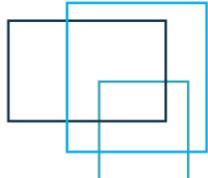


# ANNUAL REPORT



2018



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### Mission

To promote the quality of life of residents entrusted into our care by fostering a culture that enhances individual choice, a sense of belonging, respect and dignity, warmth and friendship.

### Philosophy

Our philosophy is to provide quality care for the residents' individual needs through understanding and respect for their emotional well-being, spiritual beliefs and cultural backgrounds.

### Organisational Values

Our organisational values underpin our services and relationships:

Respect and Dignity | Kindness and Compassion | Honesty, Trust and Integrity | Fairness, Equality and Inclusiveness

## THIRTY-FOURTH ANNUAL GENERAL MEETING

Wednesday, 14 NOVEMBER 2018 AT 2 PM IN THE ALBERT QUILKEY EDUCATION CENTRE, BLUEWAVE LIVING

### AGENDA

1. Welcome by Chairman
  2. Apologies
  3. Confirmation of the minutes of the 33rd Annual General Meeting held on 9 November 2017
  4. Business arising from the minutes
  5. Reports
    - 5.1 Responsible Entities' Report
    - 5.2 Financial Report
    - 5.3 Annual Financial Report to be adopted
  6. Other Reports
    - 6.1 Chairman's Report
    - 6.2 Chief Executive Officers' Reports
    - 6.3 Other reports to be adopted
  7. Returning Officer to Chair
  8. Election of Office Bearers
  9. General Business
- Afternoon Tea



## MINUTES OF THE THIRTY-THIRD ANNUAL GENERAL MEETING of Woy Woy Community Aged Care Limited trading as BlueWave Living

Held on 9 November 2017  
MEETING COMMENCED: 2.05 pm  
with Mr Brock in the Chair

Acknowledgement: The Chairman acknowledged the traditional owners of the land, and elders, past and present.

PRESENT: Company members as per attendance list; and including special guests David McClelland (Auditor, Bishop Collins Chartered Accountants), Don Young (Ettalong, Woy Woy, and Hardys Bay RSL Sub-Branch) and Chris Holstein (Deputy Mayor Central Coast Council)

### APOLOGIES

Apologies were received and recorded, as per list: Company members Bruce Bagley, Neville Boyce, and John Frost; Ken Forti (Catering Industries), Kathy Beverley (Brisbane Water Private Hospital), Bill Jackson (Ettalong Diggers), Jane Smith (Mayor Central Coast Council), Liesl Tesch (Member for Gosford) and Bob Sommerville (SB Architects). It was resolved that the apologies be accepted.

### MINUTES OF THE 32nd ANNUAL GENERAL MEETING

It was resolved that the Minutes of the 32nd Annual General Meeting held on 3 November 2016, as circulated, be received as read, and that they be signed as a true and correct record.

BUSINESS ARISING FROM THE PREVIOUS MINUTES Nil.

### REPORTS

The RESPONSIBLE ENTITIES REPORT, the FINANCIAL REPORT and the FINANCIAL STATEMENTS for the financial year ending 30th June 2017 were circulated to members prior to the meeting, and were tabled with no changes.

Auditor David McClelland discussed aspects of the financial statements and commented on the excellent business strategies resulting in a surplus of over \$4,000,000.

It was resolved that the Directors' Report and the Financial Reports be received and the Financial Statements be adopted as a true and accurate record for the year.

The following reports were circulated prior to the meeting and were presented to the meeting.

**CHAIRMAN'S REPORT** *Presented by Chairman Charles Brock.* Charles Brock mentioned the many milestones throughout the year, including the acquisition of Boronia Court; several visits from the Accreditation agency and he thanked CEO Jennifer Eddy and her team on their hard work throughout the year.

### CHIEF EXECUTIVE OFFICER'S REPORT

*Presented by former CEO Jennifer Eddy.*

The former CEO, Jennifer Eddy, expanded on the spectacular result for the year that commenced with the purchase of Boronia Court, now known as The Shores. Jennifer acknowledged that the work involved in integrating The Shores with BlueWave Living was a colossal group effort and that in the initial stages no one could have envisaged the work load involved especially regarding the clinical documentation required and increasing the resident numbers back to full occupancy. Jennifer thanked the Board for the many opportunities and their full support during her 28 years at BlueWave Living and acknowledged the dedicated staff. Jennifer welcomed Matthew Downie, as the new CEO, and finished by stating that the last 28 years had been an important part of her life and was a great experience.

### CARE MANAGER'S REPORT

*Presented by CEO Matthew Downie.*

CEO Matthew Downie explained that the new technology innovations provides an environment for residents to enjoy the experience in residential care and to enhance staff communication. Matthew also discussed the 'person home environment' and the planned projects; developing decentralised dining and mini kitchen areas to enhance the atmosphere with cooking fragrances and improve the dining experience, the renovation of the Palm Sails dining and activities area and The Shores refurbishment.

Matthew acknowledged the strong Clinical Care team led by the Care Manager, Kathy Murphy and assisted by Elsie Mari and Amanda Delory commending everyone with the successful Shores integration – a credit to everyone involved. Matt also commented on the differences between the regional areas he had come from to the BlueWave Living environment noting the number of volunteers who gave their time freely providing one on one interaction. A special mention was made of the Recreational Activities team and their amazing displays on theme days.

The Lions Club were thanked for the donation of funds to purchase a new indoor bowls mat. Education initiatives were recognized including the Chairman's Education fund providing scholarship funds for Registered Nurses assisting them to gain their CPD points, the Board support for our Clinical Coordinator to participate in Nurse Practitioner studies and the ET Australia Certificate III Aged Care Nursing education conducted in house.

It was resolved that the Chairman's, Chief Executive Officers' and Care Manager's reports be received and adopted.

### ELECTION OF OFFICE BEARERS

The Chairman, Charles Brock thanked the Board for their continued support and Joan Fenton (previous Minutes Secretary) for her service. Charles remembered being asked, 20 years ago, to represent Rotary at a fundraising meeting with Woy Woy Community Aged Care; he walked out of that meeting as the Chairman of the fundraising committee to raise funds to build the hostel.

After 18 years on the Board and 10 years as the Chairman he announced that he would not be continuing in the chair however would remain on the Board. Charles declared all positions vacant, vacated the chair, and called upon Rev. Dr Peter Swain to act as Returning Officer. Rev. Dr Swain declared all positions vacant, congratulated the Board on their fine work and noted that there had been eight nominations for the nine vacancies. He declared the eight nominated persons are appointed as Directors unopposed. It was resolved that the following nominees be appointed as Directors of BlueWave Living: Charles Brock, Ruth Collins, John Frost, Jo Hanlon, David Hook, Graham Kenny, Ross Pearse, and Paul Tonkin. Mr Ross Pearse occupied the Chair.

### PRESENTATIONS and ACKNOWLEDGEMENTS

Jan Binstead – Retired Board Member 2005 – 2017. Jennifer Eddy spoke about Jan's achievements and thanked her for her contribution.

Ross Pearce acknowledged retiring personnel Jennifer Eddy and Joan Fenton and thanked them for their contribution over the years.

### STAFF RECOGNITION AWARDS

Staff members were presented with Recognition of Service awards to acknowledge their service to our facility – 5, 10, 15 and 20 years. Recognition of Achievement Award was presented to staff member Laurice Kong.

Matthew Downie informed the meeting that BlueWave Living is a Finalist in the Prime Super Employer Excellence in Aged Care Award & that the winner would be announced in Newcastle 10 November 2017.

### GENERAL BUSINESS

Don Young (Ettalong, Woy Woy, and Hardys Bay RSL Sub-Branch) congratulated BlueWave Living on another successful year. He has been a visitor to BlueWave Living for 20 years in his social welfare role for returned Service Personnel and commented that the staff are always calm and welcoming; a credit to the organisation.

Jennifer Eddy presented Charles Brock, retiring Chair, with gift of appreciation from the Board and Management of BlueWave Living.

Mr Pearse congratulated the new board, and there being no further business, he thanked all for attending and invited everyone to afternoon tea.

The meeting closed at 3.15 pm.



# Chairmans Report



**It is my pleasure to provide my first annual report to company members as chairman of BlueWave Living.**

Once more the company has performed well, despite challenges in the 2018 financial year arising from federal government cuts, we have achieved a comparable revenue result to last year. The result is partly due to the board taking a slightly less conservative but still very safe view of the invested funds. This investment strategy enables the company to maintain the revenue result.

This year's net surplus is down compared to last financial years. The decline in surplus is however due to the board agreeing to spend extra on improving services to and improving the lifestyle of our residents. Examples of the additional spending on residents include access to better quality meals, increased clinical staffing hours and improvements to the building such as the new Palm Sails dining area and the new roof on The Shores.

It must never be forgotten that we are a not for profit organisation and the only purpose of revenue is the improvement of the standard of care and living of our residents.

A highlight of this year is the granting of a new long lease over the land on which BlueWave Living is situated. This lease will give the board and management the confidence to continue to invest in the build quality. We are very grateful to the NSW Department of health for their assistant in this matter.

I would like to congratulate Matthew Downie, on the success of his first full year as CEO of BlueWave Living. Matthew has been able to bring change to an organisation that has had previous long-term stable leadership. He has managed to bring the team along with his vision, and this speaks volumes for his abilities as a leader.

Of course, I also need to congratulate the team that work with Matthew. Firstly, the clinical team under the management of Kathy Murphy. Clinical care, in aged care, is becoming more complex as the residents are presenting at an older age often with multiple chronic conditions. It is also a KPI of the organisation that we treat as much as can be safely achieved in the facility rather than transporting the patient to hospital. The expertise of Kathy and her team have made BlueWave leaders in this field.

Of course, I also need to mention the work of the administration team under the management of Cathy Allen. This team are remarkable in making the interactions by the families or the government agencies or other health workers efficient.

We have added several new systems including accounting systems to BlueWave this year which has meant lots of extra work for this team. I need to call out Helen Powell for her work in implementing the new Inerva system and completing the work for the audit of this year's accounts at the same time. Thank you, Helen.

Now to my fellow board members, immediate past Chairman Charles Brock, Ruth Collins, John Frost, vice Chairperson Jo Hanlon, Graham Kenny, and Paul Tonkin. I thank you all for a year of hard work and tempered change. You have improved the lives of the residents without taking too much risk.

I need to call out two board members in particular. Firstly Charles Brock who has served on the board since July 2000, he was deputy chair from 2005 to 2007 and then chairman from 2007 until the AGM last year. Charles, it is a huge effort, and we hope to live up to your legacy. We thank you very much for what you have done.

Sadly, Charles has announced his resignation from BlueWave Living and will make this AGM his last as a board member.

I would also like to call out Ruth Collins. Ruth has been a part of the board since the earliest days of what was then called Woy Woy Community Aged Care. Ruth is the board member who spends the most time in the home and is closest to the residents. The board and I thank you for your service.



Finally, I commend the financial results of your reading. Once again the company has been able to provide excellent care to our residents and produce a very acceptable fiscal surplus.

*Ross Pearse*  
Chairman, BlueWave Living

29 Years of providing care to our elderly residents



139 Permanant Residents



3 Respite Rooms



139 Dedicated Staff Members



80 Wonderful Volunteers



# Chief Executive Officers Report



**I am pleased to present the CEO report for BlueWave Living, for Financial Year 2017/18.**

Joining the team here early in this Financial Year (Aug 2017) has been a wonderful experience. BlueWave enjoys an enviable reputation as the Aged Care provider of choice for the region and is supported by a fantastic team. I must thank my predecessor, Jennifer Eddy for leading BlueWave into such a strong operational position.

We have delivered on many projects and changes over the last 12 months as we progress forward with innovation and new ideas. I would like to extend my thanks and gratitude to the team for supporting this rapid pace of change and disruption, in what can be a challenging environment. Our clinical team led by Kathy Murphy, and supported by Elsie Mari and Amanda Delory have certainly had to manage a lot of these changes with our front line care staff. Also a big thanks to Cathy Allen for her support in all other areas, and the on-going assistance with many of these projects.

One of the most visible projects has been the transformation of the Palm Sails dining area. It has not only changed visually and become so much more inviting, it has also changed the way our residents interact with this space naturally. Staff have noted how residents will continue to sit and chat long after meals have finished, or freely and collectively use the newly created lounge area to watch some TV or chat. This type of social engagement, occurring freely as it would in your own home, is a wonderful outcome from the change in the built environment.

Flowing on from that, we have increased our catering team, introducing a Chef into the new Palm Sails kitchen environment and conducting a range of cooking towards meals in that environment.

This is an important operational change as it all adds to the ambience of the area, normalising the use of the space, and improving our residents experience with the smells of cooking and the activity in the kitchen area. We have also upgraded the menu for all residents, to include more premium meal offerings and a broader range of dishes.

On a more practical note, we invested in replacing The Shores roof entirely, following a series of significant leaks within the building. The existing tiled roof was past its useful life. Since replacing the roof we have not had one leak anywhere within The Shores building. We have also begun some upgrades within The Shores building, painting over the existing brickwork (still a work in progress) to brighten up the environment, some new curtains and furniture. Looking ahead into next year, we will be replacing the floor coverings and providing more new furniture and other improvements as part of the ongoing refurbishment of The Shores building.

Behind the scenes we have rolled out quite a bit in the way of new infrastructure to support our staff providing care, and supporting our residents. A lot of this is around our IT systems. A new commercial server system was established early in the financial year to support our proposed roll out and upgrades, supported by a new WiFi network. We also upgraded our cabled network and switches for improved redundancy and increased capacity.

A major Care Software System upgrade was rolled out, which was a significant change for all our staff, and a big learning curve for all. In addition an entirely new Nurse Call system has been progressively rolled out across both our buildings to replace our existing separate aged nurse call systems.

A new communications tool, Vocera, was then implemented, which allows staff to communicate with anyone, anywhere in the building – either individually or as a group. All this over the past 12 months has meant a lot of change for all staff, and learning of new systems, so a big thank you to the entire team for successfully adopting these changes!

We have also recently established a new commercial fibre connection to the site, which will now allow us unlimited capacity to provide residents with individual access to services such as NetFlix and Stan, and allow us to tap into cloud based systems with confidence.

We have established a new Accounting/Finance/Rostering system, which is Aged Care Specific and an all in one system, replacing a myriad of existing systems and excel spreadsheets. This has been a huge project and a big thank you to Helen, Susie, Fiona (and all of the admin team) for doing a lot of the background work to make all this happen. We are in the process of finalising a new Access Control system, replacing a master key system and improving safety and security for staff and residents throughout the buildings. We are also upgrading our internal CCTV system to a higher quality system and adding cameras externally and internally for improved security in public areas.



So there has been quite a bit of change happening behind the scenes so to speak over the last 12 months!

With regards to the larger project of combining the two buildings, our first hurdle was to bring them onto one title. This process has taken longer than anticipated, as the land is owned by the Local Area Health District, we had to obtain approval from State Ministry of Health for this to occur. This has now been achieved, and we are working with the surveyors to progress this forward. This process is likely to take 12 months.

We have also negotiated with the Local Health District, and State Ministry, in relation to securing a new lease for the site. Before any major works could commence, we needed assurance of security of tenure over the land for the life of any new significant building works, given the existing two separate leases had a limited number of years remaining. I am pleased to confirm that we have achieved this, and once the new land title is finalised, we will establish an agreed 50 year lease over the new land title upon which our buildings are sited.

I would also like to extend my thanks to our wonderful Auxiliary Group, who work tirelessly through the year to raise funds for our residents, specifically to provide items to support the residents care or activities. They are a wonderful group and we are very fortunate to have them. Also a big thanks to our range of volunteers who support our BlueWave residents – they make a world of difference to the support of our residents.

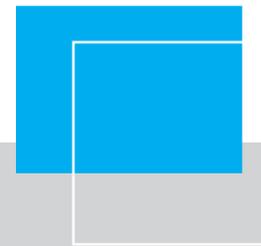
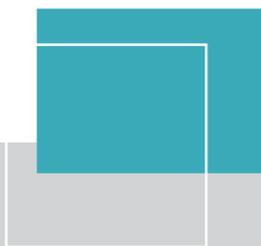
Our Activities Team, led by Michelle Nicholas, are to be congratulated in providing an entertaining and very full calendar of events and activities. The highlight of the year is the Annual Dinner Dance, with the work which the team put into this one evening is absolutely amazing! They really do go over and beyond for our residents.

We have a wonderful team of staff here at BlueWave and I thank each and every one for their commitment to our residents in care. –Without such caring staff, BlueWave would not be the enviable provider it is!

Finally, a big thank you to our volunteer board, who graciously give up their time and expertise to provide stewardship and support to our organisation!

I look forward to the next 12 months where we will continue to innovate and plan for our longer term future.

*Matthew Downie*  
CEO, BlueWave Living



# Care Managers Report



**It has been another wonderful and busy year at BlueWave Living!**

The Shores is well and truly integrated with the BlueWave community and The Shores residents are able to enjoy the high standard of care and lifestyle that is consistent with our BlueWave Living ethos.

This is largely due to the calm and professional leadership of Amanda Delory and the wonderful team at The Shores

This was further validated by the successful outcomes of two unannounced visits to The Shores from the Aged Care Quality Agency in July and November last year.

Further to that, in what will be the last announced three-year full accreditation visit for The Shores occurred in July this year was successful with all outcomes met.

The Nursing Home and Hostel were subject to one unannounced visit in October 2017 & achieved all outcomes met. Thank you to staff in these areas as well our Clinical Management & Support team for this well earned result.

We continue to receive great feedback from the residents and their families how happy they are with the care and lifestyle that living at BlueWave Living affords them.

This could not be achieved without our wonderful staff and committed volunteers. Our volunteers continue to contribute greatly to enhancing our residents' quality of life in various ways and assist in supporting our Recreation Activity team. We thank them for giving us their time so selflessly.

The RAO team, under the tireless and creative leadership of RAO Coordinator, Michelle Nicholas and wonderfully supported by Kristy Priddis, work tirelessly throughout the year ensuring there are many wonderful events held during the year. Some of these can now be seen on our social media pages- Facebook and our website.

We have continued to focus on activities for residents who are confined to bed or their rooms while providing 1:1 activities: using technology in the form of iPads as well as accessing Community Visitors and volunteers.

Our staff are our most valuable asset. Compliments are received throughout the year on the quality of care and lifestyle we provide at BlueWave Living as well as the compassionate, caring and friendly staff.



We have an efficient and supportive relationship with the Aged Services Emergency Team (Specialist RNs based in Emergency Department at Gosford Hospital) as well as the Nurse Practitioner who are able to refer, or visit to prevent residents going to hospital unnecessarily. They are able to assist and liaise with behavioural problems, wounds or general clinical information.

We also continue to work with external Allied Health providers so our residents can access Optometry, Dental and Hearing Services, efficiently run by Clinical Support member, Kristene Murphy.

Our dedicated Physiotherapists team, through Bodywise Physiotherapy, manage our Pain Clinic and attend clinical assessments related to pain and mobility. Our Mobility team support the Physiotherapists by continuing mobility and walking programs.

We have facilitated and hosted many students this year. Work placement training opportunities were also provided to Aged Care Certificate students of TAFE and Nursing students from Newcastle University as well as Bachelor of Oral Health students.

Care staff and the Educator have provided excellent support to students whilst on placement as well as new staff commencing employment.

Training continues to be provided to staff on the use of MANAD (our clinical documentation system) including practical education sessions provided whilst care staff are on-the-floor by our Documentation Coordinator, Laurice Kong who is committed to excellence in documentation and clinical care.

Many of our residents have a high and complex acuity level. Staff have consistently provided quality and compassionate care to residents and work well within their teams. They also support many of the families and loved ones of our residents on a daily basis.

The ongoing professionalism, teamwork and support from our Registered Nursing staff, Clinical Support team, Care staff, Recreational Activities team, Administration staff, Ancillary staff and our Educator are an immensely valuable asset to the Organization.

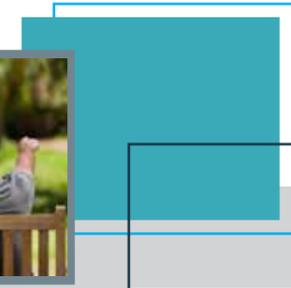
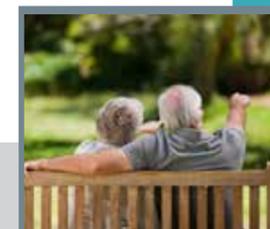
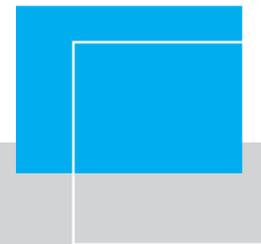
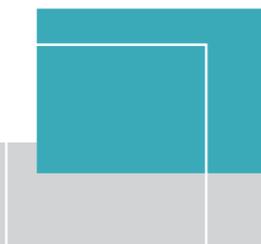
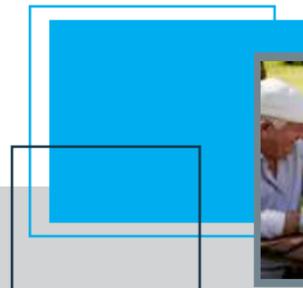
It is a high priority for us to retain and recruit care staff that are a good fit for the organisation and assist with contributing to a positive culture of safe care and ensure our residents can enjoy the quality of life of their choosing. This will be front of mind as we prepare for the new Aged Care Standards, which come into effect July 2019.

Thankyou to our Clinical Coordinator, Elsie Mari, who has continued to assist and support me in ensuring that our staff provide best practice clinical care and a quality lifestyle as well as overseeing our efficient ACFI team and funding. Elsie is currently studying to become a Nurse Practitioner and we are excited to have access to our very own NP in mid 2019!



Thankyou to the supportive and cohesive Management team that enables all of us to work towards a common goal of continuing to provide the highest quality residential aged care on the Central Coast.

*Kathy Murphy*  
Care Manager, BlueWave Living



# Highlights of the Year





## Donations and Support

BlueWave Living acknowledges, with thanks, the support provided by our volunteers and friends during the past year. In supporting BlueWave Living you have made a valuable contribution to the lives of our residents and staff.

### Donations up to \$3000

Margaret & Albert Quilkey

### Donations up to \$300

Bruce Bagley

### Donations up to \$150

Peter & Joan Swain

Gwenyth Cooper

M Manson

Charles Brock

### Donations up to \$50

Coral Hamilton

Fenton Family

Keith Ridley

Joyce Tee

Jo Hanlon

Malcolme Leete

Rex & Win Crisp

Janette Montgomery

Paul Tonkin

Grahame Kenney

Robert Cunningham

Dawn Healey

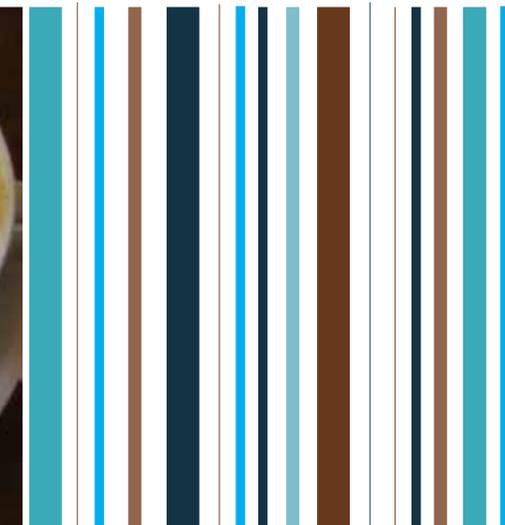
Jan Binstead

M. Sharpe

Ross Pearce

## Thank You

We would also like to thank the Lions Club for their generous donation of new picnic chairs for our residents to use on bus trips.



# BlueWave Living

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