



ANNUAL REPORT 2021-2022

**MATTHEW FLINDERS
CARE SERVICES**



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OUR MISSION & VALUES

MFH MISSION

TO ENHANCE THE QUALITY OF LIFE OF RESIDENTS THROUGH THE PROVISION OF HOLISTIC CARE AND SUPPORT SERVICES IN AN ATMOSPHERE THAT MAINTAINS DIGNITY AND SUPPORTS INDIVIDUAL RIGHTS.

MFH VISION

To be the leading provider of the highest ethical and professional standards in aged care whilst influencing change and recognising individual needs, expectations and rights.

MFH PHILOSOPHY

It is the philosophy of care in MFH that individuals are valued and entitled to live their lives at the highest level of dignity, independence and quality possible whilst acknowledging they have a right to make their own choices and decisions regarding their lives and care.

MFH GOALS

- To maintain the vision of the home
- To provide the highest standard of services to residents and clients by suitably trained staff
- To provide a safe, secure environment in which residents and clients retain their independence, dignity and respect
- To provide a lifestyle which encourages social independence and variety of experience within a home atmosphere
- To maintain family and community involvement within the Organisation
- To strive for excellence and best practise in all areas
- To maintain accreditation standards

LOOKING TO THE FUTURE

CHAIRMAN OF THE BOARD REPORT

WE HAVE HAD A VERY EXCITING, CHALLENGING AND REWARDING YEAR AT MATTHEW FLINDERS CARE SERVICES.

The significant refurbishment of the Residential Aged Care Facility with the addition of twenty six new rooms is now complete with the opening now imminent.

Delays were caused by COVID-19 which also impacted on the building material supplies, but we are here at last!

We have had many challenges with Covid lockdowns and Government regulations but again, these have been managed to minimise disruption to our Care Recipients and clients.

I thank our unsung heroes who are our staff and management team who are the reason we operate day to day, week to week in such an efficient and caring manner – you are all amazing!

We have signed off with University SA to build a training facility on our MFH Oxford Terrace site. This has been accommodated by purchasing a neighbouring property. This facility will be fantastic for the training of Allied Health students for all aged care facilities and allied health operations, and we see this as a major benefit to Port Lincoln and the Lower Eyre Peninsula.

I finish by thanking our exceptional Board Members whose varying skills have assisted in navigating the challenging yet exciting times across Matthew Flinders Care Services.

STEVE KEMP – CHAIRMAN
MATTHEW FLINDERS CARE SERVICES



THE TREASURE LIFE TEAM RAISED \$65,500 FOR MATTHEW FLINDERS HOME INC.



THE NEW BOSTON LOUNGE HAS AMAZING VIEWS OF PORT LINCOLN FOR EVERYONE TO ENJOY.



THE LOVELY DAY CENTRE STAFF AND CLIENTS ARE ALWAYS HAVING A GREAT TIME.

SUCCESSSES, HIGHLIGHTS & CHALLENGES

CEO'S REPORT

WHILE COVID MAY HAVE TAKEN THE SPOTLIGHT, IT CERTAINLY HASN'T BEEN THE HIGHLIGHT OF OUR YEAR. SO MUCH HAS BEEN ACHIEVED THIS YEAR, FROM ACCREDITATION TO COMPLETION OF THE BUILDING, IT IS REALLY IMPORTANT TO STOP AND REFLECT ON OUR POSITION AND ALSO CELEBRATE THESE ACHIEVEMENTS WITH OUR COMMUNITY.

ACCREDITATION

We are very pleased to have been re-accredited for a further 3 years.

On the 12 – 14 October 2021, the Aged Care Quality and Safety Commission attended our site and conducted an audit to assess the quality of care and services provided through the service against the Aged Care Quality Standards.

Where issues or improvements were identified by the audit team, they were immediately rectified within the required time-frame and we were granted re-accreditation for a further three year period.

Consumer engagement and feedback, our provision of safe and quality services, effective organisational systems and processes, combined with our history of continuous improvement, contributed to us gaining re-accreditation.

I commend all staff for caring for our care recipients with compassion and respect and creating a happy, welcoming and nurturing environment.

COVID

The impacts of COVID – 19 on our care recipients, staff and community will be felt for a long time. We endured periods of lockdowns, illnesses, staff shortages along with the changing regulations and government mandates. It certainly has been an extremely challenging environment for Aged Care to operate in, and we are thankful that our amazing staff rallied together and maintained their focus on providing care to our much loved residents and care recipients.

There is now a renewed focus on building care recipient strength and socialization, with the lifestyle team introducing specialised activities that promote re-engagement and physical wellbeing.

WORKFORCE

Workforce requirements in Aged Care and Health Care continue to dominate both the mainstream media and our own organisation's agenda. There have been many reports on the ageing population and demographic trends all pointing to future staffing shortfalls in aged care. While COVID certainly exacerbated the situation, this is not a new issue.

Our challenge will be in meeting current and future workforce demand, while ensuring we are moving beyond provision of basic care and focusing on meeting the needs of individuals that promote quality of life, wellness and provide a supportive environment for our elderly to thrive.

To enact this in a strategic manner, we have collaborated with UniSA in the building a nursing and allied health training centre on our facility, which will provide strong opportunities to secure a future workforce.

MFH / UNISA TRAINING CENTRE

We are absolutely pleased with the announcement that UniSA in collaboration with Matthew Flinders Home Inc have been successful in obtaining a \$3.66 million Commonwealth funded grant to fund the building of a training centre, ongoing funding to support the running of the centre and funding to support rural students on placements within our aged care facility.

The grant was for Universities with existing RHMT programs in Rural and Remote locations to build a training centre, co-located with a Residential Aged Care Facility.

MFH and Uni SA had an established and successful relationship, placing many nursing and allied health students within our facility.



THANKS TO THE GENEROSITY OF THE MASONIC CHARITIES DONATION WE CAN ALL GET OUT AND ABOUT SAFELY AND IN STYLE IN OUR NEW BUS.

→ CEO'S REPORT

Given the critical health workforce shortages in the region and our own recruitment challenges, the Matthew Flinders Home Inc Management and Board considered this a valuable project to be involved in, given the significant benefits it would provide to our ageing community.

Matthew Flinders further enhanced their commitment to the project by investing in the purchase of an adjacent property to locate the purpose built training facility and will be incorporated into the next phase of our site redevelopment, with an estimated completion date of December 2023.

We are now in the Project Design phase of planning the building, in collaboration with Uni SA. The new facility will include dedicated teaching spaces, an innovative simulated resident's room, a clinical skills lab, flexible tutorial space, computer and student conference rooms.

This new building will provide opportunities for students and local health workforce to engage in a diverse range of education activities, supported by University academic staff.

Supporting high-quality rural health training is an effective way to address gaps in the rural and remote health workforce and significantly improve the health and wellbeing of those living in rural and remote areas.

GRANTS AND DONATIONS

Being a Not-for-Profit, charitable organization, we are so grateful for the generous support from our Community. Every bit helps us and directly assists those in our care.

This past year, we were very lucky to form a relationship with a team of inspiring individuals dedicated to improving our community. The Treasure Life Team, rode from Ceduna to Port Lincoln to raise funds and awareness for Ronald McDonald House and Matthew Flinders Home Inc.

Many in our Community were unaware that we are a local community owned, charitable organisation, founded in the 1970's by many passionate members of our community with foresight, initiative and a lot of fundraising. To this day our Board members volunteer their time and skills to govern our organization effectively.

Our Chairman Steve Kemp, Board Member Robyn Dawson and their spouses joined the Treasure Life Team and contributed to the success of the fundraising efforts. It was a massive undertaking, with many hours, days and weeks of planning and training, with significant benefit to MFH Inc. \$65,500 was donated from the Treasure Life Ride toward Matthew Flinders Home Inc.

Masonic Charities very kindly provided us with a grant of \$120,000 towards a new bus. In deciding what bus to purchase and the features needed, we consulted widely with our care recipients and lifestyle staff to ensure their needs were met.

The bus was finally delivered to us in September 2022 and was put to good use straight away. Having access to transport for many of our care recipients is vital for their wellbeing, to remain connected to Community and to encourage socialisation. The bus is well used for outings and activities organized by the wonderful lifestyle teams at our Day Centre and our Residential Facility.

Tunarama entrant Rachel Vella fundraised \$21,000 with Matthew Flinders Home Inc nominated as her charity. The fundraising also went toward the purchase of our new bus. We are extremely grateful for her efforts and her successful campaign in becoming the highest fundraiser.

The Unity Op Shop also contributed \$2,500 toward the purchase of the new bus. Again, we are so grateful, as it is these acts of generosity that enable us to purchase equipment that enhances the lives of people we care for.

Looking to the future, I feel we are very well positioned to deal with the many changes that are coming our way.

We have a dynamic Board and Leadership Team that functions extremely well together, with respect and foresight. Individually and collectively, we have the interests of our Care Recipients, Clients and Community at the core of every decision we make.

We are also blessed with a team of exceptional staff, that have proven themselves beyond measure.

All of the qualities combined - a visionary Board, a strong Leadership team and exceptional staff, contribute to the strength of our organisation and secures us for the future.

NIKKI MEREDITH

CHIEF EXECUTIVE OFFICER



NIKKI MEREDITH
CHIEF EXECUTIVE OFFICER



THE WHEELCHAIR LIFTER MAKES OUTINGS
ACCESSIBLE TO EVERYONE.



THE AMAZING TREASURE LIFE TEAM AFTER THEIR RIDE
FROM CEDUNA TO PORT LINCOLN.

CONCEPT TO COMPLETION

BUILDING REPORT

WE ARE PLEASED TO ANNOUNCE THAT THE BUILDING OF THE NEW BOSTON WING HAS BEEN COMPLETED.

We are pleased to announce that the building of the new Boston wing has been completed. The Certificate of Practical Completion and the Certificate of Occupancy were subsequently issued in October 2022. We are now a 76 bed facility, and have enacted our 7 additional bed licenses upon completion of the building.

The Building Committee and project teams worked tirelessly to ensure that the building progress remained on track throughout some very challenging times.

The impact of COVID was felt, as it was throughout the building industry, with shortages of contractors, factory shutdowns and issues with supply of building materials, but throughout the build, we managed the risks without blowing out on the total cost of the project or experiencing significant delays.

Overall, the total approved project cost to date is \$6.216 million, with a forecast cost of \$6.471 million against a budget of \$6.425 million.

The major variances to the budget were as a result of increase in the scope of works to include improvements that we identified throughout the build and unforeseen issues with existing underground services.

The Building Project Committee, Damien Mc Quillan, Steve Kemp and Nikki Meredith are delighted to see the completion of this significant project for Matthew Flinders Home Inc. We are all acutely aware of the benefit that this will provide to our residents and Community and feel very proud of what has been achieved.

We are now planning to welcome our Community into our facility and we look forward to our next exciting chapter in our organisation's history.



THEN AND NOW, SO MUCH HAS HAPPENED.



OUR NEW ROOMS ARE ALL SINGLE
ROOMS WITH ENSUITES

A NEW CHAPTER

DRC REPORT

IT'S BEEN A BUSY YEAR IN THE RESIDENTIAL FACILITY AS WE'VE WORKED THROUGH THE CONTINUING COVID CHALLENGES AND WATCH WITH ANTICIPATION THE ONGOING BUILDING WORKS AND PROGRESS OF OUR NEW WING.

We continue to work with our Care Recipient's and their family representatives to ensure we meet the needs of each individual and encourage input and feedback to make improvements to our services. With the redevelopment/extension now nearing completion, we look forward to growing our Residential Facility with additional beds to offer care to our community. Everyone is excited to soon be occupying the new development and discussions with individual Care Recipients and/or their family representatives are well underway to occupy the new rooms.

New Aged Care Reforms resulting from the Royal Commission into Aged Care will be in place by December 2022 driving Residential Aged Care services to further improve care and quality standards to ensure quality care is provided to the most vulnerable. The new reforms will include a new funding arrangement AN-ACC, public star rating system consisting of information from Care Recipients feedback through the Consumer Experience Interviews, Aged Care Quality and Safety Commission

reports from accreditation and spot visits, quarterly financial reporting, Quality Indicator Reports and care minutes provided. We are confident that our service will receive a good star rating and look forward to the results.

We look forward to the future of Matthew Flinders Home as we continue to provide care to our community members. I personally thank and acknowledge the fantastic team of staff who have shown dedication and love to the people in our care at Matthew Flinders Home. Our staff have worked under difficult circumstances in the last few years in an industry that is often misunderstood however, they remain passionate and dedicated to the Aged Care Industry. They are genuine hard worker's, who often put other's families before their own and I deeply respect them all for the work that they do to such a high standard. Without our staff's continuous compassion and empathy, we could not provide the care that we do.

Thank-you for supporting our Care Recipients, our staff and myself at Matthew Flinders Home Inc.



CARE RECIPIENTS ENJOYING THE BEAUTIFUL FORESHORE AND SUNSHINE PORT LINCOLN HAS TO OFFER.

COVID PLANNING

DRC REPORT

COVID HAS AGAIN BEEN THE DOMINATING TOPIC OF CARE IN THE PAST 12 MONTHS AS WE LEARN LESSONS FROM OUTBREAKS AND RECEIVE GUIDANCE AND DIRECTIONS FROM BOTH STATE AND FEDERAL HEALTH DEPARTMENTS. MATTHEW FLINDERS HOME HAS EXPERIENCED 2 COVID OUTBREAKS IN 2022 BRINGING ADDITIONAL CHALLENGES TO NORMAL OPERATIONS.

Our staff continued to provide quality care to our Care Recipient's, and we are extremely proud of the dedication and level of care they have delivered in particularly difficult times.

The first outbreak in July 22 had 7 Care Recipients and 11 staff infected with COVID however, the spread was quickly contained to the Hakea area and our recovery was rapid. In August 22, COVID infected our home again with the Care Recipients in Waratah becoming infected followed by a number of staff. With staff resources quickly diminished through infection, our staff worked tirelessly to combat further infection however we soon had COVID infections in all sections except Melaleuca. The total number of COVID infections in 2022 outbreaks were 34 Care Recipients and 30 staff equating to a third of our Care Recipients and Staff. During the second outbreak in the home we called upon the Department of Health and the Australian Defence Force to assist us with critical surge workforce ensuring

the care of our Care Recipients was uninterrupted. We were extremely grateful for the assistance provided to our tired staff. 5 weeks of isolation was extremely difficult for our Care Recipients, loved one's friends and staff and we are so appreciative of all the messages of support that we received. Our COVID vaccination rates sits at 94% of our Care Recipients fully vaccinated with 3 or more vaccines which has resulted in mild COVID symptoms and minimal affects. Most infected Care recipients quickly received Antiviral medication when a COVID infection was confirmed and we utilised telehealth services so that our GPs could maintain connections with their patients. We now look to the future, use our knowledge in outbreak management from the learned experiences and continue to monitor and use all the resources available to us.

DANIELLE GREEN
DIRECTOR OF RESIDENTIAL CARE



CLINICAL NURSE
MANAGER
BERNADETTE HAAS

THE WONDERFUL COVID
MANAGEMENT TEAM

TRAINING & DEVELOPMENT

DRC REPORT

WE CONTINUE TO STRENGTHEN OUR PARTNERSHIP WITH UNISA AS THE LEARNING CENTRE PROJECT DEVELOPS WITH NURSING, PHYSIO, AND OCCUPATIONAL THERAPY STUDENTS ALL COMPLETING PRACTICAL PLACEMENTS ON SITE THROUGH 2022.

We are excited that the students are working closely with our staff and Care Recipients and gaining great knowledge with the exposure into the Aged Care sector. We look forward to increasing our student placement capacity to assist students and by offering more opportunities to local students, we hope they remain in our Community while studying with UNISA.

We continue to work with local training organisations to assist us to build our workforce and have offered

many traineeship opportunities throughout 2022. The traineeships we offer cover all aspects of our organisation and include, Personal Care Workers, Kitchen Operations, Leisure and Lifestyle and Allied Health. These opportunities assist us to build our workforce whilst offering locals training opportunities.

DANIELLE GREEN
DIRECTOR OF RESIDENTIAL CARE



MFH ENCOURAGES A CONTINUOUS
LEARNING ENVIRONMENT.



THE CARE RECIPIENTS ENJOY INTERACTING WITH ALL OF OUR STUDENTS THAT COME AND GO.



THE \$3.66M GRANT TO BUILD THE NURSING & ALLIED HEALTH TRAINING CENTRE WILL PROVIDE MANY BENEFITS TO THE REGION.

CARE DURING CHALLENGING TIMES

COMMUNITY SERVICES REPORT

THE 2021/22 YEAR PRESENTED MANY CHALLENGES WITH THE ONGOING COVID-19 SITUATION INCLUDING MANAGING LOCKDOWNS AND CHANGING MANDATES WHILE SUPPORTING OUR CARE RECIPIENTS IN THEIR HOMES AND IN THE COMMUNITY.

What became very evident was the dedication and passion of our employees who were committed to providing the best possible care during these times. Similar to many Aged Care providers we faced staff shortages and we were required to adapt our services based on our capacity.

In October 2021 I commenced 6 months maternity leave with Lynn and Jodie stepping into higher duties across Home Care and Day Centre respectively during this time. I would like to thank Lynn and Jodie for their hard work during this time as they faced the peak of COVID across the Eyre Peninsula. Keeping the Care Recipients at the centre of what we do meant that we remained focused to providing high level care while adapting to the changing environment.

HOME CARE PROGRAM & NDIS

From July 2021 to June 2022 Matthew Flinders Care Services provided over 11,100 direct service delivery hours to 87 Care Recipients either in their homes or within their communities through the Home Care Program or self-funded in home aged care. This included 3465 hours of Domestic Assistance, 3414 hours of Personal Care, 2878 hours of combined Social Support and Respite as well as 688 hours of combined Nursing and Medication Support. Our services remained predominately with Port Lincoln as well Tumby Bay, Louth Bay, Coffin Bay and Ungarra.

Our Home Support Workers and Case Managers took all the necessary steps to minimise the risk of COVID for our Care Recipients and everyone involved showed resilience when masks and PPE became the new normal.

We also continued to grow our National Disability Insurance Scheme (NDIS) program and provided over 2300 direct service delivery hours to 14 people with nearly half of our services being assisting people with social supports to remain connected to their communities.

DAY CENTRE

Throughout the COVID-19 challenges, the Day Centre continued to provide group social activities to 65 people. Our outings remained our most popular activities with BBQs at Coffins Bay and lunch at Tumby always being well received. We introduced an Exercise Physiology group on a Thursday with other centre-based activities being focused around physical, mental and creative activities with some of the Care Recipient artwork being displayed at the Port Lincoln Library in May 2022. Bringing the community to the Day Centre was well received including animal visits from Lincoln Veterinary Centre and coffee catch ups at local cafes.

The Day Centre offered services to people across various funding types including Commonwealth Home Support Program, Home Care Packages and National Disability Insurance Scheme. We also provided ongoing physiotherapy and podiatry supports to 39 people through the Commonwealth Home Support Program.

EYRE PENINSULA HOME HOSPICE PROGRAM

The Eyre Peninsula Home Hospice Program (EPHOP) continued to provide after hours palliative care. This includes an afterhours and weekend phone support as well as in home medication support delivered by Registered Nurses. During the year, EPHOP provided after hours support to 23 people. This marked the highest number of referrals during a financial year since the program started in 2017. EPHOP continued to be a vital community program to give people choice and dignity within their lives. This program would not be possible without the efforts of the Eyre Peninsula Community Foundation who fund this program through local donations and the partnership with the SA Health Palliative Care team. This program continues to be a prime example of our community initiatives can provide quality service to local people.

BECK COTTON –
COMMUNITY SERVICES MANAGER



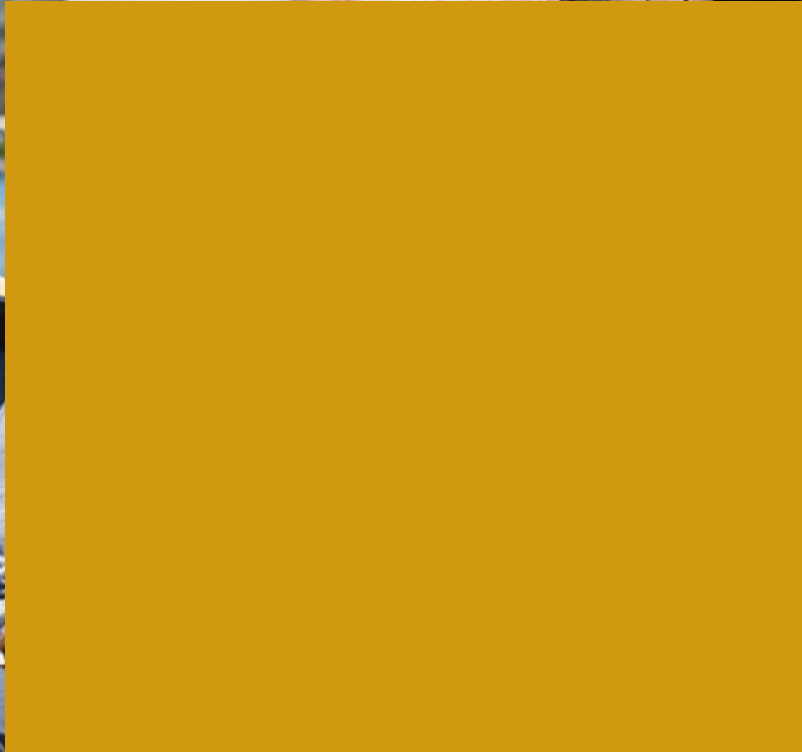
MFH HOME CARE STAFF SUPPORT OUR CLIENTS
INDEPENDENCE IN THE COMMUNITY.



RETIRED FARMERS STILL NEED TO GO CHECK THE CROPS.



THE YEAR THAT WAS





FOOD FOR THOUGHT

KITCHEN REPORT

THE MATTHEW FLINDERS HOME KITCHEN HAS RECENTLY COMPLETED THE SA HEALTH FOOD SAFETY AUDIT FOLLOWED BY THE ANNUAL MENU REVIEW. THESE REVIEWS HELP US TO IMPROVE OUR MEAL SERVICE AND FOOD SAFETY STANDARDS.

We are looking forward to receiving our results for both of these and will put any recommendations in place as soon as possible. It was great to have an education session for the staff following on from the Menu Review run by the Dietician that performed our review. This year we covered Nutrition in the Elderly and Texture Modified Diets which provided plenty of valuable information for our staff to incorporate into future meal planning.

Preparing a new menu is always a challenge but can also be great fun at the same time. We are fortunate to have such a wonderful array of fresh produce available locally and try to support local businesses by incorporating these as much as possible into our menus.

I'm lucky enough to be able to chat to the Care Recipients about what they'd like to see on the new menu. For some Care Recipients it's a lovely chance to reminisce about the favourite meals they had when they were young and sometimes the meals they recall that they really wish their parents didn't cook! Either way, many Care Recipients are quite adventurous and keen to try new dishes that they may not have tried before. It's a positive experience for the Care Recipients to have assistance and guidance with their

weekly menu choices. They appreciate the explanations and the delicious choices available to them. Sometimes it's hard to decide which dish to pick as they all sound so yummy.

It's such a thrill and always so rewarding for our kitchen staff to hear the lovely compliments and comments from the Care Recipients and their families. We really appreciate the feedback!

We must also put a shout out to our 2 wonderful, qualified chefs and kitchen team which make all these lovely and nutritious meals possible for everyone to enjoy. The catering staff plan and prepare meals for 69 Care Recipients at the residential facility and also the Matthew Flinders Day Centre clients.

We are currently researching new menu software and technology that will completely modernise our entire menu system whilst greatly reducing our use of paper but still allowing the positive interaction and input for the Care. Watch this space!

MONICA SANDERSON
RESIDENTIAL KITCHEN SUPERVISOR





OUR WONDERFUL CHEF PREPARING FRESH,
LOCAL PRODUCE.

A FOCUS ON LIFESTYLE

LIFESTYLE REPORT

MATTHEW FLINDERS LIFESTYLE PROGRAMME HAS CONTINUED TO PROVIDE A MEANINGFUL ACTIVITY PROGRAM FOR OUR CARE RECIPIENTS THIS YEAR DESPITE NUMEROUS COVID LOCKDOWNS AFFECTING THEIR ABILITY TO PARTICIPATE IN ACTIVITIES.

During this challenging period, the Lifestyle Team has focussed on creating a program that has offered as much opportunity as possible for our Care Recipients to engage with each other and with the community. A major priority has been to provide as much creativity and diversity in the range of activities as was possible within the scope of Covid restrictions.

Our Lifestyle Team has undergone some positive changes this year, one of which being new staff members undertaking traineeships in Lifestyle. This has been very rewarding for all involved and added new life to our already very passionate team. The process of mentoring new staff has also had a beneficial impact on the existing team by refreshing our focus on providing our Care Recipients the best quality of life.

The anticipation of waiting for the new bus to arrive was a very exciting time and since its delivery it has been continually utilised with many outings, such as a visit to our beautiful foreshore. Our Care Recipients used

the beach mat and the swimming bike to experience swimming in the ocean, which was something they greatly enjoyed. Many more bus outings have been planned for the near future.

Matthew Flinders provides many opportunities for volunteer engagement within our community in order to provide meaningful companionship to the Care Recipients, to assist with our Lifestyle Programs and support our Care Staff. Most importantly, our volunteers create a great sense of community, and we owe all our volunteers many thanks. Our vision moving forward is to recruit new Volunteers to our organisation in 2023.

The Spark of Life club programme will also be a special focus with the goal of elevating the quality of our dementia Care Recipients. Staff attended the Spark of Life program/ training, and we are working towards spreading the Spark of Life Philosophy by further education for staff.

JODIE STIGWOOD

Residential Lifestyle Coordinator



SOCIAL GATHERINGS ARE ALWAYS ENJOYED.



OUR PROFESSIONAL DAY CENTRE STAFF CONTINUED TO DELIVER QUALITY LIFESTYLE PROGRAMMES DURING CHALLENGING TIMES.

STAFF AWARDS

MATTHEW FLINDERS CARE SERVICES WOULD LIKE TO CONGRATULATE THE FOLLOWING TEAM MEMBERS ON WINNING STAFF MEMBER OF THE MONTH AWARD.



HEATHER SHUBERT
July 2021



KAMAL KAUR
August 2021



MARCUS VIVIAN
September 2021



JORDAN GOLDSMITH
October 2021



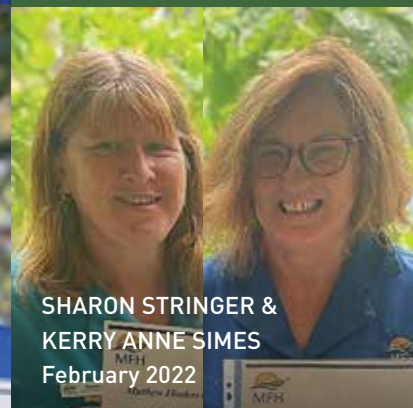
KATHY VARNEY
November 2021



DEB COLLINS
December 2021



JODI THOMAS
January 2022



SHARON STRINGER &
KERRY ANNE SIMES
February 2022



KAYLA HUGHES
March 2022



MEL MARKS
April 2022



ANNIE BASSO
May 2022



JACQUI FAULKHEAD
May 2022

STAFF MILESTONES

CONGRATULATIONS TO THE FOLLOWING STAFF MEMBERS FOR THEIR LONG SERVICE RECOGNITION.

10 YEARS

- DANNIELLE KILGALLON
- HOWIE NGUYEN
- MICHELLE PACKER
- CARME RUSH

15 YEARS

- RODNEY BALL
- KRISTINA TOTH

40 YEARS

- BERNADETTE HAAS



KEEPING IN TOUCH WITH NATURE.

GOVERNANCE OVERVIEW

INTRODUCTION

Matthew Flinders Home Inc. (MFH) is a charitable not-for-profit organisation. MFH provides high care aged care to the residents of Port Lincoln and Lower Eyre Peninsula. The Board of MFH applies sound governance to the conduct of the Board, and offer strategic direction to the organisation as a whole, ensuring MFH continues to meet the needs of the community services.

MFH is principally accountable to Members of the Association and through them, their carers, families, employees, volunteers and supporters and the community in general. MFH is committed to conducting its business with the highest standards of personal and corporate integrity.

It maintains a number of policies setting out the standards of personal and corporate behaviour which Board members and employees are required to observe.

BOARD OF DIRECTORS



STEVE KEMP
BOARD CHAIRMAN

Finance Committee & Building Working Group
Commenced Board
October 2017



ROBYN DAWSON
BOARD MEMBER

Organisational Wellbeing Committee
Commenced Board
January 2018



STEVEN JAMES
BOARD MEMBER

Finance & Audit Committee
Commenced Board
October 2018



DAMIEN MCQUILLAN
BOARD MEMBER

Building Working Group
Commenced Board
October 2019



JANE COOPER
BOARD MEMBER

Clinical Governance Committee
Commenced Board
October 2020



ROBERT MUECKE
BOARD MEMBER

Commenced Board
October 2020



JOHN WILLIAMS
BOARD MEMBER

Clinical Governance Committee
Commenced Board
October 2020

THE BOARD

ROLE OF THE BOARD

The Board of Directors exercises the powers vested in it by the Corporate Law, and the Association's Constitution. The Board is directly responsible to members for the long-term direction of the Association.

BOARD COMPOSITION AND SIZE

The Board determines its own size, subject to the limits imposed by the Constitution, and has agreed on a board of no more than ten (10) as a practical size for effective Board operations.

MEETINGS OF THE BOARD

The Board's scheduled meetings are normally twelve times during the year as well as an annual strategic planning conference. The Board also meets whenever necessary to deal with specific matters requiring attention between scheduled meetings.

Directors are kept aware of current and forthcoming issues regarding the Association's operations and performance through Board papers circulated in advance of meetings.

Board papers contain monthly and year to date financial and performance information compared with annual budgets.

Papers relating to particular issues are also included and senior management are invited to present and discuss these matters with the Board.

BOARD COMPOSITION 2021-2022

The composition of the Board provides MFH with a comprehensive skills mix, to ensure effective governance in key areas associated with the aged care sector, the requirement to deliver quality and safety in care and our current strategic focus.

The Board members all contribute to the effective Governance of MFH on a voluntary basis.

The Board is made up of eight members:

Chairman Steve Kemp	Robyn Dawson
Steven James	Damien Mc Quillan
Jane Cooper	Dr John Williams
Rob Muecke	Andrea Watherston (resigned)

The Board members as a group, possess a combination of technical skills, being accounting and finance, legal, marketing, public relations, clinical, risk management, human resource management and strategic planning.

In addition to technical skills, the Board possess personal attributes that enable the Board to function effectively.

2021-2022 BOARD MEMBERS:

	RESPONSIBILITIES	APPOINTED	MEETINGS ATTENDED	MEETINGS HELD
STEVEN KEMP	Chairman from Oct 2017	2013	11	11
ANDREA WATHERSTON	Board Member	2014 Resigned 12/8/21	1	1
ROBYN DAWSON	Board Member	2018	10	11
STEVEN JAMES	Board Member	2018	11	11
DAMIEN McQuillan	Board Member	2019	11	11
JANE COOPER	Board Member	2020	10	11
ROBERT MUECKE	Board Member	2020	11	11
DR JOHN WILLIAMS	Board Member	2020	8	11

→ THE BOARD

BOARD COMMITTEES

The Board has formed three Committees being the Audit and Finance Committee, the Clinical Governance Committee and the Organisational Wellness Committee.

The Chairs and members of these Committees possess the technical skills to assess the performance of MFH Inc and adequately review our systems and processes against the standards and requirements of an organisation that delivers aged care services in a residential facility and in the community.

CLINICAL GOVERNANCE COMMITTEE

The Clinical Governance Committee's primary purpose is to ensure that Matthew Flinders Home Inc maintains a safe and quality environment for both care recipients and staff and that the organisations clinical governance and care recipient feedback systems represent best practice, operates effectively, aligns with strategy and reflects the Matthew Flinders Home Inc mission and vision.

The Committee is made up of:

Board Member Dr John Williams (Chair), a General Practitioner in Port Lincoln and Vice President of the AMA SA, Board Member – Jane Cooper, CEO – Nikki Meredith, Director of Residential Care – Danielle Green, Manager of Community Services – Beck Cotton and Quality and Compliance Officer – Janet Hanson.

Key outcomes for the Committee include:

- Assist the board with informative and transparent information for clinical care
- Benchmark the organisation against local and national key performance indicators
- Initiate improvement and projects to strengthen clinical care using feedback systems and data from the CQI process
- Ensure clinical risks are identified and incidents managed and reported appropriately to the board.

The Committee meets quarterly or as needed and reports findings to the Board.

FINANCE AND AUDIT COMMITTEE

The Finance and Audit Committee primary purpose is to assist the Board of Matthew Flinders Home Inc in the effective conduct of its responsibilities for financial reporting, management of risk and maintaining a reliable system of internal controls.

Finance and Audit Committee is made up of:

Board Member Steven James (Chair), a Chartered Accountant, with
Board Chairman – Steve Kemp,
CEO – Nikki Meredith and
Management Accountant – Caro Siakimotu.

Key responsibilities and functions of the Committee include:

- Ensure the integrity of Matthew Flinders Home Inc financial management control and reporting systems
- Support and advise the board in relation to
 - o managements monthly financial reporting on the performance of the organisation
 - o annual budget and significant variance against the approved budget
 - o capital funding, planning and allocation
- Engage, manage and review the performance of the external auditor
- Review the annual financial statements and auditor's management letter before presenting to the board for approval
- Review and assess MFH's financial control environment and implementation of suitable policies and procedures
- Monitoring the cumulative results and trends of the organisation and measuring these against the national industry benchmarks.

REFURBISHMENT WORKING PARTY

In addition to the formation of the Committees, the Board has formed a working party to focus on the major refurbishment project, which is led by Board Member – Damien Mc Quillan an Architect and Interior Designer. The working party also consists of Chairman – Steve Kemp and CEO – Nikki Meredith.

Members of the working party attend the fortnightly site meetings and the monthly PCG meetings. The building progress and monitoring of the refurbishment budget is reported to the Board on a monthly basis. All decisions relating to cost variations are presented to the Board for endorsement.



MATTHEW FLINDERS HOME
2021-22 BOARD OF DIRECTORS



WHAT A FABULOUS VIEW!

AUDITED FINANCIAL STATEMENTS

STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30TH JUNE 2022

2021 (\$)		NOTE	2022 (\$)
REVENUE			
7,438,564	Government funding	3	6,759,372
1,599,371	Non-Government contributions	3	2,215,249
515,160	Other income	3	421,631
<u>9,553,095</u>		3	<u>9,396,252</u>
EXPENSES			
(7,016,687)	Employee benefits expense	4	(7,181,924)
(175,360)	Depreciation & amortisation expense		(219,435)
(1,558,622)	Other expenses	4	(1,429,493)
(42,833)	Lease expenses		(47,459)
(12,020)	Finance costs		(3,108)
<u>747,573</u>	Profit from continuing operations		<u>514,833</u>
	Other comprehensive income for year		
<u>747,573</u>	Total comprehensive income for year		<u>514,833</u>

STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2022

2021 (\$)		NOTE	2022 (\$)
CURRENT ASSETS			
5,277,490	Cash & cash equivalents	5	5,778,359
386,617	Trade & other receivables	6	304,085
3,617,120	Other financial assets	7	545,442
74,955	Other assets	8	93,406
<u>9,356,182</u>	Total current assets		<u>6,721,292</u>
NON CURRENT ASSETS			
6,625,251	Property, plant & equipment	9	10,883,491
<u>6,625,251</u>	Total non-current assets		<u>10,883,491</u>
<u>15,981,433</u>	Total Assets		<u>17,604,783</u>
CURRENT LIABILITIES			
474,576	Trade & other payables	10	386,871
810,149	Income received in advance	11	342,577
2,285,722	Other liabilities	12	3,278,004
559,237	Employee benefits	13	643,604
<u>4,129,684</u>	Total current liabilities		<u>4,651,056</u>
NON CURRENT LIABILITIES			
-	Borrowings	14	631,982
243,016	Employee benefits	13	198,179
<u>243,016</u>	Total non-current liabilities		<u>830,161</u>
<u>4,372,700</u>	Total liabilities		<u>5,481,217</u>
<u>11,608,733</u>	Net assets		<u>12,123,566</u>
EQUITY			
338,669	Reserves		338,669
11,270,064	Retained earnings		11,784,897
<u>11,608,733</u>	Total equity		<u>12,123,566</u>

STATEMENT OF CASH FLOWS YEAR ENDED 30TH JUNE 2022

2021 (\$)	NOTE	2022 (\$)
CASH FLOWS FROM OPERATING ACTIVITIES		
9,299,170	Receipts from customers	9,468,128
(8,384,027)	Payments to suppliers & employees	(9,255,863)
39,859	Interest received	10,586
50,000	Government stimulus package	62,860
174,367	COVID-19 residential subsidy	-
134,440	COVID-19 staff retention bonus	-
-	Interest paid	(3,108)
<u>1,313,809</u>	Net cash provided by / used in operating activities	<u>282,603</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
(971,438)	Purchase of property, plant & equipment	(4,477,675)
(32,383)	Investments in term deposits	-
-	Proceeds from term deposits	3,071,678
<u>(1,003,821)</u>	Net cash provided by / used in operating activities	<u>(1,405,997)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
(876,000)	Refunds of accommodation deposits	(683,719)
710,289	Receipts of accommodation deposits	1,676,000
-	Proceeds from borrowings	631,982
<u>(165,711)</u>	Net cash provided by / used in operating activities	<u>1,624,263</u>
144,277	Net increase in cash & cash equivalents held	500,869
<u>5,133,213</u>	Cash & cash equivalents at beginning of year	<u>5,277,490</u>
<u><u>5,277,490</u></u>	Cash & cash equivalents at end of financial year	<u><u>5,778,359</u></u>



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Independent Audit Report to the members of Matthew Flinders Home Inc.

Opinion

We have audited the accompanying financial report of Matthew Flinders Home Inc (the "Entity"), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by the committee.

In our opinion, the accompanying financial report of Matthew Flinders Home Inc. has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of Matthew Flinders Home Inc.'s the financial position as of 30 June 2022, and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards - Simplified Disclosure Standard (SDS), and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with Simplified Disclosure Standard (SDS) Australian Accounting Standards and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not for Profits Commission Act 2012* and is appropriate to meet the needs of the members. The management's responsibility also includes internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

BENTLEYS SA AUDIT PARTNERSHIP



DAVID PAPA
PARTNER

Registered Company Auditor Number 405791

Dated this 26th day of October 2022



OUR CARE RECIPIENTS LOVE THE OPPORTUNITIES TO ACCESS THE BEACH AND HAVE A DIP IN THE WATER, THE RED CROSS COMMUNITY BEACH MAT ENABLES THESE TRIPS.

CONTACT US



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