Christadelphian Homes Annual Report 2019-20

Our Locations

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Vision, Mission & Values

To reflect God's love as seen in the words and actions of Jesus Christ.

Treating our residents and their families with love and respect.

Striving for impeccable governance to enable our staff to provide care in an exceptional workplace.

Giving the Christadelphian community a practical way to "love our neighbour".

Love	**Gentleness**	**Kindness**
Peace	**Joy**	**Patience**
Goodness	**Self-Control**	**Faithfulness**

"But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law."
Galations 5: 22 -23

Our People

699 Aged Care Residents

203 Self-Care Residents

796 Staff

211 Volunteers

Christadelphian Homes Limited (CHL) - ABN: 60 960 501 367. Trading as Christadelphian Aged Care, is an experienced aged care provider that has been serving the community for more than 73 years. As a charitable, not-for-profit organisation any surplus funds are reinvested back into caring for our residents.

Cover photo by Cameron Powell: Lagoon at Maranatha.
Cover photo emblem: Taken from Carrie-Anne Davies
Back-page photo by Trent Watkins: Courtlands Village walking group at Lake Parramatta.
Editors: Jacob Morgan, Jane Burns & Trent Watkins.

Chairman's Report

The bible book of Ruth is a story about a family that, with God's guidance and blessing, persevered through some very challenging times.

In the story, Naomi and her husband (Elimelech) and their two sons moved to another city to escape a famine in Israel. Naomi's husband subsequently died, and sometime later so also did her two sons, leaving Naomi and her two daughters in law. The challenges Naomi faced seemed very heavy, as noted in her words 'The Lord has gone out against me', and 'has afflicted me'.

God, of course, hadn't forgotten Naomi during the challenges she faced. Instead, He was guiding and blessing her through Ruth (her daughter in law). Ruth faithfully and lovingly devoted herself to staying with Naomi to support and care for her, even when Naomi thought she was returning to Israel 'empty'. Naomi and Ruth ultimately recognised God had continued to guide and bless them, with Ruth marrying Boaz, a man who loved and obeyed God, and the arrival of a son to Ruth, who also became an ancestor of King David.

This year has again been very challenging for Christadelphian Homes Limited (CHL), operationally and financially. When we consider this, and the risks associated with the pandemic, like Naomi, we might find our challenges feeling heavy. And yet we know that God continues to guide and bless us through all the challenges we face. By God's guidance, we're starting to see some 'green shoots' emerge from some of the decisions taken across our operations during the year.

The quality of care we provide to residents in all our Homes, remains a key focus for CHL. The residents we welcome into our Homes are increasingly frail when they arrive, due in part to a government and community which focus on encouraging people to 'age in place' in their homes. Given this, and a need to continue 'raising the bar' on the care we provide, we strengthened our clinical governance structures during the year. Amongst other things, this saw us welcome Bruce Thornthwaite back to CHL, as our new Chief Clinical Officer.

Our villages continued to perform satisfactorily, with many of the new independent living units in Maranatha now occupied, as well as most of the renovated units at Courtlands. Courtlands continues to develop as a retirement community for Christadelphians in Sydney, with the number of Christadelphian residents increasing, and the commencement of regular bible based programs during the year, prior to COVID restrictions impacting (similar restrictions also impacted Maranatha).

Like most Aged Care providers, CHL continued to manage through several financial challenges this year. Our Trading results reflect the difficult environment we operate in, including beds that were offline due to renovations. One of the challenges we face is limited flexibility on 'revenues', despite workforce and compliance costs continuing to rise. Industry consensus is that an improved Aged Care funding mechanism is needed, however reforms are unlikely until after the Royal Commission hands down its final report in February 2021. Most of our offline beds are expected to be back online soon.

CHL's balance sheet remains strong with substantial net assets held, however the net loss incurred also reflects more than $5m in ongoing depreciation costs which we continue to carry. Our cash loss was higher than last year, due in part to the offline beds, lower than expected occupancy (in part impacted by some community 'lockdowns'), and wage and general cost increases.

As a result, some difficult strategic and functional decisions were made during the year, which we're starting to see the benefits of. We also have further capital initiatives in progress that are expected to benefit us in the year ahead.

Our finance team have also recently undergone some changes, following the departure of our CFO and Company Secretary, Rob Hall, to pursue a new career opportunity interstate. We were fortunate to be able to make internal appointments to replace Rob, in Helen Milanovic as General Manager, Finance, and Jacob Morgan as Company Secretary. Most pleasingly, our increased focus on 'Mission' has continued to come to life during the year, with a lot of good work done to initially establish a 'framework', a recent refresh of our Mission and Values, and implementation of some fantastic initiatives to drive us towards fulfilling our mission across our Homes and villages.

We were delighted (after a selection process) to be able to appoint Jane Burns as CHL's first permanent 'Head of Mission'. This 'new' role is aimed at ensuring CHL's 'Mission' and 'Values' are understood, and are being demonstrated in a practical way every day to our residents and their families, our staff, volunteers, contractors, and the broader community, as a feature of CHL.

The love, respect, and care for others (especially to her elderly mother in law), was a feature of the story of Ruth, and God's guidance and blessings were

demonstrated through her, despite the challenges they faced. We pray the ongoing work of the Head of Mission will enable us to demonstrate God's love and blessing towards us, and help influence the love, respect and care we have for those in our homes.

Like the broader community, CHL continues to be impacted by risks and additional controls associated with the COVID 19 pandemic; and at times this has weighed heavily on us. At the time of writing CHL has been blessed not to have had any COVID 19 outbreaks. However the risks remain, and all our staff continue to work very hard, in conjunction with the authorities, to endeavour to manage the situation for everyone's safety.

Many of CHL's 'normal' activities, including support of resident and family interactions, have had to be restricted or modified at times, and some additional clinical, social and financial challenges have been evident. Yet whilst we might question why the pandemic has occurred, or even wonder how its impact will work through, we know God's love and guidance, as well as the prayers and the support of many, will continue to help us.

Finally, I'd like to thank all our Executive team, management, staff and contractors, and our valued volunteers for their efforts throughout the year. They continue to inspire us, whilst caring for, supporting and comforting those in our care.

Additionally I'd also like to thank the Board members for their valuable and ongoing efforts throughout the year. We have welcomed some new Board members, and farewelled others. All their willing and voluntary efforts have been valued, and appreciated. And of course we also thank our members for their ongoing prayers and support.

And so, at times, the challenges we face may seem heavy, we know that with God's continued guidance, if we remain focused on Him and His son Jesus, and reflecting His values to others in the care we provide, God will continue to guide and bless us.

Naomi was a person of great faith, and despite the challenges she faced, she was able to ultimately recognise God's ongoing blessing and guidance in her life, and further, through Ruth and her descendants. And so we need to remember what those around Naomi reminded her of, in the words, 'Praise be to the LORD, who has not left you without a guardian-redeemer'.

Phil Cubbin
Chairman of the Board

Directors' Report

The Directors present their report on Christadelphian Homes for the financial year ended 30 June 2020.

1. General information

Principal activities
The principal activity of Christadelphian Homes Limited during the financial year was the operation of aged care homes and retirement villages.

No significant changes in the nature of the Company's activity occurred during the financial year.

The Short term objectives of the Company are:
• to provide a high standard of care to all residents; and
• to encourage excellence in staff and volunteers so that their contribution is a means of personal fulfilment.
• to provide an avenue for the Christadelphian community to practically demonstrate "love your neighbour" through engaging with the aged and vulnerable.

The Long term objectives of the Company are:
• to enrich the quality of life of older Australians, by nurturing them through our compassion, service and a comfortable living environment; and
• to operate and deliver aged care services in a way that is aligned with the principles of God and imbeds the life of his son Jesus Christ.

Strategy for achieving the objectives
To achieve these objectives, the Company has adopted the following strategies – we strive to:
• maintain a reputation for excellent service and care through a mission-based, supportive culture;
• provide residents with comfortable, attractive and well-maintained facilities;
• support those in particular need of help;
• promote innovation and best practice among staff;
• attract and retain quality staff and volunteers through a positive environment, ongoing education and development programs;
• meet regulatory requirements and pursue best practice care and exceeding consumer expectations; and
• focus on financially sustainable operations and prudential management of residents' funds.

How principal activities assisted in achieving the objectives
The principal activities assisted the Company in achieving its objectives by:
• maintaining an important focus on pastoral and spiritual care, and volunteer services to our residents;
• providing a high standard of service and support to our residents as validated by resident feedback and Government accreditation; and
• using our economies of scale to enable the Company to implement ongoing improvements to the quality of residents' accommodation and services.

Financial performance measures
The following measures are used within the Company to monitor performance:
• Net profit
• Cash operating profit
• Net cash flow
• Accommodation bond and resident loan balances
• Bank borrowing capacity
• Bed occupancy levels

Members' guarantee
Christadelphian Homes Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the Company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to $10, subject to the provisions of the Company's constitution. At 30 June 2020 the collective liability of members was $3300 (2019: $3230).

Review of PBI status
The Directors are of the opinion that the Company meets the requirements to be treated as a Public Benevolent Institution (PBI). The Board has conducted a review and was satisfied that its status continued to apply. The characteristics of a 'PBI' are:
• it is set up for needs that require benevolent relief;
• it relieves those needs by directly providing services to people suffering them;
• it is carried on for the public benefit;
• it is non-profit;
• it is an institution; and
• its dominant purpose is providing benevolent relief.

Board sub-committees
The Directors are conscious of the need for Board members to possess the diversity of skill and experience required to fulfil the obligations of the Board. The Board has established four sub-committees to oversee specific areas of corporate responsibility.

Audit Committee
The Company operates a Board Audit Committee to assist in the effective discharge of the Board's responsibilities for the integrity of financial reporting, internal control structures, internal and external audit functions, and financial risk management

systems. The Committee meets at least twice per year and comprises Board members with relevant financial, commercial and risk management experience, senior management and auditors.

Finance, Remuneration and Board Nomination Committee
The Company operates a Finance, Remuneration and Board Nomination Committee to assist the Board with oversight of the financial performance of the Company, the remuneration of management and staff, and the recruitment of new Board members. The Committee meets as required and comprises the Chairman and other Board members and Senior management with relevant financial, management and commercial experience.

Governance, Risk and Compliance Committee
The Company operates a Governance, Risk and Compliance Committee to assist the Board in ensuring that policies and processes enable the business activities to be conducted in a safe, legally compliant and effective way consistent with the organisational mission. It also seeks to foster a culture of continuous improvement to minimise the adverse impact of risk within the organisation. The Committee meets as required and comprises Board members and senior management with relevant regulatory compliance, clinical and risk management experience.

Mission Integrity Committee
The Company operates a Mission Integrity Committee to help provide the Board with valuable insights into the application, and effectiveness of our Mission across our homes and villages. It also supports the Head of Mission by ensuring the Board is informed of the progress in fulfilling our Mission through our employees, contractors and volunteers, in the care and support we provide to residents and their families, and by giving the broader community, including the Christadelphians, advocacy and visibility of our Mission. The Committee meets as required and comprises Board members, the Head of Mission, and other stakeholder representatives by invitation.

Company Secretary
The following person held the position of Company Secretary at the end of the financial year:
R L Hall B.E. (Hons), B.Com (Finance & Accounting), CPA.

Meetings of Directors
During the financial year, eleven meetings of Directors (in addition to committee meetings involving Directors) were held. Attendances by each Director at Directors' meetings during the year were as follows:

A Byrnes: 7
S Collins: 10
P Cubbin: 11
G Della 2 (Appointed 14/05/2020)
D Green: 11
C Hillman: 10
S Jose: 6 (Resigned 13/12/2019)
C Oosthuizen: 3 (Resigned 1/10/2019, following appointment as Head of Mission)
K Pooley: 11
C Shaw: 5 (Resigned 29/02/2020)
Note: K Houghton (Appointed 20/Aug/2020)

Auditor's independence declaration
The lead auditor's independence declaration in accordance with section 60-40 of the Australian Charities and Not-For-Profits Commission Act 2012, for the year ended 30 June 2020 has been received and can be found on page 27 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

P R Cubbin
Chairman of the Board

Dated this 30 day of October, 2020

Ken Pooley
Director

Financial Snapshot

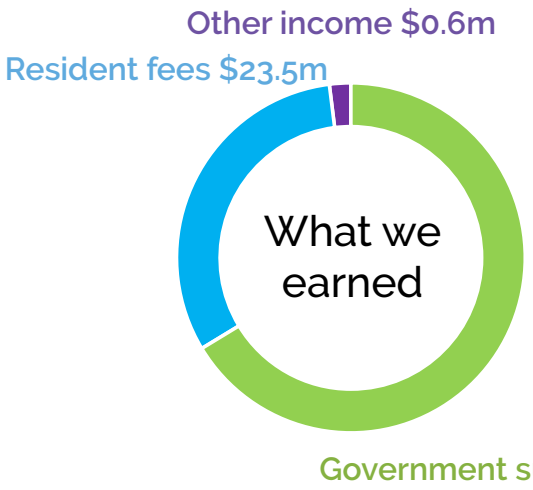
Revenue & Expenses

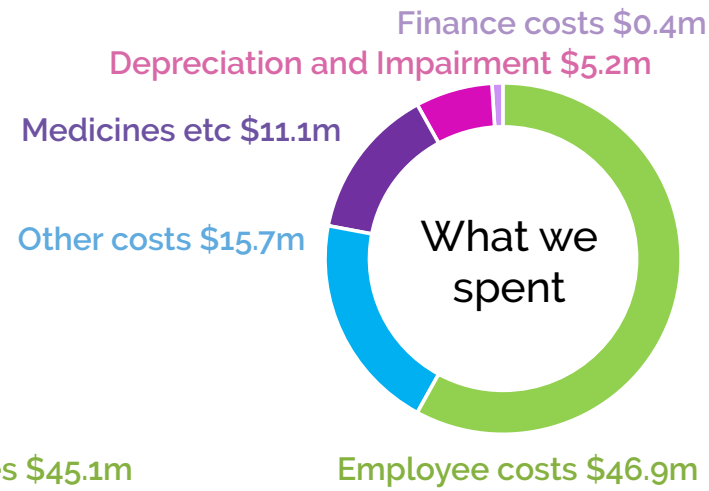
Revenue

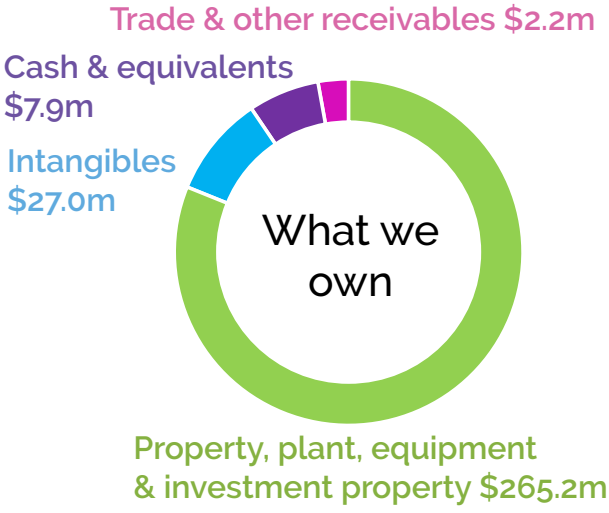
Expenses

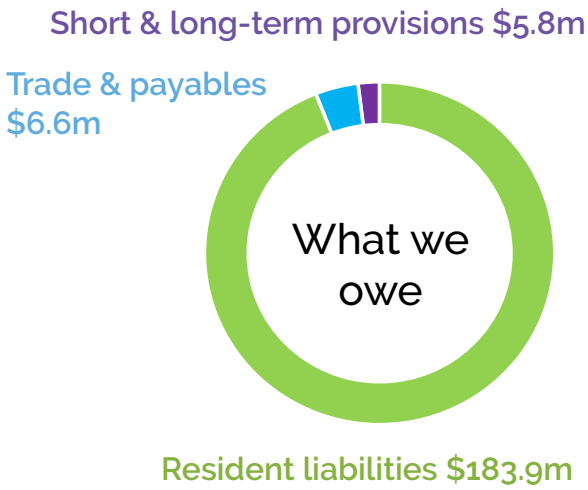
*FY2020 CHL has recognised an imputed revenue charge under AASB16 representing a resident's right to occupy a room. Accounting treatment requires the recognition of interest income of $6.6m and interest expense of the same amount, with no net impact to results for the period. This income and expense have been excluded from the Financial Snapshot so as not to distort the result.

As a charitable, not-for-profit organisation any surplus funds are reinvested back into caring for our residents and facilities.









Executive Team

Ross Peden
Chief Executive Officer

Ross is responsible for the planning and directs CHLs to achieve stated/agreed targets and standards for financial and trading performance, quality, culture, service delivery and legislative adherence. He provides prompt, thorough and accurate information to keep the Board informed of CHLs operational and financial position. Ross' strategic and operational leadership skills facilitate the development and delivery of strategic/business plans relevant for the ongoing viability and growth of the organisation. He systematically evaluates business opportunities or practices that may improve or further develop CHL operations, service delivery and financial performance.

Bruce Thornthwaite
Chief Clinical Officer

Bruce is accountable and responsible for the overall delivery of quality clinical care and quality aged care services across all Christadelphian Aged Care Facilities. Bruce leads a team of professionals who deliver person-centred and contemporaneous evidence-based care & services to residents whilst maintaining financial sustainability, and promoting a safe and comfortable living environment for residents, and a safe working environment for Christadelphian employees.

Alison Bolton
General Manager - Employment Relations

Alison has overall responsibility for recruitment, HR Polices and processes, performance management, industrial relations on employee related matters and workers compensation. Alison provides leadership to ensure all employees are given the opportunity to fully develop their potential, provides advice on staff matters and implements ER policies, practices and procedures.

Radhika Kumar
General Manager - Health Services

Radhika provides independent oversight of the company's Quality Assurance program, Health Management Systems and ACFI management to support maintaining best practices, compliance and quality and safety in the delivery of health services across the group of Christadelphian Homes. Radhika supports operational efficiency, assisting internal business teams to focus on adding value for consumers through improving health systems and associated governance mechanisms.

Jane Burns
Head of Mission

Jane is responsible to ensure CAC's spiritual values are integral to how we deliver care to our residents across all aspects of the organisation. Jane works closely with management, staff and volunteers to further their understanding of spiritual care, ensuring this is an essential part of our service culture. Jane is the point of contact and support for the Christadelphian community.

Helen Milanovic
General Manager - Finance

Helen manages the financial and budget operations at Christadelphian Homes. Helen is responsible for management of the accounts payable, finances, payroll, billings, and admissions departments.

HEAD OF MISSION

Christadelphian Homes is pleased to welcome Jane Burns to the new role of Head of Mission within the organisation.

This Executive position combines our mission and pastoral care activities, and ensures our spiritual values are integral to how we deliver care to our residents across all aspects of the organisation.

Jane is a member of Doonside ecclesia, and has nearly 40 years' experience in aged care and retirement villages, including in the areas of clinical, administration, marketing, sales and executive management.

She joined Christadelphian Homes in 2011, and was responsible for all marketing and sales, along with our scholarship, volunteer and pastoral care programs. In 2016 she moved into the role of Senior Manager, Retirement Villages, where she managed all operations of our three retirement villages, including sales, budgeting, maintenance, grounds and infrastructure.

As Head of Mission, Jane will work closely with management, staff and volunteers to further their understanding of spiritual care, and how it can be reflected in all our policies and practice.

Meeting the spiritual well-being needs of residents and their families is crucial to how we deliver excellence in care every day, and this new role will ensure this is an essential part of our service culture.

Jane will work with the Spiritual Care Coordinators to provide ongoing training, and facilitate spiritual care projects across all our aged care and retirement locations.

She will also develop deeper collaboration and engagement with the Christadelphian community, including establishing a network of advocates to promote the work of the organisation within our community.

Jane will be the point of contact and support for members, residents and staff, and facilitate Christadelphian services at our Homes and Villages including memorial meetings, prayers, Bible readings and worship services.

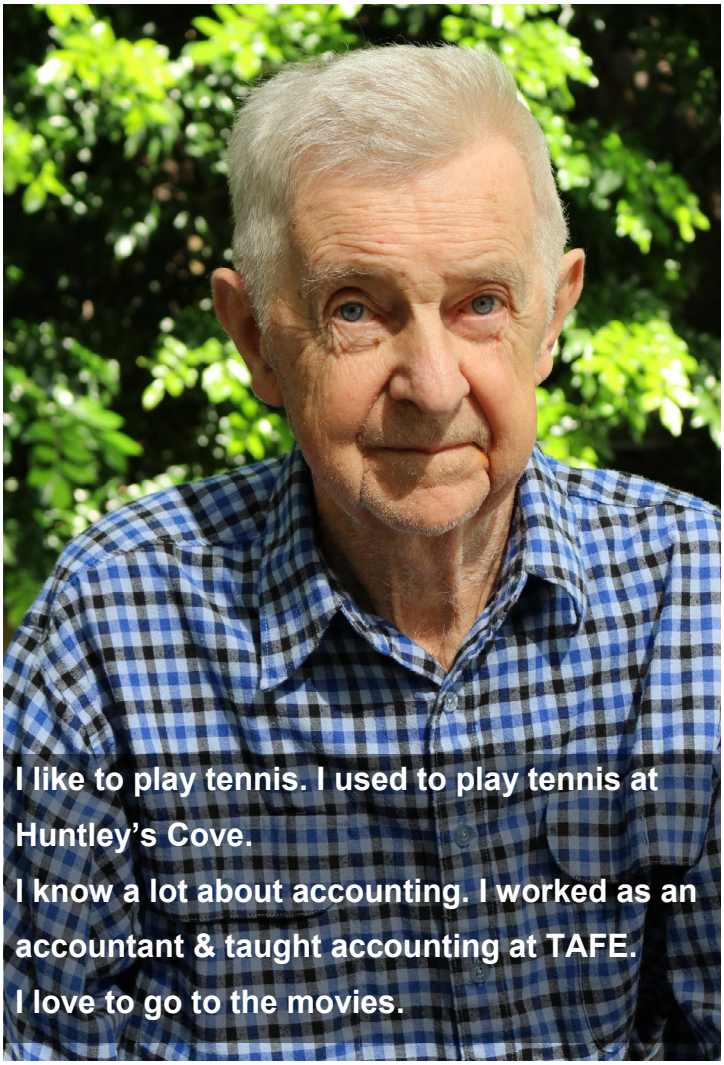
This new role will help us to enrich the lives of our residents and their families, and fulfil the mission that Jesus Christ set out for us: *"Let your light shine before men, that they may see your good deeds and praise your Father in heaven."*

See Me.
Know Me.

Meaningful Ageing Australia (MAA) is a representative for spiritual care to the ageing population.

MAA understands the positive effects an engaging spiritual journey can have on residents. MAA works with organisations who are united around a common goal of full quality of life for the older people they are serving.

''The See Me. Know Me.' campaign is designed to help seniors feel more valued, to help them connect with staff and volunteers, and ultimately to empower them to deliver their message that will truly tune into them as a whole person.



Inspired by the strong positive reaction the 'See Me. Know Me.' poster series. MMA have published conversation starters for seniors to use with families and friends, to share a bit about their story, their values and interests.

Christaelphian Aged Care's vision, mission and values seeks to 'treat our residents and their families with love and respect'. We have taken the 'See Me. Know Me' project and implemented at our Homes.

Ashburn House resident Arthur was enthusiastic about sharing his story, and wanting to showcase the positive impact a simple conversation can have on an individual's spirituality.

When Madhu Nittala, the leisure and lifestyle officer commenced at Ashburn House she found the 'See Me. Know Me.' posters helped her to connect with residents.

"When I first started at Ashburn House. I would often spend time reading the 'See Me, Know Me.' posters in each of our resident rooms. They're posted on each of our residents rooms. Before I would introduce myself as the new leisure and lifestyle officer. I would give the poster a quick read over and learn more about that resident. It was super helpful and the perfect way to help start conversations with residents. I could know instantly how to connect with each of them."

MAA is a great resource for our organisation, with plenty of fantastic initiatives available on their website. Keep your eyes out for more wonderful ways Christadelphian Homes will help keep our residents cognitively involved.

FRUIT OF THE SPIRIT

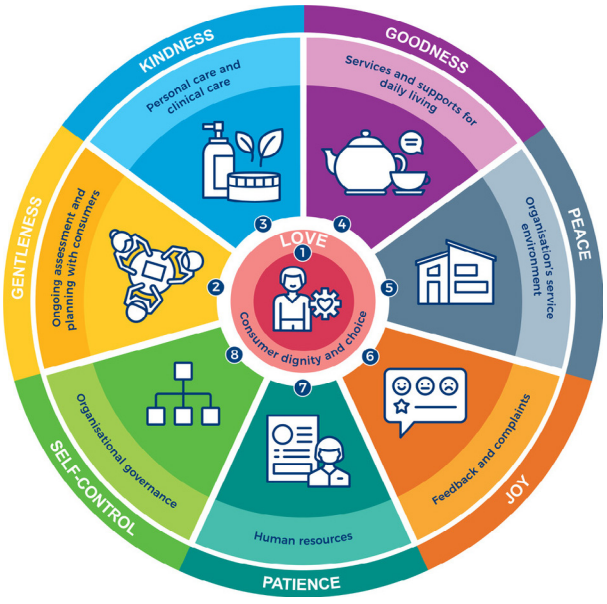
Vital to the success of CHL is making sure the way we operate and provide care and services is aligned to our mission. Over the past 2 years there has been a strategic focus on refining our Vision, Mission and Values to create the right foundation and aspiration for the organisation.

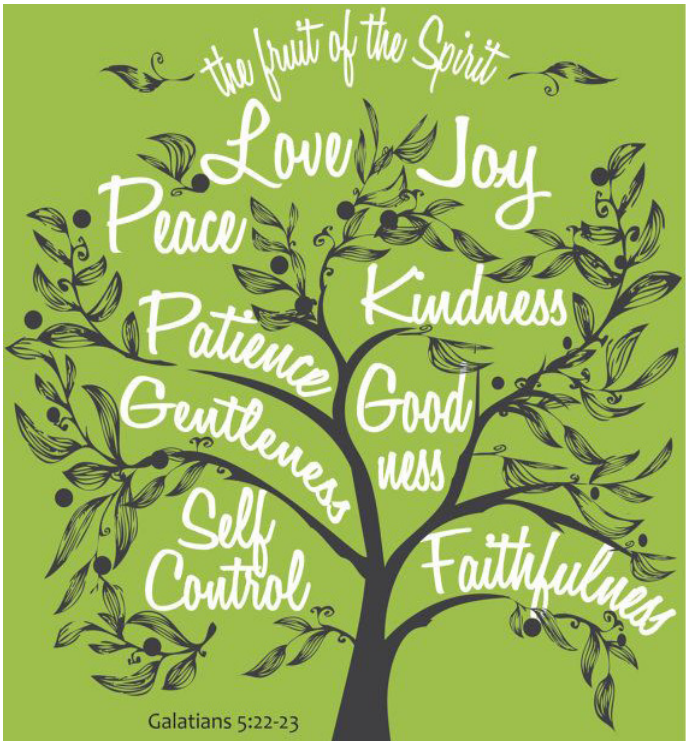
For the first half of 2020 Carryn Oosthuizen took a step back from the Board and in the capacity of Head of Mission developed a strong framework to guide CHL in pursuing our mission. The framework defined the steps needed to deliver the message right across the organization from the Board, to management teams, and staff and consumers.

Our focus is on fulfilling our Mission; ensuring it is understood, clearly seen and experienced by residents, families, staff, volunteers and the Christadelphian community. We must ensure that all we do is aligned with the values, principles and actions of God, and His son the Lord Jesus Christ. This reminds us why we are in the aged care business.

Our Mission has been refreshed – who we are, why we do it and how we do it – aligning it with the views and beliefs of the Christadelphian community, and verifying that it fits the environment in which we operate. *Galations 5: 22-23 "But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law".*

1 July 2019, the Aged Care Quality and Safety Commission issued new Aged Care Quality Standards across all organisations providing





aged care services in Australia. We have linked these eight (8) Standards and joined them with the Fruit of the Spirit, our Values. For example, Standard 1 – Consumer Dignity and Choice we have aligned with LOVE. (See the wheel on bottom page) Simply put, this means communicating respectfully, recognizing and respecting a resident's individuality, being non-discriminatory, sensitive, responsive, allowing a resident to define their own identity.

We have commenced a journey in providing our staff with a better understanding of our Mission and Values, influencing behaviours and creating a culture where expressions of the Fruit of the Spirit are a part of everyday practice.

To build awareness and appreciation of the difference the mission and values make for staff and residents we have showcased them on computer screens, t-shirts, mugs and lanyards. To engage staff, we continue to communicate through short talks, videos and posters; and have imbedded the messages in our recruitment process, position descriptions and induction training. Fruit of the Spirit information is provided through brochures and handbooks at time of enquiry and again on admission. We have initiated prayer requests and prayer meetings and continue to improve communication with our Brothers and Sisters.

We thank you for your continued support and God's blessing on us and ask that you remember the Homes and those who live and work under our roof in your prayers always.

2020 CALENDAR

Resident Calendar Photoshoots

After 13 photoshoots, 154 participants, dozens of costume ideas and nearly 80 hours of graphic design, the 2020 Resident Calendar was ready to be published.

The leisure & lifestyle staff sat down with the residents to decide which movie they would like to perform. From there, costumes were purchased and dates were scheduled for the photoshoot. A green screen was set-up as the backdrop. Residents were puzzled as to how the final product was going to look as it looked unnatural. The green screens purpose is to allow our graphic designer to place specific themed backgrounds into each photo.

The residents chose these movies:

- Ashburn House - My Fair Lady
- Casa Mia - Singing In The Rain
- Chamberlain Gardens - The Great Gatsby
- Corporate Services - Top Gun
- Courtlands #1 - Westside Story
- Courtlands #2 - Picnic at Hanging Rock
- Courtlands Village - Ride Like A Girl
- Maranatha Aged Care - Herbie
- Maranatha Village #1 - Get Smart
- Maranatha Village #2 - Calamity Jane
- Northcourt - Sound of Music
- Southhaven - Wizard of Oz
- Westcourt Village - Ladies in Black

Sandra Ackers, a self-care resident involved in the Courtlands Village performance of 'Ride Like A Girl' said that the recreation "was a fabulous way to get all residents involved across Courtlands Village. The photoshoot was planned on Melbourne Cup Day, so everyone was dressed up exceptionally well. There was plenty of laughter and entertainment as we lined up to get our photos taken. The hard work has paid off as you can see the quality of the other entrant calendar photos. What a fun time it was."

Christadelphian Aged Care Facebook members voted to determine the front cover of the 2020 Resident Calendar. 'The Great Gatsby' by Chamberlain Gardens Aged Care was chosen as the winner! (Photo above).

CONNECTIONS IN CRISIS

By Jacob Morgan - CHL Company Secretary

Many times this year, as an organisation providing aged care services, we have been caused to weigh our priorities in response to the threat of a deadly new virus in the guise of the COVID-19 pandemic.

"Speed beats perfection every time" was the mantra of epidemiologists promoting acting quickly as more effective at slowing the contagion (even if adjustments were later required) than taking longer to implement "perfect' control plans.

For the CAC Management Team, safety has been front and centre as we set our priorities and considered those that reside with us, work for us, visit us and support our operations. At the same time we have sought to respond in a way that upheld our mission and values and accommodated the broader wellbeing needs for these same groups, particularly the residents we directly care for.

Adjustments were required by everyone and we acknowledge the impact of making significant changes to our daily operations often implemented at "speed", the most obvious and direct being the ongoing limitations and modifications for visiting residents.

'Window of Love' visit by relative with Courtlands resident

Implementing controls like physical distancing, entry restrictions, strict personal hygiene practices and wearing of masks have come at a financial and social cost, however; through this period of dramatic change it is evident we have found ways to maintain those ever important social connections. In some ways the vulnerability we shared in the face of this pandemic has brought us together and highlighted our common priorities for wellbeing and connection to a community.

Through this crisis we have communicated more often with staff with greater emphasis given to messages about safety, health, well being and self care. We have surveyed staff to ensure that we were providing them the support they needed to do their best work. Staff have risen to the challenge of learning and adopting new ways of working; and together with patience, understanding and cooperation they have continued to focus on delivering excellent service each day.

I observed staff checking in on each other, mindful that others were being challenged by the demands and uncertainty of a suddenly disrupted daily routine - many navigated schooling from home, new technologies and changed work procedures with a compromised family budget for some.

For our residents, their family members and representatives we have increased the frequency and detail of our communications seeking to provide assurance through this time of increased anxiety.

To bridge the physical divide phone calls, video calls, video messages, window visits and updates from our care staff all helped residents and their family and friends to communicate, stay informed and feel connected.

Right across Australia and within Christadelphian Aged Care and the homes we operate there is evidence of a collective mindset, taking actions for the benefit of others more at risk; this cooperative spirit has gone a long way to controlling the pandemic in our communities. As we continue to weigh our individual and collective priorities the value of safety and wellbeing and the necessity of social contact and staying connected are much clearer now.

STEPTEMBER

As an organisation, we are always trying to encourage and bring together our staff members through different initiatives. This past year Christadelphian Homes commenced the STEPTEMBER challenge.

STEPTEMBER involves teams of four participants calculating their total number of steps taken in September. This program raises awareness and money for Cerebral Palsy. For those that may not know, Cerebral Palsy is a neurological disorder that appears in infancy and early childhood affecting muscles and body movements.

Christadelphian Homes values of Love, Gentleness, Kindness, Joy, Goodness and Self-Control makes STEPtember the perfect cause for staff members to get behind.

Chamberlain Gardens staff members increasing their step count rain, hail or shine!

The competitive spirits were in full force during the month of September at the Homes. Teams eagerly boasted to each other the steps they were walking each day. The prize for the winning team would be a newly refurbished and decorated staff room. This was a great incentive and was ever-present in team members minds.

The Megastars from Chamberlain Gardens were the winning team, who walked a whopping 1.5 million steps. Val Charlton, a winning team member said:

"I was really excited to see the announcement that CAC had committed to the Steptember initiative, and immediately created posters to encourage the participation of our staff. We had several teams sign-up and it was amazing that two of our teams won the step challenge. As a result, we won the $2,500 staff room upgrade prize. One of the Chamberlain Gardens' teams came 2nd with fundraising, being pipped at the post at the last minute by a few dollars! September will remain an important month in my calendar and I look forward to CAC signing up again next year!"

The winning team were able to deck out Chamberlain Gardens' staff room with new furniture, paint, and electrical equipment.

Congratulations to all those who donated and got involved in this fantastic program, which collectively raised **$7,120** towards the Cerebral Palsy.

Technology Update 2019-20

Completed Projects

CCTV SYSTEM UPGRADE

Existing CCTV security system has seen an upgrade in its software. The new software now allows for extra coverage and storage of footage.

GUEST MANAGEMENT SYSTEM

All visitations during COVID-19 will require signing in through a tablet. Similar to contact tracing methods undertaken at hospitality venues.

DIGITAL MEDICATION SYSTEM

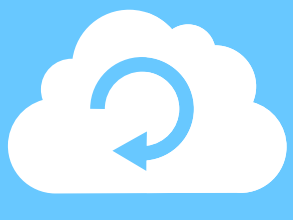
The new medication system ensures nurses can administer resident medication on tablets without the need of desktop based computers.

UPGRADED CLINICAL SYSTEM

The clinical management system has been upgraded which sees improvements to roaming capabilities and features for nurses with tablets.

Future Projects

CLOUD & COMPUTER UPGRADE



New cloud based computing will consolidate existing operating systems enabling users to streamline processes.

PHONE SYSTEM UPGRADE

The upgrade of our existing phone lines and phone system will see higher quality calls and improve connectivity.

INTERNET CONNECTION UPGRADE

Installation of high-speed Internet connections will see improved Internet connectivity and capability throughout our Homes.

EDUCATION & POLICY SYSTEM

An all-in-one system which will record education, training records and risk management policies.

PROPERTY & DEVELOPMENT

Progress has continued with renovations and refurbishments to our aged care homes and retirement villages. With more planned projects to be undertaken in the future, here is a brief breakdown of the completed works in the last financial year.

Ashburn House

- Minor renovations completed to resident bathrooms and bedrooms. Including painting and floor replacement.
- The dining rooms have seen an overhaul with new furniture, painting, lighting, curtains and décor.
- Major works to replace air-conditioning has been completed.
- Lower-Ground floor activities room has been upgraded with new furniture.
- New umbrellas outside Kiosk.

Casa Mia

- Rooms are being upgraded as they become available, which includes new paint, flooring and plantation shutters.
- A new palliative care room has been installed.
- New furniture has been placed throughout the dining room areas.
- The dementia area courtyard has been upgraded.

Chamberlain Gardens

- Minor renovations have been completed, which includes touch-up paint jobs. When rooms become available they are upgraded with new carpet/vinyl flooring and paint.
- Some dementia specific rooms are being reduced and converted into higher-level aged care rooms, due to demand for this room type.
- Creating a dementia specific garden area in the courtyard.

Courtlands

- We are currently in the final stage of major renovations to The Terrace, which commenced in 2018.
- The Grove and The Grange have seen significant renovations. Featuring new and lively décor changes.
- A Gentleman's Lounge area is planned to be created for The Grange.

Maranatha

- Rooms are being upgraded as they become available, which includes new paint and flooring.
- On-going minor touch-ups are completed throughout the facility when needed.
- 3 vacant houses along Anzac Avenue have been demolished.

Northcourt

- Minor renovations have been completed throughout Northcourt which include a touch-up paint jobs.

Retirement Villages

- Courtlands Village units continue to be renovated featuring new bathrooms, flooring, painting, and fixtures. Further refurbishments will commence upon sale of said unit.
- The Courtlands Village Centre is being extensively refurbished. This will see an upgrade to the flooring, curtains, lighting, kitchenette, offices and kiosk.

Southhaven

- The existing lift in Riverside area has been replaced.
- The Treetops Lounge/ Dining area has been refurbished with new paint, curtains and chandelier lighting.
- A new palliative care room has been installed.

Marketing Snapshot 2019-20

General Information

121,006
website page views

1,803 e-newsletter subscribers

Average 4.3/5
- Google rating

Advertising in
11 publications

Facebook Statistics

11,244
Facebook Followers

56
Advertising Campaigns

228,417
People Reached

1, 158, 129
Interactions

New Advertising

hillsbus

- 4-month advertising campaign from May - August 2020
- Advertising Courtlands Aged Care & Retirement Village
- The buses with our advertising are on routes throughout the Hills and Parramatta local areas.

Retirement Village & Resort Expos
Helping you find the right retirement living community

- Expos are held to provide information about retirement villages - gain an understanding of village life.
- We participated in the September 2019 Expo held in Epping.
- The expo which we will advertise Maranatha Village has been placed on hiatus due to COVID-19.

Our Homes

Christadelphian Homes runs six aged care homes in NSW, and one in QLD, which offer 24-hour residential nursing care for those who need assistance with everyday tasks, such as eating, dressing and bathing.

Ashburn House
20-34 Ashburn Place, Gladesville NSW

Ashburn House is a modern aged care home with single and companion rooms, and a specialised dementia unit. There is also a café, theatre, library and Extra Service places.

Casa Mia
28 Alma Rd, Padstow NSW

Casa Mia features private and companion rooms in a family environment. There is a secure unit for residents with dementia and other cognitive difficulties, and beautiful lawns and gardens.

Chamberlain Gardens
53-67 Chamberlain Rd, Wyoming NSW

Chamberlain Gardens is a large aged care home on the Central Coast of NSW. It offers a range of private and companion rooms with balconies and patios, along with a secure dementia unit.

Courtlands
15 Gloucester Ave, North Parramatta NSW

Courtlands is set in a beautiful garden estate, and offers a range of accommodation options, including a specialised dementia unit and Extra Service places.

Maranatha
1582 Anzac Ave, Kallangur QLD

Maranatha features modern accommodation within beautiful landscaped gardens. Private and companion rooms are available, and a secure dementia unit.

Northcourt
7 Saunders St, North Parramatta NSW

Northcourt is a small aged care home that offers outstanding 24-hour care in a family environment. It features private and companion rooms, along with an outdoor deck and entertaining area.

Southhaven
11 Queensbury Rd, Padstow Heights NSW

Southhaven is located on the banks of Salt Pan Creek, and features single, companion and shared rooms. There is also a café onsite, along with a theatre room and comfortable lounge areas.

Our Villages

Christadelphian Homes operates two retirement villages in NSW, and one in QLD, for those over 65 who have retired and desire a low-maintenance and social lifestyle.

Courtlands Village
15 Gloucester Ave, North Parramatta NSW

Courtlands Village offers newly renovated one, two and three bedroom units with views of stunning landscaped gardens. Some features are a village centre, hair salon, chapel, gym and recreation rooms and a well-stocked library.

Maranatha Village
1582 Anzac Ave, Kallangur QLD

Maranatha Village features spacious two and three bedroom ground-floor units, with modern kitchens, open plan living and secure garages. There is also a recreation centre, a café and a beautiful lagoon.

Westcourt Village
21 Darcy Rd, Westmead NSW 2145

Westcourt is a small and quiet retirement village with 10 villas. Amongst the manicured gardens, car spaces are available, and entertainment areas including barbecue facilities.

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