

ANNUAL
REPORT

2019-2020

Mission Statement

Westmont will:

Provide quality residential care, community care and lifestyle options and services for our older members of our community.

Aim to be the first and preferred choice for our clientele.

Be seen as the leading “Not for Profit” organisation by our community.

Be an employer of choice for staff qualified to work in our field.

Be proactive and responsive to the ever changing needs of our community and clients.

Our Vision

Our commitment to quality ensures Westmont is continually setting and maintaining standards of excellence in providing in-home and residential services for the older people of our region.

Philosophy

“Caring for All by All”

Values Statement

Show **RESPECT** by actively listening and taking the time to understand and value each person and their choices.

Behave in an **ETHICAL** manner and be **PROFESSIONAL** in every interaction we undertake thereby building **TRUST**.

Be **TRANSPARENT** and **ACCOUNTABLE** in all of our dealings with our residents, clients, staff, volunteers and our community (stakeholders).

Nurture **COMPASSION AND DIGNITY** with all our residents and clients.

Openly **ACKNOWLEDGE** the work of our staff and volunteers for their **PASSION** in what they do.

Recognise **DIVERSITY** in our community and ensure our organisation reflects and responds to that diversity.

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Westmont's History

Chairman and Chief Executive Officer's Report

The last financial year has been one of significant achievement and significant challenge for Westmont Aged Care Services Ltd.

The significant achievements have included:

- The purchase, settlement and takeover of 34 Ellen McDonald Drive Baranduda as the site for our new Seniors Lifestyle Village. A planning permit application for the 10 hectare 96 site village was lodged with The City of Wodonga on 6th July 2020. We look forward to the commencement of works on this exciting development as we continue to develop retirement living options for the people of Wodonga and our surrounding areas.
- The design and construction of our new style four cottage 32 bed Cottages development. Designed specifically for people living with dementia, at the close of the financial year construction is around 70% complete with a completion date of the end of October 2020. With furnishings, commissioning and landscaping to be undertaken, we are anticipating an occupancy of the first cottage in December 2020.
- Westmont Community Care continued its significant growth in the Home Care Package area with our 175th package being signed up at the end of the financial year, this was a 75% growth on the end of June 2019. Westmont Community Care continues to provide services to over 1700 people in our community each year.
- Westmont Homestead assisted Alpine Health in the evacuation of Residents from Mt Beauty Hospital in January 2020 as that facility was under threat from the Black Summer bushfires occurring in that area. It was our pleasure to host six Residents for 10 days in our Auditorium until it was safe for the Residents

to return to their home. This was a fantastic example of our aged care industry working together to assist each other in times of emergency.

- The completion of our solar roofed caravan parking area with 115kW of solar panels to provide low cost power into stages 3, 4 & 5 of our Village as well as to our Westmont Cottages development in the future.

All this has occurred at a time when we also faced challenges such as:

- Smoke haze from the Black Summer bushfires enveloping Westmont Homestead, Apartments and Village, making conditions unpleasant for our Residents. Westmont purchased a number of air filtration machines to assist in cleaning the air.
- A grass fire in the Baranduda Boulevard area on the 10th January, which in its early stages threatened our site. A change of wind direction and some fantastic work from local emergency services restricted its advance towards our facility, and some valuable lessons were learnt by Westmont management as to how we prepare for such an event in future. We have purchased a small firefighting unit to go on the back of our small truck, and a number of plug in hose points and hoses for the protection of the Village and made some procedural changes to help us cope should such an event happen in future.
- The COVID-19 pandemic which has challenged us on many fronts as we have worked to protect our Residents and Clients, assist them to continue their preferred way of life, and work within the Government mandated laws which by necessity needed to be regularly changed for the changing pandemic circumstances. Maintaining a quality and safe care environment is always in the front of our minds as we

meet these challenges. The continuing pandemic is challenging operationally and financially and we thank the Commonwealth and State Governments for their support provided thus far to assist.

- The input of our Volunteers has been severely curtailed by the pandemic and we look forward to the future when they can return to enrich the lives of our Residents and Clients in so many different ways.

The Board has continued its renewal of Directorships with the appointment of Graeme Patterson to the vacancy brought about by the resignation of our past Chairman, Trevor McLean. We look forward to Graeme's contribution in the coming years.

The challenges of meeting as a Board during the pandemic has been met with the adoption of online Zoom meetings, which has meant good governance continues at our Board

level. Strategic planning as a Board and Executive has also occurred online via Zoom as we shape our future as an organisation and address the challenges that confront us.

The release of the Royal Commissions interim report into the Aged Care industry has been in the forefront of Board Directors' minds, and whilst the pandemic has delayed the release of the final report we are actively monitoring the Commission's recommendations to help shape our organisation in the future.



ANDREW BROWN
CHAIRMAN



PETER DE KOEYER
CHIEF EXECUTIVE OFFICER

Board of Governance 2019-20



Andrew Brown
*Registered Nurse
 Diploma of Management
 Tertiary studies in Health Sciences and
 Commerce
 GAICD*
 Chair (2018 to Current),
 Non-Executive Director



Angela Collins
Licenced Real Estate Agent
 Non-Executive Director



Graeme Patterson
Diploma of Business Management
 Non-Executive Director



Dr William Keeton
*PhD – Management
 Masters – Management
 Bachelor – Political Science*
 Non-Executive Director



Eleanor Fitz
*Masters Degree Business (HM)
 Grad. Dip.Ed.Admin, Dip. App. Sc
 Food Services Teaching Certificate
 Work Place Trainer Certificate UK
 Trade Certificate Catering Management*
 Company Secretary,
 Non-Executive Director



Debbie MacKinlay
Grad. Dip Management
 Non-Executive Director



Andrew Williams
Bachelor of Laws
 Non-Executive Director



Roger A Snell
*FCIS
 Past Fellow Chartered Institute of
 (Company) Secretaries*
 Non-Executive Director



Neville Seymour
 Non-Executive Director

Life Governors

Mrs J Berrell
 Mr L Boyes
 Ms S Cardwell
 Mrs P Corcoran
 Mr B Martin
 Mr R Matthews
 Mr B Pooley
 Mrs E Ross

Mrs M Schubert
 Mrs S Teissl
 Mr I Warwick
 Mr R H Snell
 Mr J Dunstan
 Mr T McLean

Executive and Management Team



Peter de Koeyer
Chief Executive Officer



Don Wilkinson
Director of Finance and IT Services



Angela McInnes
Director of Care and Clinical Services



Christine Odewahn
Director of Community Care



Peter Ward
Manager of Hotel Services



Ann O'Grady
Coordinator of Business Development



Chris Boyer
Manager of Village and Apartments



Carolyn Moxey
*Manager of Quality Systems,
Administration & Training*



Julie Hovey
Coordinator of Activities



Philip Eaton
Manager of Building Facilities

Continuous Quality Improvement

Continuous improvement at Westmont is a systematic, ongoing effort to improve the quality and safety of care and services we provide. The aim is to identify our Residents and Clients' needs and implement and review new and old systems to ensure optimum performance and outcomes.

The single Aged Care Quality Standards have been in place now for twelve months. The standards focus on consumer choice, ongoing assessment and planning that partners with the consumer, personal and clinical care that is tailored to them, and services and supports that help them live the life they choose and to stay connected to others and their community. Westmont ensures these standards are followed and adhered to and that consumers play a major role in how they wish to live their life.

Westmont's policies, procedures and processes are reviewed on a continual basis, however, due to COVID-19 we have been forced to review these earlier to ensure the most up to date advice provided by State and Commonwealth Governments is being followed and adhered to and our processes changed accordingly.

Some improvements this year include:

- Extension of care shifts to ensure additional staff are working on the floor when required. This was identified through feedback received from staff and Residents.
- Communication Apps to connect Residents with their family and friends, especially during the COVID-19 pandemic.
- Due to smoke from the Black Summer bushfires air purifiers were purchased to improve air quality.
- Westmont's 'Facebook' page assists families to stay connected to their loved one and update them on what's happening in the Homestead.
- Westmont Community Care have developed a client deteriorating risk register to help identify and monitor those with a decline in health.
- New menu options provided for our Community Care Meals On Wheels recipients.
- Implementation of the "Technology Connects Us" project in Community Care to encourage local seniors not to be afraid of technology, but instead embrace it!

Complaints, Suggestions & Compliments

2018/2019	2019/2020
Homestead	Homestead
91 – Compliments	137 – Compliments
80 – Suggestions	76 – Suggestions
69 – Complaints	71 – Complaints
Apartments	Apartments
6 – Compliments	12 – Compliments
7 – Suggestions	8 – Suggestions
6 – Complaints	5 – Complaints
Villas	Villas
21 – Compliments	31 – Compliments
9 – Suggestions	0 – Suggestions
2 – Complaints	4 – Complaints
Community Care	Community Care
258 – Compliments	389 – Compliments
2 – Suggestions	3 – Suggestions
180 – Complaints	212 – Complaints

We want your feedback!

Whether the feedback is good, bad or otherwise, we cannot improve without your help and your input is appreciated. Westmont seeks feedback from a number of sources; consumers, staff, consumer representatives, volunteers, allied health care professionals, board directors, contractors etc.

Annual surveys are another source of feedback that assist us in improving the services we provide, our systems and processes.

Each month Westmont Homestead asks two residents a series of questions that relate to their day to day living and care arrangements, we call them 'Consumer Experience Surveys'. If they agree, a staff member sits with the Resident and asks a series of questions. For example; do staff treat you with respect, do you feel safe here or do you like the food along with other short, easy to understand questions. This has proved to be a great tool used to improve the care and services Residents receive and potentially identify a need they may have.

Westmont Community Care conduct random over the phone satisfaction audits with clients to identify gaps and improve services.

Survey Results

Westmont Homestead (Resident/Family Representatives)

Overall satisfaction rate (excluding don't know/not applicable) – 90%

"Friendly, safe, great care"

"My medical needs are well looked after"

"Very friendly, clean, comfortable and professional"

Westmont Apartments (Residents)

Overall satisfaction rate (excluding don't know/not applicable) – 95%

"Being looked after so well"

"I am very contented with the lifestyle here. The security of having help available if I should need it is very comforting"

"Receiving assistance whilst still retaining independence"

Westmont Village (Residents)

Overall satisfaction rate (excluding sometimes, never and don't know/not applicable) – 93%

"Our house and other villas are maintained. We feel safe. People are friendly. There is a range of activities to be involved with. The Café facility is good. The Recreation Centre is very good. The caravan storage is very good. The veggie garden area is good. The ongoing care if we are unable to remain in our Villa"

"Safe and friendly surroundings and beautiful gardens"

"Friendships – being able to do as much or as little as I want to"

Westmont Community Care (Clients)

Overall satisfaction rate (excluding don't know/not applicable) – 95%

"The staff at Westmont are always friendly, helpful, informative and very kind"

"Regular home care reduces anxiety and provides emotional and social connection"

"That it allows us to stay independently in our own home despite our declining abilities"

CAROLYN MOXEY

MANAGER OF QUALITY SYSTEMS,
ADMINISTRATION & TRAINING



Staff and Education

There were a total of 313 staff who worked within the organisation during 2019/20.

	2019/20	2018/19	2017/18
Full time	28	30	27
Part time	188	171	151
Casual	32	63	66
Trainees	8	4	5
Apprentices	-	-	1
Resigned*	57	52	41
Total	313	320	291

*Fifteen (15) of those staff who resigned either moved away, became qualified in their chosen field or obtained apprenticeships.



Education and training in the first half of the year proceeded as normal with face to face training being the main delivery method, however, since the pandemic training methods have changed to an online delivery focusing on Covid-19 and outbreak preparedness.

Webinars have proven to be a great educational tool assisting managers and staff on what an outbreak in the community or residential aged care setting looks like. Providers and industry leaders with hands on experience have shared their advice and recommendations which have given Westmont a real insight on how best to prepare in the event of an outbreak. PPE or personal protection equipment, social distancing and correct hand hygiene techniques remain the best ways to combat Covid-19 and staff are continually receiving practical hands on training. Staff have continued to provide outstanding care and services to our residents and clients at a very challenging time.

Westmont subscribe to an online library containing over 100 educational programs tailored to community and residential aged care. Westmont staff have full access to the library and must complete selected assessments annually.

Westmont educated local school students and older people in our region on topics such as what career opportunities and pathways are available to them in the aged care industry and what services and resources are available to seniors when considering end of life care. A staff member was chosen to be a panelist for a webinar as part of National Palliative Care Week discussing the palliative care options in our local area and residential aged care setting.

Westmont Homestead is fortunate to have the assistance of allied health care professionals eg. podiatrists, physiotherapist, dieticians etc. This year they provided 'in-service' training for staff in correct manual handling techniques relative to their work area, diabetes and the role of food and beverages, medication management, application and use of continence aids and assessment and planning.

It has been a very busy year!

Staff Training - Residential Aged Care

Manual Handling Training	Pain	Aged Care Quality Standards
Palliative Care	Wound Management	Behaviours
Diabetes and IDDSI Training	Continence Aid Training	Privacy and Confidentiality
Emotional Intelligence	Dementia	Dignity and Personalised Care
Manad Program – Use of	Communication	COVID-19 – Infection Control
Elder Rights Advocacy	Skin Care	Medications
Emergency Procedures and Preparedness	Webinars – Royal Commission into Aged Care	Personal Protection Equipment – Correct use of

Staff Training - Community Care

Hand Hygiene	Infection Control	Medication Management
Manual Handling	Aged Care Quality Standards	End of Life Care
Safe Food Handling	Privacy and Confidentiality	Social Connections
Preparing for Emergencies	Dementia	Older Persons Advocacy Network
Care Management Skills	Assessment and Planning	Understanding Diversity
LGBTI inclusive practice and awareness	COVID-19 – Infection Control & Managing Risks	Personal Protection Equipment – Correct use of
Carelink Go – software how to	Clinical Assessment	

Volunteer Training - Residential Aged Care

OHS- Correct Lifting Technique	OHS – Responsibilities	Reporting Hazards
Aged Care Quality Standards	Hand Hygiene	Compulsory Reporting
Food Safety	Privacy and Confidentiality	Loss and Grief
Dementia	Behaviours	Emergency Procedures

Volunteers also viewed a program on Dementia Care which focused on the model of care Westmont are working towards for our new Cottages.

Volunteer Training - Community Care

Food Safety	Privacy and Confidentiality	Infection Control
COVID-Signs and Symptoms	Use of Personal Protection Equipment (PPE)	Hand Hygiene
Social Distancing	Meals on Wheels – collection and delivery processes	COVID-Infection Control
Dementia	Behaviours	Preparing for Emergencies

CAROLYN MOXEY

MANAGER OF QUALITY SYSTEMS,
ADMINISTRATION & TRAINING

Staff Milestones

(* denotes milestone reached in 2019/20)

25 Years +

Aileen Bertram

20 Years +

Kate Coleman
Pauline Witham

15 Years +

Carolyn Gullifer
Robin Harrop
Carolyn Coupar *
Margaret Chalmers *
Kaylyn Leitch *
Barbara Seymour *

10 Years +

Wendy Hawkins
Maryanne Elvery
Christine Boyer
Ann O'Grady
Samantha Donovan
Yujun Rao
Joy Ruby
Julie Jenkins

Mandy Cole
Leonie Hearn
Karen Honey
Donald Wilkinson
Peter de Koeper
Elaine Coombe
Peter Ward

Christi LaMotte
Danyelle Elliott
Julie Hovey
Carmel Price
Fiona English
Narelle Briggs
Cheryl Pollard
Stacey Rowarth
Donna Serong
Christine Bloxson
Christina Miles
Juliette Gallacher
Lisa Riley
Margaret Seymour *
Leah Harry *
Jodie Grooby *
Laura Souquet *

Lesley Coulson *
Dianne Laing *
Joemon Jose *

5 Years +

Angela McInnes
Shiji Joemon
Tracey Nankiville
Narelle Thomas
Lynette Wraith
Andrew Fox
Heather Chapman
Jennifer Mathey
Andrea Collins
Robynne Coleman
Kerrie Small
Carolyn Moxey
Angela Sibraa
Shane Bartlett
Sandra Scalzo
Mary Sutherland
Ebony Fahey
Kylie Jeffery
Rhianna Coleiro

Kate Manzie
Lisa Bruning
Michelle McIntosh
Lakwinder Singh
Sandra Coughlan
Phillip Eaton
Christine Odewahn
Heather Campbell
Bernadette Condon
Ann-Marie Dyball
Maria Mathey
Lynette Godden
Ryan Polkinghorne
Donna Newbould
Elena Rago
Rosina Villella
Thomas Blair
William Coombes
Sandra Hastings
Durga Gurung
Violy Harders
Pahal Bhattarai
Lisa Van Bergen
Catherine Knight

Jennifer Atkin
Tania Blake
Jennifer Shipcott
Kristeen Radcliffe
Julie Walker
Marilou Villamora
Allison Rosewarne
Taya Brooks
Melissa Russell *
Kim Hunt *
Isabella Newey *
Elissa Flower *
Erin Kennedy *
Janet Edgar *
Brianna Harris *
Susan Rosevear *
Neil Colston *
Meghann Vukasinovic *
Felicity Kennelly *
Jennifer Andrew *
Janette Kavanagh *
Gerald Weihrauch *
Douglas Cook *

Occupational Health and Safety

As the Westmont workforce grows, and new facilities and services are rolled out, the challenge remains to provide a safe workplace for all Westmont staff, residents, visitors and volunteers. Systems are continually being developed to ensure that if a safety issue is identified, it is quickly addressed and rectified.

A rigorous preventative maintenance program is undertaken to ensure equipment and facilities are in good working order and to prevent equipment from failing. This, along with ongoing training on the correct use of equipment goes a long way in safeguarding our residents and staff.



Action is not only initiated when there has been an incident, but also from feedback and staff surveys. The purchase of a lifter is one such action that has occurred as a result of a number of staff raising the availability of lifting equipment.

The Occupational Health and Safety Committee continues to review all incidents and ensures that any incident that has been reported has been satisfactorily addressed and resolved. All Managers are aware that the incident “loop” must be closed and the Committee monitors this process.

Westmont did have one reportable incident to WorkSafe during the year where a member of staff received an electric shock from a frayed lead. Because of the potential serious nature of the incident it had to be reported. Fortunately, the staff member did not receive any serious injury and continued working, whilst WorkSafe were very satisfied with the measures that were put in place to address the issue. Collaborative resolution with WorkSafe of issues such as this incident help to ensure the safest possible workplace.

DON WILKINSON

RETURN TO WORK OFFICER

OH&S MANAGEMENT REPRESENTATIVE

Homestead Care Report

The Homestead continues to be as busy as ever. Preparing this report confirmed this and below are the legislative changes we have undergone in the last financial year.

On July 1 2019 the Aged Care Quality Standards came into effect. The standards are set out in law and Westmont has to comply with the standards in the following eight areas: consumer dignity and choice, ongoing assessment and planning with consumers, personal care and clinical care, services and supports for daily living, service environment, feedback and complaints, human resources and organisational governance.

The Aged Care Quality and Safety Commission monitor the quality of Government funded aged care services. The Commission does this through unannounced visits to the facility. Our last unannounced visit was August 2018. During the COVID-19 pandemic we have had two desktop audits completed by the Commission.

The Charter of Aged Care Rights commenced on July 1 2019. This charter protects the rights of people receiving

aged care. Each resident is provided with a copy, which is explained and signed by staff. Residents can choose not to sign the Charter if they wish.

The Older Persons Advocacy Network (OPAN), visited residents and staff to explain the process of the Charter of Aged Care Rights.

The Mandatory Quality Indicator Program also started in July, with first submissions sent to the Government in October. Westmont report directly to the Government on three quality indicators. The information required is the number of pressure injuries, unplanned weight loss and use of physical restraint. The results are used by Westmont to identify areas where continuous improvement is required.

The Royal Commission into Aged Care Quality and Safety produced their interim report on October 31. The final report is expected by February 26, 2021.

November 2019 saw the Quality of Care Amendment (Reviewing Restraint Principles) Principles 2019 come into effect. A lot of information has been given to providers on how to manage restraint. The bottom line is it must be used as a last resort after all alternative strategies have been exhausted.

The Commission received funding during the 2019/2020 Federal Budget to undertake work over two years, aimed at reducing and ideally eliminating, the inappropriate use of medicines in aged care settings. Two categories of medication with a higher risk of inappropriate use are psychotropic medicines and antibiotic medicines.

Westmont participates in the National Centre for Antimicrobial Stewardship (NAPS) audit, to assess prescribing practice of antibiotics for our Residents. Care continues to evolve with these changes. Westmont's ultimate goal is to deliver high quality care that is safe. Everyone involved in the delivery of aged care must respect the rights of people receiving aged care. Care provided must be respectful and responsive to a person's preferences, needs and values.

We are responsible for identifying what is important to our Residents and to establish mutual respect, out of which a trusting relationship will develop. This partnership enables staff to work with Residents to share decisions and plan care. Respect, emotional support, physical comfort, information, communication, continuity of care, care co-ordination, involvement of families, access to care, all lead to higher standards of quality and safety as well as resident and staff satisfaction. The need to work in partnerships with our Residents is vital.

Acknowledging the Residents voice, their experience of Westmont and using our expertise to shape decisions about health care will provide a meaningful lifestyle for all Residents during their time with us.

Admission and Discharge

The Homestead continues to have an extensive expression of interest list for permanent and respite care. People continue to plan and place their names on the list in anticipation of requiring permanent care. Westmont have five respite beds which are booked on a calendar system. There have been disruptions to these bookings caused by the pandemic. By utilising Villa or Apartment Residents, or persons receiving community care from Westmont, the beds have been occupied quickly following any cancellation.

Our occupancy rate is 99.04% which is above the average for aged care facilities for the last financial year.



During this financial year we have had 97 respite admissions.

Eighteen regular respite Residents have now become permanent Residents.

Following respite in the Homestead two Residents moved into an Apartment.

The two transitional care beds at the Homestead have had 17 admissions, three became permanent Residents with us.

Four transitional care Residents were from the Apartments and two were able to return home.

Last financial year we had 37 permanent admissions, this included 13 from the Apartments and four from the Villas.

Westmont had 36 departures last financial year. One younger age group resident moved into a community setting, another transferred to a facility in Melbourne to be closer to family.

Two residents passed away in hospital, the other Residents chose to stay at Westmont, where they peacefully passed away.

The average age of Residents living at Westmont is 86 years.

The average length of stay of a resident at Westmont is slowly decreasing as residents are admitted with more comorbidities.

Year	June 30 2017	June 30 2018	June 30 2019	June 30 2020
Average (years)	3.7	3.2	3.1	3.0

ANGELA MCINNES
DIRECTOR OF CARE
AND CLINICAL SERVICES

Activities Report Homestead

I've been working as the Activities Coordinator at Westmont Homestead since the facility opened in December 2008.

They've all been busy and challenging years, but this past year certainly stands out.

Though some challenges have been new to us, there's also what has remained constant. We are guided by our Residents so that we may act in their best interests. They are at the centre of what we do.

Thank you to the Activities staff for their great teamwork, their commitment and their care. They are willing to 'think outside the box' which adds that 'special something.'

Our Volunteers have also worked hard. Their contribution goes a long way to ensuring the success of our programs: assisting with activities such as bus trips and bingo, performing room visits and wheelchair strolls, kiosk duties, clothes mending and more.

Their fundraising efforts have been significant, enabling Westmont's purchase of a Magic Table (Tovertafel); an interactive light projector with specialised games designed to support Residents living with dementia.

Westmont is the first aged care provider in the area to introduce this technology. Though it is set up in our Belvoir unit, some of our general Residents have also spent time using it.

This unit has also benefitted from the talents of Personal Care Assistants who deliver the activities program. It's a privilege to witness the relationships they've built with those that they care for.

Intergenerational activities have featured prominently. Play groups and schools are welcomed in what is always a mutually enriching experience.

Student placements have kept us busy too. It's very rewarding when you witness someone finding what they want to do in life.

Now let's take a look at some of the highlights from the past year:

- Sing-a-long sessions were enhanced by the addition of Green Large Print Song Books (with sheet music) – yet another purchase enabled by volunteer fundraising.
- Through participation in Flavours of the World, Residents took in the culinary delights of New York (Waldorf salad with oven-baked grapes, Virgin Bloody Marys and an American chocolate to finish), Indigenous Australia (seared kangaroo with a mash of yams with wattleseed and chocolate sauce), China (dumplings, fortune cookies and green tea), Holland and The Netherlands (cheese platters and wine) and Italy (prosciutto served with gorgonzola and strawberries soaked in balsamic vinegar) – amongst other tempting morsels.
- Two residents turned 102 (Kit Ley and Jean Modra).
- A new indoor bowls carpet improved everyone's game.
- NAIDOC week was celebrated with a display of Indigenous-inspired artwork made by our Art and Craft class.
- Residents attended the Victory Lutheran College performance of Disney's Mulan Juniors set in ancient China. Students dazzled with their make-up, costumes and word-perfect performances.
- Oktoberfest was given authenticity with oompah music from the piano accordion, yodelling and Black Forest cake.
- The City of Wodonga's Seniors Celebration kept us both busy and entertained with five events being enjoyed.
- The Homestead's 11th birthday was celebrated with a party led by DJ Bernie (Jones) providing music and commentary for our listening pleasure.
- For Melbourne Cup Day we had sweepstakes, drinks of choice, fancy hats and lucky door prizes.
- TAFE Work Education student's Op Shop Fashion Parade was wonderful as always.
- Residents enjoyed an outing to the Wodonga Secondary Senior College's restaurant, 'Pepper.'
- Fundraisers for Men's Health (Movember) and the Cancer Council (Australia's Biggest Morning Tea) were held.

- Nash, the Suffolk horse, visited us and left us all in awe. This mighty draught horse was brought to the doors of the auditorium to say 'hello' to our Residents, and after a tour of the village, met everyone in Belvoir.
- On Christmas Eve, there was great excitement when Baranduda Fire Brigade brought along Santa. Arriving in a fire truck with lights and siren, Santa came equipped with his special bell and treats to hand out.
- A fabulous afternoon was held for Australia Day. Target shooting, thong throwing and an Aussie slang test took Residents through their paces.
- Knitting Group completed Joey pouches for koalas which were donated to an international service for distribution after the bushfires.
- A Rock N' Roll Afternoon with staff dress-ups, lots of dancing and laughter went down well, as did the O'Shae Ryan Irish Dancer's performance for St. Patrick's Day.
- Supplementary activities due to the pandemic have included the distribution of activity packs, along with the facilitation of Skype chats and visits by loved ones.
- Restrictions meant having Anzac Day services in both 'A' and 'B' wing lounges. This year's speech included acknowledgement of the wartime contributions of nurses and the civilian population. Sprigs of rosemary were picked from our gardens and given out.
- And during these trying times, local schoolchildren have reached out to us with uplifting handwritten letters. This has delighted Residents and generated reply letters in some instances.

It's been a big year thanks to a united effort.

Stay safe, stay well and stay strong.

JULIE HOVEY

COORDINATOR OF ACTIVITIES

Volunteer Milestones

(* denotes milestone reached in 2019/20)

A BIG THANK YOU to all those organisations and wonderful people who help us deliver meals to those living within the community, we could not do it without your help!

15 Years

Margaret (Jean) Dudley
Gwenda Quick
Elizabeth (Betty) Waite
Andrew Waite
Dorothy Olejniczak *

Wendy Starr
Judith Isaac
Judith Hawkins
Marjorie Andrews
Richard Andrews
Suzanne Arnison
Alison Dixon
Kaye Barker

Colin Ginnivan
Shirley Gleeson
Sandra Gourley
Donald Grant
Elizabeth Grant
Jillian Hancock
Raymond Hancock
Gerhard Hellmann
Jillian Hobberson
Marylyn Hitchcock
Susan Hinrichs
Barbara Jones
Barbara Key
Bruce Key

Andree Pender
George Pender
Joshua Quinlan
Julie Quinlan
Rosemarie Raymond
Graeme Redman
Robert Matejcic
Rhonda Day
Dianne Sanday
Stephen Sanday
Gavin Shelley
Marion Snell
Raymond Snell
Belinda Evans
Anne Tremethick

Raymond Davies*
Clive Faul*
Terence Finlayson*
Robyn Finnemore*
Marie Furze*
Douglas Gammon*
Jennifer Glendenning*
Luke Hamilton*
Brian Hooper*
Susan James*
Ross Kearney*
Krystyna Korju*
Jennifer Kotzur*
Hege Kovacs*

10 Years

Margery Condon
Colleen Roze
Ruth Cornell
Gail Watson
Kyle Lockley
Suzanne Cardwell
Olive Cumming
Roberta Gay*
Meta Hansen*

Allison Bowman
Andrina Bullock
Ewen Cameron
Graeme Carey
Jennifer Carey
Noel Condon
Elizabeth Cook
Suzanne Coon
Harold Cover
Kristine Coyle
Nola Davis

Valerie Kingerlee
Janet Kowarzik
Marion Landsdowne
Scott Harbridge
Des Brooker
Dorothy Locke
Ray Locke
Glenn Mackinnon
Gary Mawby
Kevin McBean
Robert McBean
Gregory McKenzie
Linda McWaters
Margaret Morse
Dawn O'Toole
Linda Pauline

Freda Wegener
Barrie Westley
Winifred Westley
Julie Wilkins
Philip Wilkins
Heather Williams
Delwyn Wilson
Peter Wilson
Vicki Winnell
Danella Wolters
Lynne Allen*
Beverley Allen*
Carmel Bordignon*
Matthew Burke*
Ewen Cameron*

Srinivasa Rao Kuditipudi*
Gennifer Matejcic*
Vincent Matthews*
Charu Mishra*
Trevor Pearce*
Alan Rodgers*
Paul Scanlon*
Frank Sergi*
Karen Stevens*
Sarah Stevenson*
Heimo Stieber*
Caron Stiler*
Christopher Van Malsem*
Rhonda Vile*

5 Years

Gail Baker
Valda McKenzie
Jean Rohan
Diana Brewer
Judith Bedford
Diane Baker
Nancy Massey
Valerie Dodwell
Rodney Freeman
Lorraine McRae
Leone Derriman

Wendy de Koeyer
Garry Eastlake
Phyllis Elkington
Ewan Elston
Millicent Farrar
John Ferguson
Noeleen Gadd
Carol Gay
John Gay
Michael Georgiou
Brian Gilby

Apartments and Village

Who was to know that Westmont resident life would change so dramatically from March 2020 onwards?

The Village and Apartment residents had been enjoying a rich and varied social calendar with many daily, weekly and monthly activities being held in the Ray Snell Recreation and Community Centres. Special events enjoyed included Seniors Week celebrations and Fashion Parade, Village Christmas resident lunches, New Year celebrations, and Apartments Christmas resident lunch and Carols by the Green.

But the end of March saw both Recreation and Community Centres closed to the Westmont public and all social movement stalled within the precinct to late June. Restrictions were slightly eased and the Recreation Centre was opened up for limited access, although this did not allow many activities and events to restart.

The Apartments building and Village continued as open space through the isolation period with our strong primary message to our Residents, family members and visitors being "Stay Apart to Keep Us Together".

Business continued as usual although overall site interest was down due to isolation. The ageing-in-place concept continues to provide much needed placement and transfer of residents from Villas and Apartments to higher care provided within the Homestead. The new Cottages for people living with dementia completion due in December 2020 will further complete this concept with all aspects of resident needs being met.



APARTMENTS

Admissions:

Eleven new residents were admitted to the Apartments this financial year - one transferred from her Villa residence. Long timer Thelma Moyle who moved in on 10 June 2010 continues to reside and hold the record for occupancy years.

Discharges:

Twelve residents moved permanently to the Homestead and one passed away at home in their Apartment.



VILLAS

As the 123 Villas were completed and occupied the previous year, the change in occupancy is now dependent upon outgoing Residents.

Admissions:

Nine new residents were admitted to the Villas this financial year. Landmark occupancy years continue for long timers John and Margaret Robins who moved in on 29 July 2011 and continue to happily reside within their Villa.

Discharges:

Two passed away in hospital, four moved permanently to the Homestead, two moved to another location and one moved to the Apartments.

This year has been uniquely challenging for our Residents and Westmont as we all maintain a safe and secure environment each day with the encouragement to be self-protecting, vigilant and outspoken about the health and wellbeing of our community members.



CHRIS BOYER

MANAGER OF VILLAGE AND APARTMENTS

Community Care

2019 / 2020 was a rewarding, eventful and challenging year for Westmont Community Care Services.

We provided over 86,700 hours of care and services to 1,747 individual clients under the funding and programs of Commonwealth Home Support (CHSP), Home and Community Care Program for Younger People (HACC PYP), the National Disability Insurance Scheme (NDIS), Department of Veteran's Affairs (DVA), Brokerage services to 17 organisations, Home Care Package (HCP) services to our own clients and a number of private clients during the year.

Services provided were personal care, including showering, dressing and personal grooming, medication monitoring and prompting, welfare checks, taking Clients to appointments, shopping for and with Clients, and meal preparation in their homes. Respite services both in home and with outings to take Clients fishing, to the club for a meal or just to a park to enjoy some sunshine. We also provided overnight respite services to provide a break for full time carers of clients with high needs.

Domestic assistance and home and garden maintenance services are always in high demand and we juggled waitlists and extended periods between regular mowing to try to stretch our funded hours far enough to accommodate as many Clients as possible.



Social Connections expanded their services during the year to include a men's group, healthy living group, movie nights, monthly bus trips to regional areas and the technology program for which we secured extra funding for from the Commonwealth.

All our Staff, Client Coordinators, Schedulers, Care Managers, Administration, Care Staff and Cleaners have given their best to ensure a high quality of service, as have our Contractors and team of wonderful Volunteers.

Volunteers assist daily in the Social Connections groups and complete 34 individual meal delivery runs each week. They are valued and vital members of our team and we are very grateful for their contribution of time and support, we could not provide these services without them. Wodonga Hospital kitchen staff cooked and prepared close to 17,000 meals this year, which were delivered by our Volunteers hot and ready to eat.

Covid-19 impacted on our service delivery from March to June and has created trying times for all. We thank our Clients, Staff, Families, Volunteers and Contractors for their committed effort to make things work the best we can. Client and staff safety is our highest priority and we worked to provide services in a safe and socially distant manner. This horrible pandemic is not over yet and the pain and suffering it has caused has generated sadness and anxiety world-wide. No doubt the challenges will continue to come but working together as a team, we will continue to do our best to meet the needs of our Clients and our community.

Sincere thanks to the entire Westmont team.

CHRISTINE ODEWAHN
DIRECTOR OF COMMUNITY CARE

Community Volunteers

Meals on Wheels Program

The Meals on Wheels Program is more than just delivering a meal to the door. Our Volunteers monitor the health and wellbeing of our Clients, and provide peace of mind to family members, as well as strengthening our community through connections.

Our Meals on Wheels Volunteers have done an amazing job in dealing with the challenges of Covid-19 and changes to our delivery processes. To ensure both client and volunteer safety, we asked clients to collect their meals directly from the delivery basket from the volunteer at their door. This maintained social distancing protocols while still providing the opportunity for a chat with the client.

When we asked our Meals on Wheels volunteers what they enjoyed most about their volunteering role, responses included:

- We meet such lovely people and it is a pleasure to help them
- Knowing that I am appreciated by both Westmont staff and our grateful clients
- I enjoy meeting my clients and feel I get to know them
- It gives me joy to know I am helping others
- Seeing client's happy faces and appreciation
- Giving back to the community

We have also welcomed 22 new volunteers to the Meals on Wheels Program during the 2019/2020 financial year.

Social Connections Program

Research shows that being connected to others is important for physical and psychological wellbeing. Strong ties with family, friends and the community provide people with security, support, happiness and a sense of purpose.

Westmont's Social Connections Programs run five days a week from our Community Centre at The Willows on McFarland Road, Wodonga.

These programs are based on a co-design approach, so that the Clients decide what they want to do, and how often they meet.

Our Social Connections volunteers play a very important role in providing a safe and supportive environment for our Clients to connect and participate in a range of activities.

The Social Connections volunteers adapted very well to the challenges of Covid-19, undertaking additional infection control training and modified roles to ensure our Clients could continue to participate in the Social Connections Program. Their readiness to adapt shows their own personal strength and commitment to our Clients.

When we asked our Social Connections volunteers what they enjoyed most about their volunteering role, responses included:

- I feel the clients enjoy their home baked morning tea
- Spending time with the clients and the friendly staff
- Helping to make the life of the clients more social and give them something worthwhile to do
- Making positive connections with the clients
- The friendships I have made and the growth in my own personal confidence

Resilient, committed, happy, helpful and flexible. These are the words I use to describe our volunteers, who are an invaluable part of the Westmont Community Care team.

KRISTENE GARDNER

COORDINATOR OF COMMUNITY CARE VOLUNTEERS /
MEALS ON WHEELS

Hotel Services

Yet another busy year in Hotel Services which includes catering, laundry and cleaning services across the Homestead, Apartments and The Ray Snell Centre. We employ over 70 staff in these areas to supply a large variety of nutritious food, a clean-living environment and a laundry service that is second to none to our Residents.

This year the catering department (predominantly the production kitchen) underwent further training in IDDSI (International Dysphagia Diet Standardisation Initiative) and Texture Modified Meals through Westmont's Dietitian. We also provided training for all catering staff in the management of diabetes in the elderly which the staff found informative and interesting. Staff also underwent online training from Precise, who supply Westmont with a thickening formula for fluids. Staff completed this course online to help with a more consistent product when thickening and pouring fluids for Residents.

Food Hygiene Australia once again completed a Third Party Food Audit in March 2020 for the Homestead and "The Willows" in Wodonga. All criteria were met and our "Certificate of Compliance" and "Certificate of Audit" were issued. A very big thank you to all catering staff at both sites for their diligent work as these results are a testament to them. Both sites have also had "unannounced" visits from the City of Wodonga with only very minor improvements recorded.

In January 2020, Westmont was approached by The Rotary Club of Belvoir-Wodonga to supply meals to the volunteer fencers in Corryong as part of the rebuilding process after the devastating fires. The Production Kitchen catered for 60 to 110 fencers per day for two and a half weeks, supplying roast meats and vegetables. This was Westmont's contribution to the local recovery efforts.



Refurbishment of the Homestead bedrooms began in September 2019. Ten bedrooms were upgraded with new TV, bedhead and end, tallboy, bedside table and electric recliner chair. This also included new coloured feature walls in each of the 10 rooms. Another 10 rooms will be completed in the second half of 2020. Assessment of the current lounge areas is also on the way to replace some of the armchairs in these areas.

The cleaning department has welcomed the introduction of two new battery-operated hard floor scrubbers. These came about due to safety issues brought to our attention through OH&S with hard floors being wet after mopping in high traffic areas. These new machines are easy to use and dry the floor as they are cleaning it which also cuts down on the mopping time for staff. As for the laundry, a new labeller has been purchased for residents clothing. These new labels are slightly smaller and are softer which means they are more comfortable against residents' skin than the old labels.

On top of the bushfires in February 2020, Covid-19 hit our shores and as I write this, Victoria is currently going through a second wave of the virus. During February we predicted the impending lock downs and began ordering extra cleaning supplies in case of shortages. These supplies included toilet paper, anti-bacteria/viral wipes, hand soap and sanitisers, bleach, cleaning detergents, PPE (masks, gloves, gowns) and viral disinfectant sprays. Extra cleaning was and continues to be implemented around the Homestead and Apartments which includes all touch points in public areas including handrails, front reception area, door handles, light switches and chair arms. Seven hands free foaming hand sanitiser stations were purchased in March 2020 and placed around the Homestead and Apartments for staff, residents and visitors to use. The Ray Snell Centre was closed during this time and all booked functions were cancelled. This also meant the closing of the swimming pool and gym areas. The centre only recently reopened in June/July in accordance with Health regulations and restrictions.

PETER WARD
MANAGER OF HOTEL SERVICES

Buildings Facilities

Westmont's maintenance team consisting of Doug, Ged and I would like to take this opportunity to express our thanks to staff, residents, management and our service providers for their support, understanding and expectations throughout the last service year.

Without this support, we would be unable to fulfill our obligations to a necessary level that ensures the safety and comfort of our staff and Residents, maintain operational functionality and keep the appearance of our buildings to a Westmont standard.

The relationships we have (and have built over the years) with our service providers and contractors is critical to operations. We have a network of preferred operators and suppliers (which we are loyal to) that provide us with the ability to meet demands quickly and efficiently. They are a value-added resource to the organisation that we call upon again and again, especially in times of crisis such as:

- Refurbishing the child-minding center at the new lifestyle site into open office space so that we could meet Covid-19 safe working regulations
- Sourcing air filters during the bushfire catastrophe to filter smoke out of the Homestead to aid Residents and staff to breathe easier.

They assist us with quick turnaround times when refurbishing Homestead rooms, Apartments and Villas prior to occupancy. Most are available to us to contact 24/7 which instils us with confidence that we can remedy issues at any time.

Over the past year in the Homestead we have:

- Repainted 16 rooms, refurbished 10 and re-laid vinyl in eight bathrooms
- Purchased four new lolo king sized beds for Residents' care and safety
- Purchased a new stand up lifter as a result of staff feedback surveys

Seven Apartments have been repainted and the carpet and vinyl has been replaced in Apartment nine. New security screen doors were fitted to all 40 Apartments to improve resident safety.

The hot and smoky summer influenced six Villa Residents to install refrigerated split systems and we refurbished five Villas after becoming vacant.

At the time of writing this report we are completing another phase in our unified communications telephony project. This stage incorporates expanding our Alcatel Lucent services by replacing all the CISCO digital IP phones (150 +) across all the Westmont sites with Alcatel IP phones. As with most upgrades there have been some hiccups which are being resolved as they arise, but essentially it has been a successful transition.

We are also in the final stages of upgrading our overloaded, lagging internet connections to a fibre based Telstra connection and product that provides a significant increase in speed times and stability. This will no doubt be welcomed by all staff, the maintenance team, our systems technicians and especially the Residents.

Keeping up with the advances in technology, products and identifying improvements ensures we are ever improving the standards of living and safety expected by Westmont. Motion sensors replacing bed mats, pumpless bariatric mattress, replacing leaking west facing laundry doors in the Villas with aluminium ones are examples of our positive attitude towards an ever-evolving environment.

This can only be achieved through the cooperation of all our stakeholders and once again we thank you all.

PHIL EATON

MANAGER OF BUILDINGS FACILITIES



Financial

Westmont recorded a financial operating deficit of \$1,465,913, compared to \$339,424 in 2018/19.

We prefer to report our results using EBITDA (earnings before income tax, depreciation and amortisation). This year the EBITDA was \$278,287, compared with \$1.446m last year. Some of this change can be attributed to COVID-19 through an increase in leave provisions, however the majority of the change has resulted from additional wages.

Solid cashflows, and occupancy at 99% continue in the Residential Aged Care component of Westmont's operation, despite ongoing industry pressures. Wage increases of 2.5% were paid as per the negotiated EBA, yet there was no indexation on Commonwealth funding, which increases the pressure on future surpluses. Extra revenue of \$393,000 has been received to this part of the operation over and above 2018/19, which includes \$122,000 being received from a once off Commonwealth support payment in June 2020.

The Village operation continues to be the component that contributes positively to the bottom line. 2019/20 was the first full year of operation, with all 123 Villas occupied and four changeovers occurring during the year.

The Apartments recorded 10 changeovers for the year, and at 30 June 2020, all rooms were either full or committed. Many of these changeovers became Residents in the Homestead.

Once again the Community sector recorded growth, with 2019/20 turnover over 15% up on 2018/19 (28% the previous year). Home Care Packages recorded massive growth during the year, where we reported that we had passed the 100 packages milestone last year, we are now up over 170 packages. The provision of Community services were curtailed through cancellation of services, firstly by bushfires early in the year and then COVID-19 exclusions. COVID-19 continues to disrupt services into the home.

Two significant Capital projects were commenced during the financial year. In December 2019, the ex Trinity school site in Ellen McDonald Drive, Baranduda was purchased for the development of a Seniors Lifestyle Village. The outlay for this purchase was \$2.45 with \$1.7m borrowed funds. This purchase will add to the suite of services that Westmont has to offer, albeit on a new site, and once planning and design elements are navigated, it is anticipated that occupancies will commence early in 2021.

The second project, which commenced in February 2020 was for the construction of 32 residential aged care beds on Westmont's existing Baranduda site. This will bring the total licenced aged care beds to 132. This development is in a cottage configuration, and is specifically developed for older persons who have a dementia diagnosis. It is estimated that this construction will cost \$6.7m, with \$4.5m of the cost being met from borrowed funds. At 30th June 2020 the project was around 70% complete, with new occupancies expected from 1st December 2020.

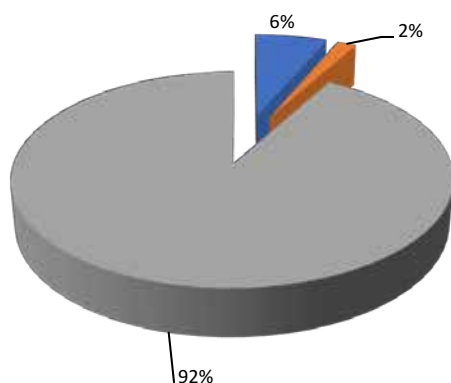
Despite cash contributions to both of these projects, Westmont's cash position has improved by \$688,000 from the end of last year. However, at the end of the financial year, \$3.966m is borrowed, which will be paid down as the Cottages and Lifestyle Villas are occupied. This amount includes \$486,000 in lines of credit, used for the short-term repayment of lease premiums.

Preliminary reports from the Royal Commission into the Aged Care sector have not provided too much insight into where the desperately needed funds that the sector needs are to be sourced. The COVID-19 pandemic has delayed final reporting, and whilst the Commission has laid bare the shortcomings of the sector, we still await a timeline and a funding commitment from Government.

DON WILKINSON

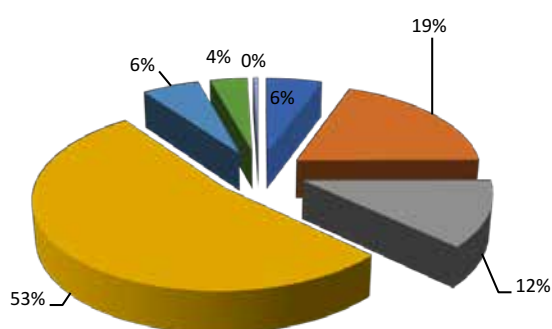
DIRECTOR OF FINANCE AND IT SERVICES

Financial Snapshot



- Cash Assets
- Trade & Other Receivables
- Property, Plant & Equipment

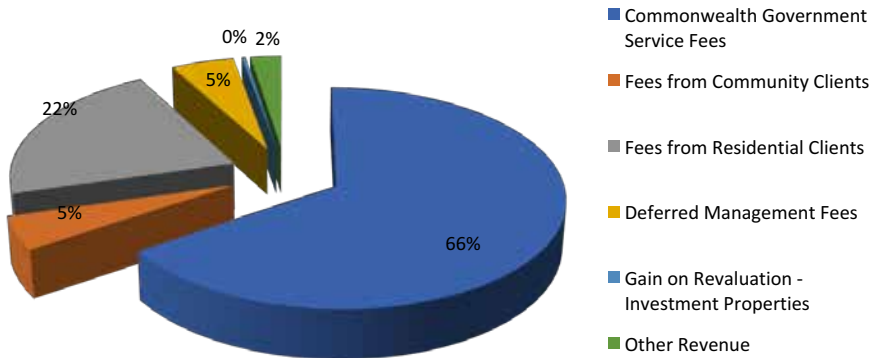
WHAT WE OWN (\$'000)	2020	2019
Cash Assets	6,084	5,396
Trade & Other Receivables	1,616	1,626
Property, Plant & Equipment	87,548	79,758
Total Assets	95,248	86,780



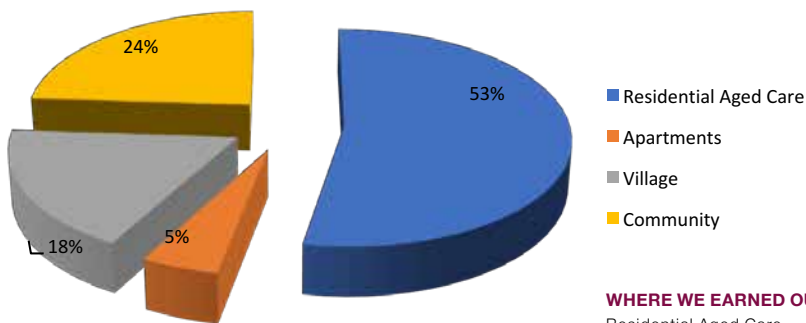
- Trade Creditors & Accruals
- Accommodation Bonds & Deposits (RAD's)
- Apartment Lease Premiums
- Village Lease Premiums
- Borrowings
- Employee Benefits

WHAT WE OWE (\$'000)	2020	2019
Trade Creditors & Accruals	4,003	2,264
Accommodation Bonds & Deposits (RAD's)	13,872	11,814
Apartment Lease Premiums	8,654	8,354
Village Lease Premiums	38,082	38,558
Borrowings	4,098	743
Employee Benefits	2,688	2,342
Provisions	378	398
Total Liabilities	71,776	64,473

Financial Snapshot continued

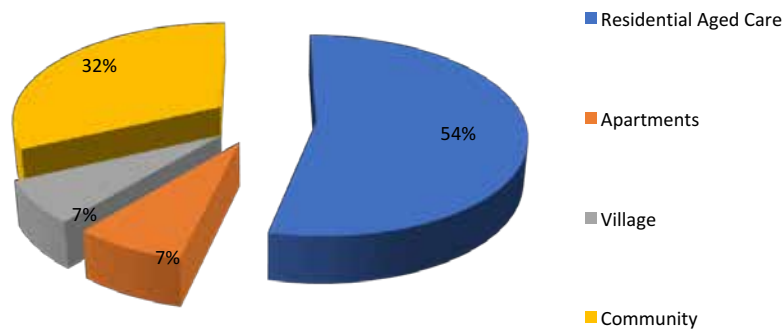


WHAT WE EARNED (\$'000)	2020	2019
Commonwealth Government Service Fees	12,397	11,208
Fees from Community Clients	930	1,032
Fees from Residential Clients	4,071	3,857
Deferred Management Fees	968	950
Gain on Revaluation - Investment Properties	60	451
Other Revenue	477	526
Operating Revenue	18,903	18,024



WHERE WE EARNED OUR INCOME (\$'000)	2020	2019
Residential Aged Care	10,068	9,675
Apartments	897	920
Village	1,625	1,968
Community	6,313	5,461
Operating Revenue	18,903	18,024

Financial Snapshot continued



WHAT WE SPENT (\$'000)	2020	2019
Residential Aged Care	10,936	10,318
Apartments	1,515	1,379
Village	1,405	1,092
Community	6,513	5,574
Operating Expenses	20,369	18,363

OVERVIEW (\$'000)	2020	2019
Financial Performance		
Earned	18,903	18,024
Spent	(18,625)	(16,577)
Depreciation	(1,744)	(1,786)
Operating Surplus / (Deficit)	(1,466)	(339)
Valuation Adjustments	2,630	(388)
Net Surplus / (Deficit)	1,164	(727)
Financial Position		
Own	95,248	86,780
Owe	(71,776)	(64,473)
Net Assets	23,472	22,307

Westmont's History

1978

May: Vermont Court Elderly Peoples Home commenced operation

1991

May: Westlands Hostel commenced operation

2004

June: Memorandum of Understanding for a merger between Vermont Court and Westlands Hostels was signed by the Presidents of the Committees of Management

August: Westmont Aged Care Services formed

December: Westmont Aged Care Services Ltd was incorporated as a public company limited by guarantee

2005

June: Commonwealth funding \$1.0m and 25 new bed licences secured

2007

August: Construction commenced Westmont Homestead

2008

August: Construction complete Westmont Homestead

December: Transfer of Residents from Vermont Court and Westlands to the Homestead

2009

July: Commenced construction of Westmont Apartments – Stage 1

November: Planning Permit Approval received for Stage 1 of Westmont Village

2010

April: Westmont Apartments and Community Centre opened

2011

April: Additional land purchased from Albury Wodonga Development Corporation (six hectares) to bring the total site to 16 hectares

July: Construction commenced Stage 2 Apartments

August: Westmont Village opened – Stage 1 (20 villas)

October: Westmont Community Care commenced

2012

March: Stage 2 Westmont Apartments opened

December: 150th Resident moved into Westmont

2013

November: Won tender to provide Home & Community Care in Wodonga City

2014

May: Stage 3 Westmont Village construction commenced (26 villas)

October 2014 to February 2015: Solar generation systems installed in stage 1 and 2 of the Village (33 villas)

2015

May: Electricity generator back up installed for Homestead, Apartments and Stages 1 and 2 of the Village

July: 200th Resident chose to call Westmont their home

October: Development Plan Overlay approved by City of Wodonga for additional Village land, including waterway establishment

November: 45kWh of solar operation systems installed at Westmont Homestead

2016

January: Stage 4 of Westmont Village commenced (30 villas)

July: Victorian Home and Community Care (HACC) for older people is transitioned to the Commonwealth Home Support Programme (CHSP) with all existing clients continuing services

August: Board approves commencement of \$2.25m Recreation Centre, BBQ area and Children's Playground

2017

March: First Home Care Package clients select Westmont as their provider

October: Westmont appointed as Department of Veteran Affairs Home Support Provider in Towong and Indigo Shires

December: Completion of \$2.25m Recreation Centre and BBQ area

2018

April: Official Opening and Naming Ceremony of the \$2.25m Recreation Centre (The Ray Snell Centre)

2019

March: Announcement – Dementia Cottages (32) beds approved. Last Villa of 123 sites was completed.

2020

September 2019: 114 Kwh solar system installed over caravan parking area for Stages 3, 4 and 5 of Westmont Village

December 2019: Purchase of 34 Ellen McDonald Drive site

January 2020: Commencement of construction of Westmont Cottages – Stage 1

June 2020: 175th Client with a Home Care Package selects Westmont Community Care as their provider





ABN 87 112 051 457
265 Baranduda Boulevard, Baranduda VIC 3691
P: 02 6043 9999
E: admin@westmont.org.au
www.westmont.org.au