



SimplyCARE

— COMMUNITY —
RESPIRE AND SOCIAL SUPPORT

ANNUAL REPORT 2023 EDITION

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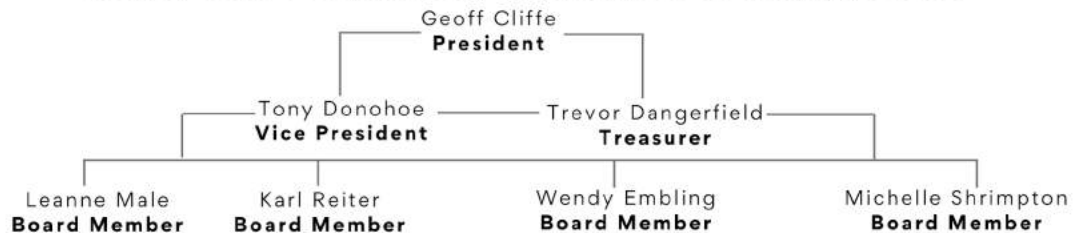
ACKNOWLEDGEMENT

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.

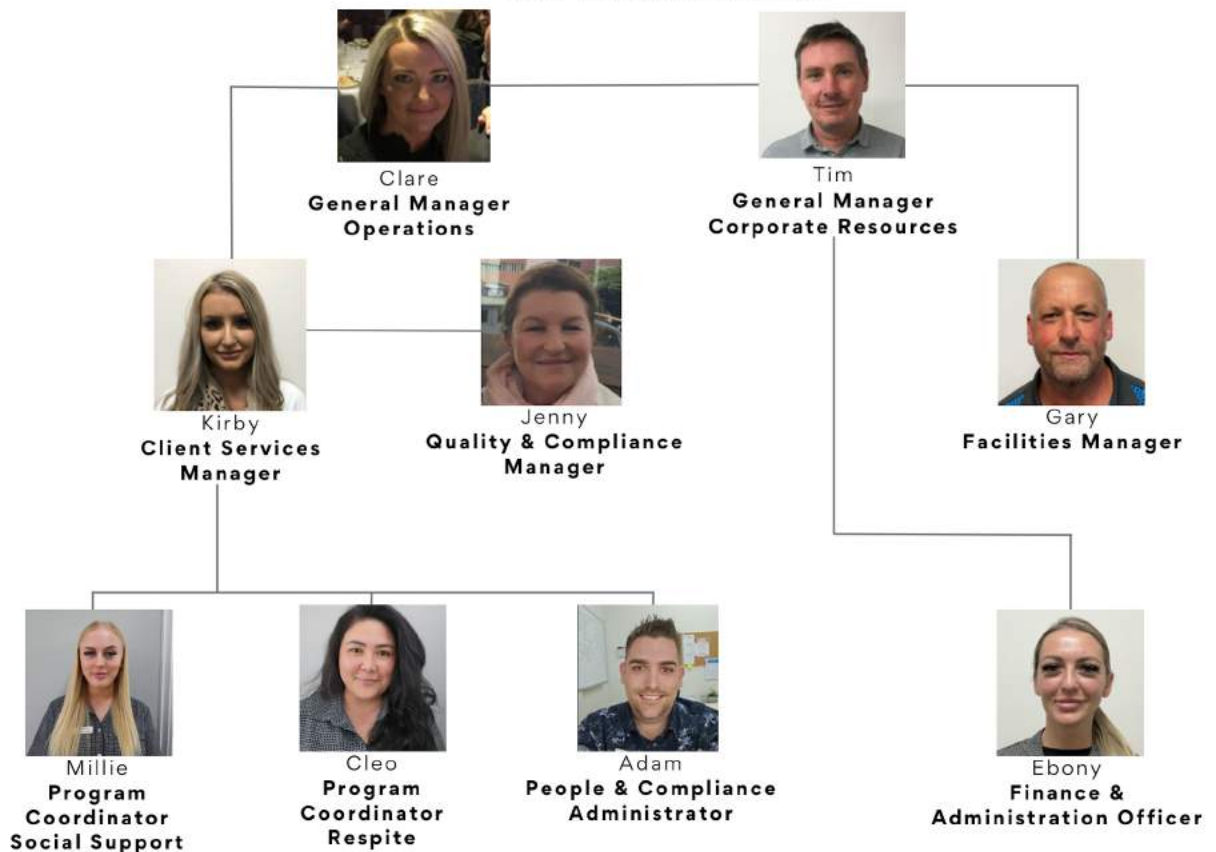
2023 COM, MANAGEMENT, COORDINATORS & ADMINISTRATION

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

SimplyCARE Community Committee of Management



SimplyCARE Community Management, Coordinators and Administration



2023 STAFF AND VOLUNTEERS

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

Support Workers & Home Care Workers



Alicia
Support Worker



Amanda
Support Worker



Amy
Home Care Worker



Angela
Home Care Worker



Anna
Support Worker



Anthea
Support Worker



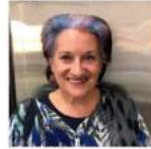
Beverley
Support Worker



Catherine
Support Worker



Chelsee
Support Worker



Cheryl
Support Worker



Debra
Support Worker



Dominique
Support Worker



Gillian
Support Worker



Helen
Support Worker



Jacqueline
Support Worker



Kanjana
Support Worker



Karol
Support Worker



Laura
Support Worker



Lucy
Support Worker



Michelle
Support Worker



Nichola
Support Worker



Rebecca
Home Care Worker



Tajinder
Support Worker



Terri
Home Care Worker



Trina
Support Worker

Simply Care Volunteers



Ian
Volunteer



John
Volunteer



Kathryn
Volunteer



Lilian
Volunteer



Lorraine
Volunteer



Mehrdad
Volunteer



Michael
Volunteer



Robin
Volunteer



Trevor
Volunteer



PRESIDENTS REPORT

The 2022 / 2023 year has been a mixture of challenges for our organisation as we consider the future impact of policy directions of Government at both State and Federal levels, together with options for Simply Care Community as the demand for Aged Care services continues to grow across the Mornington Peninsula and in the wider community.

As President and on behalf of the Committee of Management, I want to recognise and record the commitment and contribution of our staff and volunteers who have all provided amazing support in delivering our client services in the last year. Of note is the willingness of our staff team to respond to the changing environment with innovation and a positive future focus.

Simply Care Community as a team have already shown the ability and willingness to embrace change. The resilience of this organisation as shown over the past three years has been remarkable.

The last 12 months have included many new challenges across all levels of the wider community and our staff are not immune from the pressures that are felt by every family as the Government struggles to address both the current environment and what the future may hold. We are extremely fortunate to have such a talented and committed team.

In recent months, the Committee of Management has welcomed Michelle Shrimpton, Dr Rowena Cantley and Terry O'Donoghue as new members of the Committee, although Terry has been with us previously as the President before my time in the chair. We also take the opportunity to thank John Bertuna for his excellent contribution as a member of the Committee during 2023.

We have invested this year in updated technology to streamline and to secure our client management records, while ensuring that we meet Government requirements and standards across service delivery and financial accountability. Our thanks go to Tim Reynolds as General Manager, Corporate Services, and the team as implementation of those changes gets close to completion.

PRESIDENTS REPORT CONTINUED.

We have been very fortunate to have such a quality client services team, headed by Clare Clarke as General Manager, Operations. The Committee continues to have great confidence in Clare and her team as is reflected in the client feedback received through the year.

The next year for Simply Care Community will include upgrade to our facility at Jetty Road and consideration of the ways in which our service delivery may be changed as the profile of our local community changes and as we are able to clarify any new program funding decisions of Government.

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

I wish to end with thanks to all members of the Committee of Management for their time, energy, and commitment over the last year. 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
Simply Care Community

A LETTER FROM THE GM-OPERATIONS

Hello,

This past year Simply Care has been driven and dedicated in continuing to support our community.

We have endeavoured to return to as normal as possible despite the previous challenges that COVID had brought us. We have risen above these challenges, continuing to deliver high quality and safe care.

We continue to follow best practice guidelines, attend, and participate in industry specific forums and conferences regionally and nationally to keep up to date and to tackle any emerging issues and to transition through changes.

Simply Care has now become members of the Aged and Community Care Providers Association (ACCPA) who have provided us with advice, support, and guidance to ensure quality and compliance is met.

We have also employed our own Quality and Compliance manager, Jenny Cameron this year who is a Registered Nurse (RN) with over 20 years' experience and is a welcome addition to our corporate structure and who works alongside our Client Services Manager, Kirby Plumb who over sees all programs and services.

All our staff have spent the last twelve months engaging in training set by the Aged Care Quality and Safety Commission in the form of Aged Care Learning Information Solutions (ALIS) training covering over 60 subjects relating to Aged Care and the imminent changes happening in the industry.

We have also seen staff progression through professional development opportunities within the company which has been amazing.

Despite reported struggles in the industry we have retained most of our Support staff and recruited new staff members as well. We have also created a new team of Homecare workers to assist clients with domestic duties in and around their homes. We have also offered them opportunities to upskill to become a qualified support worker if it is their wishes.

We have joined forces with West Vic staffing solutions as their hosts to employ apprentices and trainees. We have employed 3 School based apprentices this year on traineeships (SBAT) which have given young adults an insight into Home and Community Care.

I am immensely proud of the whole team who have created a great culture and who work tirelessly in the background to ensure our clients' needs and choices are met and that our services are of high quality. Our Managers, Kirby and Jenny, Coordinators, Cleo Bayburt and Millie Smith and Admin staff, Ebony Plumb and Adam Kelly go beyond daily to achieve this for our precious community of clients. Not forgetting Gary Smith our facilities Manager who maintains both sites to an extremely high standard and has done an excellent job in the cottage renovations as well. Gary also delivers the home and garden maintenance service and has been commended for his magnificent work, attention to detail and his friendly and caring nature towards our clients.

A LETTER FROM THE GM-OPERATIONS CONTINUED

I am also so grateful and proud of our Support team for the important level of love and care given to our sometimes very vulnerable clients, they make such a difference and are incredibly special in the way they deliver our services.

We have also seen a rise in popularity for our Home and Garden Maintenance through word of mouth and referral pathways like My Aged Care (MAC) unfortunately we had to create a waiting list but we are now working through the list, and as a strategy we have just employed another Garden Maintenance worker to meet those clients' needs and expand our service areas.

Our clients' testimonials and positive feedback received in all our programs show how Simply Care are doing a fabulous job.

Another valuable mention is to our small group of amazing volunteers, they really are so appreciated for all they do for Simply Care whether it be driving clients to medical appointments or attending our bus trips and centre-based respite they really add positivity to the experience.

I would also like to show my appreciation to the Committee of Management (CoM) for their on-going dedication and support. They have all adapted to changes this year to keep up with new industry requirements and have trusted and supported myself Clare Clarke (GM - Operations) and Tim Reynolds (GM - Corporate Services) to direct the company in the right direction. A special mention to Geoff Cliffe (President) who has dedicated many years to Southern Peninsula Community Care, we would not be where we are today without him, he is a wealth of knowledge for us all.

I have been honoured to work alongside Tim over the last few years, we have overcome many hurdles during our time in charge, we have come out stronger than ever and work together towards a better future for everyone.

Lastly but most importantly I would like to mention our clients and carers we have been an absolute pleasure to serve. We hope we have made a difference to you all.

I wish you all an incredibly happy end to the year and look forward to seeing you all in 2024.

Kind Regards

Clare Clarke GM - Operations

FINANCIAL PERFORMANCE

OPERATIONAL HIGHLIGHTS

PROGRAM	HOURS DELIVERED	
	2022-2023	2021-2022
Cottage Respite	19028	17934
Centre Based Respite	14937	7710
Planned Activity Groups	12117	2986
In Home Respite	2625	3235
HACC Community Care	807	693
Social Support Individual	1801	448

It has been another busy, rewarding and challenging year. As the operational highlights reveal, Simplycare's services have bounced back relatively well from the disruption of the COVID restriction periods. As always, it is our dedicated and caring contingent of support workers who have been the driving force behind this. It can not be stated strongly enough how highly we value the work being done, and the importance of caring for our clients with such as enthusiastic and compassionate approach.

The Committee of Management too have been very dedicated to the continued success of Simplycare. As part of the aged care reform initiatives, the committee have embarked on ensuring they are well informed of the industry requirements by undertaking training modules designed for Boards of aged care organisations. The Governing For Reform in Aged Care Program has been designed by the Aged Care Quality Commission with a view to improving the governance of organisations such as ours.

The board have completed all core modules and are addressing the remaining non-core modules at each committee meeting. I would like to take this opportunity to thank President Geoff Cliffe and the other members of the committee for their efforts this year.

As part of our ongoing commitment to continuous improvement, we are currently focusing on implementing a new suite of industry specific policies, and also implementing a new risk management program, both developed in association with the Aged and Community Care Providers Association.

FINANCIAL PERFORMANCE CONTINUED.

To further improve our Governance, the Committee have also appointed a new auditor (Oak Audit and Assurance) to cast a fresh set of eyes over our financial systems and processes. The financial statements audit has been exceptionally thorough, and we greatly appreciate the dedication shown by our new auditor. The audit brought our financial statements inline with current audit standards and addressed a number of issues from previous years, particularly around revenue recognition.

From a financial perspective, we had a solid year. As the number of services increased so too did our client contribution revenue. Revenue from the Department of Health for our Commonwealth Home Support Program also increased as service delivery grew. Overall revenue decreased due to revenue recognition changes with respect to our Home and Community Care Program for Younger People (HACC PYP) to better reflect outcomes against funding. In part, this program funds volunteer co-ordination and with volunteer numbers declining since COVID so too has our utilisation of this funding. We have plans in the 2024 year to recruit volunteers to increase our support to the community.

The largest expenditure item as always is employment expenses and given the increase in service delivery and wages within the aged care sector, we are pleased that the overall increase in wage costs (12.6%) was relatively well contained. The organisation has posted a profit of \$249,956 for the financial year.

The 2023.24 year is looking very positive, with new programs being rolled out (CHSP Home Maintenance, Domestic Assistance & Personal Care), and a new client management system being implemented. It will again keep us all very engaged. Finally, I would like to acknowledge Clare Clarke, General Manager Operations and her team, for delivering a range of outstanding programs. The passion, care and commitment shown to our clients is inspirational and has created an environment in which we can all be proud.

Tim Reynolds
General Manager Corporate Services



SIMPLYCARE SERVICES

SimplyCARE Community offers a variety of programs designed to support clients, caregivers, and families with respite and social services.

Our services consist of:

- Cottage Respite
- Centre-Based Respite
- In-Home Respite
- Social Support Groups- Planned Activity Groups
- Social Support Individual- Accompanied Activities
- Personal Care
- Domestic Assistance
- Home and Garden Maintenance
- Transport
- Unescorted Shopping

All of our programs are accessible to clients who are funded under the following:

- Commonwealth Home Support Program (CHSP)
- Home and Community Care Program for Younger People (HACCPYP)
- Home Care Packages (HCP)

COTTAGE UPDATE

Our Coastal Cottage has undergone a wondrous transformation over the past few months.

The walls have been blessed with a fresh coat of paint, and the floors have been reimagined, invoking a sense of modernity within its walls. To add to the changes, we have added new pieces of furniture, lending the cottage a touch of elegance. The colours we have chosen to adorn our sanctuary are neutral, casting a calming aura that soothes the senses. With the updated flooring that modernizes the interior, the Cottage now emanates an overall ambiance of comfort and tranquility, inviting those who seek respite from the chaos of the world.

We're proud to announce our partnership with the Allied Health Carer Services, to offer Cottage Respite for their hardworking carers. We're happy to report that the carers who stayed with us had a fantastic time at the Cottage and participating in our Planned Activity Group trips, enjoying their stay to the fullest.



SERVICE DETAILS

COTTAGE RESPITE & IN-HOME RESPITE

Our Cottage Respite program is dedicated to offering year-round assistance to clients, caregivers, and families. The Coastal Cottage provides a comfortable and secure environment, so you can feel at home while receiving the care you need.

If you prefer to stay at home, our Flexible Respite program provides support for clients while caregivers take a much-needed break. Rest assured, we are committed to supporting you and your loved ones.

CENTRE-BASED RESPITE

We understand that caring for a loved one can be challenging; that's why we offer the Centre-Based Respite program. This initiative provides caregivers with a well-deserved break while ensuring that our clients can engage in personalized and enjoyable activities. The program is available from Monday to Friday, running from 9:00 am to 3:00 pm.

PERSONAL CARE

Our dedicated support workers are available to provide assistance with daily care activities such as showering, dressing, toileting, and meal preparation.

DOMESTIC ASSISTANCE

Assisting with Housekeeping: Our Home Care Services Our home care workers help our clients maintain a clean and organized home. Our team is respectful and efficient when it comes to general housekeeping tasks. Here are some of the tasks we offer:

- Vacuuming
- Dusting
- Mopping
- Cleaning wet areas
- Cleaning kitchen benches
- Laundry
- Basic ironing

We also provide other housekeeping tasks as needed.



SERVICE DETAILS

SOCIAL SUPPORT SERVICES

Our Planned Activity Groups provide clients with the opportunity to explore various places in the community, including parks, gardens, restaurants, shopping centres, and museums. We pick up clients from their homes and return them afterward, from Monday to Friday.

Our Social Support provides one-on-one assistance to clients in their homes, as well as access to the community for everyday tasks and errands. This service is available Monday to Friday.

TRANSPORT SERVICES & UNESCORTED SHOPPING

Transportation Services Provided by SimplyCARE

Our clients can take advantage of our Transport program, which offers assistance with unescorted shopping and transportation to appointments. These services are proudly delivered by our team of volunteers.

HOME & GARDEN MAINTENANCE

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

PROGRAM HIGHLIGHTS

PLANNED ACTIVITY GROUPS

A group of twenty clients had the opportunity to visit the Titanic Exhibition and their experience was nothing short of amazing. All of them were captivated by the exhibition and found it to be extremely interesting. The clients were given an onboarding ticket that had a passenger name, and this added an extra layer of excitement to their experience.

As they made their way through the exhibition, they were able to see and learn about the different aspects of the Titanic, including its luxurious interiors, the lifestyle of the passengers, and the tragic events that led to its sinking. The clients were particularly impressed by the attention to detail in recreating the different parts of the ship and the artifacts on display.

At the end of the exhibition, the clients were able to find out what happened to the passengers on their tickets, and this made their experience both informative and emotional. Overall, the clients were extremely satisfied with their visit to the Titanic Exhibition and they highly recommend it to anyone who is interested in history, maritime disasters, or simply looking for an interesting and educational experience.



PROGRAM HIGHLIGHTS PLANNED ACTIVITY GROUPS

A festive and joyous occasion was held at RYE RSL where a group of clients gathered to mark the end of the year 2023. The Christmas lunch, which was specially prepared for the occasion, provided the perfect backdrop for the guests to indulge in delicious food, share stories, and build lasting memories. The warm ambiance of the venue, coupled with the cheerful company of the attendees, made the event a truly memorable one.



PROGRAM HIGHLIGHTS

CENTRE BASED RESPITE

The Centre-Based Respite program has recently introduced a new and exciting activity - Pet Therapy! Our clients have been delighted with the presence of Summer, a golden lab with a gentle nature that has been bringing comfort and relaxation to all who meet her. Summer attends twice a week on different days, making sure that all Centre-Based Respite clients have the opportunity to experience her calming and soothing presence. With Summer around, the atmosphere is serene, and our clients feel more at ease and stress-free.



PROGRAM HIGHLIGHTS

ALL SERVICES

All clients and carers were invited to attend our annual Christmas celebration held in December. The clients enjoyed a home-cooked roast dinner with all the trimmings, followed by scrumptious dessert options. The day was filled with laughter and celebrations all around. The team at SimplyCARE organized many fantastic donations of gift cards, hampers, and vouchers for several local businesses. These donations were raffled off to everyone who attended. The atmosphere was joyous.



CLIENT/CARER TESTIMONIALS

Our services and staff have always been highly appreciated by our clients, carers, and their families. Below is a selection of feedback we've received over the last year that showcases their satisfaction with the services we provide.

Vietnamese Community Group- Cottage Respite and Planned Activity Group:

The community group who enjoyed staying at our Coastal Cottage and attending the Planned Activity Group over several stays and have thanked Simply Care sincerely for our friendliness and attention to them, helping them to have a relaxing and enjoyable time in respite care.

They particularly wanted to thank the chef (support worker Helen) who cooked for them. They wished all of us to be well and happy and thanked us for the fabulous service we provide.

A thankyou card was recieved which stated "We sincerely thank your friendliness and attentive to care for us, helping us to have a relaxing and enjoyable respite days, We particularly thank the chef who cooked for us. Wishing all of you always well and happy, once again thanks to all staff at the Cottage and Alfred Health who have provided us this fabulous service.

Carer- Cottage Respite:

Ian's son Darren, thanked Simply Care for everything the have done to support Ian and his wife during his respite stay. They could not thank us enough and have gifted us a card, box of chocolates and a rose plant, that have been planted at Head Office.

Darren stated that we did an amazing job and appreciated everything all the staff did to accommodate Ian.

Compliment- Domestic Assistance:

Margaret called and wanted to thank staff about her first visit for Domestic Assistance, she thanked us all for sending the Home Care Worker and was very pleased with her work and stated that the worker is a lovely person and works hard and she is looking forward to the ongoing support from SimplyCARE Community.



CLIENT/CARER TESTIMONIALS

Our services and staff have always been highly appreciated by our clients, carers, and their families. Below is a selection of feedback we've received over the last year that showcases their satisfaction with the services we provide.

Complement -In-Home Respite:

Carer thanked staff and also advised the “They have hit the jackpot with SimplyCARE, we constantly pinch ourselves with how great we have it with the services provided and the worker who attends to Mum”

Complement -Planned Activity Group:

Client called to say “SimplyCARE have got their hearts in the right place, the trips are amazing and offer a diverse range of trips, I enjoy them so much”.

Client- Transport:

Client stated that the transport service she received with SimplyCARE has been very good, it has helped immensely as her husband does not drive and she was able to attend her appointment without stress or anxiety.

Carer- Cottage Respite:

Carer has stated she advised the CARER Gateway that SimplyCARE is the best place for Cottage Respite and she will not utilise the service from anywhere else. The client is very comfortable with all the staff and happy when he stays at the Cottage

Compliment- Domestic Assistance:

Client called to advise that she is very thankful for the Domestic Assistance and wanted to pass on her feedback and she stated that the worker is wonderful and does a fantastic job and its a world of help for her.

THANK YOU

As we draw closer to the end of 2023, Simply Care would like to take a moment to express our heartfelt gratitude to our staff, both current and former. Your unwavering commitment and hard work in caring for our clients, their families, and loved ones, through all the unpredictable twists and turns of daily life, have been nothing short of awe-inspiring.

Your unwavering dedication and diligence in performing your duties reflect the core values of Simply Care. We hope that you had a wonderful time celebrating the End of Year festivities at Stumpy Gully Winery, which were organized as a token of our appreciation for your extraordinary efforts.

We take immense pride in acknowledging the daily feedback from clients, which speaks volumes about the exceptional support, care, and compassion you all provide. Your patience, empathy, and care reflect the unique qualities that make working in the aged care sector a true calling.

We feel incredibly fortunate to have such a remarkable team of staff at Simply Care, and we thank each and every one of you for your hard work and dedication.





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