainable, equitable, and prosperous tomorrow.



Donation Acknowledgements

- AGL Loy Yang A Community Fund Program \$22,126
- Keith Chenhall Charitable Trust \$16,000
- O'Connor Family \$7,500
- Alinta Loy Yang B Community Partnership \$5,000
- Lotus Corp \$1,620

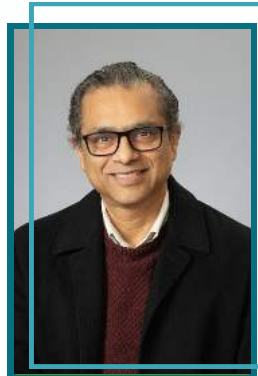
Staff Fundraisers & Raffles

- Breast Cancer Australia \$250
- Mother's Day Raffle & fundraising \$242
- Fathers Day Raffle & fundraising \$189
- Yallambee Calendars \$104
- Christmas Crafts \$901



FINANCIAL OVERVIEW

Financial Report



Yallambee's operating surplus for 2024 was \$3,322,862 which is a significant improvement on the prior year (Deficit \$188,053). This was essentially a result of a combination of factors including increased occupancy with a renewed focus on optimising expenditure.

Additionally, there was a gain booked on revaluation of the Yallambee Retirement Village of \$1.3M with revenue flowing from COVID-19 Government grants as also the sale of 1-5 Campbell Street., which contributed to the excellent result. The COVID-19 grant amounted to \$348,148 due to Agency costs incurred during COVID-19 outbreak back in December / January 2022 with the reimbursement of these costs reflected in revenue for this year. We have also been able to take advantage of the increased term deposit rates that has a positive impact on the surplus.

Increasing costs are being incurred due to the mandatory care minutes to be achieved, although Yallambee has been in a solid position due to low staff turnover and ability to attract qualified staff. The push to control costs through tight budgeting and ordering processes have enabled Yallambee to lower the overall costs.

The land and buildings of Yallambee have been revalued in line with the Audit recommendation of valuation on a 5-year period with the valuation assessed in June 2024. This has significantly increased the valuation of both the Margery Cole land and the Independent Living Units. The treatment of the increased values have been different depending on the type of property-Independent living units being considered as investment property as per AASB 140 Investment properties and the Margery Cole Aged Care property being considered as freehold and valued in line with AASB 116 Property Plant and equipment, with the increased value accounted in the revaluation reserve.

Since my appointment to the role of Executive Business Services Manager in mid-June 2024, I am pleased with the excellent results for the year ended 30 June 2024, and with the strong financial footing, I would envisage continued growth and strengthening of Yallambee's financial position in the future.

Jay Jayashankar
Executive Business Services Manager

Financial Performance

In summary the results for 2024 were:

- Surplus of \$3,322,862 for the year which increased the net asset position from \$5,984,419 in 2023 to \$9,307,281 in 2024
- Employee Wages & Superannuation dropped from 78% of revenue in 2023 compared to 72% of revenue in 2024 (excluding revaluation gain), reflecting increased staff productivity
- Conventional reporting of EBITDAR (Earnings before Interest Tax Depreciation Amortisation and Revaluations) provided Yallambee a surplus of \$2,403,254
- Net Cash Provided (Used) by Activities increased by \$2,092,392 in 2024, [\$2,387,373 in 2023 compared to \$294,981 in 2023]. With, payments made to suppliers and employees increasing by \$1,240,352 [\$(16,107,020 in 2024 compared to \$(14,866,668) in 2023], this was mostly represented as higher wages
- Net cash provided (used) by investing activities decreased by \$1,321,972 [\$(2,120,533) in 2023 compared to \$(798,561) in 2024]
- Net cash Provided (Used) by Financing Activities increased by \$2,013,984 [\$2,753,717 in 2023 compared to \$4,767,701 in 2023] with increased proceeds from residential accommodation deposits and 'ingoing' (net)
- Cash and cash equivalents at end of year were higher by \$6,359,513 with a healthy cash position of \$12,911,236 at the end of 2024
- Yallambee employed over 230 local people and paid more than \$13 million in wages and superannuation during 2023/2024



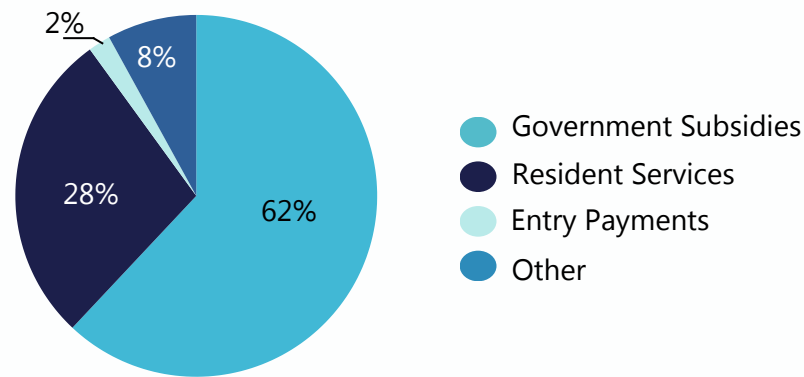


Financial Risk & Investment Policy

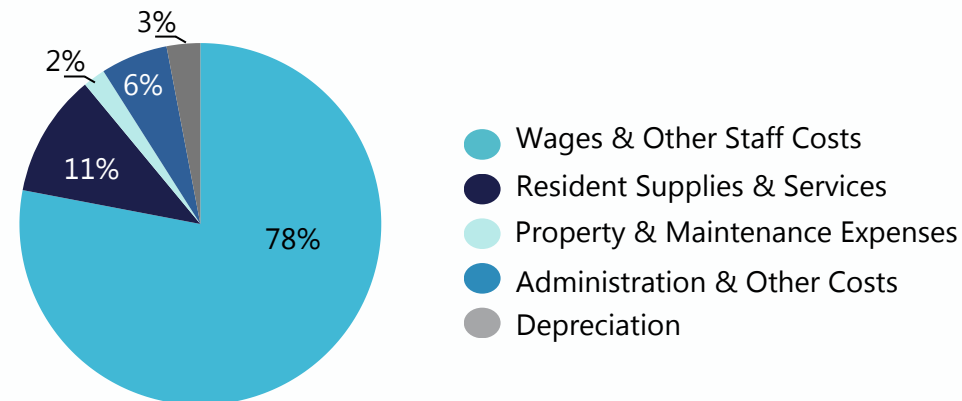
As an Aged Care Service Provider Yallambee continues to receive considerable funds by way of Refundable Accommodation Deposits for Margery Cole residents, as well as Ingoing Contributions for Independent Living Units within Yallambee Village. At the end of June 2024, Yallambee had a balance of Margery Cole Accommodation Bonds of \$21,954,463 and entry contributions from the residents of Yallambee Retirement Village to the tune of \$6,472,952 with the Total Funds being \$28,427,415.

The Liquidity Management Strategy (LMS) introduced during 2016/2017 remained in place throughout 2023/2024 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 and similar. During 2023/2024 Yallambee held investments with Commonwealth Bank of Australia. 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



Revenue by Service Type



Borrowings

Yallambee had the 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 2024, no funds had been drawn from this facility.

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30th JUNE 2024

	2024	2023
INCOME		
Revenue from Contracts with Customers	17,350,785	14,053,344
Gain from fair value adjustment for investment property	1,512,798	-
Other Revenue	1,386,768	1,281,621
Total Revenue	20,250,351	15,334,965
EXPENSES		
Employee Expenses - Wages	11,657,333	(11,084,969)
Employee Expenses – Superannuation etc	1,785,964	(1,006,243)
Catering Expenditure	663,772	(614,129)
Resident Supplies and Services	475,851	(497,393)
Utilities and Property Services	534,646	(537,624)
Depreciation Expense	593,190	(536,253)
Borrowing Cost Expense	21,932	(43,870)
Administrative Costs (Excluding Wages)	524,743	(527,311)
Equipment Maintenance	151,631	(155,257)
Building And Structure Maintenance	195,163	(186,640)
Other Expenses	323,264	(333,329)
Loss from fair value adjustments for investment property	-	-
Impairment on revaluation	-	-
Total Expenditure	16,927,489	(15,523,018)
Operating surplus (deficit) for the Year	3,322,862	(188,053)
Less: Income Tax	-	-
Other Comprehensive Income for the year	-	-
Revaluation of land and buildings	3,322,862	-
Total Comprehensive Income for the year	4,342,407	(188,053)

Borrowings

STATEMENT OF CHANGES IN EQUITY AS AT 30th JUNE 2024

The Statement of Comprehensive Income is to be read in conjunction with the full notes to the financial accounts

	Asset Revaluation Reserve	General Reserve	Retained Surplus	Total
	\$	\$	\$	\$
Balance as of 1 July 2022	-	6,172,472	-	6,172,472
Deficit for the year	-	-	(188,053)	(188,053)
Transfer between retained earnings and general reserve	-	(188,053)	188,053	-
Balance as of 30 June 2023	-	5,984,419	-	5,984,419
Balance as of 1 July 2023	-	5,984,419	-	5,984,419
Surplus for the year	-	-	3,322,862	3,322,862
Other Comprehensive income for the year	1,019,545	-	-	1,019,545
Transfer between retained earnings and general reserve	-	3,322,862	(3,322,862)	-
Balance as of 30 June 2024	1,019,545	9,307,281	-	10,326,826

The Statement of Changes in Equity is to be read in conjunction with the full notes to the financial accounts

Borrowings

STATEMENT OF FINANCIAL POSITION AS AT 30th JUNE 2024

	2024	2023
CURRENT ASSETS		
Cash Assets	12,911,236	6,554,723
Receivables	244,830	277,850
Financial Asset	6,000,000	5,000,000
Other	153,744	117,917
	<u>19,309,810</u>	<u>11,950,490</u>
Non-Current Assets classified as Held for Sale	-	952,430
TOTAL CURRENT ASSETS	19,309,810	12,902,920
NON CURRENT ASSETS		
Property, Plant & Equipment	14,306,336	13,496,995
Investment Property	7,214,154	5,089,154
TOTAL NON CURRENT ASSETS	21,520,490	18,586,149
TOTAL ASSETS	40,830,300	31,489,069
CURRENT LIABILITIES		
Trade and Other Payables	836,858	820,448
Other Liabilities	28,427,415	22,669,765
Borrowings	-	1,000,000
Provisions	1,077,950	912,987
TOTAL CURRENT LIABILITIES	30,342,223	25,403,200
NON CURRENT LIABILITIES		
Provisions	161,251	101,450
TOTAL NON CURRENT LIABILITIES	161,251	101,450
TOTAL LIABILITIES	30,503,474	25,504,650
NET ASSETS	10,326,826	5,984,419
EQUITY		
General reserve	9,307,281	5,984,419
Retained Surplus	-	-
Revaluation reserve	1,019,545	-
TOTAL EQUITY	10,326,826	5,984,419

The Statement of Changes in Equity is to be read in conjunction with the full notes to the financial accounts

Borrowings

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30th JUNE 2024

	2024	2023
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from residents	5,273,955	4,632,205
Government Subsidies	12,643,553	10,330,456
Payment to Suppliers and Employees	(16,107,020)	(14,866,668)
Interest Received	598,817	242,858
Interest Paid	(21,932)	(43,870)
Net Cash Provided (Used) by Operating Activities	2,387,373	(294,981)
CASHFLOWS FROM INVESTING ACTIVITIES		
Purchase of Investment	(1,000,000)	(1,471,214)
Proceeds from Sale of Plant & Equipment	1,196,627	19,583
Payments for plant and equipment	(995,188)	(668,902)
Net Cash Provided (Used) by Investing Activities	(798,561)	(2,120,533)
CASHFLOWS FROM FINANCING ACTIVITIES		
Proceeds from residential accommodation deposits and 'ingoings' (net)	5,767,701	2,753,717
Repayment of borrowings	(1,000,000)	-
Net Cash Provided (Used) by Financing Activities	4,767,701	2,753,717
Net increase/(decrease) in cash and cash equivalents	6,356,513	928,165
Cash and cash equivalents at beginning of year	6,554,723	5,626,558
Cash and cash equivalents at end of year	12,911,236	6,554,723

The Statement of Changes in Equity is to be read in conjunction with the full notes to the financial accounts



