



Princes Court Ltd

# Annual Report

## 2022 - 2023



**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 individuality



## 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 Ltd (Princes Court) is a vibrant community bonded by a belief that everyone deserves to feel happy, safe, valued and respected, no matter where home might be.

Established in 1957, Princes Court is a leading, not-for-profit, community-owned organisation, managed by a voluntary Board of Directors. With the support of its dedicated and professional workforce of more than 150 employees, Princes Court provides a range of person-centered aged care services.

**Princes Court Homes** has been part of the Mildura 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 residents.

Surrounded by beautiful gardens and courtyards, the facility accommodates 100 residents with a broad range of care requirements, either permanently residing at the home, or a short respite stay.



**Prince Court Village** consists of 55, 2 and 3 bedroom independent living units and is home to a community of 76 residents. 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. A close community, there is always something happening at the village centre or the garden pavilion, accommodating a wide range of interests.

**Princes Court At Home** launched in 2022 and provides support to more than 40 older persons per month to live independently in their homes for as long as possible. Services range from personal care to social support and everything in between. Supported by Care Managers, each person's care plan is developed with their unique needs and requirements in mind.

Princes Court ensures comfort and security for Mildura's older community, providing for their physical, emotional and social needs. Once a member of the Princes Court community, even when care needs change, there is comfort in knowing that priority access to other levels of care and support can be easily accessed.

# *Our vision, mission and values*

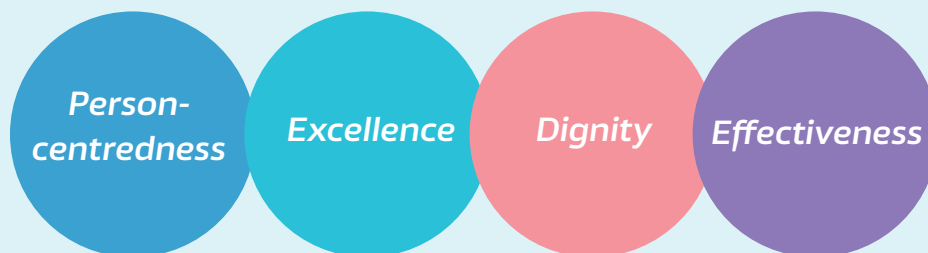
## *Vision*

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*



# Chair Report

Lyn Heaysman  
Chair



Princes Court strives to be innovative and forward thinking in providing living and high-quality care options for ageing citizens, if and when they need it.

To this end, Princes Court has expanded its services to include home care service options for the residents of Princes Court Village and the community at large, along with plans for a new high care supported residential accommodation facility, with construction to commence in 2024.

Aged care is continually transforming in response to consumer demand and need. In this past year and the one ahead it is no different, with a new Aged Care Act and Quality Standards to commence on 1 July 2024, and a new and improved Retirement Villages Act to be released any day now. Due diligence to legal and compliance requirements and a prudent business focus must be applied to maintain the provision of services required to the standard expected.

Over the past 5 years we have certainly lifted our collaborative approach to much of our strategic direction, including having outcomes in education, sharing thoughts on policy to work with new standards, giving student doctors experience in aged care and linking with community health issues.

We have welcomed strong collaborations with other health organisations such as the Primary Health Network and Mildura Base Public Hospital and local educational institutions such as Monash Medical University and LaTrobe University.

## Princes Court Homes

The Commonwealth Aged Care Quality and Safety Commission visited for reaccreditation and we are proud to have met 100% of our requirements, along with a continued 4 star rating. This achievement has been made possible by our loyal and hard-working staff led by our previous CEO Jenny Garonne, and then Carrie Chappell who carried on the leadership as Acting CEO, in addition to Sianne Nicholds, our Director of Care Services, supported by the Quality Audit Coordinator, Mandie Hayes. I thank them all for their due diligence while managing the changing world of COVID and caring for all those living at Princes Court Homes.

Jenny Garonne, known by many, left us in November 2022 after 5 years of leading our organisation, building a strong, caring culture with her team, reinvigorating our garden environments and introducing innovative ideas. Carrie Chappell, our CFO, stepped into the Acting CEO shoes and has been instrumental in strengthening our financial position and keeping a range of important initiatives moving

forward including upgrading our facilities with a new build well into the planning stage, having successfully gained \$11.3m funds. You will hear a lot more on this project in the coming months and year ahead.

### Princes Court Village

Retirement villages are experiencing a shift in consumer demand with people looking for supported, downsized, secure community living in retirement villages much later in life. While many Princes Court Village residents choose to move to Princes Court Homes when additional assistance with daily living is required, residents can also choose to continue to remain in their own self-contained unit at Princes Court Village with access to a range of amenities and services from both Princes Court At Home as well as the community at large.

### Governance

I would like to congratulate the Board on yet another very busy year. We have a highly competent Board with diverse skills and experience including financial, clinical and governance. Monthly meetings are conducted and Board sub-committee convened regularly to track and monitor needs and performance. I would like to thank all the Board for their participation this year and also thank them

for taking on representative roles as they were called on.

There are many people to thank for the efforts and achievements of the past year. I will start with thanking Carrie Chappell, our Acting CEO, for all the work she has achieved this year. First of all thanking her for stepping up from the CFO role to Acting CEO. To be able to recruit from within the organisation kept consistency within our management team. Carrie came into the role in November 2022 and has achieved many outcomes in a very short period of time. One of the biggest projects we had at the time was getting Princes Court At Home up and running. Carrie has certainly achieved this with the Home Care Coordinator, Laura Roberts and her team. Getting a new business up and running takes a long time, but Carrie's expertise in guiding the team has achieved a steady growth plan. Further, the Board took on projects that Carrie supported over and above her expected role. To this end, we are grateful for her considerable extra efforts.

I would also like to thank Sianne Nicholds and her team for the fantastic outcomes from the Homes government accreditation assessment. A result of 100%, with no recommended improvements, was a high achievement. Bravo to this team of dedicated professionals.



Sianne is constantly working on ways to improve delivery of care. There are multiple areas in which the recently introduced government Star Rating is based, and Sianne has taken up the challenge of improving delivery and increased reporting required.

Sianne has worked hard to achieve and maintain a high level of care staff, including Personal Care Assistants, Enrolled Nurses and Registered Nurses. The ongoing training for these staff has been enhanced with a range of training programs and increased Nurse capacity – both a strategic policy direction of the Board as well as operational in its achievement.

I would also like to thank all the staff at Princes Court that make everything possible, creating a friendly and caring environment. The Care staff, our Kitchen and Dining Room staff, our Cleaning and Laundry staff, our Village and Home Care staff, our People and Culture (HR team), Lifestyle staff, our Administration and Finance staff, our Maintenance and Garden staff and our visiting Allied Health personnel. Without these people we cannot deliver our services. We receive many letters of appreciation and attestations from families and community. All of these communications praise the good work of each and every team member.

Importantly I would like to acknowledge the valuable contribution volunteers that come to Princes Court provide. There have been many challenges in carrying out volunteer work, such as infection control, (RAT testing), police checks, flu injections, etc. Yet, these dedicated people continue to visit and support Princes Court on a volunteer basis. In the new year,

I will be calling for a volunteer committee to assist with a number of projects we have in mind for the new build. I am hoping to at least double our volunteer base so we can present more exciting lifestyle programs for everyone.

Last but not least, I would like to thank our residents, consumers and supporting families who make up our Princes Court community. Keep the valuable feedback coming in, on ideas for improvements, acknowledgment of what is good and how we can continue to strive to make Princes Court the best it can be.

**Lyn Heaysman**  
**Board Chair**





# CEO Report

Carrie Chappell  
Acting Chief Executive Officer



I am delighted to present to you my first Annual Report as the Acting CEO of Princes Court. Firstly, I would like to extend my sincerest thanks to the Board for providing me with the opportunity to lead our organisation as the Acting CEO.

As Princes Court grows and evolves, there has been a focus on evaluating the suitability of our resources and financial capabilities to meet future demands.

This is a fine balancing act, as we attempt to ensure a stable financial position that will allow us to weather uncertainties and capitalise on opportunities, while also ensuring that we have the necessary infrastructure, technology, and talent to support our strategic objectives effectively. By staying agile and proactive in managing our resources and finances, we can position ourselves for sustainable growth and navigate potential challenges more effectively.

Below are some of the noteworthy achievements for the year.

## Navigation of Regulatory Changes

Princes Court operates in a dynamic and ever-changing regulatory landscape. Adapting to these changes and remaining compliant is paramount to our long-term success.

In February this year Princes Court Homes undertook reaccreditation and was successful in meeting all requirements with no recommendations for improvement. This is an incredible achievement, and one that would not have been achieved without the amazing leadership and dedication of Sianne Nicholds, Director Care Services, and her team. This achievement is a result of diligently monitoring regulatory developments, best practise and continually improving process, policies, and procedures to ensure that our operations align with the latest requirements.

Going forward, we commence preparing for the new Aged Care Act, and along with this work we will continue to stay vigilant, proactive, and responsive to other changes that may arise.

## Investment in Technology

In today's rapidly evolving digital landscape, investing in technology is vital. Over the past year, we have successfully implemented a new WiFi solution across Princes Court Homes, allowing visitors, residents and staff to access reliable WiFi connectivity. This investment sets the foundation to leverage digital technologies not previously available, which will, over the coming years, enhance operational efficiency, streamline processes, and improve care experience.



In addition to the WiFi upgrade, we have improved the access to telehealth services, digitised the accounts payable system, improved our wait list and agreement management system, launched a consumer portal for Princes Court At Home and rolled out mobile devices across all of Princes Court Homes.

The next year will be an exciting time as we continue to invest in technological advancements and invest in innovation to enhance the services provided to our Princes Court community.

### **New Services - In Home Care**

This year saw the launch of Princes Court At Home, expanding our reach from a handful of older persons, to over 40 each month. This service provides exceptional care and support to individuals in the comfort of their own home. Our tailored care plans aim to improve quality of life and promote independence, allowing our older community to live in their homes for as long as possible.

Led by Laura Roberts, our Home Care Coordinator, a wide range of in home care services have been developed including personal care, medication management, social support, respite for carers and more recently gardening and maintenance.

The demand for in home care services continues to grow as the population ages and individuals seek to find solutions to stay in their homes for longer. We remain committed to delivering

exceptional services to our community, through the continued expansion of our workforce and development of new services over the next year.

### **Innovative Care**

Princes Court continues to be a leader in innovative care. We strive to stay at the forefront of the industry, constantly seeking new ways to improve the experiences of our residents, their families and our dedicated team. Throughout the year, we have been involved in several notable projects:

- hosting studying Doctors through our partnership with Monash Rural Health to allow them to experience residential aged care first hand;
- the launch of VR googles aimed to enhance the quality of life for residents enabling them to join wildlife safaris in Africa, to rafting down rapids and riding rollercoasters.
- participating in multiple studies including the recent residential aged care costing study to provide aged care pricing advice to the Commonwealth Government to better support residents, staff and services.
- the commencement of the Australia-first program in Loddon-Mallee region offering respite to people living with dementia and their carers in collaboration with partner organisations in Heathcote and La Trobe University.

## Planning for a New Building

Much work has been done behind the scenes, planning for a new 50 bed, two-story aged care facility. For many of us this is a new experience, and it is exciting to be involved in something that will have a lasting legacy for Princes Court and the Mildura community as a whole.

The build is likely to commence in the first half of 2024, at an overall cost of \$23m, with the Commonwealth Department of Health and Aged Care contributing \$11m. Community engagement and feedback has recently commenced which will continue through out the remaining design phase and into construction.

The above highlights the amazing success of Princes Court, none of which would have been possible without the dedication and hard work of our incredible team. From our frontline carers directly providing support to Mildura's aging community, to management and corporate services supporting the frontline teams, every single person has contributed to our achievements this year.

Our team has demonstrated a high level of professionalism, dedication, and hard work, which has been integral to our success. We strive to foster a workplace culture that encourages accountability, empowerment, and teamwork, creating an environment where everyone can thrive and contribute. This year we launched a new staff engagement tool to seek feedback from our teams more often. Excitingly our latest engagement survey highlighted that

84% of Princes Court employees that took part in the survey would recommend Princes Court as a great place to work, with 85% being proud to work for Princes Court.

People are at the heart of our organisation. We recognise the importance of investing in our team. We have implemented several initiatives to support the development and well-being of our staff. This includes the successful negotiation of a new Enterprise Agreement, and soon to be launched Employee Rewards Gateway providing a range of discounts to over 400 retailers and services.

I would like to extend my sincere thanks to our team for their hard work, commitment, and professionalism. Without them, we would not have achieved what we have this past year. I would also like to thank all the Princes Court volunteers including the Board that contribute a huge amount of time voluntarily, the older people we support each day, their families and the amazing partners and supporters that make up what is truly an amazing community.

**Carrie Chappell**  
**Acting Chief Executive Officer**



# Our Board

## Lynette Heaysman, Board Chair

Lyn's commitment to her community is reflected over 30 years of experience, in holding several not-for-profit Director positions during that time. Lyn is an experienced Financial Adviser with over 25 years in the business.

Lyn has furthered her education by completing her masters in applied Finance as well as attending leadership courses in Cambridge, England and Philadelphia USA.

Lyn joined the Board as a Director on 1 October 2013.

**Board Chair, Member of Finance Audit and Risk Committee; Member of Clinical Governance Committee; Member of Planning and Building Committee; Member of 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, Member of Finance and Audit Committee.**

## 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 and Audit Committee, Member of Planning and Building Committee.**



## Anthony Couroupis, Director

Anthony is an experienced executive, comprising both CEO and company secretary roles, who brings 25 years' experience working in the strategic management of various organisations, involving community, commercial and government roles.

Anthony joined the Board as a Director on 14 November 2022.

Member of Finance and Audit Committee, Member of Planning and Building Committee.



## Sarah Gladman, Director

After completing a Bachelor of Medical Science, Sarah's career has included working for both national and multi-national companies within the medical device industry.

Her experience includes business development and product management in the Life Sciences, key account management with some of the country's largest public hospitals as well as leading the commercial aspect of medication management.

Sarah also embarked on business development across ANZ in the exciting niche of artificial intelligence to measure pain. Sarah is a Member of the Australian Institute of Company Directors and has held Chair and director positions in the medical technology space as well as within aged and dementia care. Sarah's parents are Mildura residents and have recently moved into one of the Village homes at Princes Court.

Member of Clinical Governance Committee.



## Sue Watson, Director

Sue currently works as a Mental Health social worker and oncology social work in both private and public practices. Sue has worked in the communities of Robinvale, Ouyen, Dareton and Mildura in various roles over many years.

Sue holds a Bachelor and Master of Social Work and a MBA. Sue continues to update her skills and is currently seeking accreditation with her dog – Apollo to work him as a therapy dog.

Member of Clinical Governance Committee.



## Steven Morris, Director

Steven has three years' experience as a Lawyer at Holcroft Lawyers with a Bachelor of Law 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.



## Steven Fumberger, Director

Steven’s professional career includes working with Ambulance Victoria commencing in 1981 where he progressed clinically to the standard of MICA Paramedic. For the last 14 years of his service prior to retirement, Steven was the Area Manager for the Northern Mallee District.

Steven brings a range of business and clinical experience and has worked closely with regional hospitals and health services throughout his Ambulance career.

Steven has been actively involved with community sports and is a life member of the South Mildura Football and Netball Club and served as the President of the Mildura Golf Club for the past 6 years. Steven joined the Board as a Director on 25 October 2021.



Member of Planning and Building Committee.

## 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.

## Paula Gordon, Co-opted Director

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.

# Princes Court Homes

Sianne Nicholds  
Director Care Services



The past twelve months have been extremely busy for all staff at Princes Court Homes whilst we continue to implement changes following the Royal Commission into Aged Care and focus on improving our service to meet the needs of our community.

## Looking back over the year

A highlight was definitely celebrating the momentous achievement of successfully achieving a three-year Aged Care Accreditation against the Aged Care Quality Standards (ACSQS), without any recommended improvements. This remarkable milestone is a testament to the unwavering commitment, dedication, and hard work of our entire staff. Their tireless efforts and exceptional skills have ensured that our facility consistently meets and exceeds the highest standards of care. We extend our heartfelt appreciation to our residents and their families for their invaluable support and trust in our services. It is their continuous feedback and involvement that drives us to constantly improve and provide the best possible care. This outstanding accomplishment reinforces our commitment to delivering exceptional care and sets the foundation for a bright future ahead.

We are thrilled to announce that we have received a generous grant from the Primary Health Network (PHN) to acquire a state-of-the-art Vision Flex Telehealth cart. This innovative technology will allow us to facilitate timely reviews of our residents in the comfort of their own home. With the ability to connect with Victorian Virtual Emergency Department (VVED) and be utilised by our dedicated team of Ambulance Victoria (AV) professionals, this telehealth cart will revolutionise the way we provide healthcare services. It will ensure that our residents receive prompt medical attention and expert consultations, even when specialists are not physically present on-site. This grant has not only improved our residents' access to specialised care but also strengthened our commitment to delivering exceptional and personalised services.

Nutrition and hydration is such an important foundation of health that contributes significantly to wellbeing. Over the past few months we have been investigating ways to digitise our meal plans, ordering and dietary requirements and we are pleased to advise that we have engaged the Dietary Care System (DCS). The DCS is a comprehensive online catering software program designed specifically for Aged Care by a team of chefs working in Healthcare. Its purpose is to simplify the process of managing menus and residents' meal orders, eliminating the need



for manual sorting and paperwork, and saving time. With the DCS, residents' food allergies, preferences, or modified textures will facilitate resident ordering. Thanks to its cutting-edge technology, the system will prevent you from taking a meal order if the food item could cause an allergic reaction or isn't suitable for the resident's dietary requirements or modified textures.

Over the past few years many of you would have followed the story of Ammar our overseas trained physiotherapist. Ammar has now transitioned and is working with us as an Allied Health Assistant (AHA) while simultaneously pursuing recognition of his prior learning. By continuing his training and seeking recognition for his prior qualifications, he is actively working towards expanding his role and contributions within our facility. We greatly appreciate his commitment to professional growth and his unwavering dedication to delivering the highest standard of care to our residents. His presence serves as a testament to our commitment to fostering a diverse and inclusive workforce,

where individuals from various backgrounds can thrive and contribute to our collective success.

We are excited to announce our partnership with End of Life Directions for Aged Care (ELDAC) program in their Linkages initiative. This collaboration aims to enhance our palliative care services and provide comprehensive support to our residents, their representatives, and our dedicated staff. Over the next 12-18 months, we will work closely with ELDAC to implement evidence-based practices and strategies that ensure a dignified and compassionate end-of-life journey for our residents. Through this program, we will strengthen our communication and coordination with families, educate our staff on palliative care best practices, and improve the overall quality of care provided during this critical stage of life. We are grateful for the opportunity to work alongside ELDAC and are confident that this partnership will have a profound impact on the well-being and comfort of our residents and their loved ones.

We are thrilled to share the progress of our ongoing staffing structure project, which has successfully resulted in significant enhancements to our care delivery and resident outcomes. As part of this initiative, we have added an additional Registered Nurse (RN) to our late shift, ensuring that we now have a second RN available seven days a week during the afternoon, focusing on Advanced and special care. This addition not only strengthens our clinical expertise but also enables us to provide timely and comprehensive care to our residents, addressing their needs promptly. Furthermore, we have also increased our care staff by adding an additional member to our team. This expansion allows for more personalised attention and support for our residents, leading to improved overall care and resident outcomes. We are proud of the positive impact this staffing structure project has had on our facility and the continued commitment to providing exceptional care to our residents.





To further enhance our technical nursing care a dedicated cohort of our staff has successfully completed six hours of comprehensive wound care training. This training program has equipped our team with the knowledge and skills necessary to provide exceptional wound care to our residents. By investing in the professional development of our staff, this training has enabled our staff to confidently assess, treat, and manage various types of wounds, ensuring optimal healing and improved resident outcomes.

We have a new partnership with organisation, Ward MM, to deliver Quality Use of Medicines (QUM) education through clinical pearls and Residential Medication Management Reviews (RMMRs). This collaboration marks a step forward in our commitment to ensuring safe and effective medication management for our residents. Through Ward MM's expertise and resources, we will be able to provide our staff with valuable clinical pearls, equipping them with the latest evidence-based practices in medication management. Additionally, RMMRs enable us to conduct comprehensive medication reviews for our residents, identifying any potential medication-related issues and implementing appropriate interventions, including minimising the number of medications prescribed. We are excited about the positive impact this partnership will have on enhancing the quality of care, promoting medication safety including the safe de-prescribing of medications, and ultimately improving the well-being of our residents.

Princes Court Homes has an ongoing commitment to resident involvement by implementing various initiatives to ensure their voices are heard and considered. One such initiative is our practice of interviewing all potential incoming clinical staff. By involving residents in the interview process, we value their input and perspectives in selecting individuals who will directly impact their care. This approach not only empowers our residents but also fosters a sense of ownership and trust within our community. Additionally, we actively engage residents in the review of select policies. Their unique insights and lived experiences provide invaluable perspectives that contribute to the development and enhancement of our policies. We firmly believe that involving residents in decision-making processes leads to more person-centered care and ultimately improves their overall experience and satisfaction.

**Sianne Nicholds**  
**Director of Care Services**

*“The best thing to hold onto in life is each other.”*

AUDREY HEPBURN

# A Glimpse into Princes Court Homes

Julieta Cresp  
Personal Care Attendant



I look after residents as if they were my family,” explains Julieta, who has worked at Princes Court for seven years. Her gentle voice breaks with a welling of emotion.

“My father passed away a while ago but my mother died recently in our homeland of The Philippines, so far away from me, so when I tend to the needs of our residents, I see them



as my own family and care for them in the same way and, yes, I think of my parents and how they deserved to be supported,” says Julieta.

Julieta and her husband left The Philippines in 2000, originally living in Canada before landing in Western Australia to work in health care at a remote indigenous community in Western Australia with her husband. They moved to Mildura in 2011.

“I’ve always wanted to help people. It’s my vocation and that’s why I love my work at Princes Court,” says Julieta, who has won the Employee of the Month award twice, as voted by residents of Princes Court.

“I really enjoy looking after the residents, and everyone – the residents and staff – are all so friendly. Working here is never a chore. I look forward to my work and am proud of what I do and where I work. I get a lot of personal satisfaction from my job.”

“I’m 55 now and I couldn’t think of doing anything else. After this job at Princes Court, I’ll probably retire. I just love what I do.”



*“To care for those who once cared for us is one of life's highest honors.” ANONYMOUS*



# A Glimpse into Princes Court Homes

Joan Jenkinson  
Resident



Joan's daily life as a care resident at Princes Court would make people half her age look positively lazy.

Sprightly, active and cheerful at 90, Joan's average day features a brisk morning walk around Princes Court's expansive gardens, an exercise class, bingo, a film, meals and morning and afternoon teas and a jovial round of carpet bowls.

"There's always so much to do here and lots of wonderful people to do it all with," says a smiling Joan, who moved into Princes Court in July, 2023, to be closer to her Mildura-residing daughter, Susan. Joan lived on a farm near Hamilton in

Victoria until her husband, Ian, died in 2019. She then lived on her own in town before moving to Mildura.

"I could live on my own, and I have, but that's so boring," explains Joan. "Here at Princes Court, there's so much to do and so many friendly, smiling people around. The meals are wonderful, the activities are excellent and the staff couldn't do more to help you. When I moved in I wasn't sure I'd like it but to be honest, I'm perfectly happy!"

Joan even helps with the serving of morning and afternoon teas, assisting less mobile residents. "I guess I'm pretty fit for my age but that's because I lived and worked on a farm for so long chasing sheep – that kept me strong and fit, that's for sure!"





# Princes Court Village

Sheryl Tyack  
Village Coordinator



There has never been a bigger demand for, or higher interest in, being a part of Princes Court Village life.

With a significant number of people on our waiting list, village life has an appeal to people; it offers generously spaced units, great facilities, and an abundance of communal gardens, and people are looking to us to ensure a peaceful and supported future.

This year Princes Court Village has welcomed nine new residents, into seven units. Each unit underwent refurbishment, five of those units being improved at the same time, which kept Paul Renouf, the Village Maintenance Supervisor, very busy.

Four Village residents moved to Princes Court Homes over the year and it is lovely to still have that connection and sense of community.

As always, there are many occasions that are celebrated throughout the year and the social committee has worked hard this year to provide lots of activities and events, creating opportunities for residents to catch up, join in and connect with each other. The support and help offered by residents, not only to each other but also to me, when organising and setting up for these events, is unfailingly generous and heartwarming and really encompasses the community spirit of looking out for each other and helping where we can, that is felt throughout the village.

Much thanks to Paul for his ongoing support regarding the maintenance of the Village. Taking on much of Paul's role while he was on leave truly highlighted just how much Paul does for the Village community and how much the residents missed Paul's presence at the Village. My sincere gratitude goes out to Gary More, the Home Care Garden and Maintenance Officer, and the Princes Court Homes Maintenance team, lead by Jakob Bird, who lent a hand in keeping up with much of the village garden and maintenance needs. With Paul's recent return I am excited about what we can achieve together as a team over the next 12 months.

I am a naturally reserved and private person and when I started here four years ago, I would not have believed that I would become so intimately and emotionally involved in the little community that is Princes Court Village. The village offers so many things to so many people and it is a privilege every day to help meet residents' needs and be invited so openly into their lives.

*"We are constituted so that simple acts of kindness, such as giving to charity or expressing gratitude, have a positive effect on our long-term moods. The key to the happy life, it seems, is the good life: a life with sustained relationships, challenging work, and connections to community."*

PAUL BLOOM





*“There is immense power when a group of people with similar interests gets together to work toward the same goals.”*  
IDOWU KOYENIKAN

# A Glimpse into Princes Court Village

Dot Baker  
Resident



Dot is undeniably a voice for the residents – an early occupier with interests broadly across the village activities. Her kind nature leads her to live by the motto, “I’d do anything for anybody in need.”

Dot first became familiar with Princes Court Homes as her father was a resident there for a few years before he passed away in 2002. Grateful for the care he received and the warmth of the welcome extended to them, Dot, her sister Val and Val’s daughter Susie chose to express their thanks by becoming volunteers. While Val and Susie found indoor jobs, Dot volunteered for the same working hours as gardener Kaye Knight.

Dot and Kaye shared a potting shed and small greenhouse for propagation, and Dot’s business acumen flourished. Plant sales raised funds for purchasing bulbs and seeds, and extra dollars and cents accumulated; they were able to donate \$600 towards a feature bird bath/fountain and \$600 towards the Princes Court bus, which Village residents also enjoy using.

Dot’s husband Noel suffered from diabetes and became blind in early middle-age. While their two children, Ross and Yvonne, were still at school, the family left their Nichol’s Point block for city convenience, choosing a home in Hazel Avenue. Dot cared for Noel for many years, through the times of her children growing up, leaving home,

marrying and becoming parents. She has seven grandchildren and seven great-grandies.

In 1988, Noel passed away and Dot remained in Hazel Avenue. She was aware of the fledgling Princes Court Village and when it opened, with Val’s encouragement, began to consider buying in. The first homes were occupied in 2006, and Dot moved into hers in January 2009.

Dot was made very welcome but, through shyness, for the first six months was unable to join in many activities. She attended monthly Friday Night Dinners, and gradually the ice broke. Dot found she really loved Indoor Bowls and regularly played for 10 great years, until COVID put an end to it. Once accustomed to joining in, having her say and doing her bit, Dot never looked back.

Aged 88, Dot retains full independence. She drives, walks, knits, reads, gardens, runs the Village library, keeps record books and diaries, travels with family and attends family gatherings, and is constantly thoughtful and kind. In Dot’s estimation things run smoothly at the Village and the Village Coordinator plays her part exceptionally well. During the recent absence of Paul, our regular Maintenance Officer, Sheryl has done a wonderful job of attending to areas of maintenance previously not her responsibility.

In summing up what Princes Court Village means to her, Dot said “I’m the happiest I’ve been since I was first on my own.”

Denise McCarthy



# Princes Court At Home

Laura Roberts  
Home Care Coordinator



Princes Court At Home is Princes Court's newest venture to provide wrap around aged care to the ageing population of Mildura and surrounding areas.

Princes Court is now an approved provider of in home care services including home care packages. Home care packages are designed to help meet the needs of ageing individuals with services to support them to stay living safely at home for longer.

Since commencing operation in April 2022, the business has been steadily growing over the past year, and now supporting over 40 older people each month. The team has also grown with 3 staff members in the Princes Court Village office and a team of 10 support workers that deliver direct care services to our consumers.

In June, services were expanded to provide gardening and minor home maintenance services, which have been very well received by existing consumers. For some it is a social occasion to have a gardener attend and work on the garden, while for others it is ensuring the safety of their yards to access the driveway.

**Princes Court At Home provided direct care with a range of different activities including:**

- personal care, assistance with showering and dressing
- welfare checks
- domestic assistance, general home cleaning
- social support assistance with shopping and paying bills, transport for social outings and assistance to medical appointments
- in home respite
- gardening, including lawn mowing, pruning and weeding
- minor home maintenance such as window cleaning, hanging pictures, minor repairs and cleaning at heights

All our consumers have a care plan developed based on their individual needs, with services delivered by support staff to meet those needs. No two consumers are the same and their care plan is developed to reflect their needs and support them to continue to maintain their independence as much as possible.

Recently, as part of a social support one of our home support workers took a consumer for a drive through Red Cliffs township and this consumer shared his memories and recollections of growing up in Red Cliffs. It was a lovely experience for both consumer and support worker to share and the consumer fondly recalled this outing to his family several weeks after it occurred.

We have other consumers who are having regular gardening services in place to support them to do some gardening tasks that they may struggle to complete on their own. We have seen a positive change in these consumers who have a keen interest in gardening but were struggling to enjoy the garden or even maintain it prior to having this service.

Princes Court At Home support staff take a keen interest in our consumers' interests and



often suggest ways to improve consumer services and access to community to improve overall quality of life.

Princes Court At Home also have a partnership with Mildura Base Public Hospital to deliver services under their Post Acute care and Transitional care program, delivering services to those returning home from hospital for a period of time.

It has been exciting to be involved in the growth and development of this valuable service for our older community and I look forward to seeing its continued expansion over the coming years.

**In 2022-23 financial year, Princes Court At Home has:**



Supported 111 older people

**111**

Provided services to **66** brokerage clients

from Mildura Base Public Hospital through both the Transitional care program and the post-acute care program

Serviced **47** home care packages

Delivered 3,350 direct care hours to home care package consumers and brokerage clients from Mildura Base Hospital



# A Glimpse into Princes Court At Home

Vicki Miller  
Home Care Worker



As a Home Care team member at Princes Court, Vicki is a lifeline – and also a friendly face – for many elderly people needing a little extra help in their own homes.

“On an average day I’d visit around six people at their homes and I’d help with everything from hygiene, cleaning, groceries and meals to just a coffee and a chat,” explains Vicki, who has worked at Princes Court for almost 3 years, with the last 2 years spent working in the new Home Care services.



“I really enjoy doing all I can to assist and support elderly people, and in return they really respect you and appreciate the help. They all have amazing stories and sometimes all they want is a little TLC. We do our best to enhance and enrich their lives and stop them getting lonely. It feels so good to help people at this stage of their lives. After a little while, they become more than clients or friends – they’re like family to me and that’s a beautiful thing for me as well.”

“It’s good to know that when you grow old, there are people who care for you.”

Vicki credits her longevity at Princes Court to the healthy work structure. “Working at Princes Court is a very rewarding experience. They really value and seek input from staff in all that we do and not only do they care for the residents, they also care a lot for the staff, regularly checking on us to see if we’re okay. The work can be emotionally taxing at times but we are always looked after, which is great.”

*“The youth walk faster, but the elderly know the road.”*

ANONYMOUS

# A Glimpse into Princes Court At Home

Barrie and Nola Macmillian  
Consumers



Barrie initially approached Princes Court At Home to assist with some support services to stay with Nola while he was away from home for extended periods of time. Initially it was every once in a while and then it became a fortnightly and then a weekly support service.

Barrie and Nola built a strong connectedness with the At Home care team – both support workers and office staff – who have assisted with advice, application and assessment with My Aged Care for a home care package.

When Nola's home care package was assigned she was able to increase her support services to assist in maintaining her safety in the home while Barrie was away and supported Barrie to have peace of mind while he attended to his own appointments, knowing that Nola was safe.

As Nola's needs increased, services were increased to provide in home respite as well as personal care. Nola and Barrie made the decision to trial residential respite at Princes Court Homes before Nola became a permanent resident in June. While Nola was in residential respite Princes Court At Home continued to provide social support services

to Nola utilising her home care package. Barrie and Nola have chosen to continue to access a weekly support service through Princes Court At Home now that Nola resides at Princes Court Homes. During this weekly support service the time may be used to access the community, go to local events or even doing some shopping.

"We have appreciated the help and assistance that has been provided to us by Princes Court At Home over the past 2 years. This service has enabled us to extend our ability to support Nola to stay living in our home at Princes Court Village safely."

Over this time, the Princes Court At Home team have applied flexibility and innovation to adapt to Nola's changing care requirements and offer helpful advice.

"We have also benefited greatly from the support staff allocated to meet our needs with current services, enabling Nola to continue to access the community and maintain her social connectedness. Nola always looks forward to her weekly support service and enjoys planning the weekly outing with the support worker."

"Having the Princes Court team involved was an enormous benefit to us in the transition from independent living to home care to permanent care."

# New 50 Bed Residential Facility on its Way

Throughout 2022-2023 plans have been underway for a new two-story, 50 bed residential care facility at Princes Court which will provide the latest in residential aged care living.

Located adjacent to Princess Court's current residential care home, the expansion will include all the latest equipment, a café area, wellness centre including a gym and extra car parking for families, friends and staff.

Princes Court has a long history, with many of the existing homes now over 60 years old, meaning a number have reached their end and require decommissioning. This next phase will ensure Princes Court is well-positioned to provide the best care options possible for the community's ageing population, well into the future.



The new \$23.3 million complex would not be possible without the \$11.3 million in funding from the Federal Government. Princes Court is grateful for the Government's support, which shows their commitment to quality aged care in major regional centres, such as Mildura.

The next 12 months will be an exciting time as we continue to fine tune designs, consult with the community and commence construction in the first half of 2024.



# Partnering with the Community

## New Nature-based Respite Program

In May 2023, Princes Court commenced a \$1.7m program, which among other things, will use escapes in nature to improve the quality of life for people living with early-stage dementia and their carers.

Princes Court is the lead agent and will be working alongside Heathcote Dementia Alliance, Heathcote Health, Rural Care Australia, John Richards Centre for Rural Ageing Research and LaTrobe University.

Under the innovative program, people with dementia will undertake a range of activities including walks in parks or the bush and do hands-on work in gardens, wineries or orchards. There will be opportunities to stay overnight in



nature-based accommodation, while their carers also enjoy time away to switch off and recharge.

The unique project is backed by evidence that spending time in nature increases self-worth and autonomy for people diagnosed with dementia. Activities such as sensory gardens and horticultural activities can improve wellbeing, mood, and sleep as well as reduce disruptive behaviour and the use of psychotropic drugs. The project will run until June 2026.

This next twelve months will be an exciting time as we commence the co-design of the program through workshops and focus sessions with people living with dementia and their carers, develop our website to support the program and launch our first events.



*“Wilderness is not a luxury but necessity of the human spirit.”* EDWARD ABBEY

## Mallee Living Histories

*"Everyone has a story and every story is important."*

This year saw the launch of the fourth instalment, growing the legendary tales to 60 stories. A huge effort was made by Saunders Design who completed works in developing a website to freely access the stories, after a successful Kickstarter fundraiser raising \$15,000.

This project could not happen without the inspirational leadership of Vernon Knight. Vernon often mentions that the purpose of the project back in 2019 was to combat the profound loneliness and isolation many elderly people suffer. The benefits of this worthwhile project – as highlighted in a 2020 Monash University assessment – include enhanced social engagement and a closer, more meaningful relationship between carers and residents.



We crave connection and validation, and this project supports that, creating beautiful lasting legacies in the process.

You can now access all 60 stories at [www.malleelivinghistories.com.au](http://www.malleelivinghistories.com.au) which captures the precious memories of older residents living in local aged care facilities like Princes Court.

Princes Court is proud to support this program and thanks all the Storytellers and Writers who have contributed many hours. The project is fully supported through individual donations and the support of several local organisations which we also thank wholeheartedly.

## Supporters of Mallee Living Histories

### Book Four - Project Sponsors

Chaffey Aged Care  
 Community Bank –  
 Wentworth and District  
 Mildura Health Private  
 Hospital  
 Mildura RSL  
 Monash Rural Health

### Major Kickstarter Supporters

Bendigo Bank Fund	Marcus Guthrie
Chaffey Aged Care	Monash Medical School
Collins Books	Peter and Fiona Devilee
Dick and Wendy Johnstone	Roger Cornell
Fiona Devilee	Sunnyland Press
Jan and Keith Richards OAM	Terry and Leanne O'Brien
Leanne Obrien	



## Our Skilled and Committed Staff

At Princes Court we are blessed to have an amazing team, that care deeply and are passionate about serving their community at the highest level possible.

Thank you to each and every team member, with special thanks to those who have been recognised for living Princes Court's values and those who have dedicated 10 years or more to Princes Court.



### Employee recognition

Skye Knowles	Courtney Ransome
Keri Kirirua	Carl Inglis
Tracey Moore	Sheryl Tyack
Carla Newman	Nazik Ersaatci
Harveen Kaur	Daisy (Princes Court Homes Dog)
Norelle Stainer	

### Recognition of Service

#### 10 Years

Helen Simmons , Kerry Murrell,  
Clare Martin, Tracey Moore

#### 15 Years

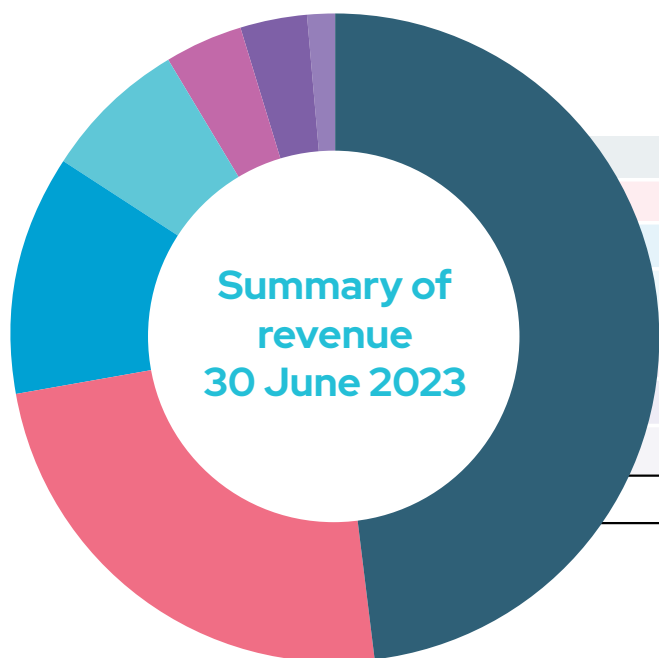
Shanai Appleby

#### 20 Years

Val Logan

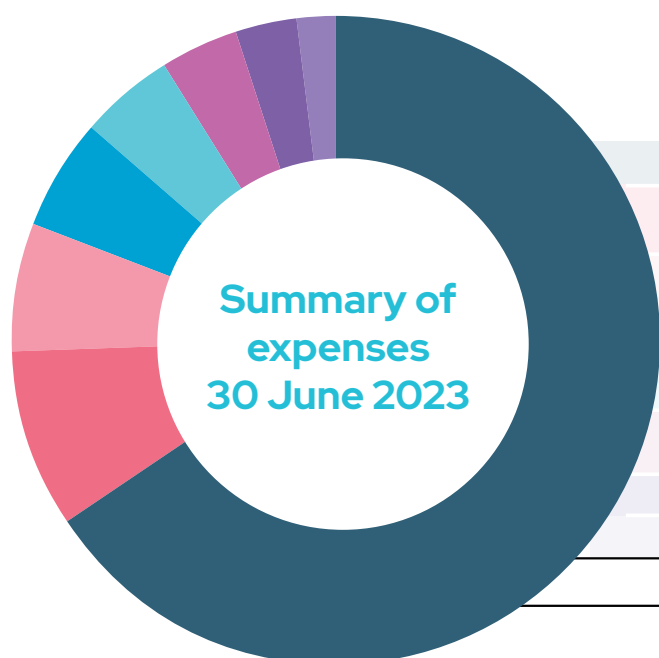


# Finances



## Revenue

Government subsidies	7,389,016	48.09%
Resident fees and ingoings	3,718,775	24.20%
Grant income	1,851,415	12.05%
Input interest earned on RADs/bonds	1,100,449	7.16%
Investment income	610,528	3.97%
Donations and other income	488,915	3.18%
COVID grants	206,597	1.34%
<b>Total</b>	<b>\$15,365,695</b>	



## Expenses

Employee benefits	9,262,325	65.77%
Finance input interest charges on RADs/bonds and Bank	1,254,884	8.91%
Administration, IT, communications	899,837	6.39%
Depreciation	766,002	5.44%
Care	671,605	4.77%
Catering, domestic and laundry	531,251	3.77%
Occupancy	427,325	3.03%
Repairs and maintenance	268,862	1.91%
<b>Total</b>	<b>\$14,082,091</b>	



## Funding and Support

As a not-for-profit, every dollar really does count. Throughout the year Princes Court is supported by many organisations both locally and nationally.

**Special thanks goes to those that made a significant financial contribution in the 2022-2023 financial year**

**Ongoing and one-off grant funding**

Department of Health and Aged  
Primary Health Network  
Mildura Rural City Council

**Donations and bequests**

Estate of Fanny Basset  
Spiller  
The Irvine Family  
BW&A  
Mansel Trust

**Special thanks goes to our valued volunteers**

Christine Parkinson  
Darcie Hessey  
Geoffrey Gregory  
Teresa Parente

*"Volunteers don't get paid, not because they're worthless, but because they're priceless."*

SHERRY ANDERSON





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