



princescourt
COMMUNITY LIVING



PRINCES COURT

ANNUAL REPORT

2019 - 2020



village



TABLE OF CONTENTS

- 4 WELCOME
- 5 OUR VISION, MISSION AND VALUES
- 6 CHAIR REPORT
- 8 CEO REPORT
- 12 OUR BOARD
- 17 ORGANISATIONAL CHART
- 18 OUR PEOPLE
- 19 EDUCATION AND TECHNOLOGY
- 20 EMPLOYEE RECOGNITION
- 21 AWARD RECOGNITION
- 22 COMMUNITY CONNECTIONS
- 26 QUALITY
- 28 ACTIVITIES
- 30 VILLAGE LIFE
- 32 TRIBUTE TO A HERO
- 36 FINANCIAL REPORTS
- 39 SPONSORS



WELCOME...

Princes Court is a vibrant 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, managed by a Board of Management, supported by nearly 130 staff. Princes Court Homes provides care for people who need residential, respite and specialised dementia care.

Princes Court has been part of the Mildura rural community for more than 62 years, where generations from the same families are proud of their lengthy involvement and their contribution either as staff, volunteers, visiting family or as a resident. This personal connection is just one of the satisfying encounters staff mention at various meetings and to Board members, as they care for and interact with the 100 residents, many of whom are family, neighbours and well-known local residents.

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 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 hospitality 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.

The organisation is managed by a board of nine members with a depth of extensive professional backgrounds in finance, business management, social work, education and nursing.

Each Board member participates in a number of sub committees and working parties to ensure their expertise is shared widely. Specific committees include, clinical governance, finance, audit and risk, planning projects and service and major capital works and remuneration and skills development.



PRINCES COURT
has been part of the
MILDURA RURAL COMMUNITY
for more than
62
YEARS



OUR VISION

Excellence in care and lifestyle.

OUR PHILOSOPHY

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 MOTTO

Person-centredness, Excellence, Dignity, Effectiveness.

CHAIR REPORT

LYN HEAYSMAN
CHAIR, BOARD OF MANAGEMENT

“Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less.”

Written by Marie Curie.



COVID19 has been part of our lives since March 2020. This horrible virus has overtaken the world. Our lives have changed. People across the world are working differently, shopping differently, socialising differently.

Here at Princes Court Homes (PCH), we have had to work with new laws, new infection controls and new resident access rules.

The Board has successfully worked with our CEO Jenny Garonne and Director Care Services (DCS), Sianne Nicholds in the creation, updating and implementation of COVID19 plans.

With changes to the State based COVID rules and the overlay of Commonwealth COVID rules, it has been challenging times for all involved.

I first of all want to thank the residents, whom from day day one, have been happy to comply and work with the rules we had to abide by. The take up of technology to communicate to their loved ones was amazing.

Next the Board would like to congratulate Jenny for her leadership through such torrid times.

Her work with Sianne in making sure our residents were in a safe and comfortable environment was outstanding.

Lastly, I would like to thank the Board for the many, many meetings we have had to both support Jenny, Sianne and staff, but also to keep the strategic planning on track.

It has been challenging for all and we still have not seen the end of the crisis. Although we know a lot more about the COVID19 virus, and we have learned new innovative ways to live with the virus, our priority is still to keep our residents safe.

Also, during this reporting year, we saw the implementation of New Aged Care Standards. From 1 July 2019, the Aged Care Quality and Safety Commission began assessing and monitoring quality of care and services against the new Aged Care Quality Standards.

Accreditation visit to PCH was held from 7 to 9 January 2020. On 31 January 2020 the Aged Care Quality and Safety Commission found PCH to be compliant on all eight standards. Across Australia only three percent of aged care services were compliant on all eight standards. Congratulations PCH, you worked so well as a team to gain this fantastic outcome.

The Board has continued to meet monthly during our reporting year. Initially face to face, but in the second part of the year via Zoom meetings.

The Board have:

- Been planning and formulating our three-year strategic plan
- Continue to hold regular board meetings
- held many regular sub-committee meetings
- been working on special projects meetings
- had external communications with Mildura Rural City Council, insurers, solicitors and consultants.

Now we are on another journey, exploring the opportunity to invest in capital improvements of the Homes, strategically planning for PCH for the future, making sure we can continue to provide a comfortable quality home for our residents who need full time care and giving all our residents a safe place in which to live.

The Board and Management team continually explore ways to diversify both in its style of service and financial sustainability to meet future requirements and changing needs.

Approval as a Home care provider was recently granted to Princess Court Homes and is an example of this and means Princes Court will be able to offer continuum of care across the Mildura community. From care and service to elderly people in their own homes, to independent living and socialising in the Village, to the additional care, and enrichment of lives that is offered at the Homes.

Finally, I would like to also give my heartiest thank you to Doug Tonge. Doug has retired as a member of the Board. He has served on the Board since 2007 some 13 years as a member of the incorporated body of Princes Court. He is a past chair of PCH and has seen many achievements across the business.

On behalf of the Board, we thank Doug for his generous giving of his time and knowledge. We wish him and Marilyn well, as they take on a new retirement life in Bendigo.

Doug led the planning and building of the new kitchen, dining and activity building. He also played a large role in the establishment of the Foundation Café, a facility that everyone enjoys.

Doug also introduced the Clinical Governance Committee. This Committee linked the residential care reporting to the Board. This Committee has fast tracked implementation of new equipment, additional staff needs and better medical care solutions.

In true COVID19 style, we presented Doug with a small gift from the Board and one from the staff at a dinner held last Thursday night. (Limited to 10 people.)

Thank you all for another fantastic successful year during what can only be seen as the world's biggest challenge.

To the Board, to Jenny CEO and to Sianne DCS, to all the staff, to the residents, to the families and friends and to our community, Thank you.

Last of all, the breaking news, on Friday afternoon was an accolade of the outstanding work PCH has done. PCH was announced LASA's best Organisation providing excellence in aged care across Australia.

**You are all our Hero's.
In adversity you all shine.**





CEO REPORT

JENNY GARONNE
CHIEF EXECUTIVE OFFICER

“Princes Court is a vibrant community, where all involved contribute to a happy, caring & safe place to live.”

Jenny Garonne.



We are very fortunate to be part of Princes Court’s vibrant community which encapsulates residents, staff, families and friends, volunteers, the Board and other interested members of the Mildura community. Being part of the community, brings connection, appreciation, engagement and enrichment to us all.

Although the unusual circumstances that the COVID19 pandemic has thrust all community into, has changed the dynamics and how we connect, I believe the strong underlying foundation is still there and we will grow and be stronger from the experience.

I would like to thank the residents for their support and understanding with all the changes that have been occurring during the pandemic to ensure their safety, especially with the loss of the face to face connection with their loved ones and going on outings. Thanks for your patience and understanding during this time and for being so enthusiastically involved in the different activities that occurred and for embracing new ways of doing things. Many have developed skills in Facetime, Zoom and other social media and are now connecting with family away more than ever before.

To the families, thank you for your support and understanding also. I can appreciate that it has been difficult for you to communicate with your loved one as often as you would normally. Your supporting comments and notes have lifted the staff’s spirit and made all the difference.

To the staff and the heart and soul of this community that care and contribute to enhancing the lives of the residents. I thank you.

Many staff have worked additional hours, long days and weekends to ensure residents are safe and emotionally secure. Community engagement through families, volunteers and other groups has been reduced for obvious reasons but the energy, enthusiasm and creativity of staff has surpassed anything that Management thought was possible.

The commitment with which staff have responded to increasing demands, additional work loads and changing practices, especially the heavy load of working in protective gear, whilst ensuring that the residents continue to feel safe and secure has been impressive and deserves a special mention.

The individuals within the organisation that manage staff are to be congratulated, as this has been a challenging year, yet these people have often stepped up to deal with some extraordinary challenges and have not been found wanting.

At one stage this year, I was involved in a workshop and the question was asked “who has been involved in a dynamic team”. I was proud to say that there is one that exists at Princes Court. These individuals are always keen to jump in and get things done when needed, embrace change and contribute ideas and effort to make Princes Court the special place that it is.

Special mention to Sianne Nicholds, Director Care Services and Sue Zariko, Clinical Care Coordinator for their significant contribution this year, not only leading the enhanced infection control management and resident’s care and wellbeing in response to the potential threat of COVID19, but also for the efforts in the preparation for the residential aged care reaccreditation that occurred in January this year.

Understanding, leading and implementing the regulatory requirements that occurred on a day to day basis during COVID19 was an extraordinary feat. This was, in addition to a new set of Aged Care Quality Standards that must be met to ensure the best support is provided for living in the Homes. It has been a year of immense challenges and the resilience shown by these two ladies in particular through a period where additional resources were limited, is exemplary.

Significant time and effort was expended to ensuring all processes and activities were completed across 42 new individual quality standard requirements for reaccreditation. Princes Court was one of the first to be audited under the new Quality Standards established by the Commonwealth Government Department of Health in 2018. When the results of the assessment were received indicating that Princes Court had successfully achieved 42 out of 42 requirements, in a rare 100% in reaccreditation by the Aged Care Quality and Safety Commission, the Management and staff were ecstatic.

This illustrated that we are an effective, well run organisation, that the Princes Court Board and Senior Management team are aware of the importance of good management, good governance and accountability at all levels of service delivery focussed on residents needs at the centre of all decisions.

The comments in relation to the Leadership Team does not in any way diminish the role and also significant contribution by many other staff members, who through their additional care and kindness have ensured resident’s safety and wellbeing. Through the COVID19 lockdowns, many, understanding that residents were not able to see family and friends, provided extra care and attention above and beyond duties.

This included one staff member who voluntarily made all staff a face mask and also became the hairdresser to residents on her days off, to keep spirits up. Many staff took extra time to comfort residents if needed and helped to connect the residents to their families through zoom, facetime and other social media platforms.

There were many activities initiated during the year where the Lifestyle team are to be commended for the variety and for the fun and joy that they created. Many were supported by the volunteers, the staff, families and also other members of the community.

Clinical care staff have embraced the new Aged Care Quality Standards, additional reporting and new technology procedures, in addition to every changing regulatory requirements during the COVID19 pandemic.



CEO REPORT CONTINUED...

The ability for these staff to cope with the additional workload has been admirable. I know many in the community have found it difficult wearing masks. The picture of our care staff members wearing a visor and a mask while showering a resident in the steam, defies belief. In addition to this, Princes Court was also isolating residents at a moment's notice, if there were any possibility of COVID19 symptoms, then staff jumped into action. This meant staff wearing full gown, gloves, mask, visor and shoe protectors for every visit into the room. More this year than ever, the clinical staff are acknowledged for their efforts under extreme pressure. In addition to COVID19, a number of work areas at Princes Court were experiencing structural and technology change and development.

The Administration/Finance and People and Culture Unit need to be thanked for their significant contribution to introduce a completely new finance and HR software package that increasing their workload exponentially, understanding that efficiencies will be gained in the long term. This was in addition to playing a major role in visitor liaison with meeting bookings, temperature taking, gowning and coordinating of residents.

There have been important improvements made in the Kitchen and Dining areas, with some staff taking on completely new roles and additional new staff added. There are now staff dedicated to dining room service, waiting on tables and familiar with needs and preferences of residents making meals a real dining experience.

Residential Services staff are now specialising in the cleaning area and this will further enhance their expertise in combatting any infection at the facility.

The Maintenance Unit, in addition to COVID19 task of receiving, disinfecting and delivering all goods safely into the facility, have successfully completed a number of projects to improve efficiencies, the environment and aesthetics of the facility.

The major renovations to the six units were completed, additional security fences and upgrades to resident alarm systems.

Next year looks busy with further bathroom renovations, new entrance closer to the front of reception, further improvements to the barbeque area, to the outside area at Special Care and extension to the Caffrey Family Care dining room.

Princes Court gardens are a special feature and a priority. They continue to provide residents and staff with a stunning environment to live and work.

At the Village, the two staff members have introduced many new initiatives, renovated twelve established units, expanded CCTV, painted the community centre and improvements to the gardens in conjunction with the residents.

I would particularly like to thank Lyn Heaysman, Chair of the Board of Management and the Board Members for their support through the last twelve months.

We are fortunate to have such an experienced, dedicated and enthusiastic Board that have been the conduit for many of our successful projects.

Two major community programs which the Board instigated were the Mallee's Living Histories project and the connection with the Mildura English Language Centre students 11-14 year old refugee children. These two projects have enriched the lives of so many of our residents and have been a highlight of the last twelve months. More about these projects later in the report.

This year has been a tumultuous year, full of successes at the same time full of challenges and hard work. Through all of this the Princes Court community has been resilient and we have together supported each other to offer the best we can to the people that are the centre of the organisation, the residents who make this their home.



**“THANK YOU
ALL FOR YOUR
SUPPORT,
UNDERSTANDING,
COURAGE AND
COMMUNITY
PASSION.”**



OUR BOARD...

2019 - 2020





LYN HEAYSMAN

CHAIR

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

Lyn is a Financial Adviser with 23 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.



PETER HARTMAN

BOARD MEMBER

Deputy Chair, Chair of the Remuneration Committee, member of the Finance, Audit & Risk Committee, 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 an 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.



TONY HICKEY

BOARD MEMBER

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 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.

A proud Sunraysia resident 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.





DOUG TONGE
BOARD MEMBER

Member of the Projects & Service and Major Capital Works Committee and the Clinical Governance Committee.

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 of 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



PAULA GORDAN
BOARD MEMBER

Member of the Remuneration Committee, Clinical Governance Committee and Chair of the Policy Working Group.

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.

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.



CHRIS FORBES
BOARD MEMBER

Chair of the Clinical Governance Committee and member of the Remuneration 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.



PAULA BRUCE
BOARD MEMBER

Member of the Clinical Governance Committee, funding / philanthropy working group, policy working group and community liaison working group.

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.



MARIA CARRAZZA
BOARD MEMBER

Member, Planning, Projects & Service and Major Capital Works Committee. Member of the Funding / Philanthropy Working Group and the Community Liaison & Volunteers Working Group.

Maria is a business owner with over 25 years' experience, who understands the operations of a competitive, dynamic and highly regulated business, including finance and compliance with state government regulations for gaming and liquor licences.

In 2017 Maria became a Board Member of Mildura Regional Development, recently becoming Deputy Chair. Maria serves on the MRCC Audit Committee and School Advisory Council for Sacred Heart Primary School Mildura, as well as working and volunteering in community organisations.



FIONA WEIR
BOARD MEMBER

Member of the Clinical Governance Committee. Member of the Policy Working Group.

Fiona has been nursing for 34 years, commencing her general nurse training at the old Mildura Base Hospital, and followed by approximately ten years in metro Melbourne hospitals.

Fiona has been working in community nursing for NSW Health for the past 18 years. During this time, she was contracted by the Victorian Institute of Forensic Medicine as a Forensic Nurse Examiner (FNE), this role provided service to the Mallee Sexual Assault Unit.

Over the last seven years, Fiona has been an integral member of the Dareton Specialist Palliative Care team, providing palliative care to the residents of far west New South Wales.

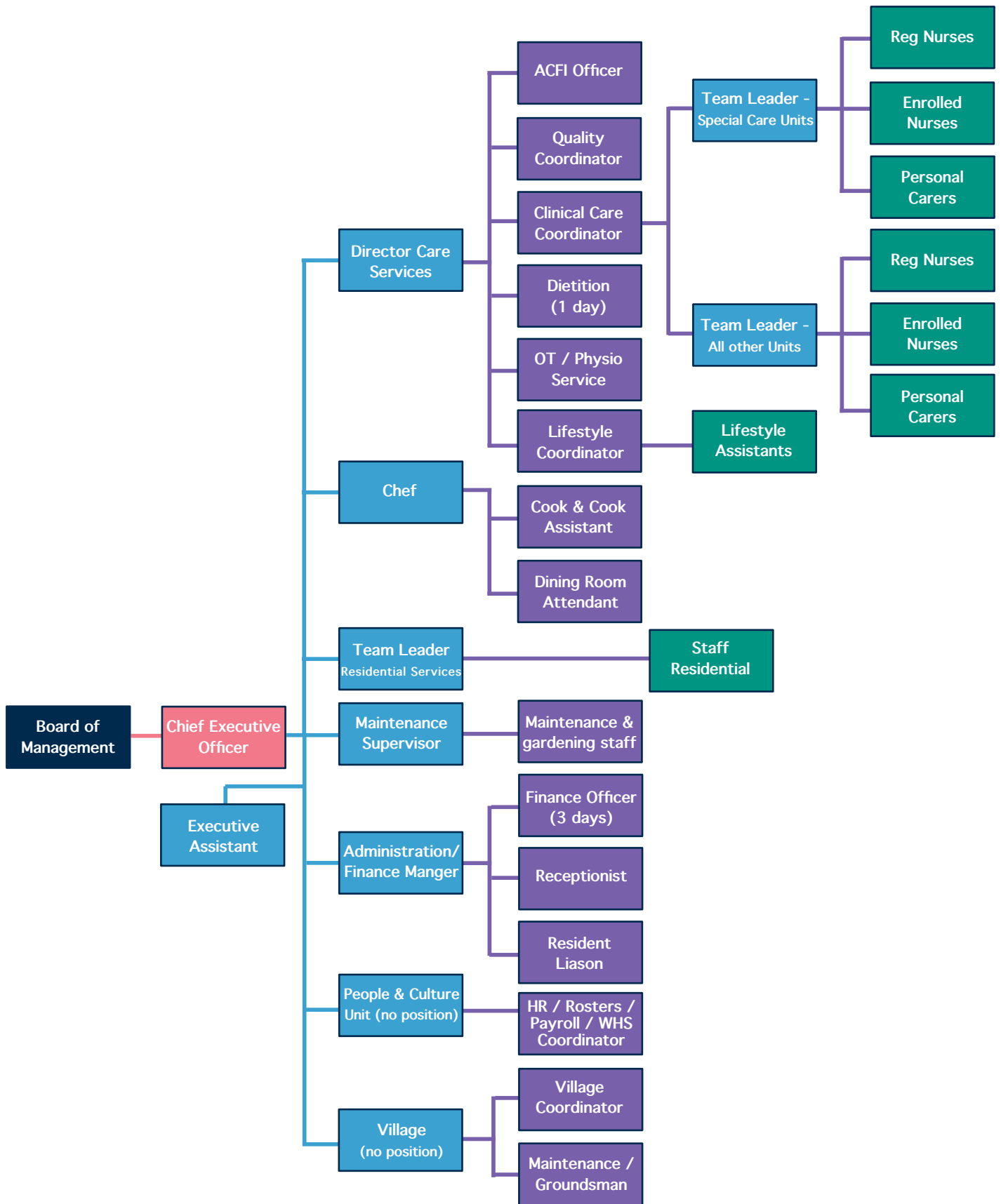


OUR VISION

Excellence in care and lifestyle.



ORGANISATIONAL CHART...



OUR PEOPLE...

Princes Court values the integrity and passion that each and every staff member contributes to the wellbeing of our residents.

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

There are six staff members that are receiving recognition awards for terms of service with a combined total of 85 years at Princes Court. This speaks volumes of the special care and love for the residents and for the Princes Court community overall. We are very fortunate to have such wonderful individuals on staff. The organisation has been able to capture that special compassion, at the people's lives. An "old world" trait that is hoped will continue into the future.

VOLUNTEER PROGRAM

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.

STAFF SERVICE AWARDS

10 Years

Lirlene Crozier
Heather Pinyon
Nazik Ersaatci

15 Years

Karen Robinson

20 Years

Cathryn Gibbs
Sandra Baratta

We thank and congratulate our dedicated staff for their service.



EDUCATION & TECHNOLOGY...

Princes Court is very keen to assist staff to develop and access external training such as a 12 month course in leadership at TAFE undertaken by 13 potential leaders over a 10 month period.

Regular internal training including updates on changing legislation and standards, refresher courses and improved practices, keep everyone up to date and help us provide the best practice in aged care. This year we have also focused on psychotropics in aged care, demystifying ACFI and understanding the Australian Aged Care Quality standards.

Princes Court regularly attends the Sunraysia MAC (medication advisory committee) meetings and we have been invited to participate in the trial electronic prescribing and medication chart system, one of two local facilities offered.

Senior staff have attended relevant annual conferences in major capital cities Adelaide and Albury Wodonga throughout the year to keep in touch with National advances and knowledge.

Maintaining knowledge and participating in education via the internet has also seen our staff participate in hundreds of educational webinars.

One of the major issues in Mildura is attracting qualified and trained staff to the area, and Princes Court has taken a number of innovative steps to address this challenge.

- *Engagement with Monash Rural Health doctors has fostered an interest in gerontology and residents participating in “training” young practitioners to improve the knowledge and understanding in aged health care including involvement in attending and supporting aged care facilities.*

- *Princes Court initiated a collaborative leadership program to improve leadership skills across the sector and our own facility to improve local skill base.*

- *Partnerships with Sunraysia Institute of TAFE and Latrobe University allow for student work placement in a range of different occupations with the hope these students will seek employment in our aged care sector locally.*

- *Engagement with Monash Rural Health doctors has fostered an interest in gerontology and residents participating in “training” young practitioners.*

We have expended another \$200,000 this year on new technology including a new WIFI system across the whole facility to allow input of data for direct medication ordering, new finance and HR software package and an improved resident safety nurse call system and nurse communication system. An extension to Princes Court telephone system will provide residents later this year with an easy to use, affordable telephone system.



EMPLOYEE RECOGNITION...

“I am always astounded by the number of staff that go the extra mile as they feel part of the family at Princes Court. This year we had two members of staff who brought their wedding parties to Princes Court as they wanted the residents to be part of the celebrations. We often have staff providing unsolicited volunteering to help, including doctor visits where families are not available, preparation for the major book launch, weekend visits just for a resident catch- up and contributing to festive events.

The Oktoberfest held recently was an excellent example of this, where over twenty staff members were involved in dressing up for the occasion, preparing or buying specialist foods, decorating stalls and contributing time and effort. The residents loved the pretzels, ginger biscuits, small beers (alias orange jelly with white cream on the top), ping pong beer game and other activities”

Jenny Garonne, CEO

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 2019/2020 recipients:

October 2019

Deb Gordan

January 2020

Khadija Ibrahim

August 2020

Colleen Lewis

November 2019

Heather Pinyon

May, June, July 2020

Karyn Hamence

September 2020

Kayla Axon

December 2019

Julietta Cresp

Melissa Chen

Elly Pileggi

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!



AWARD RECOGNITION...

There were many highlights this year where government agencies and industry associations have assessed our organisation and judged us as industry leaders. Apart from the Aged Care Quality and Safety Commission providing us with 100% success in meeting all quality standard requirements, it has been very exciting to be recognised through Leading Age Services Australia (LASA) for our achievements.

Last week, Princes Court Homes received the National Organisation Award for a provider who has made an outstanding contribution to care and services development or provision of high-level support to the aged by demonstrating leadership, innovation and excellence.

The National success was founded on winning the overall Organisation Award for Victoria and Tasmania and we were part of the Collaborative Team Award at the same time, for an aged care leadership training program with Chaffey, Jacaranda, Murray House Aged Care and SuniTAFE.

We were also announced as the winner in the Victorian Regional Community Awards for Excellence in Aged Care and in the State Training Awards for Collaborative Team Award with SuniTAFE, Chaffey, Jacaranda and Murray House. As a group of aged providers, we were also a finalist in the Australian Training Awards.

This is a testimony to everything that has been highlighted in this report. These awards highlight how special our community is here in Mildura. The teamwork, the dedication and the contribution that everyone makes on a day to day basis is extraordinary and it is a privilege to be part of this community.

We still have much to achieve to ensure we continue to have the best quality care and wellbeing for the elderly in our community, with the most efficient and modern buildings to take us into the future.



COMMUNITY CONNECTIONS...

“Creative projects involving the wider community, provide attraction and staff satisfaction”

One of the key reasons for the success that Princes Court has been afforded, is the involvement of community in many and varied activities across the Homes and the Village. It is important for everyone to still be connected to community when they enter Princes Court and that we can enrich lives with wider interaction.

Prior to COVID 19, Prince Court ran a range of activities where members of the community were involved. This included school groups, kinder children, Tai Chi, Rotary clubs involved in various gardening projects, annual events with resident participation, members of the local RSL branch, BBQs and music jam sessions.

Two major community projects have been very successful.

The Mallee Living Histories Project and the connection with Mildura English Language Centres students.

CONNECTION

MILDURA ENGLISH LANGUAGE CENTRE STUDENTS.

11-14 year old refugee children living in Mildura, visited over a 12 week period with their school readers to practice English language as English isn't the first language at home, play games, collaborate in activities including gardening and cooking with their elderly "partner". Some children visit out of school hours as they have formed strong bonds with their Australian "grandparents".

One young girl stated

“I like coming here as they help us and we help them and when I read to them, I pretend I am reading to my grandmother as I probably won't see her again – she is in Pakistan”





CONNECTION MALLEE LIVING HISTORIES.

“To show people they are valued, let them tell you their story”.

The “Mallee’s Living Histories” project, totally funded by local business sponsorship, is a collaboration with Monash Rural Health, local writers’ group, residents and their families. This resulted in a 400-page published book with 15 stories being recounted and told by residents.

The project has given staff a further insight into the residents beyond personal and clinical care, strengthening connections and mutual enjoyment. The connection with Monash Rural health has also resulted in additional involvement of trainee medical practitioners in our facility and a completed research project.

The book was launched with great excitement on 10 February 2020 with over 200 attending and required a second printing. Despite COVID prevention restrictions a second book involving a second cohort of 14 resident storytellers has been completed with a launch planned for 12 November 2020.

This project has expanded at a national level with three similar projects being established in Western Australia. Coverage on national ABC, interviews on radio and a session on a national webinar through Older Persons Advocacy Network has ensured significant community participation and interest. The project was also included in the Leading Aged Care Services Australia Congress and a video has been produced to promote the concept to other aged care providers.

Special thanks to Vernon Knight for his significant contribution, his enthusiasm and his desire to see older adults given an opportunity for their stories to be recorded, to grow new friendships with the writers companions and to capture our wonderful history in the Mallee. Thanks also to Vernon’s voluntary team of Sandra Bailey, Paula Gordon, Ross Lake, Tammy Smith, Fiona Wright, John Dooley, Alan Erskine and Denise McCarthy and the many writers that have been involved in enhancing the lives of residents at the Homes and the Village.



COMMUNITY CONNECTIONS CONTINUED...

The community projects were only just getting underway when COVID 19 interrupted the capacity of the Princes Court to explore further innovative programs. Plans for a three-year commitment by a local kindergarten are now on hold as are an indigenous project and numerous school projects which would have increased wider community engagement. We hope that in the new year these can be reinvigorated.

As a community organisation, we also embrace opportunity where collaboration with other organisations created “win win” outcomes. Over the last two years, Princes Court has collaborated with Chaffey Aged Care Merbein, Murray House Wentworth, Jacaranda Village Red Cliffs, other not for profit aged care facilities, on a number of projects.

One such project initiated at the suggestion of Princes Court was to address the gap in middle management leadership. A collaborative approach with Sunraysia Institute of TAFE with funding sourced through Department of Education, 30 staff (10 of whom were from Princes Court) undertook leadership training over a ten-month period. With the benefit of collective knowledge and action, allowing for further collaborative ideas to form.

Two other collaborative purchasing projects have resulted in significant reduction in costs of accessing pharmaceutical products and IT services. Given the ability to connect with four not for profits in a regional setting, Latrobe University is in the initial stages of establishing a research project on the benefits of music in the aged care setting.

After much fundraising by residents at both the Homes and the Village our new Toyota HIACE Commuter bus arrived. The bus has been modified to allow wheelchair access and a lift installed. Thank you to the Department of Veterans Affairs for \$50,000, Legacy \$10,000, Peter Kittle Motors and to residents for funds raised over a two-year period. This was truly a collaborative effort.

Residents were just getting starting to venture out on the bus on tours around the region when COVID 19 lockdown occurred. Trips are now underway each week, however only two residents are allowed given the social distancing requirements. All residents at the Village and the Homes are looking forward to more travelling expeditions. Princes Court are also welcoming more interaction and joint events with the legatees later in the year.



QUALITY...



SIANNE NICHOLDS DIRECTOR CLINICAL SERVICES

At Princes Court Homes we take the Aged Care Quality Standards as a benchmark and continually look to raise the bar further. In January we were accredited against the new Aged Care Quality Standards receiving the rare perfect 100% score with no recommendations.

Rather than rest on this, we look at it as a new challenge, to be innovative and leaders of our industry. We identify areas we can strengthen and implement change.

The following are achievements Princes Court Homes have introduced and are proud of:



In relation to the “day to day” strengthening of our internal processes to ensure the safety and wellbeing of our residents, the following has occurred.

- Toolbox communication tool for daily handover for Registered Nurses and Clinical Management, addressing the residents who are unwell and providing a plan of care. Specifics addressed include admissions and discharges, PRN restraints for behaviour, falls in last 24 hours, antibiotics and short term treatments, wounds, residents that are palliated, any adverse events from the previous 24 hours and any medication changes. The toolbox specifically addresses risk to residents and the organisation. This tool is a working document for all staff to access and contribute to.
- Fall’s Working Party introduced with a multidisciplinary team, assessing and implementing targeted individualised falls prevention strategies.
- Strengthening of the resident of the day (ROD) process, incorporating the multidisciplinary team of physio, OT, dietitian, lifestyle, Personal Care Assistants (PCA), Enrolled Nurses (EN), Registered Nurses (RN), GP, resident and the family, as part of a comprehensive review process every three months.

- Increased safety processes for medication administration and storage of the schedule 8 medications.

- Altering the start of shift times to better meet the needs of the residents. Approaching this with flexibility and staff input.

- Improved process and assessment for skin integrity of all residents.

We are working in collaboration with other organisations on the following innovative programs that will impact across the aged care sector. Including securing a position on the My Emergency Doctor trial program, allowing access to emergency physicians. Providing high level and timely virtual medical support to our residents during non-social hours, with follow up communication to the resident’s General Practitioner (GP).

Partnership with Monash university to allow two medical students to spend one hour per day with the same residents learning how to communicate, engage and gain an understanding of the aged care industry. This was a result of the learning from the Mallee Living Histories program and due to its success, Monash is hopeful it will be expanded across their medical students training in other parts of Victoria.

Ensuring that our equipment is efficient and effective, we purchased a designated wound care trolley, and introducing a MANAD mobile app to improve access to documentation, improving efficiencies across the organisation. A donation of a defibrillator machine was provided thanks to Heart Foundation Mildura.

Princes Court was successful in the recruitment of additional Registered Nurses (RN's) to the quality role and the Aged Care Funding Instrument (ACFI) position, diversifying the scope and capabilities of the Clinical Management Team.

The staff stretch and warm up sessions has been very successful and hopes to prevent workplace injuries position.

COVID 19 specific achievements:

The COVID pandemic has been challenging and staff at Princes Court have increased their workload exponentially. The period has required significant innovation and adaptability to ensure that we meet the requirements of the different government agencies and authorities and importantly keep the residents safe during this time.

To illustrate some of the achievements during COVID 19, includes:

- High level COVID safe plan and comprehensive first 24 hour plan that has been tested in desktop audits
- Audited by eight Federal and State Government agencies and authorities, some on multiple occasions
- 100% compliance with staff flu immunisation program.
- Increased staff education on infection control and COVID 19.
- Identification of isolation room that can be quickly converted to accommodate residents as required.
- Trained contact tracing staff member
- Increased capacity to provide care for respiratory compromised residents with the purchase of oxygen concentrators with humidification capabilities.

- Material gowns for self-sufficiency, Perspex on fences, restricted access, daily temps. Increased number of hand wash stations, sanitising stations and sanitising wall units in some resident's rooms.

- Complete independence of units in preparation for furlough with work folders updated ensuring unfamiliar staff will know the resident's hygiene needs, food and fluid requirements, their mobility and communication aids and needs as well as their NOK details and their advanced care plan authorisation to ensure privacy and dignity is maintained at all times.

- Sufficient supplies of high level PPE to survive 1 week before additional resources are received.

- Increased communication abilities between residents and their loved ones as well as GP's with the introduction of telehealth, zoom, skype, messenger and all other forums of contact requested. Staff have also been made available and allocated time to complete these safe visitations.

- Supportive work environment and encouragement for staff to utilise the EAP program. Staff have also been advised and reminded of the additional government services and help lines made available during these unprecedented times.

- Flexible work arrangements for senior clinical staff, with remote access and devices set up to enable high level support if on furlough.

- Decommission of the care staff tea room to a more suitable area that meets infection control standards.





OUR MOTTO

Person-centredness,
Excellence, Dignity,
Effectiveness.



ACTIVITIES...

Our Lifestyle Activities team are to be commended for the variety and for the fun and joy that they created. Strengthening the bond and engagement between the Staff and residents has significant benefits to Princes Court Homes. This has never been so important as it is now during the COVID pandemic. Strategies to address this involved facility wide celebration days and an opportunity for all to be involved.

Often residents also contribute to the ideas and help to run the activities. The armchair travel and the fireside activities were especially welcomed during COVID 19 and illustrates the resident's involvement.

The armchair travel transported the residents across the globe to many countries where they feasted on multicultural delights, undertook interesting and fun happenings and enjoyed the beautiful scenery. The choice of the country was determined by the residents as places they either loved on their journeys, or places they didn't get to and always wanted to see.

During the fire pit activities, residents shared damper and jaffles and sang campfire songs. The jaffle making was resident Enid Borschmann's idea. She contributed her special recipe and provided oversight on the cooking.

Such activities highlight the camaraderie between residents, families and staff and help build supportive relationships through fun and shared social activities.

This is what being in a community is about and Princes Court does this very well.



VILLAGE LIFE...

This past year, and in particular the past eight months, have been challenging for us all and nothing like we have ever experienced. But through the all - encompassing lack of certainty, we have remained a community. We have been kind to each other, checked on friends and neighbours and still found innovative ways to stay connected, active and content.

The Garden Committee which was formed early last year has continued to invigorate the Village and kept residents involved, with many new plants, trees planted and garden areas being developed throughout the Village. The most notable being the fabulous succulent garden that was planted at the front of reception. It has been a major talking point amongst residents and visitors alike and enhanced the entrance to reception.

The Mallee Living Histories project, which matched a companion writer to a story teller, was completed early this year. The launch of the book was a huge success and the sale of the book was so popular that a second run was printed and more participants came forward to become involved in the next book. The second edition is scheduled to be published and launched ready for sale in the next few weeks.

The past year has seen night residents move into six units. Our newest residents have settled in well, connecting with old friends and contributing to the Village community. Units have been selling as fast as they are becoming available. We currently have one-unit vacant that is in the process of renovating.

Twelve of the initial Stage 1 and 2 Units received new carpets and other renovations where required and the residents were very pleased with the new warmth and ambience this created. The Board have agreed to complete further units in this financial year.

The Community Centre received an uplift with new paint to the outside of the facility, with further inside painting and new logosto be attached soon.

With the existing phone system set to become obsolete soon, residents have been working towards getting connected with NBN or an alternative. The switch has been a learning curve for residents.

The beginning of the year saw the reintroduction of in-door bowls in the Village. The number of residents that wanted to participate was so large that two mats in separate rooms needed to be organised. This created a fun atmosphere with many instructions being relayed. Unfortunately, due to COVID-19, it could not continue, but we are all looking forward to being able to reintroduce this.

As always, the Village celebrated calendar events together, decorating the dining room in event themes. Some notable ones being AFL Grand Final, Melbourne Cup, Christmas, Australia Day and Valentine's Day. Again, unfortunately we were not able to celebrate all events due to therestrictions but the residents found a way to still connect and keep the smiles going. Easter was celebrated uniquely with the craft ladies busy in the lead up, knitting cute chicken easter egg holders and hand delivering them to every resident in the Village. Residents not involved in the project were pleasantly surprised on the day.

**"IT IS A PLACE THAT
'FEELS' LIKE HOME,
AND I FEEL VERY PRIVILEGED
TO BE A PART OF IT."**

**SHERYL TYACK,
VILLAGE COORDINATOR**



The rollout of the new organic waste green bin started in June of this year. Waste Education officers from MRRC came to the Village for an information session, which helped residents better understand how to utilise their new bins.

An upgrade of our CCTV system occurred in response to an unfortunate series of burglaries through the Village. The upgrade provided increased security coverage of the Village entry and exit points and with residents more vigilant in locking doors, the number of burglaries has dissipated.

Exercise and Tai Chi classes have been stop, starting over the last six months, however Di Kendall (who has been volunteering her time as an exercise instructor for some years now) and Karen Wilcock (who has been instructing our residents in Tai Chi and dance), are appreciated for being adaptive and running additional classes to meet the restriction requirements to keep village residents fit and active.

The Village is a place, filled with people always at the ready to help each other and those in the wider community.

Whether it be with craft projects, volunteering or helping out fellow neighbours. It is a place that 'feels' like home, and I feel very privileged to be a part of it.



TRIBUTE TO A HERO



ENID BORSCHMANN

Written by Vernon Knight.



I am honoured to add my contribution in memory of Enid Borschmann.

Her impact on our community has been enormous and her legacy resides in the lives she shaped as a dedicated and passionate teacher.

I first came to know Ms Borschmann some thirty plus years ago when my older children were students at Mildura High School. As I told her quite recently, it was not just school kids who feared being summoned to see the Principal.

In more recent years, I had the pleasure of working with Enid when we were members of the Mildura Hospital Advisory Committee. The hospital was just one of many organisations to benefit from her advocacy and support.

But undoubtedly it was as the recorder of her memoir that I really came to appreciate the talents of this amazing lady.


When Enid declared her willingness to share her story, I immediately volunteered. I am privileged to have had precious times with Enid in the course of our weekly chats in the Princes Court Coffee Shop.

Thankfully, her story was penned prior to COVID 19 but we continued to keep in touch by phone, up until she could only speak with difficulty.

Part of me was keen to learn about Enid's adventures with the Antarctic Division at Mawson and Macquarie Island and I trust her fellow expeditioner Ralph Fletcher will share his memories of their assignments. I am just thankful that some of this was documented in Enid's memoir as she certainly wasn't one for memorabilia. When I asked her for some photos for inclusion in the 'Living Histories', I was quick to discover that there weren't any. She had given them away. Enid kept her memories in her head and in her heart! The one photo we did source in relation to one of the expeditions was thankfully provided by the Australian Antarctic Division.

While there is much in Enid's story that bears repeating, I would like in these few words to focus on two recollections which really impacted on me.

The first recalls a school camp which coincided with Mother's Day. To Enid's surprise, the students presented Miss Borschmann with a card which all the kids had signed. It simply read: "Of all the mothers in the world – we'd choose you double quick!" One assumes that few of these students had ever been summoned to the office.



“Princes Court was fortunate that Enid chose Princes Court as her home and she was a friend to many of the residents around her and the staff that shared time with her and provided care.

We were always interested in her suggestions on improvements to the meals and doubly delighted on the compliments. She was always keen to be involved in the interviewing of staff and contributing to the Food Tasting Committee.

Remembered fondly”.

The second sharing came after my pestering Enid for any press clippings or letters that could help to tell her story. Reluctantly, but proudly, she produced a cardboard box of remnant treasures which I suspect were the most valued reminders of her life’s work. They were in fact cards and letters from students paying tribute to her interest and influence.

A selection of them read as follows:

“Thanks for your support and advice last year. I am sure I speak on behalf of all of us that these efforts have not gone unnoticed, although some of us may have led you to believe otherwise”.

“Thank you for all the care and encouragement you gave me during my illness. Without your willingness to play nursemaid, I would not have been able to complete my schooling”.

“Our sincere gratitude for your abundant energy, passion and sound advice your valued contribution will be missed by us all.”

And so, they go!

All rather amazing when I reflect on asking how she reacted to news of her appointment to the Principal’s position – no doubt a rarity for a woman of that era. The first thing to note is that Enid had to be pushed into applying for the post and the second was Enid’s reaction to the news that her application was successful.

Quote unquote: “Bugger”.

Thankfully Enid, others knew better than you!

TRIBUTE TO A HERO

KEN WRIGHT



Princes Court would like to pay tribute to former World War II pilot, politician, Mildura Mayor and historian Ken Wright who passed away at the aged 94 and also his wife Valda who was aged 90. Ken and Valda were part of the Princes Court community for 13 years, firstly at Princes Court Village until they moved to the Homes two years ago.

Ken was born in Red Cliffs in 1925 to a soldier settler and dried fruits grower and played an integral role in leading the Sunraysia community. He served with the RAAF as a pilot from 1943 to 1945, before serving four terms as mayor and more than a decade on Mildura City Council.

Ken was the senior vice-president of the Country Party in 1973, where he was then elected to the Victorian Legislative Council for North Western until retirement in 1992.

Since retiring from politics, Ken spent much of his time researching and investigating the locations of trainee pilots who died during crashes when a pilot training centre was operating from Mildura Airport.

He gathered information of twenty former servicemen who had been buried in the district in unmarked graves, and was able to arrange for the Department of Veteran Affairs to place plaques on those unmarked sites. Ken was a life member of the Returned Services League (RSL).

It was obvious that Ken and Valda's relationship and family life was a very strong focus in their lives and daughter Louise, son Ian visiting often. Ken and Valda are survived by their three children, five grandchildren and three great-grandchildren.

We were fortunate that Ken often participated in our ANZAC and Remembrance Day ceremonies. Valda was a gentle, kind lady with a caring nature.



“The Village is a place, filled with people always at the ready to help each other and those in the wider community.”

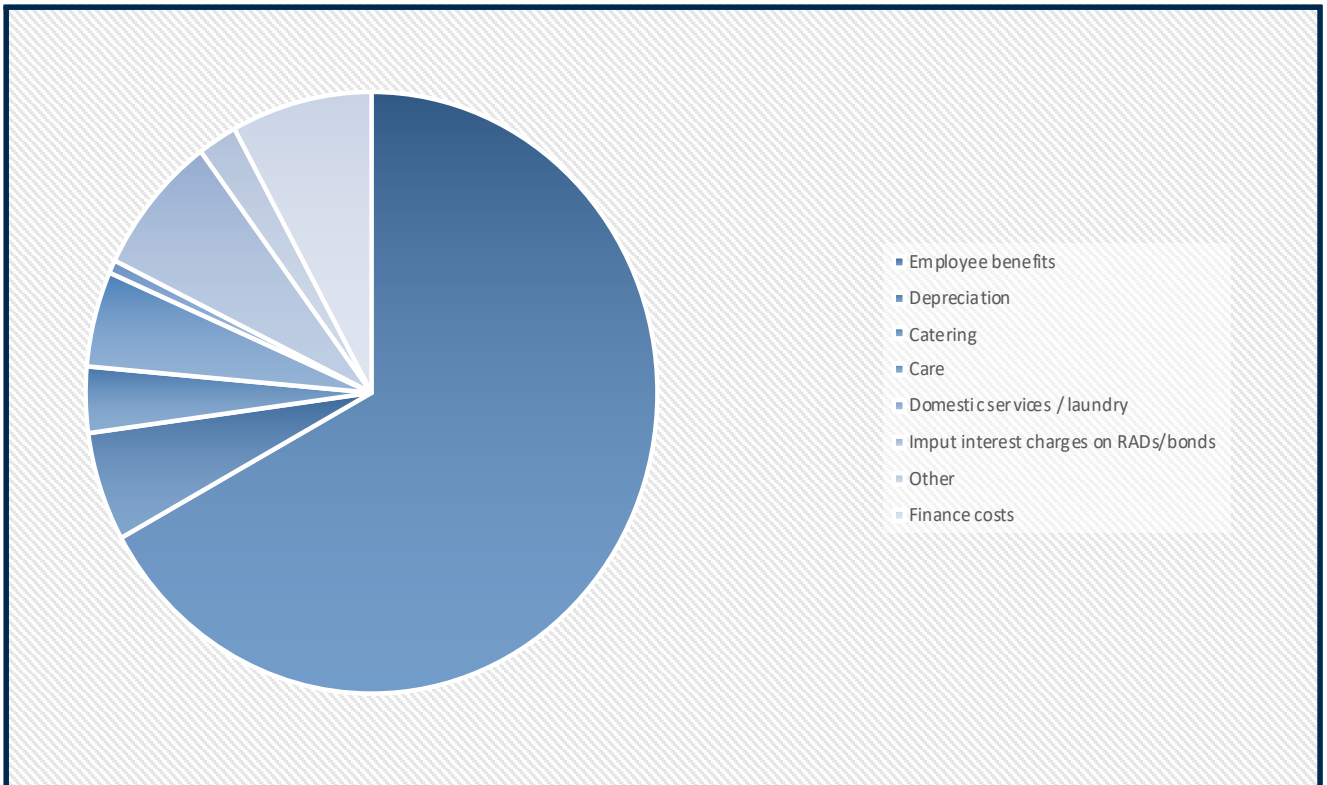
**SHERYL TYACK,
VILLAGE COORDINATOR**

FINANCIAL REPORTS...

EXPENSES

	\$	%
HOMES EXPENSES		
- Employee benefits	7,515,413	66.99%
- Depreciation	657,792	5.86%
- Catering	398,189	3.55%
- Care	576,074	5.13%
- Domestic services / laundry	79,163	0.71%
- Imput interest charges on RADs / bonds	849,504	7.57%
- Other	249,855	2.23%
- Finance costs	892,973	7.96%
TOTAL	11,218,963	

EXPENSES



FINANCIAL REPORTS...

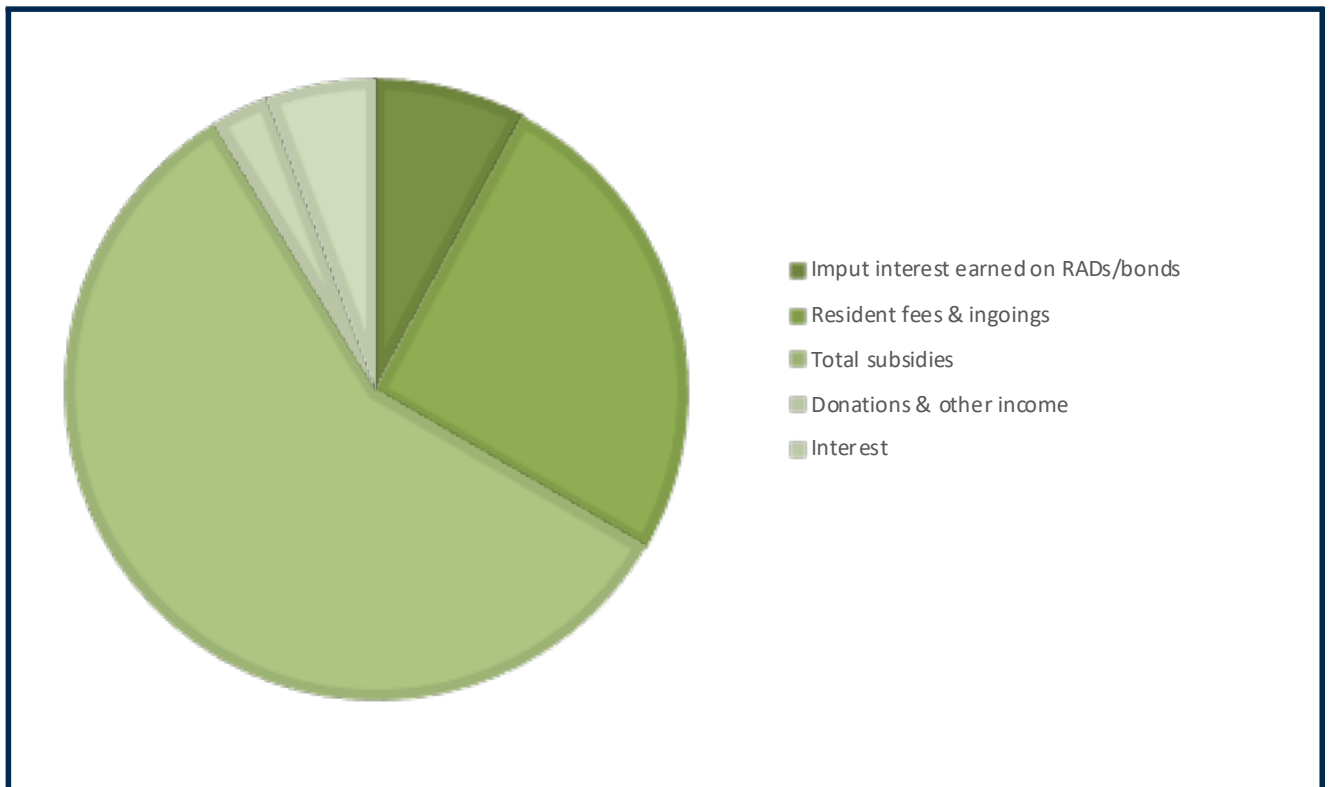
REVENUE

\$10,921,144

-\$297,819

	\$	%
HOMES REVENUE		
- Imput interest earned on RADs / bonds	849,504	7.78%
- Resident fees & ingoings	2,795,662	25.60%
- Total subsidies	6,326,135	57.93%
- Donations & other income	328,954	3.01%
- Interest	620,889	5.69%
TOTAL	10,921,144	

REVENUE





OUR SPONSORS...

Funding and support provided through:

- o Department of Veteran Affairs o Mildura Legacy
- o Mildura RSL
- o Department of Education and Training, Victorian Government
- o Sunraysia Institute of TAFE
- o Latrobe University
- o Monash University
- o AR and D M Mansell Trust
- o Irymple Rotary Club
- o Collie and Tierney
- o Mildura Health Private Hospital
- o Sunraysia's Writers Group
- o Mildura Rural City Council
- o Haynes Design
- o Neville & Lesley Mitchell
- o Tasco Petroleum
- o Mildura Living
- o Leading Aged Care Services





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