



SimplyCARE

— COMMUNITY —
RESPIRE AND SOCIAL SUPPORT

ANNUAL REPORT

2022

EDITION

169-171 Eastbourne Road
Rosebud VIC 3939

(03) 5986 5255

www.simplycare.org.au



TABLE OF CONTENTS

CoM, Management, Coordinators & Administration	page 3
Staff & Volunteers.....	page 4
Presidents Report.....	page 5
GM Operations Report.....	page 7
Client Services Manager Report.....	page 9
Financial Performance.....	page 10
Simply Care Services.....	page 12
Service Updates.....	page 13
Program Highlights.....	page 14
Client/Carer Testimonials.....	page 15
Support Worker/ Volunteer Testimonials.....	page 16
Donations.....	page 18
Thankyou.....	page 19
Back Cover.....	page 20



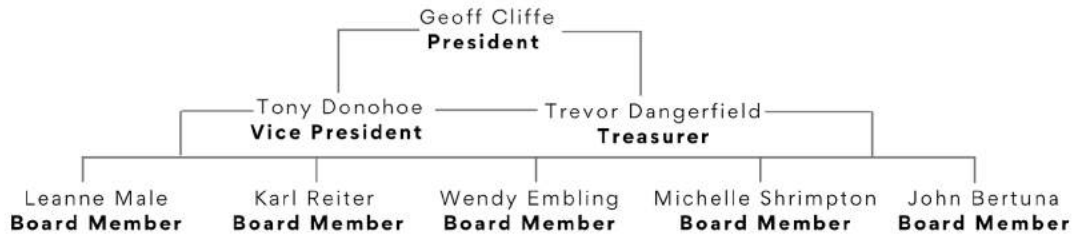
ACKNOWLEDGEMENT

SimplyCARE Community proudly acknowledges with respect and thanksgiving the Bunurong people of the Kulin Nation, the traditional owners of the land on which our office is built. Our community pays our respects to their Elders past, present and future.

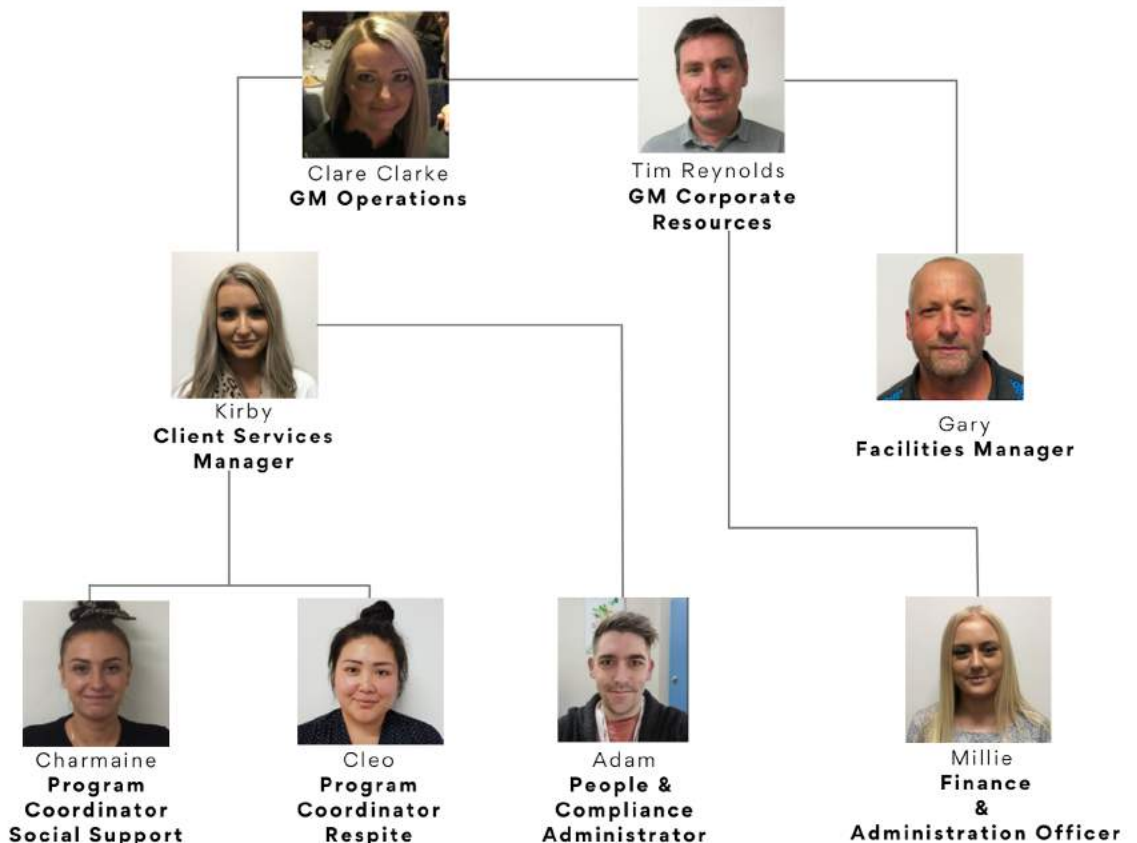
2022 COM, MANAGEMENT, COORDINATORS & ADMINISTRATION

SimplyCARE would like to introduce our team of management, support workers and volunteers.

SimplyCARE Community Committee of Management



SimplyCARE Community Management, Coordinators and Administration



2022 STAFF AND VOLUNTEERS

Simply Care would like to introduce our team of support workers and volunteers.

Simply Care Workers



Chelsee
Support Worker



Lucy
Support Worker



Alicia
Support Worker



Gillian
Support Worker



Georgia
Home Care Worker



Anna
Support Worker



Flossie
Home Care Worker



Karol
Support Worker



Catherine
Support Worker



Helen
Support Worker



Debra
Support Worker



Nicole
Support Worker



Ebony
Support Worker



Jacqueline
Support Worker



Trina
Support Worker



Laura
Support Worker



Anthea
Support Worker



Amanda
Support Worker

Simply Care Volunteers



John
Volunteer



Trevor
Volunteer



Mehrdad
Volunteer



Lorraine
Volunteer



Howard
Volunteer



Robin
Volunteer



Kathryn
Volunteer



Michael
Volunteer



PRESIDENTS REPORT

The 2021 / 2022 year has been a mixture of continuing pressures and new positive challenges for our organisation. As President and on behalf of the Committee of Management, I want to acknowledge the continuing commitment and contribution of our staff and volunteers who have all provided amazing support in delivering our client services in the last year and providing support for the changes that we are now addressing for the future.

Our change of name to **Simply Care Community** has represented an important renewed focus on the future and a clear message to our community to better reinforce our service delivery in the aged care sector as we move forward .

We have made many changes in the past two years to deliver our services as we emerge from the Covid-19 environment and other organisational challenges . We now have a very strong senior management team and a more diverse and experienced Committee of Management, with the addition of two new members of the Committee, John Bertuna and Michelle Shrimpton. We welcome John and Michelle whom we know will strengthen our team as we start a new year.

Priorities for the coming year will include increased flexibility in the ways we address the needs of our clients while reviewing the suitability of our existing facilities, the condition of our ageing buildings and the options to deliver our services more effectively from new locations.

We will we consult in detail with specialist advisers to evaluate options for changes which would impact upon service delivery. Our priority will always be to provide continuing client services at the highest standard and to meet the expectations of our funding agencies regarding service delivery.

Our Committee of Management continues its priority review of the organisation's Policy framework to ensure that it reflects best management practice and reinforces our future direction.

I end this report by thanking the members of our Committee of Management for their hard work and time commitment and our staff team and volunteers, led by Clare Clarke, General Manager (Operations) and Tim Reynolds, General Manager (Corporate Services) who continue to provide the highest standards of professional management of the organisation in support of the Committee of Management.

We all look forward to the opportunities of the next 12 month to progress the objectives of **Simply Care Community** in meeting the needs of our clients across the greater Peninsula.

Take care and stay well.

Geoff Cliffe

President, Committee of Management
SimplyCARE Community



GM OPERATIONS REPORT

As the General Manager of Operations at SimplyCARE, I would like to introduce myself for those who do not already know me. My name is Clare Clarke and I have thirteen years' experience in the Aged Care sector and have worked for the company for five years. I have held various positions within the company but have been in my current role for three years. I oversee all the operational aspects of the business.

Tim Reynolds who is the General Manager of Corporate Resources oversees all the financial aspects of the business. Tim and I make up the Executive Management Team and work very closely together to ensure compliance in all areas of the business.

We are extremely dedicated in our roles, passionate about what we do in serving the community.

We both work closely with the committee of management and strive for excellence through continuous improvements and innovation.

As Geoff mentioned in his report the last twelve months have been a mixture of pressures and challenges but we have been strategically planning the positive changes that will need to happen over the next year.

Our services have remained extremely popular and needed and we are immensely proud of all our achievements throughout the last twelve months.

We are extremely excited about the next year and what it may bring and with our diverse team of multi-talented staff we hope to continue to excel in this ever-changing industry.

I would like to introduce to you, our team:

Kirby- Client Services Manager

Kirby has worked at Simply Care for four years. She manages the Client Services that Simply Care deliver. Kirby guides and mentors the Program Coordinators and Support Staff. Kirby manages the referral process through My Aged Care, liaises with package providers and stakeholders to ensure clients receive services within the required timeframes and ensures we provide the best care options to our community.

Kirby also takes a big part in the selection process and recruitment of new staff and manages the supervisions and annual performance reviews for continuous improvement of delivery of care.

Kirby has a wealth of experience and knowledge and is very professional and passionate in her role.



GM OPERATIONS REPORT CONT.

Gary- Facilities Manager

Gary has worked at Simply Care for around two years, he manages both sites to ensure they are safe and secure and maintains the grounds to an immaculate standard.

Gary has also rebuilt the Garden Maintenance program back up from the ground post-COVID, the services are delivered to over 65-year-old clients as a fee for service, and to younger clients under 65 years old through the HACC PYP (Home and Community Care Programme for Younger People). It has proven so popular that we have now been able to offer an opportunity for a student to take part in a school-based apprenticeship to gain some valuable hands-on experience alongside Gary.

There has been so much positive feedback on Gary's attention to detail, professionalism, and his caring and friendly nature.

Cleo- Program Coordinator Respite

Cleo has worked with us for four years, she coordinates our respite programmes which includes, overnight cottage respite, flexible respite delivered in the clients home and at our centre-based respite.

Cleo coordinates the intake of new clients and completes regular file reviews to ensure the most up-to-date information is present in our client files.

Cleo brings happiness and joy to the workplace with her caring personality.

Charmaine- Program Coordinator Social Support

Charmaine is a newly appointed staff member to this position. Charmaine is still in her probationary period and is currently creating the monthly calendars for the PAG (Planned Activity Groups) which are delivered by staff and volunteers out in the community. She also coordinates the intake of new clients and file reviews for the programmes that fall under Social Support such as Accompanied Activities. She also coordinates the HACC PYP programmes.

Charmaine is proving to add great value despite being new to the position.



GM OPERATIONS REPORT CONT.

Adam- People and Compliance Administrator

Adam has been with the company for three years and has recently been assigned this new position. Adam is an office all-rounder he assists with rostering of staff and volunteers, and administration in multiple areas of the business. Adam also promotes our services through presentations to groups of people at various locations including expos and registered training organisations. Adam is also our WHS (Work Health and Safety) representative he ensures safety and updates staff with any industry changes and recommendations. Adam is responsible for the food safety programme and has helped us achieve an award for excellence in this area. Adam loves anything to do with working on his computer and loves to share tips and ideas for new ways to be more efficient. Adam creates the newsletters and brochures. Adam brings with him a fun personality that lifts the spirits of his co-workers. He is always happy to help and assist where he can and is a great asset to the team.

Millie- Finance and Administration Officer

Millie has grown immensely over the last two years from an Administration Trainee to becoming our Finance and Administration Officer once she gained her qualification. Millie covers our reception so is the face and voice of SimplyCARE. She answers the phone, greets clients when they arrive and books in services for the Garden Maintenance and Transport programmes.

Millie sends out the invoices for services delivered and assists the General Manager of Corporate Resources with any administration tasks he requires.

Millie also assists with administration tasks or purchasing of stock, uniforms and equipment if required by other members of staff.

Millie is always happy to help, is very friendly in her nature and is very efficient in her work.

Direct Care Workers and Volunteers-

Support Workers:

Chelsee, Lucy, Alicia, Gillian, Anna, Karol, Catherine, Helen, Debra, Nicole, Ebony, Jacqueline, Trina, Laura, Anthea and Amanda.

Home Care Workers:

Georgia and Flossie.

Volunteers:

John, Trevor, Mehrdad, Lorraine, Howard, Robin, Kathryn and Michael.

I would finally like to thank the Committee of Management who have shown great support and wisdom and enthusiasm in sharing the new vision for Simply Care.

Clare Clarke- General Manager Operations



CLIENT SERVICES MANAGER REPORT

It is with great pleasure, that as the Client Services Manager I can share our successes in relation to the Programs of the organisation for the period of 2021 - 2022.

Simply Care offer a wide range of services which include, Flexible Respite, Cottage Respite, Centre Based Respite, HACCPYP Services, Domestic Assistance, Transport, Planned Activities Group, Accompanied Activities and Garden Maintenance.

As we are all aware, the last few years have come with momentous changes and challenges, as a community organisation we have come together to continue our great services and make improvements and changes where needed. It has been Simply Care's mission to continue to aid those in need and provide high quality services throughout this time.

Simply Care has implemented and used tools and resources to improve services and ensure that our services are meeting the Aged Care Quality Standards which includes person-centred care and client choice.

Simply Care has made professional relationships with external organisations and referral pathways to ensure that a wider range of the community is being reached.

Our services at Simply Care have made a positive impact on our client's mental health and well-being. In particular, the Planned Activities Group and Centre Based Respite has provided socialisation and companionship to those who were deprived of this interaction throughout COVID-19 lockdowns. These services are now being delivered 5 days per week, which is a remarkable success for Simply Care.

Our Cottage Respite and Flexible Respite programs continue to provide a break for those who are caring for their loved ones and require a well-deserved break from their caring role.

Due to the high volume of clients needing garden maintenance, our Garden Maintenance program is now at a level that Simply Care need more staff members in this area of the organisation. Our Garden Maintenance has been a very popular service as our Facilities Manager provides an immaculate service.

Unfortunately, due to the high decrease in volunteer numbers, we have had difficulties finding drivers to complete Transport services. A volunteer recruitment strategy is underway and with high hopes, SimplyCare look forward to being able to provide more of this service to those who require it within our community.

Overall, considering the challenges that we, as an organisation and a community have been faced with during this time, Simply Care's programs have been a success.

We look forward to welcoming new clients and nurturing our current clients into the new year.

Kirby Plumb- Client Services Manager



FINANCIAL PERFORMANCE

Operational Highlights:

Centre-Based Respite – over 6500 hours

Cottage Respite – almost 18,000 hours

Planned Activity Group – client hours have more than doubled to over 4200 – now offering trips 5 days per week

HACC PYP Community Care – significant increases throughout the year with 540 hours delivered during the April to June quarter.

Garden Maintenance – this service continues to grow, providing well over 420 hours this year.

Challenges:

Once again, the COVID pandemic continued to have a significant impact on our community. With closure and limitations on many of our services during the year, our ability to provide a range of services, particularly in the first part of the year, was severely hampered. This resulted in some of services delivering well below the funded outputs set by funding agencies in some of our program areas. However, the health, wellbeing and safety of our clients and staff remains the key priority.

Financial facts:

The Commonwealth government through the Commonwealth Home Support Program continues to provide significant funding for Simply Care to provide respite and social support services (\$2.565m).

However, due to COVID and the related reduction in services over the past two years approximately \$1.5m remains unspent. The State Government also provided funding via the Home and Community Care Program for Younger People (HACC PYP) and Support for Carers programs totaling \$827,921.

The funding was supported by client contributions and other income including Fee for Service programs such as Garden Maintenance.

The sale of our Berwick cottage respite facility was completed in July 2021.

Payroll expenses continue to be SPCC's most significant outflow of funds with expenditure of \$1,621,030 (down from \$1,937,953 in the previous year).



FINANCIAL PERFORMANCE CONT.

Future outlook:

Simply Care's major funding source is undertaking considerable change. Currently, we receive funding in 4-year cycles based on projected targets.

This provides a degree of stability in very uncertain times. However, in 2023/24, funding will be based on units of service provided. As a result, any disruption to services will have a considerable impact on our financial position.

In order to provide high-quality care into the future, the Committee and Management of Simply Care have commenced work on delivering an integrated facility that encompasses both Cottage and Centre Based Respite. This will provide a higher quality client experience, with modern amenities, increased opportunities for social interaction, and a wider variety of activities in which to participate. It will also improve efficiencies in the utilisation of staff.

I would like to take the opportunity to thank Geoff and the Committee of Management for their commitment and support throughout the year.

Our GM of Operations Clare continues to show exceptional leadership and support to staff and clients.

Finally, our staff really are the core of the organisation and set the standard in great quality care – they **Simply Care** about our clients.

Tim Reynolds- General Manager Corporate Resources.



SIMPLYCARE SERVICES

Over the last 12 months with the ever changing Covid-19 restrictions put in place it at various times of the year has seen us have to adapt and change the way we deliver services to our clients, carers and their families

Throughout the year we sadly had to suspend some of our programs that operate in group environments, the suspensions affected our **Social Support Community Trips, Centre-Based Respite and Garden Maintenance** programs to adhere to government guidelines.

In response to this we increased our telephone contact with all clients and carers ensuring their welfare and offering any other supports we could to assist them during this time, which was received very well from our clients, carers and their families.

Services remained opened however slightly modified to comply with government guidelines:

- Cottage Respite (Maximum 5 clients at one time)
- In-Home Respite (PPE and Check-In)
- Un-Escorted Shopping (Free of charge)
- Transport (PPE and Check-In)

COTTAGE UPDATE

In July 2021 we made a decision to sell our Cottage in Berwick, due to a decline in the bookings and further research to identify that the demographic was not suitable for promotion of Cottage Respite.

Our focus now is on our beloved Coastal Cottage located on Jetty Road Rosebud.

We have recently completed and revamp and refresh inside the **Coastal Cottage**, with fresh coats of paint throughout the interior, new recliner arms chairs, dining table and bedroom décor to bring our Cottage into its own on the Peninsula.



SERVICE UPDATES

COTTAGE RESPITE/IN-HOME RESPITE

Cottage Respite is offered 365 days a year and provides support to our clients, carers and families. We take pride in providing a homelike feel to ensure our clients feel comfortable and safe during their stay at the Coastal Cottage.

Our Flexible Respite program offers our carers a break from their caring role for clients who prefer to receive support in the comfort of their own home

CENTRE-BASED RESPITE

Our Centre-Based Respite program offers our carers a break from their caring role whilst providing our clients with appropriate and person centered activities to enjoy.

SOCIAL SUPPORT SERVICES

Our Planned Activity Groups offers access to various places in the community such as Parks, Gardens, Restaurants, Shopping Centres and Museums, clients are picked up from their homes and dropped home after the event. This runs Monday to Friday

Our Social Support offers clients with access to one on one support in their own home and provides access to the community to assist with daily living and the running of errands. This services runs Monday to Friday.

TRANSPORT SERVICES

Our Transport program offers our clients transportation to appointments and assists with un-escorted shopping. SimplyCARE provides this service through our team of volunteers.

GARDEN MAINTENANCE

Our Home and Garden Maintenance program assists our clients with maintaining their home and gardens.



PROGRAM HIGHLIGHTS



The LUME Museum trip with our Planned Activity Groups.



Queenscliffe and Sorrento Day Trip with our Planned Activity Groups.



Christmas in July at the Centre Based Respite.



Wings and Finns Restaurant with the Planned Activity Group



AFL Grand Final Day at the Centre Based Respite



CLIENT/CARER TESTIMONIALS

We often receive many compliments and client feedback in relation to our services and staff, below is some feedback received over the last 12 months that highlights how our clients, carers and their families appreciation with the services we deliver.

Patrick: Carer of Faith | Respite Services

Patrick passed on compliments to all staff for organising Faith's Cottage Respite stay.

"I was really impressed with the level of care that was provided and advised Faith managed and did well there. That is the first time in 15 years Faith hasn't slept next to Patrick. Well done to all of the team at SimplyCARE"

Wilma : Client | Planned Activity Groups

Wilma said the Lume Monet and Friends was fantastic. Rob, John and Amanda are incredible. They're always looking out for everyone and making sure everyone is okay. They do great as a team. Well done.

Ann : Client | Planned Activity Groups

Ann advised that The Lume Monet and Friends was incredible. She really enjoyed her day out with SimplyCARE.

Norelle : Client | Planned Activity Groups

Norelle advised that she went on her first trip with Simply Care to Kim and Lee Chinese. Norelle said she had an amazing day, the food was incredible. Norelle has now booked in for Kim and Lee Chinese again in November.

Elisha : Client | Home and Community Care Program for Younger People

I am writing this email with extreme gratitude for all the help and support i have received over the last 6 months. From help with shopping, daily living duties, cooking, patient care and a friendly smile and some days a simple kind ear to listen. Myself and my children would of suffered greatly without all this help and assistance and the team at rosebud should be highly commended for their caring natures and professionalism shown to us in my greatest hour of need. I will forever be grateful and will never forget the support received by all the amazing staff and will certainly also miss a few faces. Kindest regards, Elisha.



STAFF/VOLUNTEER TESTIMONIALS

Adam: People and Compliance Administrator

I commenced volunteer medical transport drives for Simply Care 2020. The time spent with the aged clients in my community sparked an empathy and passion for aged care and support. My volunteer role continued until I received my Certificate IV Ageing Support as well as a Certificate IV Leisure and Health.

Now that I am certified I work for SimplyCare as a Support Worker. I thoroughly enjoy the interactions and support that I can provide my adorable clients.

Simply Care have been an amazing team to engage with and now work for. Simply Care are always professional, organised and excellent with communication.

I am truly grateful for having made contact with them back in 2020. I have the connection made with Simply Care to thank for my mid-life career change. I am absolutely loving my caregiving role within my community.

Adam: People and Compliance Administrator

Throughout my employment with Simply Care, I have gained many new skills and progressed my career with the support and guidance from Clare, Kirby and Tim.

I started my employment as a Support Worker where I was able to work across all the services we offer, I was able to bring the care skills I had learned throughout my previous experiences in the Aged Care sector to provide a high level of care to our clients, carers and families. From then I was offered a position within the administration team, where I learnt the intricate details processes of the Aged Care system, this then led to another promotion of Program Coordinator Social Support, where I was able to reinvent our Social Support service and improve the service delivery for our clients. This had many challenges during the ever changing restrictions during the pandemic of COVID-19. I have now been appointed People and Compliance Administrator, where I am able to learn more skills and utilise my talents to ensure compliance within the aged care sector.

I would like to thank Clare, Kirby and Tim for all the support and guidance throughout my employment with Simply Care.



STAFF/VOLUNTEER TESTIMONIALS

Flossie: Home Care Worker

I was born in India - a country renowned for its rich heritage, multicultural, and a multifaceted society. I spent my formative years in UAE, graduated in Accounting & Auditing and International Business in UK before settling down in New Zealand. Later I moved to Melbourne to continue working with a multinational corporate organization for nearly 20 years.

Having lived overseas most of the time, my holiday visits to India were magical and transformative. It is during these visits; the seed was planted in me to care for others especially the aged and disadvantaged. With time, motherhood, family, and the corporate ladder took control of my life, but the seed continued to grow within me.

COVID19 impacted me in a major way I had time to reflect, away from the rat race. The desire to follow my dream became stronger, although I did not know where to begin. My decision to attend the Care Expo, was the start of my journey into aged care.

After visiting several booths at the Expo, with no concrete information on aged care, I was leaving disappointed when I came across 'Simply Care booth'. I met 'Adam and Kirby' which was a life changing moment. They explained to me the positivity surrounding aged care and services provided by Simply Care. Their enthusiasm and helpful nature to assist and guide was unique, real with a positive mindset.

During my subsequent meetings at Simply Care offices both Adam and Kirby guided me through the required certifications and government approvals in a professional manner.

I am now enrolled in Certificate III Individual Support course and have joined Simply Care as a casual Home Care Worker.

Recently I had the opportunity to attend a staff get-together and interact with other members at Simply Care.

Everyone at Simply Care is wonderful and committed to their individual roles within the organization.

I completed my first shift as a Home Care Worker, it was an extremely fulfilling experience and felt very proud to wear the uniform. My first client alongside Adam and Kirby will always hold a special place in my journey into aged care.

I thank Adam and Kirby for their patience and support and Simply Care for the opportunity presented to me to take my first step in my Aged Care journey!



DONATIONS

Simply Care thank all the clients, carers and families for their continued support throughout the years. We feel proud to offer the support services we do.

We wish to thank our generous community for the following donations throughout 2021-2022



The Lions Club of Rosebud has made significant donations totalling \$3000 throughout the year, Simply Care give their thanks and gratitude to Lions Club of Rosebud for their continued support over the years.

Ray has been an active client since early 2020 and accesses our Social Support Services. He has generously donated \$200. Simply Care give their thanks and gratitude to Lions Club of Rosebud for their continued support over the years.

Beryl has been an active client since late 2018 and accesses our Social Support Services and Garden Maintenance. She has generously donated \$50, Simply Care give their thanks and gratitude to Lions Club of Rosebud for their continued support over the years.



THANK YOU

As we have come close to the end of 2022, Simply Care would like to take this opportunity to show our sincere gratitude and thank all the staff past and present of 2022

Over the past 18 months in particular, through COVID-19 outbreaks and necessary pandemic restrictions, your diligence and dedication to caring for our clients, and their families and loved ones, has been simply inspiring and is a reflection of the way we all "Simply Care".

Your work has been extraordinary and we hope you enjoyed the Staff Appreciation dinner that was recently held at The Grand Hotel in Mornington.

All your hard work and dedication does not go un-noticed, the hours of support, care and compassion you all provide to our clients is reflected in the feedback received on a daily basis from the clients you all care for.

It takes a special heart to work within the aged care sector, with patience, empathy and care which we can proudly say you all hold those special qualities

So, thank you to each and every one of our dedicated staff at Simply Care.



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