



# Napier Street Aged Care Services

18<sup>th</sup> Annual Report

2010

**Provider of Quality Care & Services  
for older people living in the  
City of Port Phillip**

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179 Napier Street Hostel Association Inc. Trading as

# Napier Street Aged Care Services

Reg. No: A0023265 N  
ABN: 11648685928

## **REGISTERED OFFICE**

179 Napier Street  
South Melbourne, Vic, 3205

Telephone: (03) 96969229  
Fax: (03) 96901284  
Email: [mail@nsacs.org.au](mailto:mail@nsacs.org.au)

## **BOARD OF MANAGEMENT**

### **CHAIRMAN:**

Mr. Frank O'Connor

### **VICE PRESIDENT:**

Ms. Patricia Tracey

### **SECRETARY:**

Ms. Brenda Nowlan

### **TREASURER:**

Mr. Garry Morcom

### **ORDINARY MEMBERS:**

Ms. Muriel Arnott

Mr. John Coldham

Ms. Liz Copping

Mr. Gary Hutchens

Emeritus Professor David Stokes

## **SENIOR MANAGEMENT AND REPORTING TEAM**

### **CHIEF EXECUTIVE OFFICER:**

Dr. John Lammers

### **BUSINESS & FINANCE MANAGER:**

Mr. Richard Ross

### **RESIDENTIAL CARE MANAGER:**

Ms. Bernadette Fitzpatrick

### **COORDINATOR DAY CENTRE:**

Mr. Pablo Larrosa (resigned July 2010)

### **HEAD CHEF:**

Mr. Reynaldo Aban

### **COORDINATOR RECREATION & LIFESTYLE:**

Ms. Anne Parsons

### **COORDINATOR EDUCATION & QUALITY: Ms.**

Helen van Heemst

## **AUDITOR**

Mr. C.H. Dobb

P. O. Box 2186

Moorabin, Vic, 3189

## **MISSION STATEMENT**

### **NAPIER STREET AGED CARE SERVICES EXISTS:**

- To provide care and support to aged and disabled people who require community and residential care and are appropriately assessed according to relevant Government legislation.
- To give preference for the provision of residential and community care to persons with links to the City of Port Phillip.
- To provide accommodation and care on the basis of need and priority regardless of financial status.
- To ensure that the services continue to function as an integral part of the community.
- To do such things that will, in the Board's opinion, provide for the economic, social, spiritual, physical, emotional and holistic wellbeing of care recipients.
- To, either alone or in conjunction with other persons or organizations, engage in research activities which may enhance the care and quality of life of residents living in the facility or in the community.

## **VISION STATEMENT**

- To be a leader in the provision of residential and community aged care.
- To ensure that residents and clients receive the best possible care and support.
- To promote residential aged care as a lifestyle choice.

## **NAPIER STREET'S PHILOSOPHY**

### **AIMS:**

It is the aim of Napier Street Aged Care Services:

That it be a place of happy companionship, where all residents enjoy the highest level of security while retaining as much of their independence as possible.

- ❖ The service will provide care for older people who are mobile but frail and require assistance with day to day living tasks. Napier Street caters for those people who can no longer maintain themselves safely in their own home, but who do not require the more intensive care of a nursing home.
- ❖ Napier Street is committed to ensuring that all residents have the right to maintain their independence as long as they wish, knowing that support and care is available.
- ❖ Each individual's right to dignity, privacy, confidentiality and support is of utmost importance.
- ❖ The service will provide accommodation that residents can be proud to call their home and where they can welcome their friends and family.

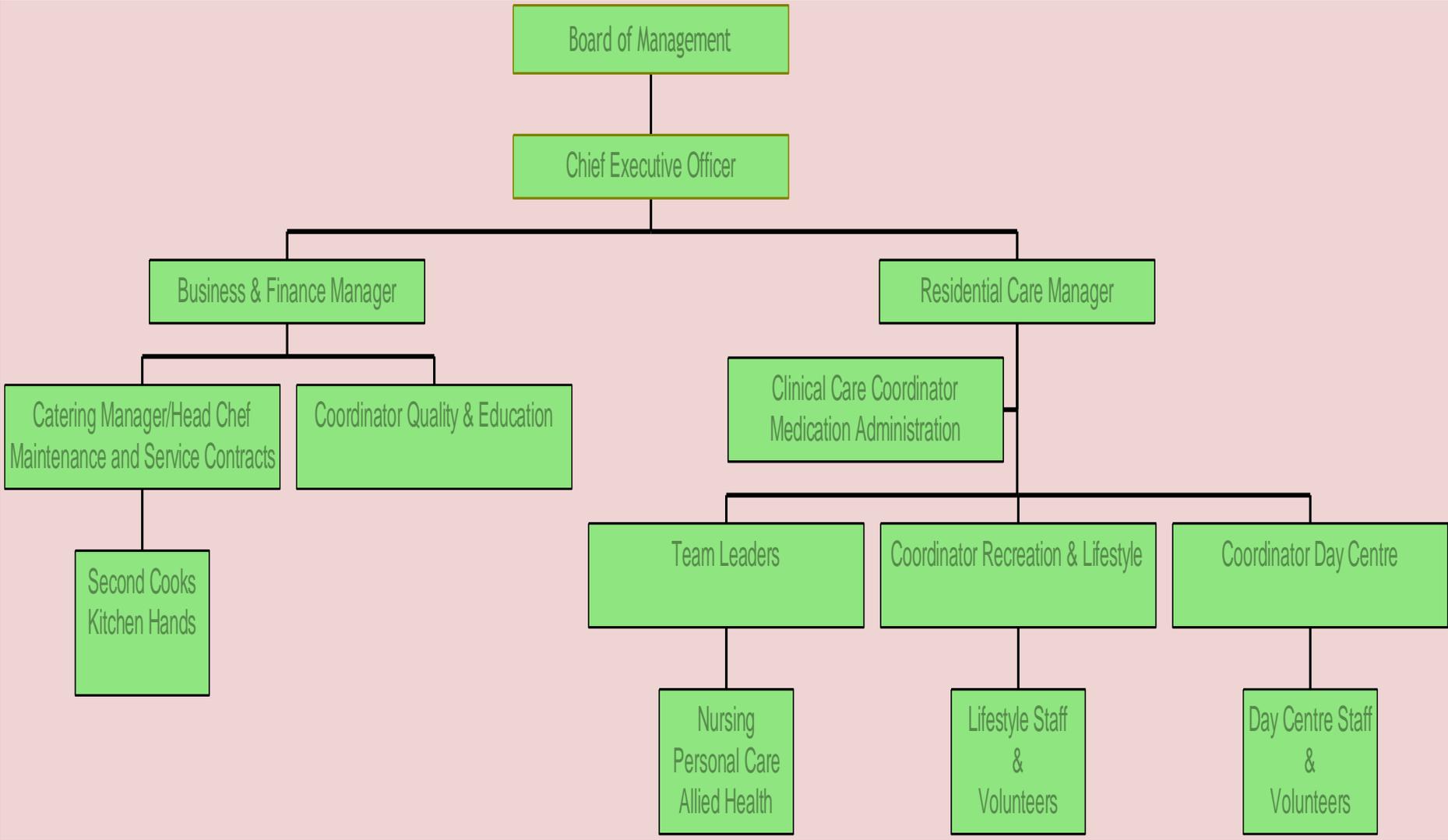
### **POLICY**

It is the policy of Napier Street that:

- ❖ The provisions of the Charter of Residents' Rights and Responsibilities issued by the Commonwealth Department of Health and Aged Care will be observed and implemented in the manner defined in the Occupancy Agreement.
- ❖ Every person shall be treated with respect.
- ❖ The dignity of every resident will be honoured.
- ❖ The comfort, safety and wellbeing of residents are the prime responsibility of all staff.
- ❖ Every effort will be made to ensure that residents feel secure in their tenure of accommodation at the hostel.
- ❖ Subject to the wishes of each resident, the resident and his or her next of kin (or other persons nominated by the resident) will be kept informed of his or her state of health, or of any matters of concern.

- ❖ Admission to available accommodation at the Hostel will be granted to any eligible person in need of the level of care provided in the Hostel, irrespective of sex, race or religious affiliation.
- ❖ Assessment of need will be made on the basis of criteria laid down by the Commonwealth Department of Health and Aged Care.
- ❖ Residents will be encouraged to approach members of staff about concerns they may have about their home and these will be treated with confidence and addressed without prejudice.
- ❖ Weekly fees for accommodation will be set in accordance with the scale recommended by the industry and accepted by the Commonwealth Department of Health and Aged Care.
- ❖ Staff will be selected for their ability to provide care or other services to appropriate standards.
- ❖ Staff are expected to display a courteous, caring attitude to residents and visitors.
- ❖ Residents may (subject to appropriate safety considerations) come and go within and outside the grounds as they wish, but are required to notify a member of staff when they leave the premises.
- ❖ Residents will be encouraged to furnish their rooms with their own possessions (including items of furniture suited to the size of the room), but the Hostel will provide basic furniture at no cost if required.
- ❖ Any resident will be free to engage the support of an advocate for any purpose.

# ORGANISATION CHART



# CHAIRMAN'S REPORT

MR. FRANK O'CONNOR

Napier Street's Board and Management continue to focus on the delivery of high quality, local and accessible aged care services to residents living in the City of Port Phillip. Part of our mission is to ensure that aged care within our region remains viable and continues to meet existing and future demand. Our decision to embark on an expansion of 14 beds and refurbishment of other parts of the hostel was part of our overall strategy to ensure our viability whilst at the same time providing much needed additional beds in the local area. Although the facility on our current site is now at capacity in terms of physical expansion, we will continue to consider and review other opportunities for expansions such as additional community services.

The level of care provided by our staff to all residents is always of the highest standard, and as a Board we have been heartened by the extra effort made by all staff during the redevelopment. Anyone who has been involved in a redevelopment project, while remaining on site and staying fully operational, will appreciate how difficult this situation can be. In what could only be described as very difficult circumstances, our staff, led by our CEO John Lammers, have risen to the challenge, ensuring resident safety and comfort throughout the project and we applaud their efforts.

In terms of absolute growth of beds within the City of Port Phillip, the State Government's Department of Health, through its Aged Care Land Bank, called for expressions of interest from not for profit aged care organizations to put forward a plan to develop land at the rear of the former St Vincent de Paul's Boys Home site in Cecil Street South Melbourne. This land, adjacent to our existing facility, has been on Napier Street's radar for well over a decade and our interest in the site continues. The successful tenderer will be required to establish 90 or more aged care beds on the site in accordance with State Government requirements. No matter what the outcome, additional aged care services in our area will be very much welcomed.

We have recorded, in previous annual reports, the impact of difficult economic times and how this has affected the aged care industry. As a relatively small not for profit organization we are always acutely aware of the escalating operating costs which have been significant over the past couple of years. Although our operating environment appears to be improving, our industry is continually trying to 'catch up'. Each year we are faced with increased running costs, in particular utilities, hostel supplies and staffing costs. This trend will only continue and Napier Street's Management are continually working to ensure we achieve value for money in aspects of our operation. Our capacity for excellent financial management has been well demonstrated and reflected in the positive operating outcomes each year.

Whilst this past year has been testing for Board and Staff not least of which has been the renovations which have been going on for some time, we have continued to deliver excellent

care to all our residents. With the renovations reaching completion there is an end in sight and we look forward to enjoying the fruits of our labour in the not too distant future.

I would like to once again acknowledge the great work of all of my fellow Board members whose commitment to Napier Street is outstanding. Thank you also to the volunteers and the Friends of Napier Street who contribute significantly to the services we offer to our community.

# CHIEF EXECUTIVE OFFICER'S REPORT

DR. JOHN LAMMERS

There was an air of excitement and anticipation as we commenced a new financial year in 2009. Contracts for our extension had been signed a couple of months earlier and we were eagerly awaiting the commencement of our planned development. Our building contractor moved in on July 14th to demolish the ramp and shortly after commenced framing the structure for our 18 bed extension (stage 1 of construction). Whilst progress has at times been slower than expected due to the unforeseen obstacles inherent in working with a heritage building and the fickle nature of the building industry in general, we were able to commence occupying the new extension from June 30th, 2010. Also during stage one of the project, an extensive renovation of the kitchen was undertaken over an 8 week period. A walk in cool room and freezer were installed together with new appliances and additional stainless steel benches and work areas. All were custom fitted in the new expanded kitchen area which we envisage will adequately serve our needs well into the future. Meals were prepared off site for the duration and plated on site at meal times.

In preparation for stage 2 of the works, which would see a number of changes and upgrades to the hostel proper including an upgrade of the existing lift, those staff affected by the works were temporarily relocated to the top floor of the new wing. This ensured that we could carry out business as usual. As the second stage of our project involved upgrades to areas that also affected some residents, those residents were also relocated to the new wing and all are thoroughly enjoying their new accommodation.

It is obviously very pleasing, but not unexpected, that throughout our development all staff have played a valuable role in ensuring quality care is maintained. Ensuring resident comfort and safety has been paramount and all staff have applied themselves diligently throughout the process. Although we conduct our own audits on just about every facet of our practice, the quality of care delivered has been tested twice already over the past financial year with one scheduled and one unannounced visit from the Standards Agency in October 2009 and May 2010 respectively. Despite the difficult environment staff have demonstrated their resilience and capacity to continue to do everything possible for our residents on a daily basis.

Our provisional allocation of places awarded during the 2007 Aged Care Approvals Round became operational on July 5<sup>th</sup>, 2010. Whilst the initial provisional allocation of places stipulated admission of residents at high care entry, we were successful in obtaining approval for a variation to this allocation. The variation sees us continuing to admit residents with a low care aged care assessment as we also continue our very successful practice of 'Ageing in Place'. Rosters in all areas have also been reviewed over the past year and additional staff hours employed to accommodate both the increase in resident numbers and as we continue to meet the increasing demand of caring for frailer residents. I anticipate Napier Street will have full occupancy by the end of 2010 with all staffing in place to support the additional residents.

Much has been written about the financial woes of the aged care industry over the past few years. Of note has been the media attention given to the downturn in new developments around the country as well as the handing back of provisional places by some organisations. During this time Napier Street Aged Care did embark on a new development without resorting to external finance. At the same time we have also maintained a positive operating result each year throughout these difficult economic times. This year is no exception. We are again this financial year, through careful and deliberate financial management, able to demonstrate a positive operating result. We have achieved this result whilst increasing our staffing levels, absorbing higher operational costs particularly in the increased costs of utilities, and accommodating an increase in salaries across the board as a result of our 2009 enterprise agreement. Napier Street is also now in its 8<sup>th</sup> year of utilizing permanent and casual staff to fill rosters and all unplanned vacancies without the use of agency or other contract staff. This approach has certainly contributed to Napier Streets reputation as an employer of choice for applicants who enjoy the prospect of a stable and collegial workforce. No work related injuries leading to claims have been recorded throughout this time.

Our significant non operating result this year ensures that we are well on the way to recouping expenses incurred as a result of our new development. As we grow in terms of resident numbers we can look forward to more of the same in years to come.

The former St Vincent's Boys Home site in Cecil Street has continued to be of interest to us and this year the site was included in the Victorian State Government Department of Human Services Aged Care Land Bank Programme. Expressions of interest were called for in early 2010 with an outcome of the successful tender expected to be announced in late 2010.

As I stated in last year's report "Napier Street staff are a great bunch of people who are not just committed to the job of caring for our elderly but who care about our elderly". This past year has been a real test of their commitment and application. Those who have been through a major renovation whilst remaining on site will appreciate how difficult it is to manage the goings on from day to day. Add to that the importance of maintaining a safe and comfortable environment whilst delivering care and support to vulnerable people and the task is made that much more difficult. Staff at Napier Street Aged Care maintained the high standard of service delivery and quality care throughout the year with much going on around them. They are a credit to themselves and their community and I sincerely thank them for their work ethic and tolerance.

Napier Street's Board takes an active interest in all that happens within the Service and continually demonstrates their capacity for effective governance. Their understanding of aged care service delivery and their collective skills and knowledge has seen the continued development of our Service and they are an asset to our local community. I particularly thank our Chairman Frank O'Connor who, despite a hectic schedule as Mayor of the City of Port Phillip, still manages to provide me with regular support and counsel in my role as Chief Executive. I look forward to the year ahead which may prove to be another exciting page in Napier Street Aged Care Service's history.

# TREASURER'S & BUSINESS & FINANCE MANAGER'S REPORT

MR. GARRY MORCOM & MR. RICHARD ROSS

The 18<sup>th</sup> Annual Report including the Financial Statements for the year ended 30<sup>th</sup> June 2010 has been presented to the meeting. The main contents of the reports are summarized below.

The Gross Income for the year was \$3,050,712 compared with \$2,305,671 in 2009. Overall this represents a 32.3% increase in income over the past financial year. Given the continued volatility in the Investments market this is an extremely good result. The income was derived as follows and is also shown graphically in Figures 1 & 2 below:

	<u>2010</u>	<u>2009</u>
Residents Fees & Day Care Centre Fees	29%	31%
Commonwealth Subsidies	52%	55%
Interest & Drawings	18%	12%
Donations & Other	1%	2%

Figure 1

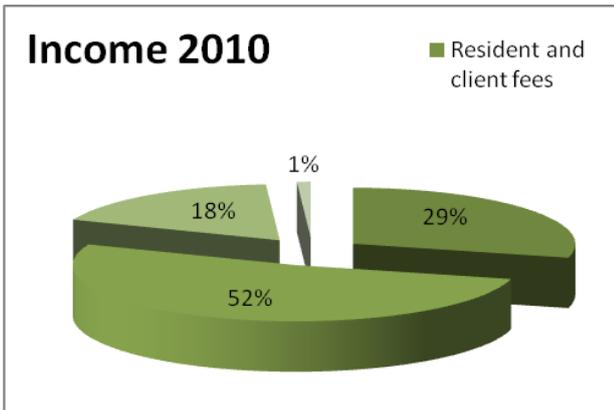
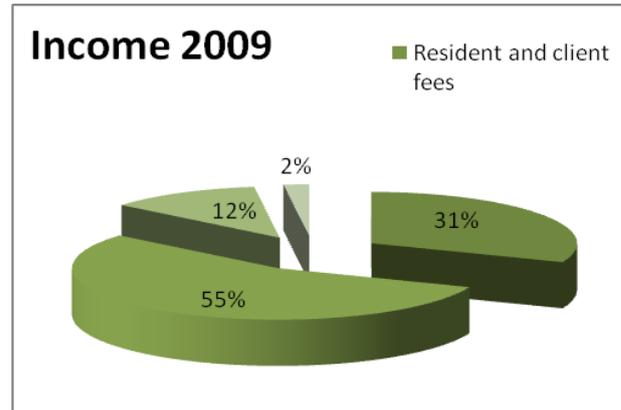


Figure 2



Capital expenditure for the year was \$190,268. (In 2009 this figure was \$100,430). The expenses for the year were categorised as follows and are also represented graphically in Figures 3 & 4.

	<u>2010</u>	<u>2009</u>
Salaries & on costs	63%	66%
Catering & Housekeeping	16%	15%
Day Care Centre Expenses	5%	5%
General Running	16%	14%

Figure 3

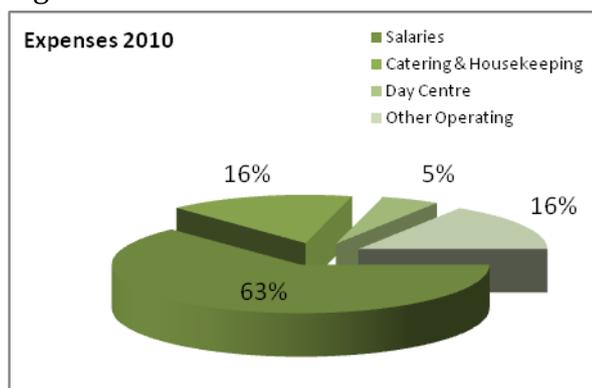
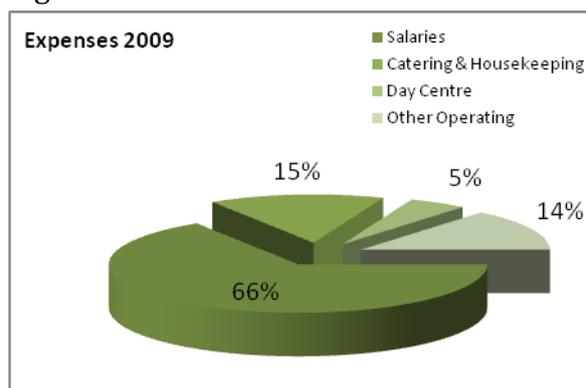


Figure 4



It is very pleasing to report that Napier Street has once again produced an excellent profit before abnormal items for the financial year of \$216,753. Total surplus including income from non operating activities was \$498,455. This has been achieved despite difficult trading conditions throughout the year added to by continuing volatility in the financial markets. A positive return on our investments has seen an increase in our Accumulated Member’s Funds as at June 30th 2010 to \$3,734,062 compared with \$3,235,607 as at June 30th 2009.

The last 12 months has seen enormous change at Napier Street with the conversion of the ramp as we knew it to a 3 story building with 18 bedrooms. A number of other internal renovations are being undertaken to improve the functionality of the facility. One of these which has been completed is a full upgrade and expansion of our kitchen. This included replacing the dishwasher, the bain-marie and installing a full-size walk-in cool room and adjoining freezer. A significant amount of site preparation was required to be undertaken before the kitchen could be fitted out with the new equipment. A number of other minor capital works were undertaken to further compliment the service.

As always we are very thankful for the continuing support of The Friends of Napier Street for their untiring fundraising activities, added to this a number of donations from local identities and present and past families are always well received by the service.

As mentioned earlier in the report the building activities which have been in progress for all of the financial year have placed an extra burden on our staff. A special thank you to all staff who have performed their duties admirably and without question during some extremely difficult circumstances.

Finally I would like to thank Dr. John Lammers and the management team on another successful year as we look forward to the continued growth of the Service.

# RESIDENTIAL CARE MANAGER'S REPORT

MS. BERNADETTE FITZPATRICK

Napier Street Aged Care Services has achieved another excellent year in an environment of constant change. The commencement of the building project saw the dismantling of the existing ramp and the new extension beginning to take shape, staff and residents showed immense interest and excitement as the work progressed. At this stage there has been minimal disruption to the daily routine, management and delivery of care at Napier Street which is attributed to the commitment and dedication of all the staff.

During the last 12 months, 15 new residents have been admitted to Napier Street from the local area, while over the same period 524 days of respite were achieved, enabling approximately 30 Port Phillip residents to experience life at Napier Street for short periods of time. At Napier Street we encourage elderly residents from the community to experience life in Residential Care, by taking advantage of the respite facility offered which has resulted in a few people transferring directly to permanent care.

The Aged Care Funding Instrument (ACFI) is in its second year of implementation with some changes to the definition of High Care after a review by the Department of Health and Ageing. This had little or no impact on the current status of residents and all staff are competent in completing the required assessments and charting to fulfill all the requirements. This was indicated when a Government Audit was completed in January this year resulting in no changes to the 5 ACFI classification packs reviewed.

The Aged Care Standards & Accreditation Agency completed spot checks in November 09 and May 10. The November 2009 check focused on infection control and outbreak procedures while the May 10 check focused on staffing and lifestyle. On each occasion the Agency was very impressed with the standard at Napier Street, complimenting and congratulating staff on their achievements. I'm sure the continuity of staff over the last 12 months must attribute to the successful spot checks and audits.

Again Napier Street has not been required to use Agency staff, filling all available shifts, Annual Leave and Sick Leave with staff from the casual bank. As permanent staff move on for a variety of reasons, in particular to other employment, casual staff are offered permanent positions to replace them which also enhances continuity and consistency of care for our residents.

Napier Street continues to encourage and support staff to further their education resulting in 2 staff successfully completing their RN Division 2 certificates this year. Currently we have 9 RN Division 2 nurses employed in either permanent or casual roles with 6 of these staff upgrading their studies to RN Division 1 courses, while continuing to work selected shifts at Napier Street. In addition, regular education sessions are attended by all staff during the year, including 1-1 education with individual staff on a day to day basis. The Standards & Accreditation Auditors were very impressed with this form of education as they stated it is "basic, grass-roots education" which has a greater impact on staff. Napier Street's audit cycle is part of everyday life with staff completing education and competencies in all areas of aged care.

This year Napier Street focused on education in infection control, hydration & nutrition and outbreak controls which I'm sure had a direct impact on the decrease in the total number of infections recorded compared to last years. There has also been an increase in the number of Allied Health professional services ensuring that the highest standards of care are maintained at Napier Street.

Napier Street recreation and lifestyle programmes continue to offer enjoyable relief and social interaction to many residents for whom we constantly endeavour to provide diversity and choice. We are looking forward to the completion of the new activities area adjoining the dining room, which will enhance the resident's participation in the activity program. This new activity room also has the added benefit of having bi fold doors which will allow a quiet and private space for residents to enjoy.

The Day Centre continues to offer activities and hot meals to elderly members of the local community 6 days per week. Due to the renovations this year the Day Centre clients enjoyed attending meals and activities on various occasions in the hostel.

Each year the catering department have their separate checks by Food Safety Officers and Health Department Auditors which resulted in compliance in all areas. All staff attend ongoing education in manual handling and food safety requirements while the chef also attended 2 seminars this year, a food hygiene seminar for food supervision and culturally appropriate meals in aged care. The menu was reviewed by a dietician to ensure all residents have adequate dietary intake. In March this year the Napier Street kitchen was decommissioned for 8 weeks to allow the renovations which included a full fit out and enlargement of the existing area. Staff continued to provide daily breakfast with lunch and evening meals outsourced to a contractor. Congratulations to all staff who performed under extreme circumstances for this period, to ensure all meals were delivered at the highest quality and with the least disruption to the residents.

On reflecting over the last year it has indeed been a year of change for all at Napier Street, yet as always the best interest and safety of the residents is the main focus. We are all looking forward to the completion of the building and renovations so that we all can settle back to a normal routine. I would like to thank the staff for their patience and tolerance over this time, also a thank you to the families, friends and volunteers for their support and encouragement to residents and staff.

## RECREATION & LIFESTYLE REPORT

MS. ANNE PARSONS - COORDINATOR

The lifestyle programme endeavours to promote active ageing by presenting familiar activities and events which are popular as well as offering opportunities and challenges for improvement and change. Our goals include keeping the residents interested, motivated and happy. Lifestyle is not only about structured events. It is also about assisting residents with tasks that contribute to their well-being such as shopping, changing those batteries in the remote control, arranging flowers, finding that missing handbag or glasses and a multitude of other everyday functions they have difficulty completing. The one to one time spent with residents is a very important feature of the programme, even if it is just to lend an attentive and empathic ear.

Residents are regularly invited to resident meetings, resident of the day and continuous improvement log to express their opinion as to the content of the programme, so the daily activities have remained relatively unchanged over the last twelve months. After a resident survey in January a walking group was instigated. It ambles in the local surrounds enjoying the exercise and fresh air twice a week. Between 8-10 residents regularly venture out, even during the cold winter months. As two staff are in attendance, any resident who requires being escorted in a wheelchair is able to participate.

All the usual special cultural days including Anzac Day, St. Patrick's Day, Easter, Christmas, Queen's Birthday were celebrated. We had regular concerts from our favourite musicians as well as several new performers. Volunteer entertainers were "The All Sorts" Instrumental Group, The U3A Choir and The Southport Singers. We baked pancakes, scones, biscuits, shortbread and ran raffles. Students from the Montague Continuing Education School visited, as did many students from Wesley College. They played croquet, quoits, skittles, darts and bingo with the residents and helped with the Football Tipping. The Clarendon Children's Co-op came and sang Italian Christmas carols.

As well as regular drives in the bus we went to "Tango & Tea : A World Music Recital" at the Elwood St. Kilda Neighbourhood Learning Centre. Twice we visited that famous Melbourne icon "Paterson's Cakes" in Prahran for afternoon tea before it closed its doors for good after ninety-four years. We were invited to lunch in a private home by a member of the Keilor Rotary Club and had a lovely day in a most unusual house and attended as many concerts at the Australian National Academy of Music as possible. We had a Football Theme Day with a handball competition, footy quiz and prizes. Residents and staff dressed in their team colours. We also had our first "Happy Feet Time", a shoe cleaning and polishing bee, which promises to be the first of many.

The Breakfast Club continued with two innovations. We had a special "Breakfast Club Morning Tea" for the Dementia Wing residents with Paterson's famous chocolate sponge cake and ice-cream. We also had a "Breakfast Club Men's Group" which was very well received by the eight gentlemen who attended. Armchair Travel has also been popular with the residents "travelling" to Great Britain and "embarking" on an African Safari.

The South Melbourne Community Chest again donated funds to allow another visit to The Hotel Windsor for their sensational afternoon tea. For those who were unable to leave the Hostel we had a special “Dancing with the Stars” Day with a ballroom dancing exhibition with Malcolm and Leanne from “Dance Dynamics”. It was very well received and the residents loved it. Much to everyone’s amusement the staff were given a quick lesson in Salsa dancing. Much hilarity ensued. The Community Chest’s generosity really does enhance the residents’ lives in a palpable way.

A programme of this diversity and magnitude relies heavily on the input and assistance of not only all the Hostel staff, but volunteers and other support services. One way of illustrating the many facets of life at Napier Street is to briefly mention the many people who have helped make the programme constant and reliable as well as flexible and adaptive to what is required in different circumstances, particularly in a year of upheaval with the addition of the new wing. The residents have weathered the many disruptions valiantly and have adjusted to last minute changes to the programme for the most part with graceful acquiescence. Thank you to them.

Also, thank you to :

- ❖ Sr. Catherine Flynn FCJ, Fr David Hofman and Rev. Nick Hearnshaw for their spiritual commitment
- ❖ Anne Trindade and Evol Farrelly for their Special Ministry services
- ❖ Jim Farrelly for escorting residents to appointments and driving the bus
- ❖ Naomi Otton for the fantastic Ikebana Workshops
- ❖ Friends of Napier Street who just keep giving
- ❖ The Lions Club who always arrive with gifts on Mother’s Day, Father’s Day and Easter
- ❖ The Port Phillip Home Library Service and Vision Australia
- ❖ Napier Street Staff for their additional time and assistance particularly on Shrove Tuesday, ANZAC Day and other noteworthy events
- ❖ Families and friends who donate items and buy raffle tickets
- ❖ All those in the Staff Choir who sang Christmas Carols with gusto

Management has once again been very supportive and inclusive. My requests for funds to take the residents out, buy materials or what is required is never refused. Their “can-do” approach to service provision is inspiring.

After having reflected over the past year, it is now time to look to the future, which promises to be exciting. The prospect of having a designated activities room is exhilarating and will provide opportunities to stimulate and enhance the programme. We will continue our efforts to maintain , foster and promote the residents’ independence, social networks and interests.

# TRAINING, EDUCATION & QUALITY IMPROVEMENT AT NAPIER STREET

MS. HELEN VAN HEEMST - COORDINATOR

## TRAINING & EDUCATION

The Education and Training programme continued throughout the year with a number of staff attending in-service education and external and seminars. As has been the trend in previous years our Residential Care Manager and Clinical Coordinator together with other senior staff conducted numerous education sessions and competency assessments. Our staff participate in 1-1 education sessions almost on a daily basis and records of these sessions are kept in a register developed for the purpose. Our 1-1 education register received high praise from the Standards & Accreditation Agency who recently conducted an unannounced visit in May 2010.

Over the past year two staff successfully completed their RN Div 2 certificates (now known as Enrolled Nurses) with six other staff upgrading their studies to RN Div 1 courses. Whilst we see the opportunities that abound for staff who continue their professional development the downside for Napier Street is that these staff will eventually move on to more senior positions. We of course remain delighted at being able to support care staff as they endeavour to advance their careers in health and aged care.

Compulsory education continues to feature each year in the form of Manual Handling, CPR and Medication Management. The Chief Executive Officer and Business and Finance Manager conducted 1-1 education with all staff on the revised temporary Fire and Emergency Procedures while the new wing was under construction. A comprehensive emergency management manual is currently in production. The new manual along with the relevant training will be introduced following completion of the building.

An in-service education session was organised with Calvary Health Care's Bethlehem Centre for Education and Development on "How to improve communication with residents and families requiring palliative care". This proved to be a very valuable session for all staff. Five staff members attended a course on 'experiencing Dementia' with a leading Association - Alzheimer's Australia. Feedback from staff suggests that the material presented was sometimes confronting due to the amount of role playing associated with the course. As a result of this course however, Napier Street has organised further in-house training scheduled to occur later this year. Our resident Chef also attended a number of seminars throughout the year and also continues to conduct 1-1 education sessions with all other catering staff.

The following table lists the types of quality activities conducted throughout the year.

Table 1 – Quality Activities Conducted Over the Year

ACFI Charting	ACFI Documentation	ACFI On-Line
ADL Tasks	Advanced Skills for Dementia Care	Audits
Behaviors	Better Oral care	Blood Sugar Levels
Communicating with residents & families re palliative care	Continence Aids	Continual Quality Improvement
CPR	Culturally Appropriate Food in Aged Care	Dementia
Documentation	Emergency Procedures	Experiencing Dementia
Falls Prevention	Food Handling	Food Hygiene and Safety
Food Safety Level 1	Gluten Free Diets	Hearing
Infection Control	Laundry Procedures	Maintenance Procedures
Manual Handling	Medication Administration	Nutrition & Hydration
Orientation for new staff	Outbreaks Flu and Gastro	Oxygen Therapy
Pain Management	Palliative Approach to Aged Care	Personal Hygiene
Pharmacy Procedures	Policies and Procedures	Preparing of Food from many
Procedure of Death & Dying	Recognise what Choking is and to respond	Resident of the day Procedure
Revised Fire and Evacuation Emergencies	Roles and Responsibilities	Sensory Devices
Sleep Management	Treating and Managing Urinary Incontinence	Urinalysis and Documenting
Wound Management		

## CONTINUAL QUALITY IMPROVEMENT

Napier Street's Audit Cycle continues to guide our process of Continual Quality Improvement (CQI). This together with our audit schedule ensures that programmes and services are continually assessed for effectiveness and improvements made where deemed necessary. All staff outcomes of audits are discussed at regular audit meetings and relevant information also tabled at subsequent Occupational Health and Safety meetings. An open invitation to attend all Audit and OH&S meetings continues to be extended to all staff. The greater the number of staff involved, the greater the capacity we have to problem solve and respond to issues that arise from time to time.

We have had two contacts with the Standards and Accreditation Agency in the past financial year with no issues of concern reported. In fact positive comments were received in relation to a number of areas, in particular, one to one education sessions and our staffing levels and profiles. The non use of agency staff continues to draw attention in a positive way.

*"the intention of our CQI programme at the end of the day is to deliver real improvements which positively impact the quality of our resident's lives." (Dr. John Lammers)*

Again this year and with the involvement of all staff, we have been able to implement a number of clinical care and service improvements.

- ❖ The purchase of a number of small items including: serving trolleys, bed tables, bed trays, silver trays for each dining room table, salt and pepper shakers, upright weighing scale, hi low beds, infrared temperature gauge, teapots, water jugs, kitchen crockery and containers, high resolution digital camera for lifestyle and residents photos.
- ❖ An extensive refurbishment of the kitchen which included the installation of a walk in cool room & freezer, walk in pantry, dishwasher, stainless steel bench tops and bain marie.
- ❖ Additional hours allocated for both morning and evening shifts each shift for clinical care and additional hours allocated to the kitchen.
- ❖ New furniture has also been purchased for the hostel which included lounge furniture, meeting room table and chairs and new bed linen.
- ❖ Clothes trolley with shelves for new wing.
- ❖ Walking group for residents twice a week.
- ❖ Happy feet - shoe cleaning and polishing for residents
- ❖ One Staff member to assist kitchen staff serving morning and afternoon tea to all residents.
- ❖ Refurbishment of new wing i.e. beds, curtains, drapes

# NAPIER STREET STATISTICS

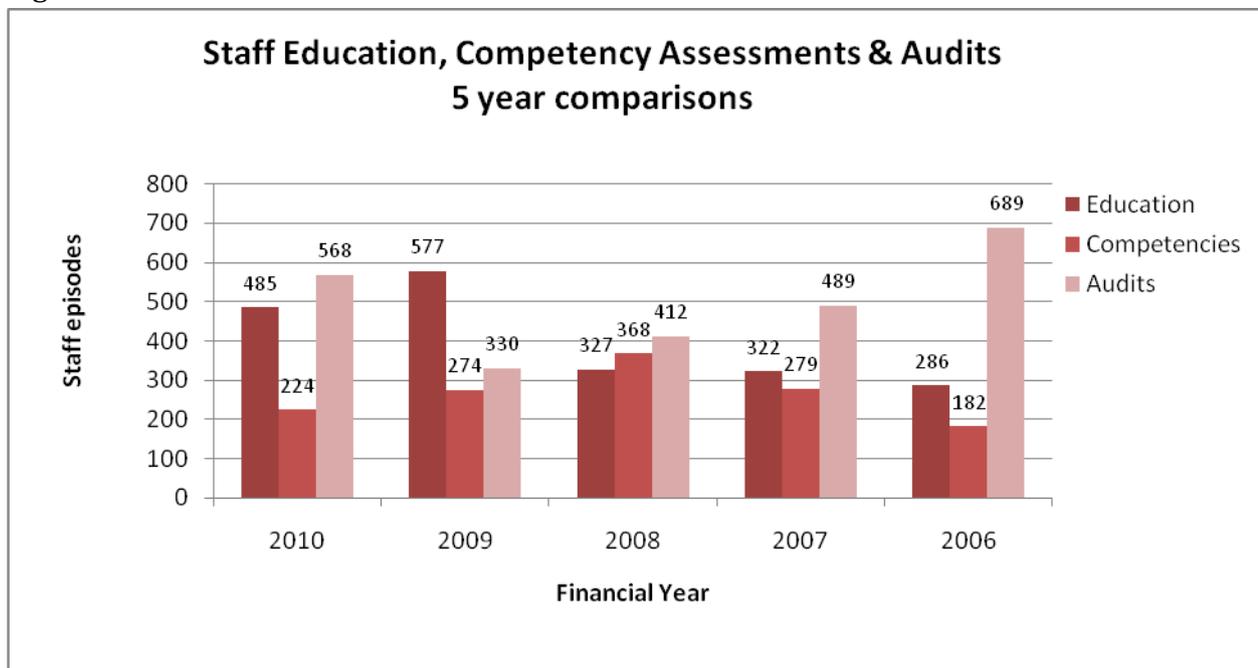
## STAFF EDUCATION, COMPETENCY ASSESSMENTS & AUDITS

The number of education sessions delivered to staff this past year, both in group format and one to one, has again been significant. Due to our building project the majority of group sessions were delivered in the day centre and one on one sessions were delivered where ever possible. Clinical exercises such as bed making, room audits, manual handling and personal hygiene to name a few, were conducted in residents rooms with the residents permission of course.

The maintenance of quality care delivered at Napier Street is directly attributable to our very successful education programme. Staff are given the opportunity to attend a variety of education and they are encouraged to attend as many sessions as they wish.

Once again many staff have been involved in bringing education to Napier Street including the CEO, Business & Finance Manager, Residential Care Manager, Clinical Care Coordinator, Catering Manager and Physiotherapist. In the majority of cases, staff must successfully complete a competency assessment following their education session and in the case of medication administration no staff are allowed to administer medication without successfully completing a competency assessment.

Figure 5



## RESPIRE

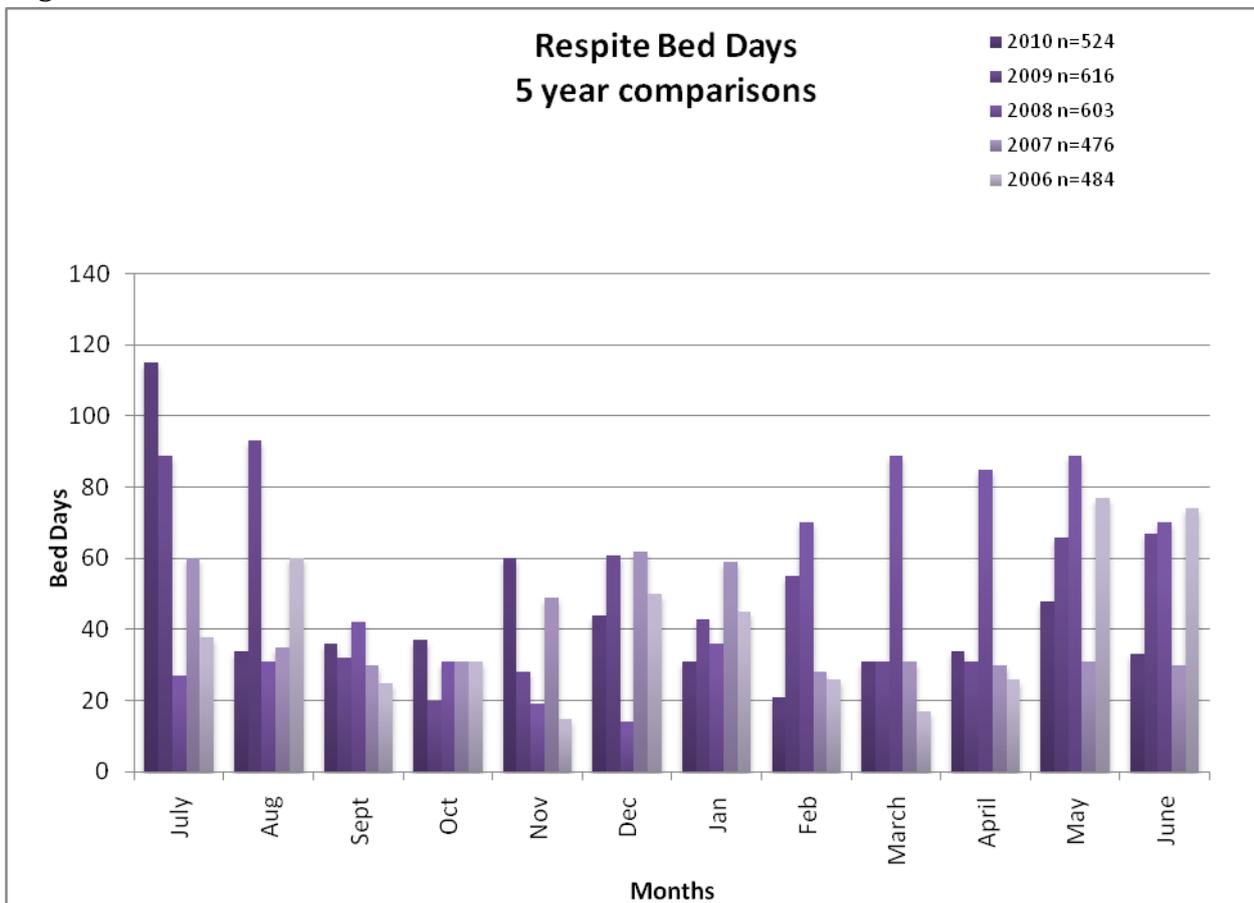
Last financial year also represented a large use of respite days consistent with previous years. 524 bed days were utilized for residents with a range of care needs (See Figure 6 below). All residents who are accommodated for short term periods have access to the quality care and services offered by Napier Street. They have a choice to participate in all recreation and lifestyle programmes including planned outings which are regularly enjoyed by permanent residents.

Bookings for respite continue to be taken well in advance with a current waiting list extending have also at times been able to provide respite accommodation when it is urgently required.

Many families have availed themselves of our respite service on a number of occasions recognizing the value in having a short break away from the rigor of providing 24 hour care to a loved one.

‘Napier Street’s respite care programme extends beyond simply providing a safe environment for residents with a range of cognitive skills. We also engage residents fully and as far as possible in Napier Street Life including them in recreation and lifestyle programmes which consist of activities, music sessions, cooking and many more.’

Figure 6



# FRIENDS OF NAPIER STREET FUNDRAISING COMMITTEE

MS. MURIEL ARNOTT – CHAIR PERSON

## Friends of Napier Street Aged Care Facility Annual Report 2010

Friends of Napier Street have again had a successful fundraising year.

This year proceeds raised have contributed to the purchase and installation of a large wind-resistant outdoor umbrella. This facility will enable residents and visitors to enjoy Napier Street's fine front garden in comfort and with safety. Importantly, residents will also benefit from the vitamin D they receive.

Our regular functions continue, a film followed by a chicken and champagne supper at The Dendy Theatre, Brighton, Fashion Parade and Sale at Blue Illusion, Port Melbourne, and the Annual Spring Luncheon. This year this traditional event was relocated to The Point at Albert Park Lake very successfully with increased numbers. Our speaker, Marilyn Nagesh, spoke on the subject of Inter-country adoption in her role as Indian Adoption Program Manager for ICARN and as member of the Advisory Board to the Attorney General.

The Christmas Drinks evening held in conjunction with Napier Street Board of Management continues to be an excellent annual tradition.

Each year our support network increases and is an important part of the community.

Funds now being raised will contribute to fittings and equipment for the newly developed 18 bed wing as well as renovated areas of the Hostel.

Friends of Napier Street are Jo Bond, Liz Copping, Judy Hunter, Joan Nicholas, Roslyn Stokes and Betty Vaughan whose on-going dedication and hard work is acknowledged with sincere thanks.

Once again we acknowledge and sincerely thank our extended community, including friends and businesses in the City of Port Philip who support us with their generous donations

- ❖ RON'S FRUIT SHOP, SOUTH MELBOURNE MARKET
- ❖ CHIMMEYS, PARK ST. SOUTH MELBOURNE
- ❖ JULIE AND IAN CATLIN, CLARENDON STREET PHARMACY
- ❖ LAVANDULA, LAVENDER FARM
- ❖ RITA'S NUT, SOUTH MELBOURNE MARKET
- ❖ THE AVENUE BOOKSTORE
- ❖ POLKINGHORNE'S ALBERT PARK
- ❖ BLUE ILLUSION, PORT MELBOURNE
- ❖ SOUTH MELBOURNE MARKET MANAGEMENT
- ❖ RETRAVISION, SOUTH MELBOURNE
- ❖ WARRATAH WILDFLOWERS, LEE CARMODY
- ❖ WALLIS AND SON PHARMACY
- ❖ JO JO PUBLISHING
- ❖ PORTOFINAO PATICCIERE AND CAFE , PORT MELBOURNE
- ❖ THOMAS DUX, PORT MELBOURNE
- ❖ TERRI CHANDLER, JEWELLERY
- ❖ THE POINT, ALBERT PARK LAKE
- ❖ THE MIDDLE WINE BAR, MIDDLE PARK,

## **NAPIER STREET DAY CENTRE**

MR. PABLO LARROSA – COORDINATOR (RESIGNED JULY 2010)

During the last year, the Day Centre has continued to provide services for people living in the city of Port Phillip through five programmes offered from Tuesdays through Fridays.

The activities of the Centre are programmed in order to meet the needs of clients and carers and to help avoid deterioration in the client's quality of life. The programme operates through funding received from Home and Community Care (HACC) with the primary goal of preventing residents from entering long term care prematurely.

The Day Centre offered activities to all groups and included gentle exercise, carpet bowls, strength training, music appreciation, day trips, social lunches, singing and dancing. Some programs were held in conjunction with the Napier Street Hostel Lifestyle Program.

The activities were planned considering a variety of client needs: socio-cultural, education for health, entertainment and physical exercise.

The Day Centre programs aimed to enhance the skills required for daily living, providing physical, intellectual, emotional and social stimulation. In order to provide health education, a number of presentations about Falls Prevention, Diabetes and Healthy Eating took place on a regular basis, as well as information about Council Services, Advocacy Services, etc.

We organized clients' participation in the Port Phillip Community Ball 2009, the annual Community Celebration organized by RAPPOR, a coalition of local aged services.

The Tuesday men's program was very active and included outings to places such as Mount Dandenong, Williamstown Gardens, Yarra Glen and Geelong.

On the first Thursday of the month, the ladies' group enjoyed a monthly outing for lunch at restaurants and bistros such as Smorgy's, Templestowe Bistro, Milano's of Brighton and RSL Clubs such as Elwood and Williamstown.

The Day Centre provided a qualified trainer on Thursdays as part of our fitness promotion program.

We worked in close contact with other organizations, such as City of Port Phillip Rehabilitation Centre, Migrant Resource Centres, Aged Care Assessment Team, Sacred Heart and others.

New furniture has been purchased for the Day Centre, as well as a new dishwasher and a new washing machine. A set of pliable chairs and picnic table allowed us to take clients to visit and have a cup of tea at the numerous parks and public gardens in and around City of Port Phillip.

## **EXTERNAL CONTRACTORS AND SERVICES**

A number of contractors have been engaged to provide a variety of services over the past year and we thank them for their support.

- ❖ Environmental Services - Midnight Express
- ❖ Grounds & Gardens - Osmosis Gardening Services
- ❖ Hair Dressing - Ms Anne Anstey
- ❖ Hearing Services - Absolute Hearing
- ❖ Information Technology - Softron
- ❖ Maintenance Services – In House
- ❖ Nursing Services - Royal District Nursing Services (RDNS)
- ❖ Optometrist Robyn Morrow - Specs on Site Pty Ltd
- ❖ Palliative Care - Bethlehem Community Palliative Care Services & Banksia Palliative Care Services
- ❖ Pharmaceutical Services - Wallis & Son Pharmacy
- ❖ Physiotherapy - Mr. Christopher Cheng
- ❖ Podiatry - Mr John Georgaris

Special thanks once again to Dr. Andrew McDonald, one of Napier Street's local doctors, for giving up his time to be involved with the Napier Street Medication Advisory Committee.

We would also like to thank all of our other visiting doctors who provide their patients and our residents with excellent care and regular visitation and who support our staff from day to day.

## **BENEFACTORS**

Thank you again to the many people – Families, Relatives, Residents Representatives and Friends of Napier Street and philanthropic trusts who have donated in various ways to our Service and whose generosity enables us to add value to the programmes and services we deliver.

Thank you also to our wonderful volunteers who share their time and commitment to make the lives of our residents and the Napier Street Environment special.

# GENERAL PURPOSE FINANCIAL REPORT

## AUDITED FINANCIAL STATEMENTS

### STATEMENT BY COMMITTEE OF MANAGEMENT

In the opinion of the members of the Committee of Management, the financial statements and notes of the Association are in accordance with applicable accounting standards consistently applied for a special purpose report:

- (1) giving a true and fair view of the Associations financial position as at 30<sup>th</sup> June 2010 and of its performance for the year ended on that date.
- (2) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due and payable.

Signed in accordance with a resolution of the Committee of Management for the Association.

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Frank O'Connor  
Chairman

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Garry Morcom  
Treasurer

**Dated:** September 21<sup>st</sup>, 2010

**179 NAPIER STREET HOSTEL ASSOCIATION INC  
T/AS NAPIER STREET AGED CARE SERVICES**

**BALANCE SHEET AS AT  
30TH JUNE 2010**

	<b>2010</b>	<b>2009</b>		
	\$	\$		
<b>MEMBER'S RETAINED FUNDS</b>	<u>3,734,062</u>	<u>3,235,607</u>		
Represented by				
<b>CURRENT ASSETS</b>				
Cash on Hand	800	800		
Cash at Bank				
Working Capital	921,590	1,097,932		
Investment wrap account	1,813	103,243		
Amount owing re Ingoing Bonds	835,000	1,120,000		
Other debtors - prepayments	81,769	103,999		
Interest receivable	85,549	44,002		
	<u>1,926,521</u>	<u>2,469,976</u>		
<b>NON CURRENT ASSETS</b>				
Investments Note 1				
At Cost	5,050,000	6,250,000		
At Market Value	2,537,748	2,154,615		
	<u>7,587,748</u>	<u>8,404,615</u>		
Fixed Assets				
Owned Note 1				
	<b>COST</b>	<b>ACC DEP</b>		
	\$	\$		
Plant	452,841	96,496	356,345	266,077
Capital Works In Progress		-	2,964,970	273,508
	2,964,970			
	3,417,811	96,496	3,321,315	539,585
			<u>10,909,063</u>	<u>8,944,200</u>
<b>TOTAL ASSETS</b>			<u>12,835,584</u>	<u>11,414,176</u>
<b>LIABILITIES</b>				
Creditors & Accruals			16,072	82,793
Amount owing to former residents			170,037	514,002
Provision for Employee Entitlements				
Annual Leave & Sick Leave			58,855	97,753
Long Service Leave			53,576	46,825
Refundable Resident's Ingoing's			8,802,982	7,437,196
			<u>9,101,522</u>	<u>8,178,569</u>
<b>NET ASSETS</b>			<u>3,734,062</u>	<u>3,235,607</u>

The accompanying notes form part of this audited statement

**T/AS NAPIER STREET AGED CARE SERVICES  
INCOME ACCOUNT  
FOR THE YEAR ENDED 30TH JUNE 2010**

	NOTES	2010 \$	2009 \$
<b>RESIDENTIAL AGED CARE OPERATING ACTIVITIES</b>			
<b>Income</b>			
Residents Fees		749,312	742,561
Subsidy Income	1	<u>1,543,077</u>	<u>1,513,745</u>
		<u>2,292,389</u>	<u>2,256,306</u>
<b>Expenses</b>			
Salaries & Employment		1,795,021	1,744,184
Accommodation & Care Expenses		200,091	217,404
Administration Expenses		84,034	83,695
Utilities		49,389	44,294
Contract Expenses		101,034	93,359
Maintenance & Replacements		<u>59,179</u>	<u>71,987</u>
		<u>2,288,748</u>	<u>2,254,923</u>
Operating profit		<u>3,641</u>	<u>1,383</u>
<b>RESIDENTIAL AGED CARE NON OPERATING ACTIVITIES</b>			
<b>Income</b>			
Concessional subsidies		29,326	49,405
Drawings from Bonds	1	65,476	51,109
Investments - Gross		208,263	263,632
Other income		37,715	71,323
		<u>340,780</u>	<u>435,469</u>
<b>Expenses</b>			
Depreciation - non cash		<u>(100,000)</u>	<u>(90,000)</u>
		240,780	345,469
Special Consultancy		<u>(9,535)</u>	<u>(7,500)</u>
Repayment of Accommodation Bond Int.		<u>(19,666)</u>	<u>(7,672)</u>
Overall Hostel Non Operating result		<u>211,579</u>	<u>330,297</u>
Hostel Result		215,220	331,680
<b>DAY CENTRE ACTIVITIES</b>			
Income		135,841	129,785
Expenses		<u>134,308</u>	<u>128,251</u>
Day Centre Profit		<u>1,533</u>	<u>1,534</u>
		<u>216,753</u>	<u>333,214</u>
Total Profit before Abnormal Items			
Market Value change in Investment		<u>281,702</u>	<u>(515890)</u>
Surplus/deficit before tax		498,455	(182,676)
Income tax - exempt Div 50		-	-
Surplus/deficit for year		498,455	(182,676)
Members Retained Funds B/F		<u>3,235,607</u>	<u>3,418,283</u>
Members Retained Funds C/F		<u>3,734,062</u>	<u>3,235,607</u>

The accompanying notes form part of this audited statement

# NOTES TO AND FORMING PART OF THE ACCOUNTS

## NOTE 1 – GENERAL PURPOSE FINANCIAL REPORT

The members of the Committee of Management are of the opinion that the entity is not a reporting entity, as defined. The accounts have consistently been prepared under the accruals and going concern basis of accounting. All applicable accounting standards have been complied with.

### Drawdown of Residents Ingoing's

New post Oct 1997 requirements have been met in regard to protection of Resident's contributions. Certain allowed charges have been deducted as part of deferred maintenance charges as permitted under the Act.

### Buildings

The City of Port Phillip currently owns the buildings and the entity is provided rent free facilities on the basis of high level of maintenance being undertaken.

Donations include "The Friends of Napier Street Hostel" and are taken up on a cash basis when received.

Year end market values are used for Managed Trusts and the Market Value change is reflected in the accounts. They are for long term holding and the committee is reviewing them on a regular basis.

Employee entitlements are brought in under award requirements for Annual Leave/Long Service Leave

### Income Tax

Under Div 50 the entity is exempt from Income Tax.

### Depreciation

Small items under \$1000 are expensed.

Straight line basis is used to write off over effective life.

The accounts have not been impacted from any accounting policy changes as a result of AFR's adoption.

## NOTE 2

The Association was incorporated on 17<sup>th</sup> JUNE 1991 and began operations in JUNE 1993. No share capital exists.

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2010

INFLOWS	\$ 2010	\$ 2009
Receipts from Grants, Residents etc	2,684,217	2,819,838
Payments to staff and suppliers etc	(2,551,124)	(2,358,211)
Cash Flow from Operations	133,093	461,627
Ingoing's re Residents - net	1,372,296	2,234,268
Investments at cost	1,200,000	(2,500,000)
Purchase of Fixed Assets	(2,881,730)	(366,427)
Change of Investment at market value/wrap	(101,431)	74,746
Overall change of cash	(277,772)	(95,786)
Opening cash /B/Fwd	1,201,975	1,297,761
Closing cash /C/Fwd	<u>924,203</u>	<u>1,201,975</u>

# **INDEPENDENT AUDIT REPORT – 30<sup>TH</sup> JUNE 2010**

To the members of 179 Napier Street Hostel Association Inc. and the Secretary, Department of Health and Ageing

## **SCOPE**

I have audited the financial report for the financial year ended 30<sup>th</sup> JUNE 2010. The Committee members are responsible for the financial report. I have conducted an independent audit of the financial report in order to express an opinion on it to members of the Association.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional requirements and statutory requirements so as to present a view which is consistent with my understanding of the entity's financial position and performance as represented by the results of its operations.

The audit opinion expressed in this report has been formed on the above basis.

## **AUDIT OPINION**

In my opinion, the financial report is in accordance with

- (a) the Association Incorporations Act 1981, including
  - (I) giving a true and fair view of the Association's financial position as at 30<sup>th</sup> JUNE 2010 and of its performance for the year ended on that date; and
  - (II) complying with Accounting Standards and the Regulations ; and
- (b) other mandatory professional reporting requirements consistently applied for a non reporting entity.
- (c) the approved provider has complied with Division 3 of Part 4 of the User Rights Principles 1997 in the 2009-2010 financial Year.

C H DOBB F.C.A. ASIC RCA 10474  
Bentleigh  
September 21<sup>st</sup>, 2010