

A MESSAGE FROM THE CEO

Hello to all,

As we approach the cooler months, I have a few items of interest to pass on.

After a soggy start to the year including recovery from some flooding in several of our Villas from surface run off, we started the year again affected by Covid-19 outbreaks in the Homestead, Cottages and Apartments/Villas.

Covid-19 is still a huge inconvenience, but it's now reluctantly accepted as part of the aged care environment even though we are still burdened with RAT testing all visitors, mask wearing and quarantining of staff with Covid-19 for 7 days. Please assist as you can with infection control practices when visiting any of our facilities so we can minimise disruption and the impact on residents.

The first piece of significant news in February of this year is our Residential Aged Care facility – the Westmont Homestead and Cottages underwent accreditation – something that was 18 months overdue. Three inspectors spent 3 days poring over all aspects of our care and systems and the great news is we emerged with all eight standards and 42 requirements met. This accredits Westmont for another 3 years and shows the quality of our care and systems.

In terms of capital plans, we are revisiting the plans and costs for the Westmont Cottages Stage 2 at Baranduda including another 30 dementia specific beds and a new purpose-built Community Dementia Activity Centre which will also include a new kitchen and laundry facilities for the Cottages. This has an approximate cost of \$11m so we need to now try to gain the funding to be able to look at commencing this hopefully in 2024.

The Senior Lifestyle Village has not progressed as planned due to several issues and is currently under review. Escalating costs, building resource shortages, manufacturer delays and other issues have forced us to re-evaluate the viability of the project.

Westmont Home and Community Services are now settled in their new building in central Wodonga at 170 High Street Wodonga (in the old ANZ Bank building) and have had all their signage and interior fit outs completed. Feel free to drop in and have a look and talk to the staff. They would love to see you!

On the IT front, we have recently updated our internet capacity to make the network more robust and faster and we are moving our IT system to a more secure and modern cloud-based architecture. This will greatly improve our cyber security, the ability to recover from outages and allow us to enjoy the benefits of the modern Office 365 platform.

A lot has been happening in the aged care environment with Government attention on aged care and its viability (something like 60-70% aged care currently in deficit) bringing some big changes including welcome wage increases to care staff to flow through in July and other financial and compliance changes. We now also have a star rating system which rates each aged care service against several factors. We currently are rated 4 out of 5 stars – workforce numbers and ratios are the area we need to work on to improve.

Otherwise, the changes to Annie's Café and front of the Homestead seem to have been well received and we are working with our neighbour developer Nordcon to lease an area – at least short term until they develop the land – for a potential dog park for Residents. We are also moving our Community Gardens to a larger and better designed area near the Homestead water tanks to make way for Stage 2 of the Cottages.

Tony Dunn – CEO
Phone: 02 6043 9999

A MESSAGE FROM THE CHAIRMAN

The Westmont Board has been very busy working through all the financial challenges and compliance requirements in the changing aged care environment and making sure our governance remains robust and well connected. Our 3 new Board Members have settled in and are now actively contributing to the Board. Apart from the Board itself, we have 6 active sub-committees to focus attention and allow more detail to be discussed. These sub-committees are Audit, Risk and Finance, Village and Capital Projects, Community Care, Governance, Clinical Governance and the Foundation Project.

Recently, Roger Snell announced he would be leaving the Board in June and it is planned he will be replaced by Nick Moore who brings a further member with a strong financial background to the Board. We thank Roger for his service and commitment and wish him well.

I hope we can meet many of you and see the great things you are doing to care for our Residents, Clients, and Consumers.

Dr W Keeton – Chairman

A MESSAGE FROM THE FOUNDATION

WESTMONT IS LOOKING TO GROW ITS DEMENTIA CAPABILITY – WOULD YOU LIKE TO HELP?

As previously announced, a new Foundation has been established by Westmont. Its purpose is to financially fundraise for new projects that will support everything that Westmont offers to its Residents and the wider community starting with fundraising for the planned Community Dementia Activity Centre build and specialist aged care equipment.

This new facility will benefit both our Residents as well as people in the wider community who are living with dementia, they will be able to undertake social and other activities, in day programs that will enable short respite breaks for their carers and families. We all know how important social connection is to each and every one of us and these opportunities for connection are even more desperately needed for people living with dementia.

To help you know more about this exciting development and our fundraising plans, we will shortly be launching a marketing initiative to draw attention to our fundraising efforts and provide a simple mechanism for receiving and accepting donations. A gift\donations page on our website will be designed and created and we are also creating a way to accept donations at the Home- stead\Cafe. Our aim is to offer the Westmont Community of Residents, Friends, Family and Clients a way to contribute and help subsidise the build of the expected \$1.5m cost of the new Community Dementia Activity Centre through bequests, estates, or direct donation.

In the meantime, if you have any questions, please contact Eleanor at The Foundation Project.

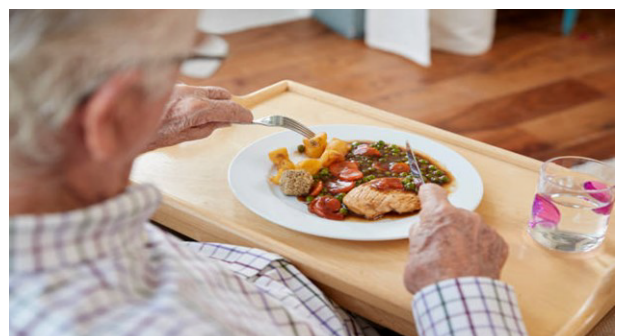
Eleanor Fitz

Phone: 02 6043 9999 – Email: admin@westmont.org.au

COMMUNITY CARE

Meals on wheels is changing

We are pleased to advise that Westmont in partnership with Fernbank, a local NDIS employment provider, is providing meals to our meals on wheels Clients on a Tuesday, Wednesday and Thursday. The meals are still being offered at the same price this financial year. Fernbank will be offering a 2-course meal consisting of a main meal (including a vegetarian option) and a hearty soup or desert/cake or slice. All special dietary options including gluten free and dairy free are available. Fernbank is renowned for its bakery delicacies.



We are fortunate that the Wodonga Hospital continues to provide wholesome and nutritious meals to our Clients. The hospital will continue to provide meals for the MOW Program on a Monday and Friday and on the weekend. The

inclusion of two providers allows us to provide more choice and variety to our Clients. If you receive MOW on Tuesday, Wednesday and or Thursday you only need to review the menu that we recently sent to you and let us know your meal preferences.

We do our best to meet your service needs, but some services may be subject to changes or late cancellations.

Many of our clients are aware that we are experiencing ongoing staff recruitment issues, which is a widespread issue across all industries and has increased substantially since Covid-19.

This may mean that we may have to cancel non-essential services at short notice if we have carers away ill. We will only cancel services as a last resort. The onset of winter may see a rise in illnesses within our staff. We don't allow staff to attend work if unwell and have a strict Covid-19 testing regime with staff required to RAT test regularly. Essential services such as personal care, meals on wheels, meal preparation and respite services are prioritised by us. Unfortunately, with staff absenteeism, we cannot always guarantee the same service time or carer. We completely understand that you make appointments around our service times, so we ask for your cooperation in keeping the morning or afternoon of your service free. If significant changes occur with your service such as the service changing to another day or the time changes by more than 2 hours, we will advise you, generally via text message.

If your service is unfortunately cancelled, we try and reschedule your service on another day if possible. If you are prepared to be flexible with your service days/times and can respond with a carer attending at short notice (with 30 minutes notice), we can place you on a waiting list and keep you updated.

We would like to take the time to thank you for your ongoing support. We appreciate your flexibility and understanding during these difficult times.

We realise that a lack of care staff can lead to service changes and cancellations directly impacts our ability to provide care services for you at home, with seamless continuity, quality and the consistency that we pride ourselves on. We would like to apologise for any in- convenience and ask for your understanding during these difficult times.

Maralee Vogel – Director Community Care
Phone: 02 6043 9867

RESIDENTIAL CARE HAPPENINGS

We are very proud to announce we passed all eight standards with our re-accreditation back in February this year. The accreditation was undertaken on site over 3 days. This has reaffirmed all the hard work that goes into giving our Residents safe and high-quality care. A huge congratulations to everyone involved.

Westmont continue to recruit new RN's, EEN's and Care Staff. We have had large numbers of interviews being conducted with new experienced staff coming from other facilities, we continue to be the employer of choice in this region.

The grant we received for End-of-Life Directions for Aged Care (ELDAC) a few years ago is nearing completion. This has opened a discussion about end-of-life planning and its importance for people entering residential aged care. Selected staff have nearly completed palliative training to provide high quality care and support for our Residents and their families during the end-of-life process.

With flu season fast approaching, we strongly encourage Residents and Staff to stay up to date with their vaccinations. All Residents and Staff have been offered and those that consented have received their Covid-19 and influenza vaccinations. This remains the most effective protection against severe illness and hospitalisation.

Our electronic medication prescribing system commenced on the 1st of February this year, also known as Medsig. This has improved medication safety, reducing medication errors and resident care.

Our new uniforms have been rolled out, all the Staff are more comfortable and look sharp and stylish, there have been many compliments from the Residents too!

Our permanent and respite beds remain in high demand, this reflects our 98% and above occupancy levels. Our experienced admission nursing staff Carol and Kathryn are available Monday to Friday to discuss accommodation needs.

We have recently commenced fire drill evacuation training in the Homestead, this is to ensure that Staff, Residents and Visitors understand what they need to do if there is a fire, test how effective our evacuation plan is and to help make any improvements. We will also be commencing with fire drills in the Cottages over the coming weeks.

The eight Trainees that we employed at the beginning of the year are enjoying being mentored and trained by our most experienced Carers, they have rotated to their next wings so they can experience all areas within the Homestead and Cottages. They are well on the way to completing their Cert III in Aged Care and continuing their path to become excellent nurses.

Laura Souquet – Director of Care and Clinical Services
Phone: 02 6043 9845

HOTEL SERVICES

Once again, it has been a busy few months in Hotel Services. The rising cost of food, cleaning and laundry consumables, equipment costs, staff shortages and ongoing stock shortages, definitely makes our day-to-day operations a challenge. All our Hotel Service Staff continue to work tirelessly with a smile, to minimise these constraints on our Residents and to provide outstanding support services to the Care Team.

Food Hygiene Australia visited Westmont to conduct their third-party Food Safety Audit in April for the Homestead and The Willows. Again, only minor non-conformances were issued, and an Action Plan put into place to rectify these issues. As per every year, Wodonga City will conduct their unannounced visits for compliance as per our Food Registration requirements.



The Autumn Menu is onto its second rotation as we start to go into the colder months of the year. The Catering Staff are currently working on some fresh ideas to add when winter hits to swap things up a little. Once again, we are still struggling with stock shortages, supply chain issues and the constant rise in food costs due to economic climate worldwide. The current feedback from residents has been very positive as we always welcome comments (good or bad) to help improve our meal service.

All Hotel Service Staff are now in their new Westmont uniforms throughout the facility. Catering Staff now wear a black and white tailored check short sleeved shirt, Laundry and Cleaning Staff wear a blue, black and white striped/check tailored shirt with the Night Attendant Staff in a navy-blue polo top. All Staff look very smart in their new uniform which was implemented in April.

As per the last Newsletter, Annie's Café and front foyer at the Homestead were in the process of a remodel. As most families and residents have noticed, this remodel has now been completed. New vinyl flooring, fresh paint, new furniture, planting, art, water feature and display tv has made the front entrance warm, refreshed and a brighter place to sit, have a coffee and catchup with family and friends. Annie's Café is open Monday to Friday 9.30am to 4pm and Saturday and Sunday, 10am to 4pm. Over the coming months we will be continuing with a remodel of B Wing dining room. This area will see new vinyl flooring to replace the carpeted dining floor. Also, the two small lounges at the end of the dining room will also get new carpet tiles.

Peter Ward – Hotel & IT Services Manager
Phone: 02 6043 9851

APARTMENTS AND VILLAGE

Westmont Apartments and Villas are a hub of activity, we have welcomed the team from Community Care in a more hands on role with games in the Apartments Activity Room every Wednesday afternoon. This will be an ongoing initiative by Westmont to increase activity and stimulation of our Residents' minds. Plans have been put in place for Community Care to attend and help Apartment and Villa Residents and NOK to navigate the My Aged Care Portal.

Our Consulting Room is being utilised by many health professionals with our aim to make it easier for Residents to maintain their health. Currently we have a GP one morning a week from Federation Clinic, Flexout Physiotherapy two days a week and we are excited to welcome Footsteps Podiatry to complement our offer.

The expressions of interest list continues to grow with many future residents' expression of interest in Westmont 'Ageing in Place' philosophy.

Angela Collins – Apartments and Village Manager
Phone: 02 6043 9832

HOMESTEAD AND COTTAGES ACTIVITIES

As always, the team of Activity Officers have managed to create so much fun and meaningful activities to the wonderful people who live at Westmont Homestead and Cottages.

We all had a wonderful morning when we had our first visit from a school since Covid-19 began. The Catholic College Choir sang and played instruments for us. They were absolutely amazing. We also had the pleasure of helping with a Wodonga Council project making a bunting for one of their events which was displayed at the Cube, Residents had some fun cutting, and sewing with machines. Unfortunately, the animal petting zoo was cancelled more than once for a visit, due to rain on the day, and of course Covid-19, but we are looking forward to their visit in spring.

We have celebrated two Wedding Anniversaries, a 75th (Joyce and Roy) and a 72nd (Wasył and Teodozia) and a 100th birthday (Nesta).

Lots of new experiences with our Country of the month, visiting cultures including The Netherlands, Philippines, and Ukraine with lots of involvement from residents, family, and staff.

We have had good response from the family invited Cottage dinners, including Christmas, a beach party BBQ, and hippie themed event. The Residents from the Cottages also enjoy our entertainment that's provided at the Homestead, most times walking with a group to the event. We have just planted our winter vegetable garden and flowers and looking forward to seeing the bounties of these.



Still, our most popular group activities are Bingo and live entertainment. We have wonderful Volunteers that help with both activities. Most of our entertainers are volunteers and are very supportive with their time.

Thanks very much to all our Volunteers, we could never have enough of these wonderful people. If anyone would like to give up some of their free time, we would love to hear from you.

Cheryl Pollard – Activities Officer
Phone: 02 6043 9999

Westmont update 34 Ellen McDonald Drive Baranduda

Dear members of the Westmont Community,

On behalf of the Board Chair Dr Bill Keeton and the Westmont Board and Executive, I wish to provide a significant update on 34 Ellen McDonald Drive Baranduda and our development of the Seniors Lifestyle Village (SLV) on that site.

Currently Westmont has 2 major capital projects in its plans. The first is the Stage 2 completion of the Westmont Cottages Dementia Unit and an associated Community Dementia Activity Centre with a current estimated cost of \$11m. This adds a further 30 specialist dementia beds to our existing 32, and a new purpose-built activities and support centre.

The second major project is a planned village development of 96 homes, a community centre and other associated infrastructure at 34 Ellen McDonald Drive. The value of this development is well over \$30m. The development work for stage 1 of 26 homes and the installation of the first two houses has already occurred.

In addition to regular governance meetings, the Board recently undertook its annual strategic planning and Risk Assessment process. This resulted in a need to revise our short- and long-term strategies and re-evaluate all our projects, plans and expenditures.

Since the purchase of the land at Ellen McDonald Drive in 2020, and the planning for the SLV, a lot has changed in our environment. The COVID pandemic, the impacts of the conflict in Ukraine, the Royal Commission into Aged Care Quality and Safety, economic conditions including interest rate rises, and workforce shortages have all created challenges for Westmont.

In particular, we have encountered substantial issues (most out of our control) with the development of the SLV and, due to these issues we have been unable to maintain an acceptable level of progress for completion.

In parallel to delays, financial, operational and construction considerations, Westmont had an approach from a major national lifestyle village provider. This provider had commenced a search in the Albury Wodonga area for a new Lifestyle Village site and contacted Westmont to discuss any opportunities. They have access to a large pool of equity and have construction capability to build and develop quickly. The Board gave permission for a protected and confidential discussion and as a result we received a competitive offer on 34 Ellen McDonald Drive site.

After a great deal of consideration, debate and in recognition of our core business and strategic priorities, the Board voted to accept the offer subject to the normal legal processes and due diligence by both parties. The provider's plan is to complete the Westmont development largely as per Westmont's original idea (Lifestyle Village) with an immediate start. They are not a direct competitor of ours and have in fact offered to work collaboratively with us across a range of our community services and products. In addition, we are negotiating access for those who have already lodged an expression of Interest in the new village.

This result has the advantage of getting the village built ahead of Westmont's original schedule and will allow us to focus on the Westmont Dementia Cottages stage 2 development. It is to be noted that Westmont's desire to bring more affordable choice in housing for our community will be achieved more quickly through this measure.

More information will be provided as appropriate.

The Board and Executive trust you understand and respect our view that the current circumstances make this the best decision for Westmont as a whole and the community we support.

Regards,

A handwritten signature in black ink, appearing to read 'Tony Dunn', followed by a horizontal flourish.

Tony Dunn CEO
Westmont Aged Care Services Ltd