



Princes Court Ltd

Annual Report

2021 - 2022



princescourt
COMMUNITY LIVING

Princes Court

"An integrated ageing-in-place community"



The place

Historic, vibrant, connection to the country, local, growing, fertile



The people

Community focus, welcoming, ageing in place, increasingly diverse, reaching out to people, service focussed, fostering individually



The vision

Visible presence in the Community, open interface to the context, building a vibrant heart for the future, a green campus



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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.



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.

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 Directors, supported by nearly 130 staff.

Princes Court provides care for people who need residential, respite and specialised dementia care and Princes Court Village provides secure, independent living with many activities offered.

Princes Court Homes has been part of the Mildura rural community for more than 65 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 directors, as they care for and interact with the 100 residents, many of whom are family, neighbours and well-known local residents.

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 exercise, singing, International days and when able, bus excursions 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.

At Prince Court Village 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 directors with a depth of extensive professional backgrounds in finance, business management, social work, education and nursing.

Each Board director 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 and building and remuneration and skills development.

I would also like to take this opportunity, on behalf of my family, to express our appreciation at the way staff at Princes Court have always had a kind word and a smile for our mother and for the care and understanding taken by all the staff. MAX SMITH

Our vision, mission and values

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

Chair Report

Lyn Heaysman, Chair

The secret of change is to focus all of your energy not on fighting the old but on building the new.



Congratulation to our unbelievably resilient work force. Not only has Jenny Garonne our Chief Executive Officer (CEO) and Sianne Nicholds, Director Care Services (DCS) and their teams worked through four COVID 19 lock downs, but they have also kept all our homes residents safe and well as they recovered from COVID 19.

The clinical staff have yet again provided quality care under the pressure of COVID and yet have remained positive and caring to the residents under their charge. Thanks for this and also for filling shifts and working additional time to ensure shifts covered.

The homes facility has again enjoyed quality lifestyle activities throughout the year, thank you Lifestyle team.

Amazing menus and quality food and flexible dining coming from the kitchen. Thank you Russell Gilbert and your team and the feedback from residents.

Keeping the facility clean has been a large part of the infection control, so well-done Residential Services.

Our gardens at the homes and the village are well cared for and the building constantly maintained. Thank you, maintenance and garden team.

Don't forget our Administration Services. Covering human resources, receptions, entry into Homes, entry into Village living and providing regular newsletters and communications to our residents and families. This team keeps the website up to date and posts the face book stories. Helps the Board with the minutes and helps all the sub committees with agendas and minutes.

Thank you to everyone.

The challenges of COVID and changes in our industry, along with many other aged care facilities we have to report a loss of approximately \$2 million (operating \$1.3m and loss on financial assets \$700,000). In line with the rest of the age care industry, our reported losses are similar as other aged care facilities across the nation. Income from Government has increased by 4.8% over the last six years and wages have increased by 12%. We have also seen interest rates drop to record lows which has also impacted our income. I have to also advise you we have the reserves to meet this loss. We are working very hard to turn these losses around this new financial year. The new funding tool and business efficiencies will bring the profits back into the positive.

I would also like to express my very sincere appreciation and thanks to the residents, resident families, our volunteer and PCL community as a whole for their continued support and co-operation with staff and each other. There are so many amazing stories of kindness from families and residents during the year. I just wanted you all to know these stories do filter through to the board and we are in awe of some of the generous and caring acts that take place.

Next, I would like to congratulate Jenny Garonne our CEO for her leadership through yet another year of challenges. This year was particularly difficult in managing the business on the back of two really difficult years. Jenny has still managed to steer the business to outcomes that will take us in new directions.

Home Care is up and running and building momentum with an increasing number of customers. As well as the wider community this service opens up options for the Village.

Planning and costings of options for new buildings for residential care and independent living units including type and location with minimum disruption to best meet the needs of current and future residents and services has been considerable, delayed in part by COVID and increasing building costs and securing additional funding to confidently proceed. It is now through the first stage of planning and we look forward

to consulting with residents and users when the more detailed planning commences. Lanyon Flats purchased a few years ago to ensure Princess Court was not land locked is part of this planning

Updated information and marketing has also been initiated to assist everyone to keep in touch with the latest information and the services we offer. You will see our new website and brochures.

Jenny has also been successful in gaining a grant from the Federal Department of Health and Aged Care that will be used to Improve our business operations. Huge investment in getting much better internet operational. A workforce audit to ensure we are serving our residents well and much more.

I would also like to congratulate Sianne Nicholds (DCS) for the long hours and enduring work co-ordinating staff, residents and visitors through such a crazy year.

Congratulations Sheryl Tyack, Village Coordinator for your contribution to enhancing the lives of the residents at the Village and to Laura Roberts for your commitment and success in growing Princes Court At Home.

We also introduced a Chief Financial Officer CFO (Carrie Chappell) into the business. Carrie moved herself and her family from near Canberra to Mildura to take up this position.



Financial management and reporting is now at a new level and has provided PCL with a broader financial reporting regime to better manage and sustain our financial security. Welcome on-board Carrie.

I am excited about the future in aged care and the changes that are occurring to improve personalised options and choice and quality of services wherever you reside. We rely on your input and suggestions to achieve this within Princess Court.

We already have a new aged care government funding instrument in place that is simplifying the submission process and will more closely align to the resident needs and the care provided.

Our Aging population and peoples care needs are higher than ever. We need to be prepared to help aging in care, both in the home and in aged care.

We need a Health care solution for our community. We have been meeting with the Hospital Board and CEO, discussing and agreeing on ways we can work together and have had discussions with other not for profit aged care providers on collaboration to reduce costs and improve work force concerns.

Lastly, I would like to thank the Board for their commitment and hard work in making sure our strategic plans are fulfilled and our business progresses with innovation and on a financially sustainable basis and despite the challenges imposed from external forces there have been some significant achievements.

- We have met face to face or electronically, monthly during the reporting year.
- We have five combined committees and working parties that have met regularly supporting our projects.
- We have our Home Care Services up and running.
- We have completed Stage 1 of planning for our new building.

- We have provided direction on the \$596,758 business improvement fund including major wifi infrastructure project, workforce plan, marketing strategy and kitchen equipment.
- We have been able to continue undertaking projects to entertain, occupy and lift everyone's spirits in companionship.

I wish to thank all those contributing to "Mallee Living Histories" recording the memories of residents living in both in the homes and the village. The three books of these fascinating lived stories are available on our website or ask at reception.

At Princes Court Village our residents continue to live independent lives in a village environment.

We continued with our refurbishment program during the year, ensuring internal upgrades are completed and modernised to today's standards and interior design preferences, where necessary.

We welcomed several new residents during the year. Strong interest in Village living continues. Thank you to Cheryl Reberger of First National Real Estate, Collie and Tierney for her assistance in the promotion for Princes Court Village.

The Village community garden has flourished. Activities in the community centre have escalated and residents are very busy, within the village, out and about in the community and beyond.

The Victorian Government has completed a review of Village living this year. Some recommendations to change legislation is expected after the State election this year. I am expecting changes that will enhance the information people receive when considering to enter into Village living. Disclosure of fees will be in simpler language. Disclosure of village resident right. Many of these changes will be in the form of a fact sheet.

Aged care is changing with growing options to choose from, as lifestyle and abilities also change and with an increasing emphasis on individual preferences, independence and mutual respect.

This will also be driven through additional requirements by the Commission for Aged Care Quality and Safety Commission over the next 18 months under Aged Care Reform, including a code of conduct for service providers, increase of care minutes and more engagement with residents and consumers.

Princes Court will embark on developing a new Strategic Plan in February 2023 that will respond to all the changes and opportunities for the next three years. We look forward to hearing from everyone on the things that are important to you and how you would like to be supported in the lifestyle you seek. Sometimes it's the little things that make a big difference. We look to you all to help us set the agenda for the next three years.

Retiring Board Members

Finally, we say thank you to two retiring board members.

First of all, on behalf of the Board I wish to thank Maria Carazza for her years of service on Princes Court Board. Maria has a wealth of experience as a director of many boards and community funding experience, which she has contributed. We have embarked on working with other health and aged care providers to strengthen and improve our ability to provide better support for all with the least disruption and maximising our purchase power as a larger group. In recent times Maria has contributed to this, linking us through her networks in negotiations with Mildura Base Hospital Board to examine and initiate joint initiatives and improved arrangements for health services to our community. A big thank you to you Maria.

Secondly, on behalf of the Board, I would also like to say thank you to Chris Forbes for her time and commitment. Chris came to the Board with her wealth of knowledge in clinical care and took up the role of Chair on the Clinical Governance Committee. This Committee deals with the fine

detail of what is happening day to day, issues that need attention and improvements that can make a difference to everyone's lives. We have managed to improve many processes and systems to ensure a safer, healthier environment for all involved at Princes Court. We wish Chris well in her move to South Australia.

We are very excited to welcome onto the board, two new members, Sarah Gladman and Sue Watson. Both Sarah and Sue bring to the board specialist skills, enhancing our collective board skills and we look forward to their energy and knowledge going forward.

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

I look forward to the coming year and all the new changes that are coming bringing opportunities so Princes Court can continue to enhance care recipient's lives to meet the care needed and the lifestyle they choose.

Lyn Heaysman
Chair



CEO Report

Jenny Garonne, Chief Executive Officer

Handing over the reigns, knowing the organisation is on strategic path with resources to continue to provide quality aged care services through a community organisation, importantly with community values.



As I recall the year just past, it could be said that it was one of the most challenging years for Princes Court. It tested everyone resilience and creativity!

Looking back over the year: Testing year of COVID & resilience

When COVID was at our doorstep, we set up an excellent barricade to keep it outside our Homes boundary with the cooperation and initiative of staff in collaboration with residents and their caring family. However, it did seep through but not until everyone was well protected with vaccinations and strong hygiene practices. We were able to initiate all the preparation and planning we had in place for such an occurrence and fight back strongly and in a very short period.

Princes Court is so fortunate to have such incredible staff who have supported residents through this period and provided that smile, gentle touch and caring that meant so much. There were many adjustments for staff, residents and families alike who have combined to support each other. Together we confronted new rules and new ways of doing things to combat the spreading of infection; staff changes, increased hours, coffee shop closing, PPE storage, talking through the fence, new ways of communicating and entertaining ourselves.

I want to thank staff for their readiness to take on extra shifts when colleagues or their families contracted COVID and were unable to work. This included a number of senior staff who would not normally work on the floor, helping with personal care. Everyone worked tirelessly to continue to recruit more staff given additional staff to fill every shift to make sure residents had the care they need. Lifestyle lifted resident's spirits with different activities and also provided families with connection through photos. The Facebook page kept everyone informed.

At the Village residents continued to find ways to connect and the advent of vegie patch and the rotunda area has enabled the residents to meet, share friendships and the odd glass of wine.

Home care staff are now operating from the Village Community Centre and people living in the Village now have home care service options and many are taking advantage of the meals available from our kitchen.

One of the satisfying and rewarding successes for all involved at the Village including community members, was to see the Mildura Midweek lift out illustrating how wonderful the garden was throughout the Village and the launch of the new pergola. How far we have travelled from concerns when I first started on how stark the gardens was and there were not enough trees.

Looking to the future: What do you need now and in the future to live well and with choice

While COVID adjustments dominated, we did not drop the ball on planning and working on improving our services, our buildings and our garden spaces and looking forward for the next thirty years.

While Princes Court has incurred losses this financial year, it is not alone with 67 per cent of regional, rural and remote aged care providers experiencing losses and COVID has played a major part through increased wages and penalties, reduction in income, delays in filling vacant places when in isolation, lower interest rates, inability to access tradespeople and increased costs to complete renovations on units for new entrants and the implementations costs associated with the establishment of homecare occurring within this financial year.

There are a number of projects underway that will assist in sustaining the organisation in the future. This includes continued expansion of Prince Court At Home – home care provision, the Business Improvement Grant for \$596,758 grant that was received from the Department of Health and Aged Care with many projects that will support the organisation in the future. Further information on the different projects are included throughout the Annual Report.

The building project where we were successful in obtaining approval for a \$4.5 million grant for a new \$15.8 million “state of the art” 50 bed aged care facility from Department of Health and Aged Care late 2021. The concept planning has occurred during the year however as we are confronted with escalating costs, additional funds will be sought before progressing any further.

A new strategic plan will be completed in early February that will set the scene for the future of the organisation. Please start thinking about what Princes Court means to you and what needs to be included for the future – your ideas are important.

Handing over the reigns

As you will be aware I have leaving Princess Court next month to have more time for family. Princes Court has been all consuming and an important part of my life. There will be regrets and I will miss everyone, although in a different role as a visitor, I won't be a stranger. I have been very fortunate to have been employed at Princes Court over the last five years with never a dull moment or time to pause. This period has seen so many changes, not only in the organisation or the aged care industry overall, but in the financial and environmental climate in society as a whole.

One of the best parts of the role has been the interactions with the residents and the families and there have been many friendships that have developed and I will miss the chats that I have cherished. I often have to tear myself away from the fun events that happen in lifestyle.

One of the successes that occurred during my tenure has been the Mallee's Living Histories and I will never forget the 200 to 300 people that crammed into the community dining room to be part of the first official book launch. It is pleasing to see we are now looking ahead to a fourth book of yarns.

There have been special moments at the Village that I have loved. Joining in the different activities meeting the many special personalities where everyone always makes me feel so welcomed.

We are fortunate to have such a supporting village community and with so many new faces over the last couple of years, it is good to see that old friendships have continued and new friendships have developed and the large numbers that arrive for the many event that are run at the community centre.

Princes Court is very fortunate to have such a strong, committed and diverse Board with individuals who are very passionate about the Princes Court community, the residents, staff and the future of the organisation. Even despite COVID and not being able to connect with

residents and families as much as they would like, they worked tirelessly, spending additional time and effort to keep up with the increasing information and regulatory requirements and working to improve the services and facilities, are often coming up with new ways to stimulate innovation.

I have nothing but praise for each and every one of the Directors for the effort they provide to the organisation especially given the additional pressures, new regulations, new building projects and expansion of services that Princes Court is continuing to embrace.

I would especially like to thank our Chair, Lyn Heaysman for her leadership, support and friendship. Lyn has always been available at any time of the day to discuss what is happening and to determine the best way going forward. Given the significant South Australian business she also runs, she is extraordinary in relation to her commitment to Princes Court.

A particularly thank you to the staff. No eagle can soar unless there are wings and an even wind beneath them. With the eagle being Princes Court, the staff are the wings and the leadership team is the wind that pushes the eagle to higher heights.

The staff at Princes Court are amazing and this year and the two years previous to this have been challenging yet their strength and resilience is incredible. I have always been impressed by the care and the dignity provided by staff and the many compliments that are received on a daily basis on the care and enhanced lives the resident lead attests to this. Thank you for your efforts and ongoing commitment to Princes Court and for being the main body and wings of the organisation.

There is a foundation group of staff who have been at the facility for a long time. This includes 21 staff members with over ten years of service, of this six over twenty years, one over 35 years and one other close behind this. You are appreciated and acknowledge for what you do every day in providing the quality of care that Princes Court is known for and the welcoming of new residents and staff.

It is three years since Princes Court was last reaccredited as an aged care provider by the Aged Care Quality Commission where we received 100 per cent success without any recommended actions and this is testimony to the quality of the care, lifestyle and food service, the processes that are in place, the high-level governance, effective workforce and quality of the environment that residents live. As we look forward to be reaccredited for a further three years, I am assured that Princes Court continues to be a high standard aged care provider and an essential asset for the community.

I would like to thank the leadership team and the managers/coordinators that are part of the team that meet with me regularly. The ideas, innovation and connections to community that have been developed, mainly from this group is a major reason why the organisation is so successful. They provide the wind and make the most of any uplift. I am sure with a new CEO, dynamic board, the leadership group and the amazing staff, the organisation will continue to soar like an eagle.

In closing, although it is difficult leaving so many people that have been a major part of my life and community for the last five year, I leave Princes Court knowing that the organisation is on a strategic path with access to the funding, resources, technology, programs and tools to be able to provide ongoing service to the elders of our region and that quality aged care services through a community organisation, importantly with community values, will remain a constant for many years to come.

Jenny Garonne
Chief Executive Officer



Our Board

Lyn Heaysman, Chair

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

Board Chair and member of the Finance Audit and Risk Committee, Clinical Governance Committee, Planning and Building Committee, Village Agreements and Compliance, Project Control Group, Remuneration Committee.



Peter Hartmann, Deputy Chair

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.

Deputy Chair, Chair of Remuneration Committee, Chair of Planning and Building, Project Control Group, member of Finance Audit and Risk Committee, Policy Working Group.

Tony Hickey, Treasurer

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.



Treasurer, Chair of Finance Audit & Risk Committee, member of Planning and Building Committee, Project Control Group.

Paula Bruce, Director

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.

Member of Clinical Governance Committee, Funding/Philanthropy Working Party, Policy Working Party and Community and Volunteers Working Party.



Chris Forbes, Director

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.

Chair of Clinical Governance Committee, member of Remuneration Committee, Planning and Building Committee, Project Control Group Committee.



Maria Carrazza, Director

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.

Member of Planning and Building Committee, Funding/Philanthropy Working Party, Community and Volunteers Working Party, Project Control Group.



Steven Morris, Director

Steven has three years' experience as a Lawyer at Holcroft Lawyers with a Bachelor of Laws and Legal Practice and a Bachelor of Commerce (Finance). Steven undertakes work in estate planning and commercial law matters.

Prior to transitioning to law Steven worked as a qualified chef and restaurateur throughout Australia for over 15 years.

Member of Planning and Building Committee, Village Agreements and Compliance Working Party and Project Control Group.



Steve Fumberger, Director

Steve recently retired from the North West Victorian Ambulance Service where he was employed from 1981. He progressed clinically to the standard of MICA Paramedic and for last 13 years as the Area Manager for the Northern Mallee District based out of Mildura. He holds a Diploma in Management and Project Management and a Graduate Diploma in Emergency Health.

Steven has been actively involved with most community sports and is a life member of the South Mildura Football & Netball Club and currently the President of the Mildura Golf Club.

Steven brings a range of business and clinical experience to the Board. He has worked closely with regional hospitals and health services throughout his Ambulance career and wishes to continue to see the health sectors provide effective and efficient services to our communities.

Member of Planning and Building Committee, Village Agreements and Compliance Working Group, Project Control Group.



Kevin O'Neill, Director

Kevin currently works as a Senior Project Manager at NSW Health (Far West LHD). Kevin is a registered nurse who has worked predominantly in the primary mental health and alcohol and drug fields, in regional and rural areas in both Victoria and NSW.

Kevin is originally from Scotland and has had a long and varied career across several industries.

Kevin has a Bachelor of Nursing, Grad Diploma Nursing and expects to complete his MBA in 2022. He is a member of the Australian College of Health Service Management, Institute of Public Administration Australia, and the Association of Project Managers (UK).

Member of Clinical Governance Committee, Policy Working Party.



Paula Gordon, Co-opted Support

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

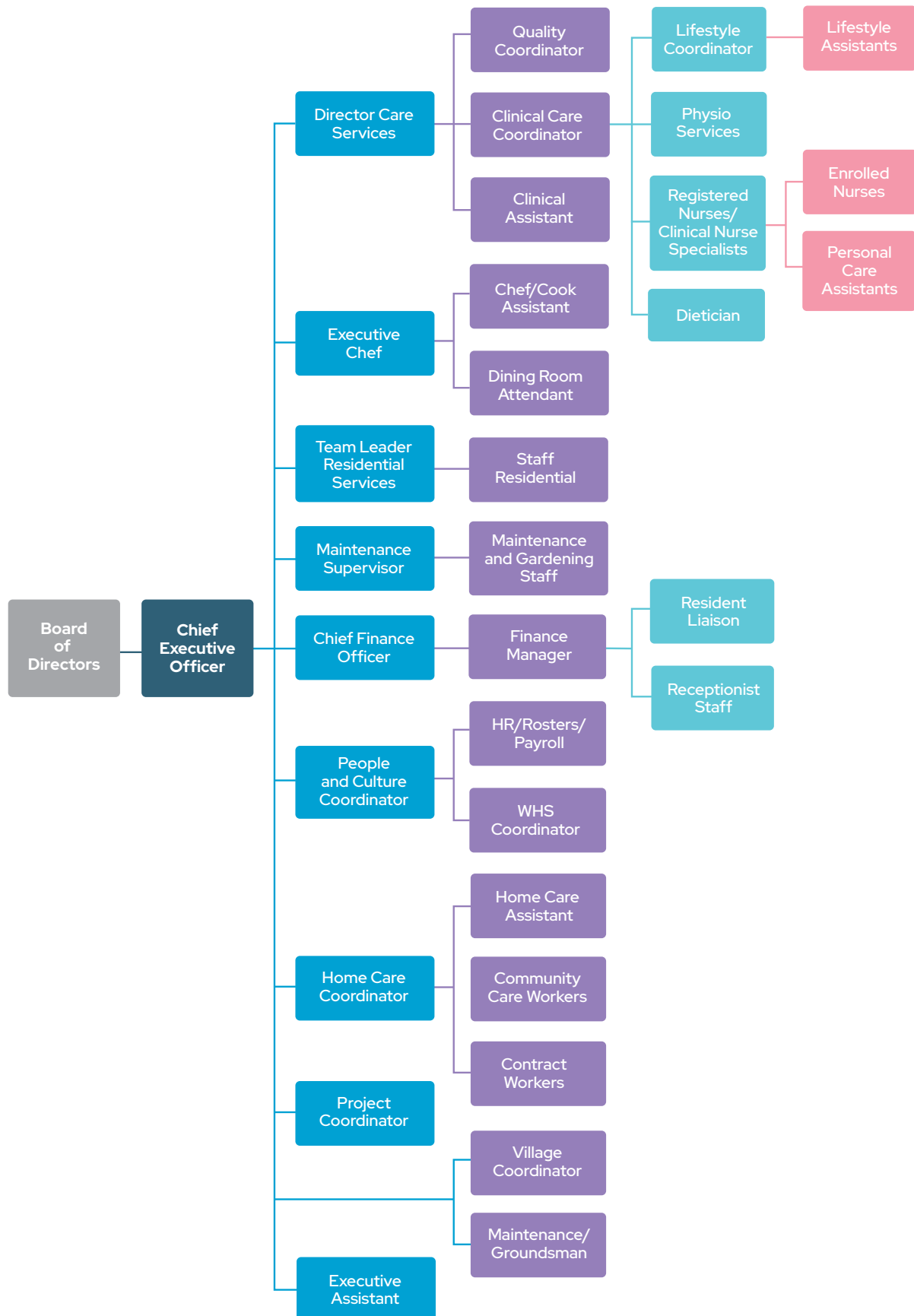
Paula's professional career included teaching, research, communications, health promotion and rural policy development including improved funding formulae for bush nursing hospitals. Paula has extensive experience in community development including the establishment of Sunraysia Cancer Resources.

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 fundraising for the Homes.

Co-opted Support of Clinical Governance Committee, Policy Working Party, Village Agreements and Compliance Working Party.



Organisational Chart





Village Life



This past year has seen our Village family expand and we welcomed new friends and neighbours who now call Princes Court Village home. We also sadly said goodbye to some very dear friends and loved ones.

Although COVID-19 is still ever present, the relaxing of restrictions has seen our residents start to visit family and friends who live away and welcome those who have visited. Many residents resumed holidays travel all over Australia and beyond.

Opportunities to catch up with fellow residents and neighbours in the Village community centre is also a big part of Village life and this year did not disappoint with many fun nights, events and activities.

The bus has been back in action by Village residents in the past 12 months. Shopping trips to the plaza have come in handy for those who no longer drive.

A trip to Gol Gol to enjoy the delights of Ampelton Gardens in April this year was very popular. Glorious weather allowed a peaceful and leisurely stroll through what is an amazing space. This was followed up by lunch at the Gol Gol pub, overlooking the large expanse of green grass and the Murray River. It is not always successful to coordinate everyone's busy schedules, but this outing was particularly popular and also enjoyable to those that attended.

With the relaxing of COVID restrictions, community groups have been able to utilise our community centre, with the Sunraysia Carers Association running information sessions and Wings for Kids holding a very well attended fashion parade.

Themed events throughout the year continue to bring residents together to organise, decorate and socialise with Australia Day celebrated by many with some very patriotic outfits on display. St Patrick's Day, everyone looked the part in green and Mother's Day was celebrated by many with a large turnout for a movie and lunch.

Residents enjoyed Christmas in July, with decorations adorning the community centre and residents feasted on a traditional Christmas meal with all the trimmings. Father's Day was celebrated with a pancake breakfast, enjoyed in our outdoor BBQ area.

There are many occasions to celebrate throughout the year and our Village residents enjoy doing just that. Any excuse for a balloon or ten to be blown up to match the theme.

The past year has seen ten residents move into seven units, with all seven units being refurbished. We currently have two units vacant, which are currently undergoing refurbishment. Three of the residents that have left are still part of the Princes Court community at Princes Court Homes.

Welcome morning teas for new residents are always extremely well attended. It allows our new residents to meet fellow residents and neighbours and really helps to make them feel welcome and part of the village.

Paul Renouf, Village maintenance and groundsman continues to be busy maintaining our lovely communal spaces and turning Village Way entry into what will be a fabulous native garden display, building on the native garden at the Village entrance.

Residents continue to enjoy the abundant offerings from the communal vegie garden and love to find excuses to gather in the pergola when the weather is fine and enjoy each other's company and the tranquil surroundings.

Homemade pickled beetroot and zucchini chutneys have been made from the produce grown in the vegie patch and are available to





What's surprised me and what's best is the activity centre and all the activities. And exercises and hairdresser on the spot! AILEEN DUNCAN

residents to purchase, with proceeds going back into purchasing new seedlings for the garden.

The residents generously supported the Orange Door, a local charity organisation, with a donation this year in lieu of Kris Kringle gifts. A representative visited the Village and provided information on how they help women, children and young people who are experiencing family violence; and families who need support with the care of children or young people.

The Mildura Vintage Car club visited the Village again this year. Village residents loved seeing the cars that were so much part of their youth and chatting to the car enthusiasts. Some residents were even lucky enough to go for a cruise down Deakin Ave and along the river front in a vintage car. A lovely afternoon tea was held in the dining room afterwards for all to enjoy.

As the Village ages, it is now beginning to need some major equipment replacements and the units are requiring more refurbishments given the kitchens and bathrooms are now dated.

There were six units that were refurbished over the last twelve months with a range of renovation requirements depending on the age, the style and the deterioration of appliances.

The unit (seen below) was completely renovated with new kitchen cabinetry, fittings, lighting, fans, tiles on floor and walls and painting throughout.



Lighting is steadily being replaced with more energy efficient LED lighting, with most units are now being converted from old fluorescent globes.

Significant time has been committed to improving the Village's irrigation systems over the past twelve months, with blow outs under the roadways, old, split irrigation hoses being replaced, and irrigation controllers getting updated.

There have been several big-ticket items needing including new replacement air conditioners, upgrade of security camera system, pergola/veggie patch and replacement for the maintenance buggy.

Future budgets need to allow for further replacements for equipment that is now over 12 years old and replacement will be needed more frequently.

Having Mildura Living magazine feature Princes Court Village gardens in their summer 2021 edition was a big highlight for residents, with the photos capturing our gardens in full glory.

It is a credit to Paul and the residents who maintain not only their own beautiful gardens, but the gardens in the communal areas throughout the Village.

Princes Court Village is filled with wonderful residents and has the support of a caring team. It has been another wonderful year with all of you and as always, we are very privileged to be a part of it.

I think if I am happy, it helps to keep me healthy. THELMA MANGAN



Thinking of good friends and good times together



Princes Court At Home



princescourt
AT HOME



Princes Court at Home is Princes Court Ltd's newest venture in the age care sector, delivering care to the wider community, providing a continuum of aged care living options from independent living support to quality advanced care – we understand that it is about people's choice on how care recipients would like to live their lives.

Princes Court at Home provides flexible, responsive, in-home care and support services to assist people in need of additional assistance to continue to live independently in their own home through agreed home package of support services. People decide on what they need and when they need it, and respite for care recipient's usual caregiver or family member is also available to assist when the caregiver is away for travel, work, run errands or take a little break for themselves.

As people age, some activities can become a little more challenging, and Princes Court At Home is on hand to help with anything from general housekeeping, laundry, cooking and cleaning to home maintenance, mowing, gardening, shopping, transportation, medical appointments, social outings and paying bills. Princes Court At Home can help with technology or mobile phones.

Staff can also just help with good, old-fashioned companionship – a relaxed chat over a cup of tea and a Tim Tam or three, can do wonders for the spirit!

With the main office of Princes Court At Home being located at Princes Court Village, the Village residents were first to avail themselves of the services, however more from the general community are seeking support on a regularly basis. This is an excellent opportunity for the organisation to grow and extend the service reach across the region.

Home Care package consumer who are residents at Princes Court Village are fortunate as they are able to utilise home care package funds to partially pay for the delicious meals that are delivered fresh and direct from the Princes Court Homes kitchen. With an extensive menu with optional choices.

From commencement until September 30 2022, we have delivered 711 hours of direct care to our "home care package" consumers.



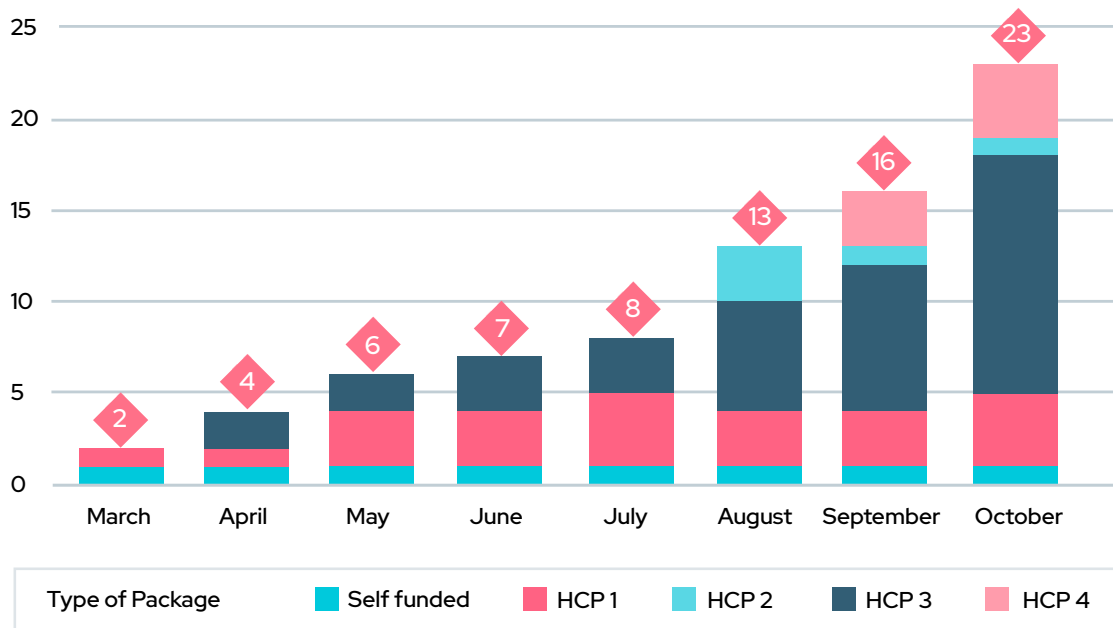
Types of services requested and utilised to date include domestic home cleaning, personal care, social support and meal preparation.

We have joined forces with local education providers to boost our recruitment as there is high demand for care and a limited clinical workforce

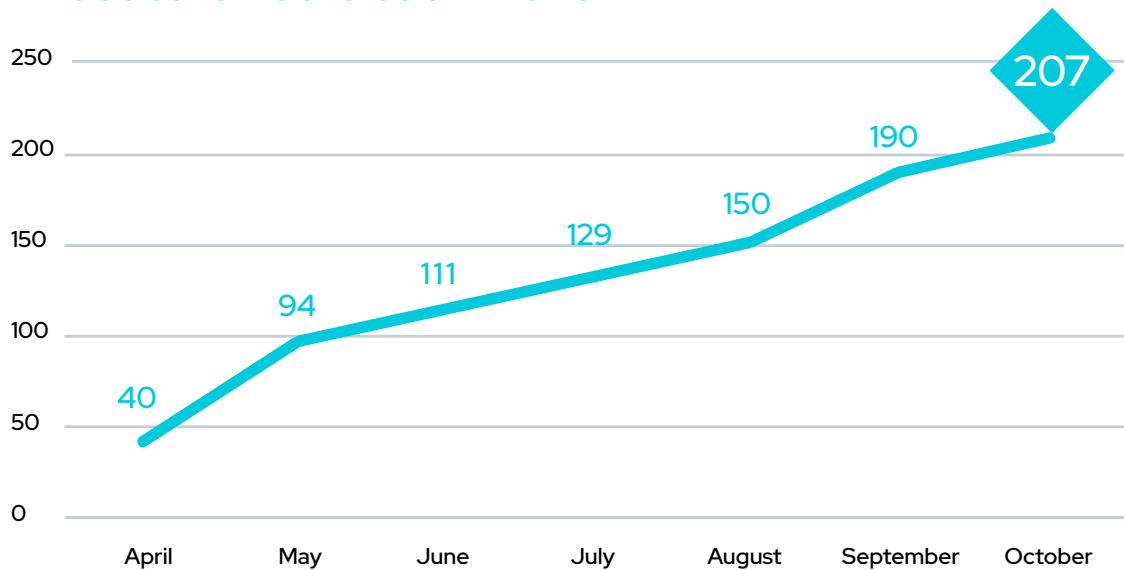
at this time. With additional staff, the organisation will be able to increase our direct service hours to continue to meet the demand.

Princes Court at Home began operating in March 2022 and within six months we have twenty three home care package consumers.

Number of home care packages



Direct care hours each month





Residential Quality of Care



Princes Court continued to provide quality care for residents living in the Homes.

It is three years since Princes Court was last reaccredited as an aged care provider by the Aged Care Quality Commission where we received 100 per cent success without any recommended actions. This is testimony to the quality of the care, lifestyle and food, the processes that are in place, the high-level governance, skilled workforce and the overall environment where residents live.

As we look forward to be reaccredited for a further three years, I am assured that Princes Court continues to be a high standard aged care provider and an essential asset for the community.

Thanks go to all the staff for the care they provide residents, especially given yet another challenging year at Princes Court Homes with residents that have tested positive to COVID 19 for the first time this year. The organisation had plans well-rehearsed and implemented stringent requirements that saw the impact to other residents restricted to a minimum.

The clinical staff in particular are to be acknowledged for their super efforts, clad in PPE masks shield/goggles, as it was a tough year with everyone pitching in to help out when sickness and annual leave left the organisation needing additional replacement staff to fill shifts.

Additional care was needed to support residents with other ailments as well as special care and attention for those residents in isolation.

The Clinical Care Leadership team have faced many challenges throughout the year, with new legislative requirements that have added imposing additional pressure, jumping in at a moment's notice to fill Registered Nurse's roles and often working significant additional hours due to COVID outbreaks and restricting transmission to others. They have been the control point and decision makers on infection control and have successfully kept the number of COVID outbreaks to three over the last twelve months. Through their quick action, transmission was significantly.

Despite the difficulties last year, the clinical staff still implement a number of initiatives to further improve the quality of care at the facility. This included:

Improvement in medication management capability and procedures

- 80% of residents are now managed under our new electronic prescribing system, allowing instant prescribing, dispensing and administration of medication in partnership with the resident's General Practitioners (GPs) and the contracted pharmacy. All residents have medication charting which includes automated scripts.
- Development of a new medication management policy and procedure in collaboration with contracted pharmacy and resident's GP to reflect the changes in practice and the quality requirements.
- Additional education for all staff involved in administering medication.
- Commenced Residential Medication Management Review Services (RMMS) for all residents to improve evaluation of medication profile taking into consideration other clinical information and the residents current health status. This optimises the benefits of medicine use and health outcomes for the resident. This also ensures the medication is appropriate, safe and effective use of medicine.

- Establishment of imprest medication onsite to ensure timely out of hours service

Lifestyle and wellbeing

- Resident lifestyle Representative Committee has been formed which includes residents, families and volunteers. The Committee provides an opportunity for those involved to have more input into the events and activities that lifestyle conducts and residents to have more choice on what they would like to be involved with.
- Streamlining and enhancing the communication between families, residents and staff prior to entering Princes Court has improved the process and understanding of the new resident's needs and has allowed for a smoother transition.

Enhanced clinical team procedures

- Appointment of a Behavioural Support Nurse in the Clinical Care team to focus on and coordinate the review and management of restrictive practices and general behaviour support when they are required.
- 4-6 weekly GP review of residents on prescriptions that are classified as chemical restraint is undertaken. This means a timely response when adjustments are required and improvement to resident wellbeing.



- Restructure of the clinical leadership team, to appointment two Clinical Nurse Specialists focusing on a partnership between residents, families and a multidisciplinary team in the assessments and care plan review and development. They also provide additional leadership to the enrolled nurses and personal care assistance and conduct clinical education and professional development sessions for staff.
- Onsite clinics operate from Princes Court Homes for six General Practitioners (GPs). This provides an effective and managed approach for the GPs who are time poor and allows residents to be provided with their choice of GP.
- After hours medical advice through an initiative funded by the Federal Government through the Mallee Primary Health Network called My Emergency Doctor, through ability to access timely medical advice and action, has reduced the need for residents to transfer to Mildura Base Public Hospital for further investigation or review.
- Fortnightly meeting of clinical leadership team to review incidents of behaviour or other concerns that needed to be reported to the Aged Care Quality and Safety Commission through the Serious Incident Reporting Scheme (SIRS). At the meetings, discussion and actions are determined for management and continuous improvement to reduce further incidents.

Allied health Services

- Employment of a dietitian to monitor unplanned weight loss and provide nutrition advice has assisted the organisation to improve resident wellbeing.
- Development of a fortnightly speech pathologist on site clinic to improve nutrition and hydration, minimise risk, provide education and actively work towards enhancing communication abilities for residents affected by conditions such as stroke, Parkinson's Disease and dementia.

My family and I are so grateful for the principles, ethics and humanity that you all at Princes Court stand for. Colleen and staff, Thank you for helping to keep mum happy in her final years.

VAL CASE



Creative Lifestyle Activities and Events

One of the most important parts of everyday life at Princes Court Homes is the choice of lifestyle activities. The lifestyle team Colleen Lewis, Abby Madigan and Helen Hanson (who has recently left) provided creative ideas that entertain, improve fitness, and create happy social moments with friends.

Armchair travels continued to be a hit with the residents with virtual journeys to the Philippines, Argentina, Croatia, Ireland, Germany, Vietnam, New Guinea, Queensland and Outback Australia with an indigenous theme. Each resident is provided with a passport before they take an armchair ride to different countries. Staff dress in complementary national dress and serve up tasty delights to match the theme.

Carpet bowls is always popular and the competition is fierce and even more so this year with residents versus staff carpet bowls. Over a three to four weeks period, teams competed, supporters cheering many laughs occurred. Even Daisy the dog was in a team and spun down a few bowls.

The staff/resident competition continued with residents mixed with staff playing different games as Commonwealth Games spirit was embraced. Baseball and basketball were popular and instead of running races, the egg and spoon race and eggs



throwing competition brought much laughter when the eggs smashed to the ground. The AFL Footy and Melbourne Cup sweep always involved many from the community each year.

Dress up days, at least once every two weeks, are embraced by all staff often competing with the lifestyle team who would have wardrobes of different costumes. It is all good fun and the residents often join in, dressing to the different themes. International Day of Older Person, found many additional older people with walking sticks and grey hair in buns. Pride Day with staff and residents wearing bright colours. Mad Hatter's Day with funny getups, pyjama days are enjoyed, along with St Patricks Day, Rock around the clock - New Year Celebration and Hawaiian themed Mother's Day with staff wearing traditional clothing. All add to the entertainment and fun.

There is also no lack of pet attention, World Animal Day brought dogs, lambs, pigs, guinea pigs and ducklings. When staff have puppies at home, it is



a must that a visit must occur and the residents were smitten with the eight Labrador and six Border Collie puppies when they attended. The piglets, thanks to Julietta Cresp who raises pigs, also created many smiles.

Cooking days were popular and with many amazing cooks living at Princes Court Homes. To tempt everyone's taste buds, cooking included Christmas puddings and shortbread, World chocolate and Strawberry Sunday Day with chocolate cakes and strawberry milkshakes, National Cookie Day with baked choc chip cookies, Worlds Biggest Morning Tea where a variety of cakes and slices were prepared. To top this, there was International Beer Day a range of different brews were presented for tasting and St Pats Day with green cakes and green drinks.

Other activities to note were Valentine's Day, Christmas in July with Christmas carols, Christmas lunch and happy hour, International Women's Day, Queen's Birthday with high tea provided, Remembrance Day and ANZAC Day, International Nurses Day, World Music Day which saw a combined singalong with instruments and an array of music, a fashion parade and flower arranging. We are fortunate to welcome many community groups that visit and entertain the residents.

Physical exercise is popular with Tai Chi classes each week, regular physiotherapist exercise classes and Chair Zumba combining music and dance. The walking group keep fit walking briskly around the facility every morning spurred on by staff.

The activities staff often distribute gifts for different occasions and Mother's Day was one such reason when gifts were purchased and disbursed. The gift provided were cosy socks and the resident loved them. Laundry probably not so, as all the socks needed to be named.

The Chapel is being used once again and St Margaret's church and the Catholic church services have recommenced .

Lifestyle commenced the corner shop initiative where residents can purchase treats and this is open and used daily.

Our very own bus is starting to become used more that residents are able to go out in the community more with tours of the region and the Christmas light viewing very popular.

The volunteers need to be thanked for the generous time they provide to the residents and the support they provide to the lifestyle staff. The residents love having them involved in the different activities and we welcome anyone interested in volunteers to contact Colleen Lewis.

With residents required to stay within the individual units from time to time due to COVID, keeping residents and families in contact was a very important aspect of lifestyle and the staff played a major part in setting up the face-times, laptops connections and phone calls and sending photos to families throughout the year to help everyone keep in touch. Corridor bingo and other personalised activities were enjoyed, arranged by lifestyle staff during these times.

With over 1500 individuals following our Facebook page, it continues to be an excellent way to showcase the different activities that occur at Princes Court thanks to the lifestyle staff. The comments and feedback from families on the Facebook entries are always welcomed.

With thanks from a generous donation from a family member, Princes Court has embraced air gardens which allows for residents to plant herbs and vegetables in easy to access containers. An advantage of the air gardens is their portability, to be moved around the facility for all to observe and enjoy. Residents have loved seeing the plants grow and with the kitchen using additional herbs and very fresh leaf vegetable and salad, adding to the dining experience.

A busy year for all with many highlights and delights.



A Dining Experience – Quality and Nutritious Food

At Princes Court we strive to provide quality food with diversity in taste and choice, combining nutritional and dietary requirements with pleasure in the dining experience.

Russell Gilbert, Executive Chef our experienced chef with over 35 years' experience, is well known and respected in Mildura for the quality of food that he serves based on a policy of fresh is best and the kitchen purchases and prepares as many meals as possible with locally sourced fresh ingredients including leafy vegie and herbs from our own garden.

At the Homes meals on offer include breakfast, morning teas, a two-course lunch and a three-course light evening meal daily. Fresh fruit is always on hand for snacks. Meals where possible, are served in the community dining room that is often abuzz with residents and staff alike involved in conversation. Patrons are regularly entertained by two resident musicians on the piano and another brings his piano accordion.

An in-house dietitian Laura Roberts supports residents and other clients at the Village and Home Care with their dietary requirements. She also monitors any increases or decreases in Homes resident's weight and recommends changes where necessary in diets and provides input into the seasonal menus.



Consultation on the resident's likes and dislikes, dietary and food allergy requirements commence prior to the resident arrival at Princes Court Homes. With family member and if needed a doctor or allied health professional, we ensure we have an excellent evaluation of the resident's needs. The information is forwarded to the kitchen team so they are aware of each individual residents eating preferences and nutritional requirements.

A food tasting committee meets monthly with Home's residents, the Lifestyle Team and Executive Chef where meals are evaluated and recipes are shared. Feedback from all residents contribute to the menu and is an opportunity for residents to share recipes. A comments book is situated in the Home's dining room for residents to leave comments/suggestions at any time and is an important resource.



We survey residents and family members regularly with questions focusing on the quality of food served, the size of meals, variety, quality, is the food is appetising, if meal times are suitable and similar to when living at home, and whether meal times are enjoyable, pleasant and social. Feedback is provided to kitchen, dining staff and management and action taken. The Executive Chef is very approachable and accommodating in amending the menu for residents if it is voiced that something needs to change, e.g. too many chicken dishes, too hot for curries, smaller evening meals, more salads.

Menus are designed by our Executive Chef and reviewed by a number of people including our dietitian.

We have a number of residents who require alternative meal choices due to intolerances to some foods. Soy and lactose free products are on hand and many recipes are gluten free. Soft choice meals daily options are an adjunct to the regular menu where required.

The kitchen staff are always on the lookout for new ideas and improved ways of doing things. Russell Gilbert and Chef Chantha Penny attended the Food Service Australia exhibition and Aged Care Catering Summit in Melbourne where they found a number of new products and processes to improve the kitchen and dining

experience. Russell and Chantha also visited a number of other aged care facilities to assess kitchen service operations firsthand and kitchen staff attend personal development courses. Kitchen operations and meal preparation along with food presentation options will continue to be a focus in the year to come as Princes Court looks to upgrade its building infrastructure.

The kitchen equipment was upgraded this year through funding received from the Business Improvement Fund with the purchase of a larger commercial dishwasher reducing the time to undertake this task and a new blast chiller enabling rapid cooling of cooked product that enhances food quality and nutrition and reduces time in preparation of food.

At the forefront of improvements for the food services and activities associated with the social interaction that comes from the enjoyment of food include expanding the menu to include a wider variety of choice, additional cultural days inclusive of cultural foods and drinks and improving the availability of diabetic options. When COVID 19 transmission reduces, we can all look forward to reintroduction of morning teas in individual units with residents, upgrade of the BBQ area and importantly the Fountain Café reopening and BBQ area.

Princes Court is a wonderful facility for not only residents, but the families of residents with ongoing communication about the Homes and constant follow up regarding resident state of health and wellbeing.

LEN IRVINE



Infrastructure Development

Preparing for the future

Over the last twelve months, Princes Court has been completing the master planning and strategic phase of future building development for Princes Court. This follows visits to other areas when possible and the approval for a \$4.5 million grant for a new \$15.8 million 50 bed aged care facility from Department of Health and Aged Care in late 2021.

Although the decision to advance this project is temporarily on hold due to escalated costs and further funding advice the Board will be advancing a building project in the future and this will lay the foundation for upgrading the provision of care for people needing advance care and specialist care for the next 30 years.

In the deliberation of design for the new building a team of staff and Directors visited other rural aged care facilities at Shepparton, Robinvale, Maryborough and Warracknabeal to view and



assess building structures, different styles of accommodations models of care, building maintenance implications, costs, and efficiencies. The visits also enabled consideration of different approaches to supporting residents who were experiencing dementia and alternative food service and dining provision across several facilities.

Land acquisition

During the year, the organisation purchased 26 Argyle Street Mildura to increase access to land around Princes Court Homes to increase development options in addition to the previous purchase of Lanyon Flats adjacent to the Village in Thirteenth Street.

Infrastructure upgrades

The Brodie staff room was upgraded to create a pleasant environment for staff to have breaks and staff change overs at the Homes.

A large number of renovations have been undertaken at the Homes updating both the bathroom and the bedroom areas with new vinyl floor coverings.

Many renovations were also achieved at the Village with interior design updates.

Completion of the upgrades to the entrance to the Homes has meant residents and families are enjoying the ability to transfer passengers from the Homes, undercover at the reception. The new security gate at the Homes also means access from the car park is now on a level path. The level of security has increased given the close proximity to the reception and a sturdier gate.

Technology communications

A major wifi infrastructure development that will improve the capacity of our digital platforms has been funded through the Business Improvement Fund (BIF) and is expected to be in place at the Homes and operating by Christmas.

This will assist clinical staff to record all necessary information at the unit as events occur, instead of needing to return to the staff hub at different times of the day and at end of shifts. It will also enhance communication across the facility given improved wifi coverage ensuring more effective alarm systems with new monitor equipment installed. The residents will have their own standalone service that will increase the wifi capacity for those using the service.

Software

New software programs have been installed to assist staff rostering, administrative procedures for commencing new employees, to reduce potential fraud, to account for assets through the introduction of barcoding and to establish the operations of the new home care service.

Major upgrades were made to the data server to enhance the capability and older style sensor mats have been replaced by IRMA laser technology that will alert staff quickly when residents at risk of a fall have moved from their beds, so that assistance if required is available with the consent of residents or representatives.

Equipment

Purchases enabled by the Dept of Health and Aged Care, Business Improvement Program have upgraded the kitchen capability and efficiency. A new blast chiller purchased for the kitchen will further improve the quality of the food as it keeps all the nutrition and quality in the meals by quickly reducing temperatures. A new commercial dishwasher upgrade is improving efficiency in the kitchen.



Successful Collaboration with Others



Mallee Living Histories captures more precious memories!

In little over four years, the Mallee's Living Histories project has established itself as an important, local, age care initiative. Nearing the publication of Book 4, the project has captured more than fifty precious memories. Starting as it did at Princes Court, the project now reaches out to residents at Chaffey Aged Care, Jacaranda Village, Murray House and a number of individuals who are living independently.

In the third book there were four residents from Princes Court Homes, and two from Princes Court Village. These were Keith Hill, Donalda Broome, Kath Kelly, Joan Daymond, Thelma Mangan and Noel Pugsley. At the launch in December 2021, the emotions in the room and pride in the storytellers and the writers of what they had achieved and the friendships that had developed was obvious and is a testimony on the power of this project.

In gathering the stories this year, again COVID 19 has been a challenge, but equally, an impetus to ensuring that the project continues. Following the project's recognition as Mildura's Community

Project of the Year in 2021, Mallee Living Histories is continuing to be acclaimed, locally and beyond.

The project enjoys the dedicated support of some twenty volunteer writers and many wonderfully generous sponsors. As a result, the 'storytellers' who happily share their memories are rewarded with a bundle of books which they can share with family and friends. This all occurs at no cost to those who share their stories or the organisations providing their care. While the stories are clearly their own reward, it is the personal contact between storytellers and writers which has really excelled in these challenging times.

Appreciating the impact of the project, Monash University Health School is again soliciting feedback from a number of those involved to determine what learnings can be gleaned in what is now referred to as positive ageing. These interviews are being undertaken by undergraduate medical students who are getting to appreciate the importance of knowing more

about the lives of those in receipt of their health services.

As the project has evolved, there have been several significant additions to its reach. One has been the conduct of 'Library Talks' where storytellers and writers present the outcome of their work to interested members of the community. While these have just commenced, they are already opening a window to the lived history of our region.

Another initiative is the plan to establish a website providing free access to community members who want to know more about those who have, in many cases, shaped our region and its development. Anyone wanting to support this endeavour is encouraged to contact the project convener – Vernon Knight, on 0418 502 957.

Princes Court is proud to have hosted the development of this important project and its ability to enhance the well-being of the ageing in our region.

Other collaborations

Sunraysia Aged Care Not for Profit organisations

The collaboration between the Sunraysia Aged Care Not for Profit organisations has continued to strengthen with the Chairs and Boards of Jacaranda Village, Murray House and Chaffey Aged Care as the organisations understand the benefits of working together with the pressures on funding in aged care, increased regulation and the opportunities to reduce costs being of benefit to the aged care community in the region. A Memorandum of Understanding has been signed by the majority of the organisation and there is a genuine commitment to collaborate.

Broader health sector

The Board and management are exploring opportunities to work more closely and to advocate for improved provision of services with the broader health sector in the region. The Board have met with Terry Welch CEO and Mary Ryder, Chair Mildura Base Public Hospital (MBPH) and Matt Jones, Murray Primary Care Network (Murray PHN). Access to allied health, GPs and increasing and skilling the clinical workforce were key themes of discussions. Collaboration with other aged care providers, health providers, education and universities were identified to create further opportunities to benefit health provision in the region.

As an immediate result of discussions with the Hospital an agreement to support Transition Care Program and Post-Acute Care for provision of care services has been signed that will provide additional opportunities for home care services.

Advocating with representatives from other aged care facilities

Princes Court and regional health issues generally have been well represented by our CEO

Jenny Garonne continued to advocate for the aged care industry through a number of presentations. This included as a member of a panel of speakers at the national 5th Future of Aged Care Summit in Sydney with Veronica Jamison CEO, Shepparton Villages, to highlight the challenges of providing aged care services in regional, rural and remote areas, examining the unmet aged care needs, inhibiting costs, improving workforce and increasing the quality of care through inter-sector collaboration and connecting with local communities as a factor that is paramount to success in regional areas.

The CEO also participate in an Aged Care Panel Discussion that Murray PHN hosted to discuss opportunities to improve the Aged Care system in the north west of Victoria.

Aged and Community Care Providers Association (ACCPA), leading national aged care industry association invited the CEO to speak at the first Regional, Rural and Remote aged care provider

monthly meeting on the need to reassess the pricing structure for regional aged care providers.

Collaboration to support COVID 19 outbreak management

Close connections were formed during the COVID outbreaks as the organisation carried out tasks to prevent further COVID exposure for residents The Victorian Aged Care Response Centre, Murray PHN, Barratt and Smith Pathology, Loddon Mallee Public Health Unit, Victorian Department of Health COVID team, VICNISS healthcare associated infection surveillance coordinating centre and Mildura Base Public Hospital MBPH assisted in our response and in sourcing much needed Protective Equipment (PPE) and surge workforce that was needed. The five not for profit aged care facilities have collaborated in sharing of information and with intent to support each other as needed.

Other

Princes Court continued to connect with many organisations across the region to advance community connections, care service delivery and enhance the lives of the residents. These include SuniTAFE, Monash University, Latrobe University, Mildura Base Public Hospitals, Mildura Private Hospital, Sunraysia Community Health Services, allied health providers, Victorian Police, Mildura Rural City Council, Older Persons Advocacy Network (OPAN), Mildura Writers' Group, RSL, Legacy and many other organisations.





Our Skilled and Committed Staff

This quote typified the staff that we have at Princes Court, with most interactions between staff and residents, genuine love and caring can be seen and felt. The ripple effect is the residents smile and enjoy each day.

We have staff that sing as they walk the residents, are seen dancing with the residents, sharing jokes, sharing gifts, go out of their way to buy special items that are needed and stay back if a resident needs support.

This is well documented in the staff recognition awards where residents have provided recommendations:

"xx goes further and beyond her job role. Has shown great care, support and innovation. xx came in on her day off to take xx for a walk in the fresh air during lock down. After xx knocked off work, she took xx to activities for a game of pool. xx is an angel"

"xx did an excellent job here today and is very helpful. Thank you"

"We were both thrilled with xxi today, she was very helpful, accommodating and used initiative"

"We are more than happy with xx and the services she provides"

"xx has been nominated because of his genuine selfless efforts. xx came in on a Saturday and sat with a male resident for a few hours to be there for the residents, after another co resident passed away who was a close friend".

"xx goes above and beyond her job description to ensure all the residents are properly cared for, even the smallest things which mean a lot to the residents and staff. An absolute pleasure to work with".

How fortunate is Princes Court to have the quality of staff that have the values they portray. It is about a smile, it is also about enjoying the work, valuing the residents and caring about the community that is Princes Court.

The staff have confronted a challenging third year in a row, dealing with anxiety over COVID, assisting residents in isolation dressed in full protective clothing, wearing masks and shield/goggles all day, filling in extra shifts and working additional hours to ensure the residents have the care and support they needed. Staff have been resilient and understand the importance of what they do and what it means for safe and secure wellbeing of residents.

As mentioned previously there are over 20 employees that have been employed over ten years and of this six over twenty years, one over 35 years and one other close behind this. This speaks volumes for the quality of staff, the love of what they do and the community they are part of. For this number of staff to remain within the same organisation for such a long time, these days in particular, is exceptional and although we can't provide individual acknowledgement, know that you are appreciated.

This year we acknowledge seven recipients of awards for services above and beyond what was required and thank them for the commitment and continued support to the organisation.

Award recognition

10 Years

Anne Duncan, Nadine Ryan, Emily Stewart

20 Years

Erlinda Pestrivas

35 Years

Debra Smith



Staff who have left/retired from the organisation – thank you for your service and we wish you well in the future:

- Sue Zariko, Clinical Care Coordinator (10 years)
- Helen Hanson, Lifestyle Assistant (10 years)

People and Culture Unit

This year the People and Culture Unit have been through yet another extremely challenging year given COVID 19 and the number of staff that had time off due to sickness due to COVID 19, carers leave, annual leave and a number of staff travelling overseas to see family.

Despite advertising and strong recruitment efforts, the availability of staff located in the Mildura region was limited. This meant the team were often filling roster spaces through the generosity of staff accepting longer shifts, often double shifts and far more shifts than intended. Thank you to the staff for assisting the organisation in filling the shifts and also to the People and Culture team for their hard work, commitment and resilience.

Staff Profile

Erlinda Pestrivas



Erlinda, (known as Linda) is well known within the Princes Court community for the good deeds that she does on an ongoing basis. Colleagues recognise this and in writing nominations for the staff awards included:

"We nominate Erlinda for her great care and support to staff and residents. She is a quiet achiever. She works professionally and respects everyone. She was generous with her own time and on her days off helping out and trimming resident's hair especially during the COVID lock down and her work was greatly appreciated. Residents were very happy."

"Erlinda came in early this morning before her shift started to cook the residents in CFU breakfast in an electric frypan. This was extremely well received by the residents. It was hard to get the smiles off the residents faces this morning."

Erlinda started as a Personal Care Assistant and with prompting from staff, studied over a number of years to qualify as an Enrolled Nurse that she is very skilled in.

Other deeds that Linda is known for at the start of COVID was sewing all staff individual face masks and Christmas tops and being part of the dance group of staff that have originated from the Philippines that entertain the residents at least twice a year.

Sianne Nicholds, Director Care Services said "Linda is an asset to Princes Court Homes, she cares for every resident as if they were her own family. She often comes in early for her shifts or on days off to attend to resident hair or nails, cook breakfast, mend or shop for shoes or clothes, nothing is ever too much trouble if it will benefit a resident."

This year she reached the twenty-year milestone as a valuable staff member and we thank her and appreciate everything she does for the residents, staff and the community.

Recruitment

There is a finite workforce in the region and the organisation has strong competition for staff from Mildura Base Public Hospital for all clinical staff.

To improve access to new staff, a strong recruitment campaign was implemented and the People and Culture Unit have been receiving positive results through

- Canvassing education providers that run courses where students are studying for careers in the health sector including aged care with some direct success and potential future employees when courses are completed.
- Driving a marketing plan/campaign for Princes Court as a place to work including upgrading the websites, social media, advertising and community engagement including participation at two career expos.



Homecare workforce

This year saw the addition of a homecare workforce diversifying the skills base of the employment base at Princes Court.



Student work experience students

Princes Court hosted Year 10 and Year 11 work experience students from Secondary Colleges across the region. This introduced students to the career opportunities in aged care, in particular at Princes Court and we look forward to seeing these students among our staff in future years.

Monash medical students

In a collaboration with Monash University, the organisation provided medical students placement at Princes Court Homes giving future doctors the opportunity to be exposed to aged care living, shadowing doctors' clinics and relating and communicating with older people.

As a result of the interaction, we are now being promoted as an employer of choice for Monash medical students and three of the medical students are now engaged as Personal Care Assistants when they have time available.

Although these are short term engagements (no more than 10 months at most) there is significant value in the connection with benefits to both our organisation through skilled workforce that can share their knowledge with the care staff and for the medical students as they learn how to communicate with and care for the elderly.



Strengthening our workforce

Princes Court recognise that one of the important ways to improve the quality of care is to strengthen the capacity of our workforce.

There has been a number of appointments that have extended the skills, knowledge and capability of the workforce. These have included:

Chief Finance Officer CFO, Carrie Chappell

Carrie Chappell commenced with Princes Court as the Chief Executive Officer in November 2021 and has quickly become a vital part of the leadership team. The appointment of a CFO has strengthened the financial capacity of the organisation as she is responsible for the effective and efficient operational management of the financial systems, financial risk and administrative functions of the organisation. As a member of the Senior Executive team, she is playing a pivotal role in strategic and operational planning while leading corporate services as we expand the business model into home care and embrace the new building development.

Clinical care leadership

Given the additional regulatory requirements that have increased over the last twelve month, the clinical leadership structure has changed to incorporate Clinical Nurse Specialists positions and a Registered Nurse specialising in behaviour management. These positions will ensure timely review and adjustment of resident care and support plans and that regulatory reporting is completed to a standard required.

Physiotherapist from Lebanon, Ammar Aldaod

It was very exciting to welcome Ammar to our team in December 2021 as we have been working through a process to help him to call Australia his new home for three years. Ammar, who is currently engaged as a Personal Care Assistant, has travelled from Lebanon where he was a practising physiotherapist. He hopes to gain his Australian physiotherapist qualifications not too far in the future.

Retaining and maintaining a skilled workforce

Provision of Altura online training

The advent of online training has improved the professional development and enhanced the onboarding of new staff given the programs are engaging, relevant and staff appreciate the flexibility offered as they can access the courses when it suits them. The modules compliment other education and training opportunities that Princes Court provides through one-to-one training workshop such as manual training.

The on-line training programs include:

- The Australian Aged Care Quality Standards
- Open Disclosure
- COVID-19
- Infection Control
- Outbreak Management
- Abuse, unexplained absences and SIRS
- Hand Hygiene
- Restrictive practices and restraints
- Antimicrobial stewardship
- Dementia care

Orientation days

The introduction of orientation days at Princes Court has been well received by new staff. This group workshop means interaction between the participants makes the sessions fun, at the same time increases the knowledge of the staff involved on areas such as introduction to Aged Care Quality Standards, restrictive practices, elder abuse and SIRS, effective communication, infection control, O H & S and manual handling. Staff are required to complete assessments following the education and the outcomes and also the comments on the sessions have been very positive and will only expand in the future.

Conferences and webinars

Many of the management staff and board directors participated in professional development webinars and conferences on a regular basis, either for general professional development or keeping up

to date with changed requirements. Many of the webinars are provided through Department of Health and Aged Care or Aged Care Quality and Safety Commission. This included:

- Workforce Planning for Aged Care in 2022
- Australian National Aged Care Classifications (AN ACC) Essentials
- Residential and Accommodation Admissions Essentials
- Financial Reporting and Prudential Compliance Webinar
- Quarterly Financial Report presented by Dept of Health
- Fit testing – getting it right for N95 masks
- Employer of choice – creating employer of choice cultures
- Introduction to aged care reform
- AN ACC Clinical Care Transition
- LASA The future of aged care accommodation
- Three staff members attended the ACCPA conference on 12 – 14 October 2022.
- CEO attended the 5th Future of Aged Care Summit on 16 and 17 June 2022.

Northern Mallee Leaders Program

Congratulations go to Sheryl Tyack, Village Coordinator for graduating from the Northern Mallee Leaders program in 2021. This program is run over a ten-month period with ten program days on different aspects of the community where participants gain knowledge on personal development, learn about community leadership and benefit from the professional contacts and networks created during the program.

Sheryl completed a project with three other participants of the Program to develop communication to encourage professionals to move to Mildura and be informed on different initiatives, connections and services that will encourage these new residents to remain within the community.

Staff Profile

Debra Smith



Debra, or Deb as she prefers to be called, started 35 years ago at Princes Court Homes and things have changed considerably at the Homes since this time.

At that time, there were only half the residents and the person in charge would be extremely fastidious on the quality of the cleaning and as an example would leave match sticks on the window sills to see if they had been cleaned or not. At that stage the residents at Princes Court Homes or Hostel as it was known, were younger, more agile and stayed for a longer time period. The cleaners were the main people that the residents would see, so strong friendships grew and if anyone needed to know what was happening, the cleaners were the ones with the "on the ground" knowledge. Deb's colleagues have spoken highly of Deb's ability to determine the best approach to manage staff to ensure the facility is clean, her efficiency and attention to detail. That even though she is a leader, is still fun to be around and easy to get along with and importantly is marvellous with the residents.

Jenny Garonne, CEO on speaking about Deb said she is a valuable member of staff, is always positive and is solution driven. Jenny provided an example of this "When a major change was when it became obvious to split the roles that residential services staff were doing at the time (across cleaning and dining room) and for staff to specialise in the tasks undertaken. Given Deb's indepth knowledge, she determined the times and the rosters that needed to be allocated to the tasks across the residential services, the dining room and the kitchen assistants roles. The change occurred seamlessly given Deb's communication skill with her team".

From understanding from her colleagues, Deb is not going anywhere soon and this is good news for Princes Court as we are very fortunate that Deb is part of our community.

Employee recognition

February 2022

Tracey Moore (PCA)

Tracey has been invaluable at teaching me the ropes and routine over here in special care. She knows each resident and has been able to assist me in getting to know them. Therefore, provide better care to the residents.

April 2022

Vicki Miller (Personal Care Worker)

Vicki consistently models professionalism, respect, integrity, dedication and excellence.

Vicki has been providing Home Care services to a client at Princes Court Village over the past couple of months. On each occasion following the service the client has contacted myself to provide positive feedback about Vicki in regards to her work practices and her personality.

Comments provided from the client have been:

“Vicki did an excellent job here today and is very helpful. Thank you”

“We were both thrilled with Vicki today, she was very helpful, accommodating and used initiative”

“We are more than happy with Vicki and the services she provides”

July 2022

Keri Kirirua (employee recognition - nominated by a peer)

Keri is a wonderful member of our PCH team, She is hard working, kind, funny

- staff and residents love having her around.

September 2022

Carla Newman

(staff recognition - nominated by a peer)

I had the privilege of working with Carla in SCU and found her to be an excellent worker. Her communication, care and obvious affection for the residents was awesome.

December 2021

Carla Newman

Carla goes further and beyond her job role. Has shown great care, support and innovation. Carla came in on her day off to take Keith for a walk in the fresh air during lockdown. After Carla knocked off work, she took Keith to activities for a game of pool. Carla is an angel.

March 2022

Adam Farrell (PCA)

Adam has shown incredible kindness to new staff. Going out of his way to support and teach them. Giving up his own time when they call upon him. Adam is able to effectively work in any team and shows great leadership in hard times. I believe that Adam is an important PCA team leader and that he should be recognised.

May 2022

Jakob Bird

Has been nominated because of his genuine selfless efforts. Jakob came in on a Saturday and sat with a male resident for a few hours to be there for the residents, after another co resident passed away who was a close friend.

June 2022

Skye Knowles (employee recognition - nominated by a staff member)

Skye has worked effortlessly with new challenges. It really came to my attention when I observed how well she handles all situations, when three staff were on leave for a week. Skye worked quickly and quietly processing phone calls and attending to visitors and residents. It was a pleasure to work with her.

August 2022

Tracey Moore (employee of the month - nominated by a staff member)

Tracey was nominated for demonstrating a positive can-do attitude towards her work. Tracey is able to recognise areas for improvement and is solution focused. Tracey is also a great preceptor for new staff and students, taking them under her wing and showing them the way. We really appreciate Tracey’s commitment and hard work.

Volunteers



We are extremely appreciative of the contribute of the volunteers to Princes Court as the resident's lives are enhances through the connection to the individuals from the community. Volunteers are involved in a variety of tasks including helping with lifestyle activities and interact closely with the residents on a weekly basis.

There is a special group of volunteers that have been supporting Princes Court and other aged care providers through the Mallee's Living Histories initiative. These are approximately 15 writers involved in Book four that will be launched very soon.

The community around this project, including our storytellers and the volunteer writer are so important, to each other in friendship created and for the history that has been captured. It is such a joy to see the unanticipated connections and information resulting from this project. Big thank you to Vernon Knight and his helpers for continuing with storytelling, publications, library book readings and newspaper articles despite times of difficult connections.

At the Village there are many volunteers that contribute to the overall wellbeing of the

community and this is anything from assisting with the social activities, providing additional gardening support that has enhanced the environment considerably and a group is rostered to decorate and provide additional activities at the monthly dinner when possible.

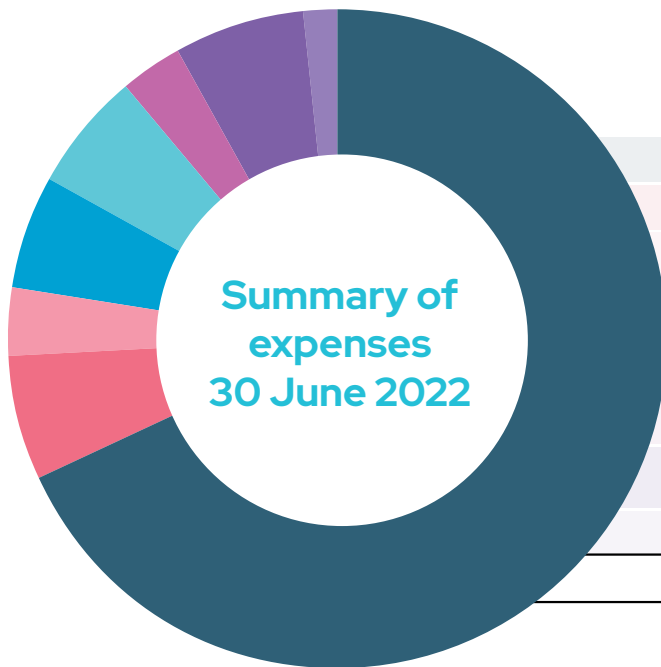
The Princes Court Board also contribute considerable time and effort when they attend not only the monthly board meetings, but committees and special working parties. There are many occasions where they attend events and training to ensure their knowledge and capabilities for the role at hand. This is particularly important with the changes in the aged care sector and the additional requirements.



Mignon was one of our wonderful volunteers, she recently moved closer to family after 17 years of volunteering here at Princes Court. Mignon contributed so much to Princes Court, working tirelessly for our yearly fetes and part of every fundraising we have achieved.

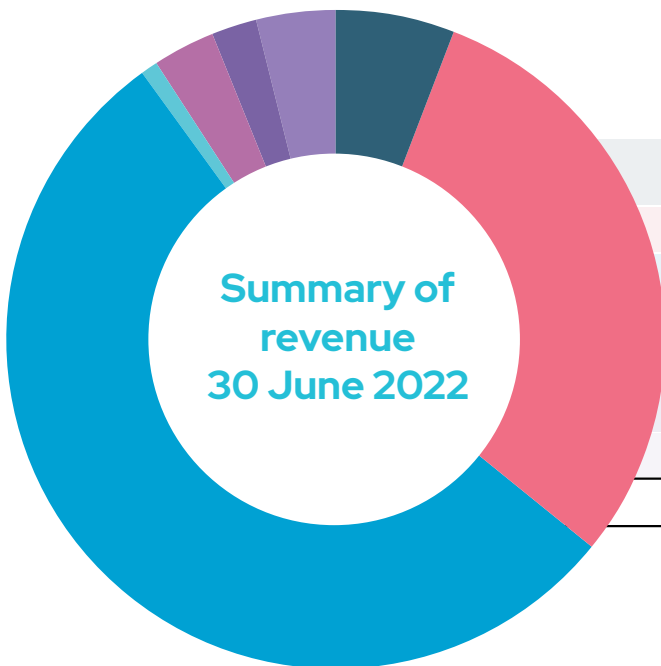


Finances



Expenses

Employee benefits	8,638,471	68.13%
Depreciation	787,367	6.21%
Catering, domestic and laundry	421,515	3.32%
Care	707,033	5.58%
Administration, IT, communications	718,302	5.67%
Occupancy	400,256	3.16%
Finance input interest charges on RADs/bonds and Bank	808,825	6.38%
Repairs and maintenance	197,166	1.56%
Total	\$12,678,935	



Revenue

Input interest earned on RADs/bonds	675,015	5.95%
Resident fees and ingoings	3,418,555	30.11%
Government subsidies	6,131,218	54.01%
Donations and other income	117,319	1.03%
Investment income	343,442	3.03%
Grant income	234,146	2.06%
COVID grants	432,720	3.81%
Total	\$11,352,415	



Funding and Support

Funding and support provided through:

Department of Health and Aged Care
Monash University – Mildura
RSL Mildura
Mildura Health Private Hospital
Mildura Rural City Council
Elders Insurance
Chaffey Age Care
Wentworth Community Bank
Mildura Weekly
Collie and Tierney
Mildura’s Writers Group
Aged & Community Care Providers
Association (ACCPA)
BW&A National

Our mother is comfortable where she is and only has kind words to say about the staff and facilities. We do not think we could have found a better place for her and it has eased our minds to know she is well cared for and happy.

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