



princescourt  
COMMUNITY LIVING

# Annual Report

2018-2019





Lanyon Flats

Community Centre

Former Mildura Hos

Princes Court Village

Princes Court Homes

Legacy Flats

# Valuing the rights of people in our care

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## Welcome

Princes Court is a strong community of residents, staff, volunteers and their families bonded by a belief that everyone deserves to feel happy, safe, valued and respected.

Our people are supported to create a life that is truly theirs. Their abilities and differences are celebrated. They are encouraged to pursue their interests, stay active and connect with others in ways they feel comfortable.

Princes Court is a community-owned and not-for-profit organisation with a dedicated team of staff helping people to live within a secure and supportive community.

**Princes Court Homes** provides care for people who need residential, respite and specialised dementia care.

Our facility has been supporting the region's aging residents for more than 61 years, having celebrated our diamond anniversary in November 2017. We offer a full range of living and care options to suit residents and families. If needs change, we can continue to support residents by adjusting the level of care.

Surrounded by beautiful gardens and courtyards, the secure facility accommodates 98 permanent and two respite residents. Our residents are supported by more than 130 qualified and well trained staff and dedicated volunteers.

Our residents are kept active, both socially and physically through a schedule of daily activities, such as excursions to the Mildura Arts Centre, exercise, singing, International days and activities with many young visitors.

Our kitchen team, provides a seasonal menu featuring fresh local produce and caters to all choices and dietary needs.

**Princes Court Village** provides secure, low maintenance, independent living with many activities offered. Residents have the opportunity to do as many or as little of these as they would like.

Located in the heart of Mildura, the village is close to all types of services, shops and transport. It is fully landscaped and has been architecturally designed with retirement living in mind. Friendly staff support the residents' needs and look after common areas.





## Our Vision

Excellence in care and lifestyle.

## Our Mission

We provide choice in high quality and secure aged and residential care and independent living, responding to changing community needs with innovative services and support.

## Our Values

Person-centredness  
Excellence  
Dignity  
Effectiveness







**LYN HEAYSMAN**  
**CHAIR, BOARD OF MANAGEMENT**

## The year 2018/2019 will be remembered by all the Board and staff as a year of challenge and change.

We have had the pleasure in being involved in:

- Royal Commission into Aged Care, Quality and Safety
- Royal Commission hearing in Mildura
- Renovations to PCH cottages
- Renovations to Village homes
- New Village Co-Ordinator in place
- Higher staffing levels
- Improved delivery of food
- Increased resident activities
- Future planning – diversified services including planning for new building developments in the future.

With the Royal Commission into Aged Care, Quality and Safety, Princes Court was invited to provide a written response to their questions, with the gathering of evidence and collation taking approximately three months. We barely had time to take a deep breath from this when we were notified that a round of hearings for the Royal Commission was to take place in Mildura.

“The staff are dedicated and caring. The facilities are of great standard and the gardens are spectacular”.

ANNON

Our CEO, Jenny Garonne represented our organisation at the Mildura Hearings, being part of a panel of aged care providers with the event being live streamed on the Royal Commission website.

Our Board has been very busy during the past twelve months planning improvements to our buildings, both short term and long term.

Many of our residents have benefited from high quality refurbishments to the cottages at Princes Court Homes as well as the Village Units, including painting, kitchens, floor coverings, window dressings and artwork. The new murals (depicting local landscape photography) are a stand out for me.

In caring for our residents of Princes Court Homes, we have invested in more staff. The Board is conscious that we need to continue investing back into the care and safety of the residents.

We are making application for the future of PCH to be a more diversified business, supporting our aging population in staying in their homes or village units longer. We are also making plans to have higher quality services and accommodation on site, including the dementia unit.

After many years of utilising an external caterer for meals, Princes Court returned to operation of our own fully equipped kitchen, resulting in a much improved menu with main meal choices. We are very pleased to see families, staff, village tenants and residents of PCH all enjoying our hospitality as

a result. Further to this, our Fountain Cafe is to be congratulated on the wonderful service it provides, enjoyed by staff, families, friends, volunteers and residents each day.

Princes Court's social media presence has grown considerably over the past year, with our Facebook page offering a great way for families and friends to stay in touch with their loved ones and to keep up to date with the many activities on offer.

Activity highlights include a surprise visit from Senator Derryn Hinch, a resident's 95th birthday Harley ride and our annual Fete.

Both the Village and Homes are producing quality and informative monthly newsletters for both the residents and their families, if you haven't already subscribed, please contact the office to be added to their distribution list.

The Board is highly active in planning for the next 20-30 years and I hope in the not too distant future that I can share with you Stage One of a very big capital spend on our facility. As well as this, we have made application to the government to provide additional services to our community, which I also hope to announce shortly.

I would like to thank the Princes Court Board, our CEO, our Deputy CEO and Clinical Care Coordinator and all our dedicated staff and volunteers for a very big year.

In 2018 we welcomed new Board members Chris Forbes and Peter Hartmann. During the year, Doug Tonge stepped down as Board Chair. Thank you Doug Tonge for your leadership as Chair over the years. Your business accumen will continue to be applied through to your position of Chair, Planning, Projects and Services Committee.

As well as providing their expertise to the Board of Management, our Board members also sit on a range of PCH committees including Clinical Governance, Finance, Audit & Risk, Remuneration, Policy and Planning, Projects and Services.

Paula Bruce has taken on the role of Chair, Clinical Governance Committee and as well as this, she is also working with our lifestyle department and volunteers on many community connection projects. Paula Gordon, who also sits on a number of committees, became Chair of the Policy Committee.

Paula's expertise in this area is invaluable.

Chris Forbes joined the Clinical Governance Committee and provides invaluable knowledge from her experience in the health sector.

Tony Hickey, our longest standing member of the Board, has an invaluable wealth of knowledge in finance, and he applies these skills in his role as Treasurer and Chair of the Finance, Audit and Risk Committee.

Peter Hartmann, (who holds the position of Deputy Chair) and Trevor Brennan bring financial expertise to the Board. Trevor has been of great assistance in the move to technology and understanding our financial processes.

I would like to thank Jenny Garonne our CEO, for her positive and never ending dedication to a position that has endured many challenges this year. Jenny's strategic thinking and resourcefulness has improved our services in many ways. Jenny's achievements are too long to list, but it is fair to say that she has bought a team of highly skilled people together to provide a healthy, caring and safe environment for our residents. The people who are centre of what we all do.

Thank you to everyone.





JENNY GARONNE  
CHIEF EXECUTIVE OFFICER



## Our staff are our heroes. They are accepting change and adapting constantly to meet the needs of our residents, the regulating bodies and the values of Princes Court.

This year has been a time of change for Princes Court. This has occurred on two fronts; the changes that have been implemented to prepare the organisation to build capacity and efficiencies for the future, at the same time change that occurred in the aged care industry through government policy and action.

I reflect on two quotes regarding change:

**“Some changes look negative on the surface, but you will soon realise that space is being created in your life for something new to emerge.”**  
ECKHART TOLLE

**“If you always do what you’ve done, you will always get what you’ve always got.”**  
ED FOREMAN

As an organisation, we are looking at change as a positive opportunity to embrace a new future.

We are making decisions based on a broad understanding and knowledge of our community needs and sustainable outcomes for the next 10 – 20 years. Importantly, we are building capacity to allow this to occur and at the same time, we are aware of the environment we are operating in and we are conscious of the aged care industry reviews that have been taking place over the last six years.

The need for change was heightened by the negative media attention that the industry received last year. The practices highlighted by these reports should not occur and we are hopeful that the Royal Commission into Aged Care Quality and Safety will stop them. Reports also highlighted areas where aged care facilities need support to be sustainable into the future, and the capital to invest in infrastructure.

Over the last twelve months, there has been an emphasis to build the community of Princes Court and to improve the day to day lives of all those we serve.

At the Homes, the staff are the heroes in relation to this, as they provide the clinical care, social interaction and physical and nutritional

requirements to enable our residents to have fulfilled, happy lives. Other staff provide the quality environment and services to ensure that everything runs well and residents are secure in the activities they undertake. There are also important staff that make sure all the administrative requirements are managed efficiently, staff culture is maintained and we remain sustainable into the future through planning.

Through Board support and the leadership team, we have implemented many new developments and initiatives across the organisation and I have been impressed by the ability of staff to accept the changes and new technology.

A strategic decision was made to increase clinical staff by over 100 hours in February 2018. The staff level was able to remain substantially the same, even when Princes Court Homes experienced a high number of demises at the same time Government incentives for home care packages increased, and we experienced a drop in our occupation rate from September and January 2019. The increase in clinical staff and other wages has impacted on our bottom profit line, however our resident's needs are paramount and we still compare equally to benchmarks of other regional aged care providers.

As the Chair indicated, major renovations have occurred in six units, transforming the community living and dining areas. We have brought the kitchen inhouse and expanding the café menu, improving the quality of food and social activities on offer.

Princes Court's gardens have been a talking point for many years and with the increase in our gardener's hours, the aesthetics of our surrounds continue to receive regular attention by our community.



Throughout 2018/2019, we engaged in several marketing campaigns to launched our new branding and message, including features in Mildura Living and Sunraysia's Finest. Our Village was also the subject of several television advertisements in partnership with Collie and Tierney. Princes Court also cemented its place in social media, with the rapid growth of our Facebook page, with 800 individuals now regularly engaging with the site.

Princes Court Village has welcomed a record number of eight new residents this past year, since its inception twelve years ago. With an innovative Village Coordinator and Maintenance Supervisor in place, there is a new community vibe with the introduction of unique activities. The success of social activities has been buoyed by the enthusiastic gardening committee and social committee.

The renovations that needed to occur at each change of ownership were often significant and Paul Renouf, Village Maintenance Supervisor, should be be congratulated for taking on the project management of these works.

Building staff capacity through education, training and development is very important at Princes Court. We need to ensure that our staff have the skills and knowledge to provide the best care for our residents, at the same time providing opportunities for staff to further develop their skills.

The Board and leadership team have been instrumental in the transformation of the organisation into the new digital paradigm. Capital has been invested in establishing wifi across the facility and a new VOIP telephone system, improving service and reducing costs. The organisation has also introducing Medsig technology for improved efficiency in dispensing medication. With tablets, wifi and a VOIP system now in place, there are many opportunities to enhance communication, connectivity and also improve efficiencies through direct input of information right across the organisation.

Princes Court has played a part in the Federal Government's action to make changes to this industry. Through significant effort over a three-month period, the organisation completed a major review of resident documentation (for the past five years) and completed a submission into the Royal Commission into Aged Care Quality and Safety.

Special thanks to Sue Zariko, Acting Director of Nursing, Kate Amos, Quality Coordinator and Kerrie Giddings, Executive Assistant, for their tireless efforts during this time.

At the Mildura Hearing of the Royal Commission, held at the end of June 2019, I was invited to participate as a panel member, with the theme of 'respite'.

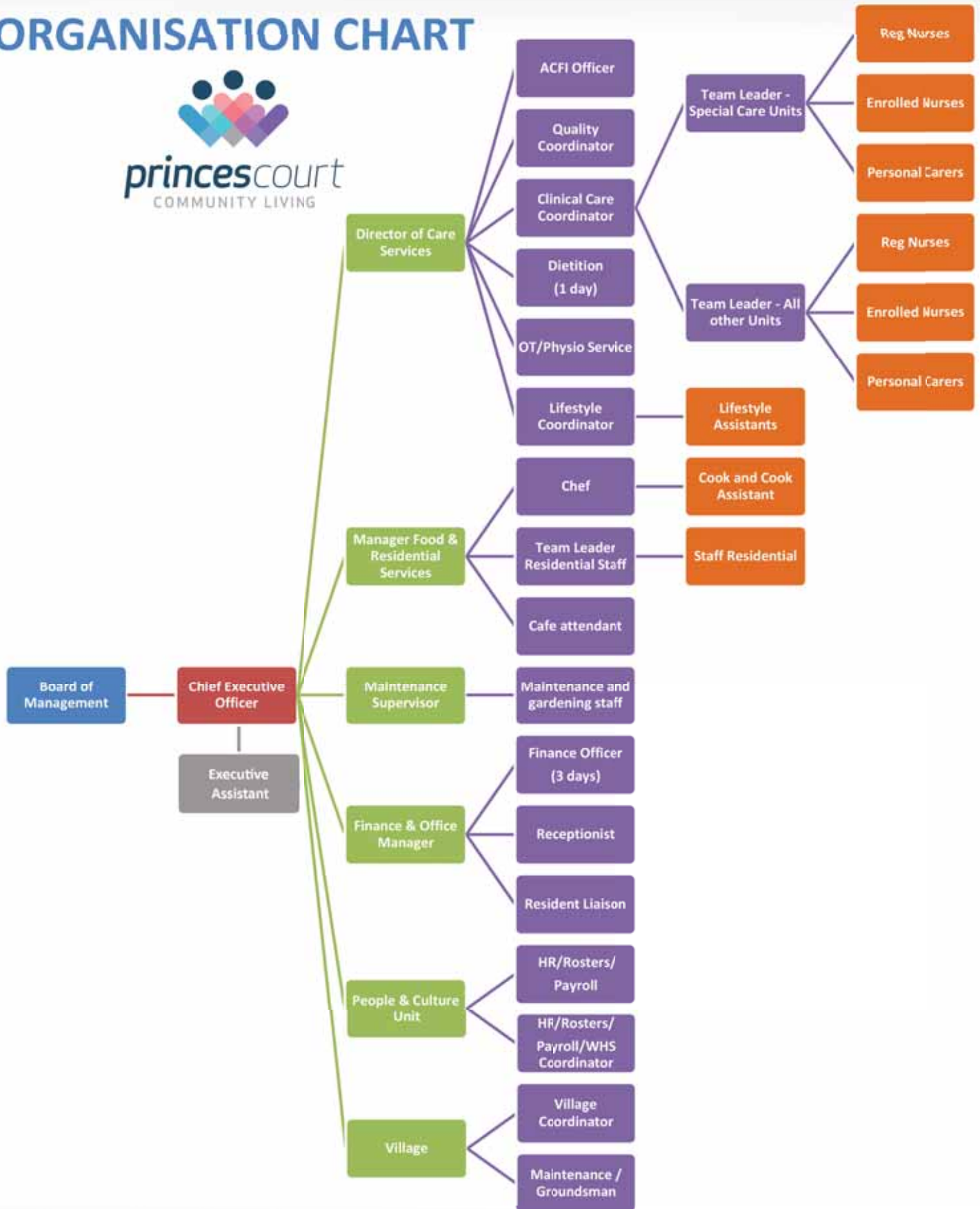
The new Aged Care Quality Standards have been embraced by staff. These standards focus on improved quality outcomes for consumers, making it easier for consumers, their families, carers and representatives to understand what they can expect from a service.

With its magnificent gardens and meeting areas, Princes Court continues to offer a true community where residents always feel at home and in charge of their lives. Our people make choices and live in a secure environment, knowing that our staff are there to enable them to have their best day possible.

As we pause to catch our breath after yet another full year, I am once again overwhelmed by the contribution of so many people to Princes Court; the staff, volunteers, families, Board and community members. I thank everyone of you – you are valued greatly as each and every one of you truly live up to our mission by providing choice in high quality aged care.



# ORGANISATION CHART





## Our Board



**LYN HEYSMAN**  
**CHAIR**

Current Board Chair, and member of the Clinical Governance Committee, Finance, Risk & Audit Committee and the Planning Projects & Service and Major Capital Works Committee.

Lyn has been a Board member of Princes Court for five years and she has a keen community spirit and a great interest in aged care.

Lyn is a Financial Adviser with 22 years experience and specialises in providing aged care advice. She has achieved her Masters in Applied Finance and completed the Directors course of the Australian Institute of Company Directors. Lyn is a long time member AICD and AFA.

Lyn has held three other community board positions in the not-for-profit sector over a span of 30 years.



**TONY HICKEY**  
**TREASURER**

Deputy Chair, Board Treasurer, Chair Finance, Risk & Audit Committee and member of the Planning Projects & Service and Major Capital Works Committee.

Tony is a Partner in Findex/Crowe Horwath Mildura and has over 30 years' experience in the public practice and the agribusiness industry. He has a Bachelor of Agricultural Science (Economics) and is a Member of the Institute of Management Consultants.

Tony's passion is helping clients to achieve their business, financial and personal goals. Tony believes that having access to timely and relevant information is a key to making strategic decisions. Tony works with clients from a range of industries, particularly those relating to the horticultural, broad acre, cropping/livestock, aged care, solar, manufacturing, water and viticulture industries.

Tony was born in Robinvale, Victoria and was raised on a family owned property. A proud Sunraysia person with strong family, professional and sporting ties in the region provides Tony with an understanding of the key issues facing regional people and their businesses.

**PETER HARTMANN**  
**BOARD MEMBER**

Deputy Chair, Chair of the Remuneration Committee, member of the Policy Working Group and the Planning Projects & Service and Major Capital Works Committee.



Peter is a partner in Southern Cross Business Advisors (SCBA), a local taxation and advisory service to small and medium size business.

Peter grew up in Mildura and after completing his university studies, worked for a chartered accounting firm in Melbourne. He returned to Mildura in 1995 and has been a Partner in SCBA since 2005.

Peter is an active community member as a AFL Regional Commissioner and Chairman of the Settlers Junior Cricket Club. He is a Life Member of the Bambill Football Club, the Millewa Football League and the Sunraysia Mallee Ethnic Communities Council. Peter has been a PCH board member since September 2017.



"I admire the passion and commitment of every staff member to provide the very best to our residents".

STAFF SURVEY 2019



**PAULA BRUCE**  
**BOARD MEMBER**

Chair, Clinical Governance Committee and member of the Planning Projects & Service and Major Capital Works Committee.



Paula has had a long and varied career in the fields of health, mental health and education.

Previously working for the Mildura Base Hospital, the Mildura Homes for the Aged (now PCH), as well as her own private practice, Paula's community development work has been extensive and varied over many years.

Prior to retirement she was the Head of the School of Social Work and Social Policy at La Trobe University, Mildura Campus. As well as her Board duties, Paula is an active Rotarian.

**CHRISTINE FORBES**  
**BOARD MEMBER**

Member of the Clinical Governance Committee



Chris Forbes holds a Bachelor and Masters in Social Work and has been working within the Non-Government / Government sector for over 30 years including direct practice, community development, management, clinical supervision, research and training.

Chris is currently the General Manager at the Education, Training and Research Unit of Mallee Family Care and has been a lecturer for Latrobe University Mildura in Social Work for the past 10 years.

**TREVOR BRENNAN**  
**BOARD MEMBER**

Member of the Finance, Risk & Audit Committee.



Trevor has operated his own accounting and bookkeeping business since 2002. He has a Bachelor of Accounting and is a member of the Institute of Public Accountants and is married with three children.

Born in Wycheproof in regional Victoria, Trevor was raised on a broad acre farm with nine other siblings. He is the product of a very strong family environment where respect and care were paramount.

Trevor is passionate about helping small business achieve their business and personal goals, by implementing sound accounting and bookkeeping practices and advice. His skills in business management are a real plus for the Princes Court Homes Board, as his contributions are backed up by well developed knowledge.

As well as serving on many different committees on a volunteer basis, Trevor is also passionate about sport.





“On behalf of our residents, I would like to say a big thank you for all the work, care and support you give us all. Thank you very much.”

ELIZABETH BOYLE



**PAULA GORDON  
BOARD MEMBER**

Member of the Remuneration Committee and Policy Working Group Committee.

Teacher and sociologist, graduate of Ballarat Teachers College and Monash University.

Paula's professional career included teaching, research, communications, health promotion and rural policy development including improved funding formulae for bush nursing hospitals.

Paula has extensive experience in community development including the establishment of Sunraysia Cancer Resources. Paula has also held senior management positions.

Now retired, Paula continues to be involved in the community as a member of not-for-profit boards. She has had a long involvement with Princes Court Homes with her grandmother being a resident and her mother enjoying respite for a period after having spent many years fund raising for the Homes.



**DOUG TONGE  
BOARD MEMBER**

Chair of the Planning Projects & Service and Major Capital Works Committee, member of the Remuneration Committee and Clinical Governance Committee.

Doug has been a long standing Board member for Princes Court, providing over eleven years of service.

Prior to joining the Princes Court team, Doug's career included 11 years as a public servant with Australia Post, 20 years as a horticulturist, and 30 years in the community sector having held the position as Chief Executive Officer – Mallee Accommodation & Support Program (MASP) for 20 of these years.

Now retired, Doug continues to enjoy the opportunity of helping meet the needs of his community and takes great pride in his role at Princes Court.

Doug enjoys many interests including travel, gardening, beekeeping, fishing, and boating. Married to Marilyn the opportunity of spending time with their 12 grand-children is their greatest joy.





# Our People

## 2019 Staff Service Awards

Princes Court values its staff and their contribution to the wellbeing of its residents.

We are very fortunate to have such committed and caring employees, with many having been employed over twenty years.

This year we have four staff members that have achieved significant service milestones and it is important to celebrate their achievements and the commitment and care they have provided.

### 10 Years

WENDY KNIGHTS

### 15 Years

HELEN JONES

ELIZABETH MARSHMAN

### 20 Years

MARGARET CAMERON

**We thank and congratulate our dedicated staff for their service.**

2018 Recipient of 10 Year Service Award, Diane Jansen, pictured with Doug Tonge (2018 Board Chair)



2018 Recipient of 25 Year Service Award, Sonya Freeman-Mitchell, pictured with Doug Tonge (2018 Board Chair)



## Volunteers

We have over thirty individuals that volunteer time to support our community. This can be anything from reading to a resident, assisting with bingo, helping with cups of tea, helping with the gardening or being part of the Board.

These people are such a significant part of the Princes Court community and the resident's lives are enriched due to their support and we thank them for their contribution.





“It’s a really good organisation to work for and it is very rewarding helping with the resident’s needs”.

STAFF SURVEY 2019

## Staff training and development is important to Princes Court. It improves employee skills and keeps our organisation up-to-date.

### Staff Personal Development

Education, training and development is very important at Princes Court. We need to ensure that the staff employed have the skills and knowledge to provide the best care for our residents at the same time providing opportunities for staff to have development opportunities and career progression.

This year we have spent over \$50,000 on face to face training and also filling shifts to allow the training to occur.

Over the last twelve months, provision of training has been exceptional, given changes to Standards and also new technology implemented across the organisation. The organisation has been introducing more people-centred care for a number of years, however with the new Aged Care Quality Standards, this has advanced even further and many new processes and increased documentation has occurred.

Princes Court management played a significant role in establishing a collaborative leadership course in conjunction with SuniTAFE and three other Sunraysia not for profit aged care organisations. With the help of funding through the Victorian

Department of Education and Training, twelve Princes Court staff from diverse occupations (thirty-six participants in total) are in the process of completing Cert IV in Leadership.

Four staff completing the course have now advanced to leadership roles within the organisation.

Other activities that our staff completed in the past twelve months include:

- Education on our Funding Model
- Aged Care Mental Health Services
- Behaviour Assessment
- Cardiopulmonary Resuscitation
- Contenance Training
- Dementia Behaviour Management
- Eddie Dementia Education
- Emergency SOS Calls
- Fire and Evacuation Procedures
- Gastroenteritis
- Leisure and Health
- Manual Handling
- Medication Administration
- Montessori
- Oxygen Use and Safety
- Progress Notes
- Quality and Continuous Improvement Across Four Standards
- Shadow Shift Orientation for New Staff
- Webster (new technology medication and administration)
- Staff Appraisal and Development
- Validation Dementia
- Volunteer Refresher Training
- Wheelchair Principles
- Mandatory Training - elder abuse, hand hygiene
- Attendance at LASA Congress





### Employee Recognition Awards

Throughout the year, Princes Court recognises and acknowledges staff members who go above and beyond the call of duty in performing their tasks.

We are very proud to list the 2018/2019 recipients:

December	Helen Hansen
January	Chantelle Francombe
April	Jodi Ross
May	Helen Hansen
June	Maria Cavallo
July	Nazik Ersacti
August	Deb Gordon
September	Heather Pinyon

Nominations for our awards come from a variety of sources including management, staff, residents and their families and friends.

Staff are awarded for a number of attributes including:

- Commitment to the organisation
- Having a strong work ethic
- Being approachable and helpful
- Role modelling to their peers
- Going over and beyond the call of duty
- Giving that little bit extra

**Congratulations everyone!**

### Acknowledgement of Staff who Left in 2018/2019

Three members of the staff who had been employed by Princes Court for a significant time period left the organisation and we would like to acknowledge their commitment and dedication to the residents and staff:

Eileen Marriott, Administration Manager, 30 years  
 Pat Mitchell, ACFI Coordinator, 37 years  
 Val Budd, Lifestyle Coordinator, 21 years

Special thanks also goes to departing staff Lakshmi Reghunath, Director of Nursing (3 years) and Kim Curry, Village Manager (9 Years). Both ladies played major roles at our facility - with Lakshmi introducing quality systems and processes in the Clinical area, and also stepped into the role of Acting CEO role for a six month period.









## Quality Reports

At Princes Court, quality care is paramount in our day-to-day operations and we employ a number of tools to ensure that this is maintained including:

### Quality audits and collection of data on an ongoing basis

Our Quality Coordinator, Kate Amos, provides ongoing audits across the facility.

Princes Court can be confident in the quality of services to its residents and at the same time, meets all areas of the required Aged Care Quality Standards, with many of the outcomes being exceeded.

The audits are completed through a variety of systems including assessments created by Princes Court Homes' staff and QPS Benchmarking against other similar aged care providers across Australia and New Zealand.

The audits in key clinical care areas include:

- Resident incidents
- Falls management
- Medication incidents
- Weight monitoring
- Minimisation of Physical and Chemical Restraints
- Feedback and complaints
- Infection monitoring-wound monitoring

### Understanding of dietary needs of residents

We are fortunate to have an in-house experienced and qualified Dietitian, Sotiria Karatsas. One of Sotiria's roles is to monitor all residents' weights on a monthly basis, reducing the risk of malnutrition and dietary related diseases, associated with inadequate nutritional intake.

Any resident who has either lost or gained more than 2 kg over a month or 3 kg or more over a three-month period are evaluated and assessed, and interventions are put into place to ensure residents are receiving adequate nourishment and hydration.





"Today is the day we celebrate these angels looking after us. Red shirts, blue shirts and navy shirts - they are all angels. When we need help, they are there to help us. Thank you one and all."

EDITH GIDDINGS

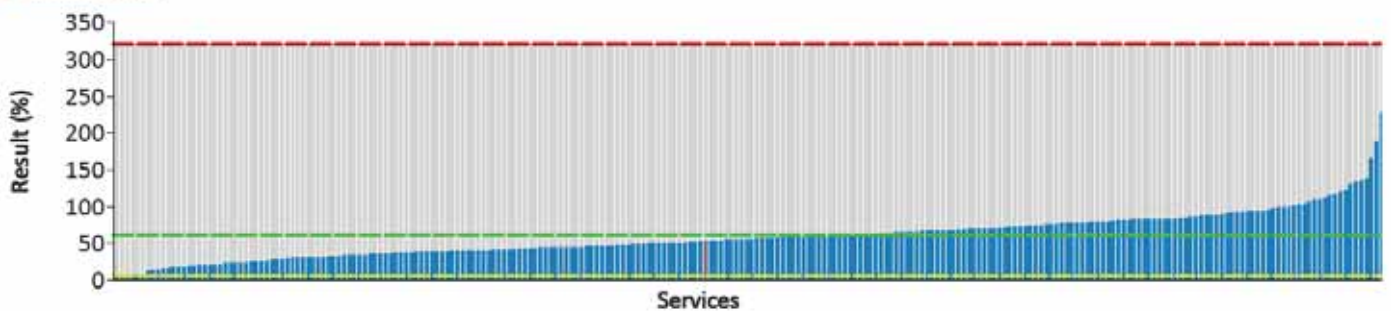
### QPS benchmarking

At Princes Court, we benchmark our facility against other similar aged care providers across Australia and New Zealand through QPS Benchmarking, which allows for confidential information to be provided and we take action on any areas where inconsistencies are found. The information below provides data for the three months to June 2019.

### Falls Total - General

Princes Court's performance is better than the benchmark, with the falls noted being the result of five residents.

#### Benchmark



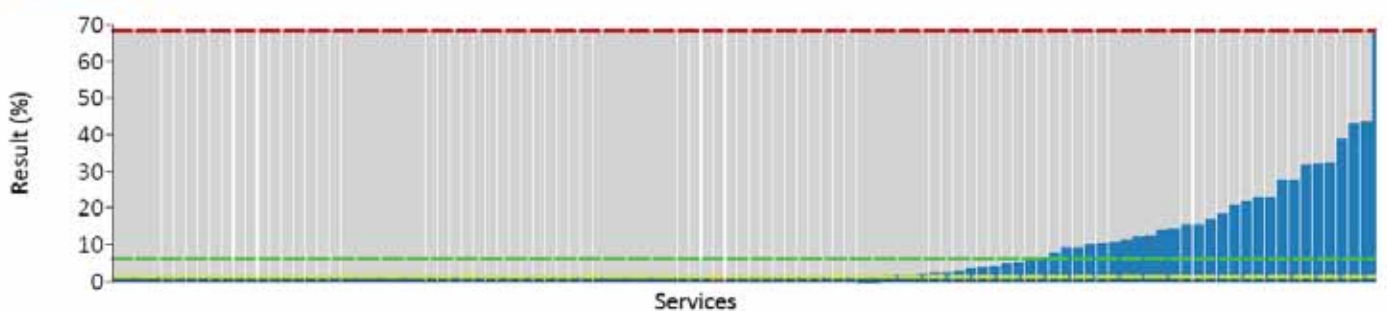
Total number of services: 247

■ Peers' Results     ■ PCH's result: 52.53  
— Minimum: 0.00     — Mean: 60.84     - - Maximum: 320.71

### Restraint Chemical – Total

Princes Court Homes continues to ensure there are no residents receiving chemical restraints.

#### Benchmark



Total number of services: 106

■ Peers' Results     ■ PCH's result: 0.00  
— Minimum: 0.00     — Mean: 5.99     - - Maximum: 68.24

## Unplanned Weight Loss

### Benchmark



Multiple factors contributed to unplanned weight loss of residents at Princes Court over the last three months, for example, many of these factors were likely correlated to a higher percentage of hospital admissions and acute illnesses over the winter season. These factors include:

- Disease progression
- Speech pathologist review for modified diet
- Dementia
- Decrease appetite
- Refusal of meals
- Acute illness
- Fluid loss in c/o disease state, eg CCF
- Reduced independence

Princes Court implements interventions and strategies with the assistance of a dietitian to prevent unexpected weight loss from occurring. Education and appropriate resources are provided to all staff to increase awareness and compliance. Interventions and strategies include:

- High energy / high protein diet
- High energy / high protein mid meal snacks
- Staff education and training
- Oral nutritional supplements including Sustagen powder and tetra pack pre-made beverages
- Meal fortification with either of the following: Sustagen powder, skim powder, peanut butter, honey, butter, flavour toppings, cream
- Feeding assistance
- Hydration rounds – offering high energy / high protein beverages such as milkshakes and smoothies

Princes Court will continue ongoing monitoring and evaluation to ensure unplanned weight loss is reduced under all circumstances. We strive to offer optimal nutrition by catering for individual needs, thus ensuring quality of life.

## Pressure Injuries - Facility Acquired

Princes Court's performance is better than the benchmark in relation to pressure area injuries acquired at this facility. To achieve our goal of no pressure areas, our facility provides ongoing staff education and increased monitoring of chronic wounds. Further audits will be implemented to assist in further monitoring.

### Benchmark

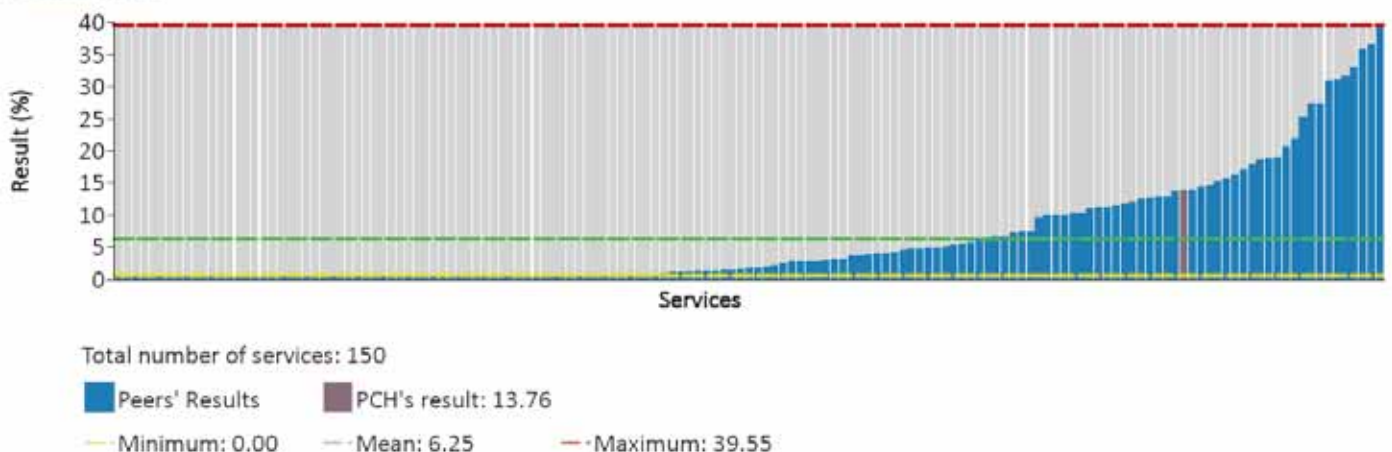


## Restraint Physical – General

Physical restraints are used for the primary purpose of protecting people from harm. Princes Court Homes endeavours to minimise the use of restraints wherever possible.

The only physical restraints used at our facility are concave mattresses and floor line beds. These mattresses and beds are used to reduce the risk of residents falling out of beds and harming themselves. Over the last quarter, Princes Court used physical restraints on 11 occasions. Monitoring and review of these restraints is ongoing.

### Benchmark







## Events

Whether it is a fundraising exercise or activity for our facility's community, there were some fantastic events held at Princes Court in 2018-2019 including:

### Lamington Drive Fundraisers

In the wake of the Townsville floods a staff member suggested we duplicate our previous lamington drive efforts and provide funding directly to an aged care facility in Townsville after this area suffered from severe flooding.

Blue Cross Services was the chosen recipient of our donation. This organisation is state-run and as well as aged care, provides Lifeline services with over 8,000 employees across Queensland. The CEO of the organisation contacted Princes Court directly to thank us for our consideration.

The lamington drive was held on 21 March 2019 with traditional cocoa and strawberry jelly lamingtons. Approximately 490 cakes were made, raising around \$1,000 for the cause and the fund raising attracted media attention including the opportunity to provide radio commentary for radio TripleM.

### Annual Fete

Princes Court's Annual Fete was held on Friday 26 July in the beautiful surrounds of our facility.

This much anticipated event included a white elephant stall, plants, hand made items, baked goods, Devonshire tea, raffles and external exhibitors.

This event has gone from strength to strength and raised over \$4,500 this year, however it would not be possible without our committed and generous volunteers as well as the assistance of residents from our Village.

Other events held throughout the period include:

- Christmas celebrations
- Trivia nights
- St Valentines Day celebrations
- Wizard of Oz
- Australia Day breakfast
- Mystery bus trips
- St Patrick's Day event
- International Nurses Day
- Mother's Day celebrations
- Biggest Morning Tea
- ANZAC Day and Remembrance Day Services
- International Picnic Day

As well as many other activities.







## Community Connections

Given Princes Court's 62 year history with the people of Sunraysia and surrounding district, our community connection is very strong and valued. Management is keen to develop this further and we will continue to encourage different individuals and organisations to be involved.

In 2019, we continued to work collaboratively with other local, like minded organisations and this has proved to be invaluable in building relationships, business performance and meeting skill shortages in our region.

The **delivery of leadership training** to approximately 36 staff members across four aged care organisations is an example of this. The training, provided by SuniTAFE, has had some remarkable results with some graduates already moving into more responsible roles.

Accessing appropriate workforce is and will continue to be a challenge into the future and given we have approximately 300 staff combined, there are advantages in collaborating to create economies of scale.

**Centre for Digital Technology Training Project with RMIT and SuniTAFE** - Princes Court has been invited to be a part of a pilot training program, conducted by RMIT and SuniTAFE. This pilot will assist us to transition staff to new technology. Many of our staff have had limited exposure to information technology and with the introduction

of tablets throughout the facility, we need to ensure that the changes are introduced in a non-threatening way.

Everyone has a story to tell but sadly we only get to hear some of them second-hand, or not at all.

The **Mallee Living Stories Project** was developed recognising that many older folk don't always get the chance to share their life stories and they may need support to do so. Telling these stories can be important to self-esteem and wellbeing.

The project has been formed by a partnership between Princes Court Homes and a group of local writers. Together they are committed to enriching the lives of our residents and hopefully ensuring that their precious memories do not get lost.

With the agreement of participating residents, it is planned to publish a book of selected stories.

As a part of the **Sunraysia Gang Show Community Partnership Program**, Princes Court Homes was offered 60 performance tickets for their 2019 production. A big thank you must go to Tom Kelly, **Peter Kittle Toyota**, by purchasing these tickets for such a great cause.





"What a great place.  
What a lovely day. Let's  
thank you for the care,  
guidance, Mr Fixits, PCAs  
who get us up in the morn-  
ings, shower and feed us,  
domestic staff and every-  
one else who makes the day  
tick."

ENID BORSHMAN



### School Visits

The residents are very pleased to welcome visits by students from Sunraysia child care centres, primary schools and secondary colleges. They love the songs and the activities that this involves; the smiles on the face of the residents tells the story.

Visits from the local secondary colleges are always welcomed and the residents enjoy speaking to the students about old times and what happened during their lives.



### Bunnings

As part of their commitment to meaningful and active participation in the community, Bunnings held several activity sessions at Princes Court for the enjoyment of our residents.

### Rotary Club of Irymple

The Rotary Club didn't disappoint in 2018/19; members donated their time yet again to host barbeques for our residents.

### Visitors to Princes Court

Although every visitor to Princes Court is welcome, we were very pleased to host visits from the following:

- Chris Parham, Acting CEO, Mildura Rural City Council
- Julia Morgan, CEO, Mildura Base Hospital
- Prof Irene Blackberry, Director of La Trobe University's John Richards Centre for Rural Aging and Dr Shaun McDermott, Senior Lecturer
- Senator Derryn Hinch
- Ali Cupper, MP
- Sue Nichol, President, Legacy
- Cr Mark Eckel, Mildura Rural City Council
- Cr Jason Modica, Mildura Rural City Council
- Sunraysia Community Health Services Management
- Dr Tammy Smith, Medicine Nursing & Health Sciences, Monash Rural Health
- Chandani Lokuge, Associate Professor, Literary Studies, Monash Rural Health
- Dean Wickham, Sunraysia Mallee Ethnic Community Council





## Village Life

Life at Princes Court Village is always busy with so many activities and social events taking place day-in day-out to inspire interaction and camaraderie amongst village residents. Along with the input from the village Social Club, new and interesting ideas for activities and social outings are discussed planned and organised throughout the year.

Regular activities include cards, scrabble, craft, gentle exercises, Tai Chi, carpet bowls, snooker, computer tutorials, meal nights, happy hour and various other calendar events.

To further stimulate new ideas, a very successful workshop was conducted in May with over 35 residents to discuss what is valued at Princes Court Village and what they would like to see in the future.

Key and mutual values were charted along with ideas, activities and projects for the future. Some ideas that have already been implemented include the re-introduction of movies (with a smart TV being purchased along with a Netflix subscription, with the possibility of Foxtel down the track), beautify the entrance to the community centre and the establishment of a garden committee, who have helped Paul create a welcoming entry into Village Way.

The garden committee has also chosen and planted trees and flowers throughout the Village.

“The units are pleasantly spacious and adequate for couples and singles. A place where one can be as private or as sociable as one likes”.

ROSS TONGUE

The Mallee Living Stories project, to match a companion writer to story teller, to allow a life story to be written and capture history. So far three Village residents are involved and in the process of writing their stories.

Princes Court Homes kitchen are now offering a meal delivery service to interested residents, and is currently being provided by eight-ten residents and has also been utilised for catering opportunities such as the resident's weekly Friday happy hour.

Our village residents are some of the best volunteers in our aged care facility. Having the benefit of only living a few metres from the Homes facility enables them to pop in and out to give a hand.

There are strong social groups with the craft group always well attended and you can always find them making something to give to community groups. Calendar events such as Australia Day, St Patricks Day, Easter, AFL Grand Final, Melbourne Cup and of course Christmas, are all great reasons to get together and celebrate in some way.



September was a busy month in the Village with a very successful BBQ being held to celebrate Spring with a great turn out from the residents and an overall consensus that it was a wonderful idea.

September also saw one of our residents, Dennis Ryan wed Bev Pillar, with the ceremony being in the Village Community Centre. It was a beautiful ceremony with the couple having known each other since Bev was a teenager.

Residents are very happy by how the gardens and surrounds of the Village are looking with residents commenting that the Village is more alive and vibrant with a real community feel. This is due to the wonderful work Paul Renouf has completed throughout the Village, acting on resident feedback and implementing ideas with the full support of our CEO Jenny.

As always, Paul is very proficient in attending to resident's maintenance and gardening issues, and all residents appreciate and value his friendly manner.

This past year has seen residents move into units 5, 6, 8, 18, 20, 26, 27 and 45, and the new residents have settled in well, contributing to the Village community.

Several information sessions for residents have been held centred around the coming NBN switch which has been a learning curve for our residents.

Both Di (who has been volunteering her time as an exercise instructor at the Village for some years now) and Karen (who is an instructor of many things including Tai Chi and dance), are appreciated for keeping Village residents fit and active.

A mystery Bus tour for the end of the year is currently being discussed among the residents.

**Sheryl Tyack, Village Coordinator**

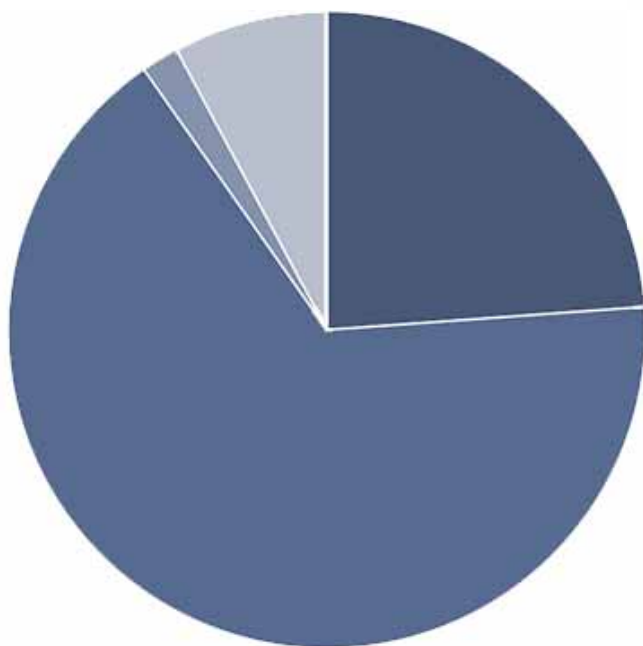


# Financial Reports

Prepared by Southern Audit



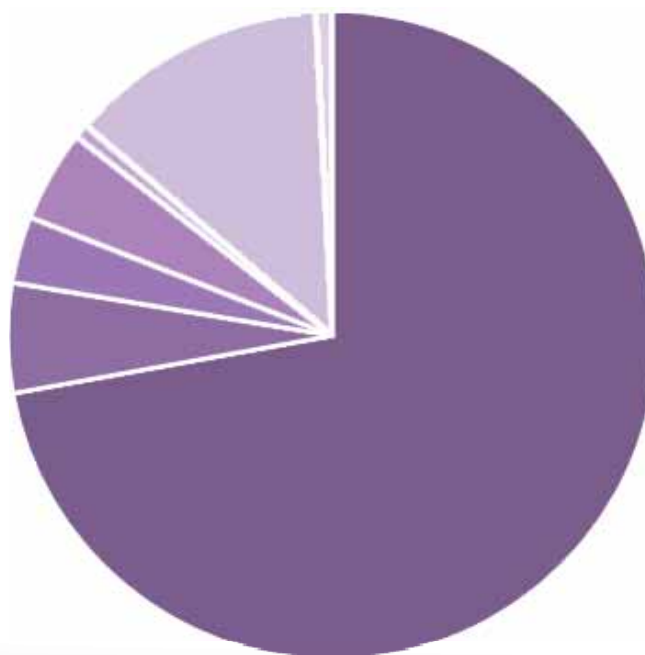
## REVENUE



■ Resident fees & ingoings	\$2,302,004
■ Total subsidies	\$6,409,556
■ Donations & other income	\$184,020
■ Interest	\$756,445
	<b>\$9,652,025</b>

## EXPENSES

■ Employee benefits	\$7,072,636
■ Depreciation	\$536,031
■ Catering	\$411,025
■ Care	\$448,322
■ Domestic services / laundry	\$71,434
■ Other	\$1,182,604
■ Finance costs	\$80,731
	<b>-\$150,760</b>









## Tribute to a Hero

Princes Court would like to pay tribute to one of our most recognised residents, Dudley Marrows who passed away at the age of 101. The World War II Flight Lieutenant received the distinguished Flying Cross for piloting a Sunderland flying boat in July 1943 that sunk the German submarine U-461 and also saved the crew. In 2015, the French Republic honoured Dudley and other surviving Australian veterans who fought for the liberation of France with the Chevalier de la Legion d'Honneur.

Dudley not only one of the RAAF's most highly decorated WWII veterans, but also an exceptional Australian. Dudley contributed significantly to the development of the citrus industry in Mildura while being a keen environmentalist. Dudley used his reputation and standing to speak out on issues of concern, particularly on water allocation, objecting to the increased handouts of the number of NSW water licences, climate change, and many local issues.

Dudley was part of our community for 13 years initially at Princes Court Village until he moved to the Home two years ago. He will be remembered for his quick wit and good humour. He enjoyed the chats with other war heroes in Norm Jones, Russell Law and Lorna Bysouth.

Dudley was given a full military RAAF funeral, including a guard of honour, and a 10 Squadron AP-3C Orion aircraft fly past. 10 Squadron has also created an award named in his honour.

Dudley is survived by daughter Marilyn and son Mark, their spouses and five grandchildren, and five step-great grandchildren. He is also survived by Peter Jensen, his sole remaining crew member.

Dudley Marrows has gone now, this fine man of the skies, who was awarded the Distinguished Flying Cross, the Distinguished Service Order and the French Chevalier (Knight) of the Legion of Honour.







*“ To all staff – thank you so much for the opportunity to thank the staff and our CEO Jenny for the way we are looked after here at Princes Court. The care we receive here is absolutely A-1. When my dear wife Maisie suggested we go into care, I was rather doubtful as to whether we were making the right decision. As it turned out, we have been particularly happy in this facility. Thank you again for making us feel so well at home. ”*

NORM JONES

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## Our Sponsors

Funding and support provided through:

- Department of Veteran Affairs
- Mildura Legacy
- Department of Education and Training, Victorian Government
- Sunraysia Institute of TAFE
- Latrobe University
- Monash University
- Family of Russell Law
- AR and D M Mansell Trust
- Irymple Rotary Club
- Collie and Tierney
- Mildura Base Hospital
- Sunraysia's Writers Group
- Peter Kittle, Toyota and Sunraysia Gang Show
- Leading Aged Care Services Australia



Thank you



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COMMUNITY LIVING

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