

A MESSAGE FROM THE CEO

Hello to everyone,

As the weather gets colder, unfortunately we are again dealing with various and seemingly never-ending virus outbreaks, which have affected many Westmont staff, clients, and residents. Guided by Public Health advice and our established infection control practices, we are managing the various disruptive Influenza and RSV virus outbreaks as well as the usual COVID-19 flare-ups. Luckily, our vaccination programs have lessened the impacts and no major health issues have presented, but the outbreaks create an environment that is disruptive and inconvenient, which exhausts and distracts staff, and disturbs residents' routines, activities, and visits. We are still risk managing RAT testing for visitors and mask wearing and other PPE as appropriate. I ask that everyone remain tolerant and understanding as we work our way through this phase.

You have probably heard that one of our vehicles (a Westmont Toyota Camry) was stolen from our Baranduda site, and although it was eventually recovered, it was unfortunately written off due to damage. I am confident this was a one off and the thieves were known to police and have been arrested, but it has prompted a review of our general security and policies. I would like to ask everyone to follow sensible security practices of locking houses and cars, not leaving valuables unattended, and reporting any suspicious activity.

We have been busy reviewing our software systems to modernise and professionalise our environment. This includes improved compliance software and a new HR, Payroll and Rostering system. This should greatly improve our recruitment, onboarding, and staff management practices and reduce our compliance overhead (which gets ever larger!).

In residential aged care, we have introduced a new system to manage dangerous and restricted drugs (S8) called DiamondCare. This will move us off paper-based records and management to a more auditable and less error prone software system. We have also introduced a new relative engagement app called Rel8 app to allow friends and families in the Homestead and Cottages to get more personalised and current resident information on activities and social interactions via an app. We are continuing to move our systems to a more modern and secure cloud-based environment to help deal with the ever-present cyber security issues and to improve the availability and capability of our systems. This is an ongoing task and part of the consolidation phase Westmont is progressing through at present.

Financially, we continue to consolidate our operational position, and we continue with modest but pleasing progress. We need to continue to demonstrate good financial performance to progress financial support for Stage 2 development of the Westmont Cottages. The project will cost in the vicinity of \$12-13 million, and we are looking at all options and opportunities to raise this finance to begin work hopefully later this year.

I wish to express my gratitude and thanks to all Westmont staff, who despite all the workforce disruption and issues caused by viruses and COVID-19, still provide great care for our residents and clients. We are very grateful for your contribution and also for maintaining your sense of humour and professionalism.

Tony Dunn – CEO

Phone: 02 6043 9999



New Boyes Road Boundary Fence

A MESSAGE FROM THE CFO

The End of Financial Year is upon us, and the finance and payroll teams are busy working on finalising the financial reporting for the 2023/24 year.

The Board approved the budget in late June, and this has set the financial guidelines for the new 2024/25 financial year. There is a significant capital works program in this budget, with much of that program being behind the scenes work that is required as Westmont enters its mid-life and needing to manage some of our tiring infrastructure assets. As part of that budget, the Board approved a new Refundable Accommodation Deposit (RAD) for entry into the Homestead and Cottages, the RAD is now \$500,000 from 1st July 2024. The Board also approved a new Lease Premium for entry to the Apartments, this will be \$340,000 from 1st July 2024.

There have been some really successful raffles held during recent months, which have contributed to The Westmont Foundation along with a small growth in donations from the new portable donation portals and the website <https://www.westmont.org.au/about-us/foundation/>. The Board's Foundation Committee is looking to continue to raise the profile of The Foundation and seek donations. We are looking forward to a growing fundraising program to help raise funds to support the purchase of capital items that would not necessarily be funded otherwise. These funds will go to helping both the Homestead and Cottage Residents as well as our Community Care Program Clients.

Matt Fagence – CFO
Phone: 02 6043 9841

RESIDENTIAL CARE HAPPENINGS

We are now well and truly into flu season, and we have unfortunately had a lot of respiratory outbreaks in the last couple of months. These infections include COVID-19, Influenza A, and RSV. All residents who chose to be vaccinated against respiratory infections have been. We continue to encourage residents to keep up to date with their vaccinations as recommended by the Department of Health. We are fortunate that Tangambalanga Pharmacy supplies and administers these upon request. I would like to thank everyone for their patience and support during these recent outbreaks. I understand the frustrations that can occur during these times but want to let you know that regular communication is taking place during these outbreaks for continued support and advice. We adhere to these recommendations to keep everyone safe and will continue to navigate our way through while minimising disruption to our residents' quality of life.

Respiratory illnesses are currently prevalent in the community, so please remember to RAT before visiting, and please do not visit if you are unwell.

We have been fortunate to have more registered nurses applying to work at Westmont, which will help us meet the required 40 minutes of RN time per resident per day. We are nearly there, with 39.83 minutes per resident per day at the time of writing this report. Care minutes are also very close to our goal.

Our resident chickens have settled nicely into their new surroundings, all five are laying eggs daily. We are looking forward to having a concrete path created so that residents in wheelchairs can also easily access them.

We are continuing to implement our Rel8 app. This will enable us to communicate more effectively with residents' loved ones by sharing photos, calendars, medical updates, and other information. Email invitations have been sent out to all permanent resident first contacts; please check your junk email and contact the admin team if you have not received your invite or are having difficulties navigating the app.

Our Consumer Advisory Board (CAB) meetings are held once a month, allowing residents and their families the opportunity to have their say about the services they receive. We always welcome constructive feedback from our residents and strive to improve so that we can continue to deliver the outstanding care that all our residents deserve. I encourage everyone to attend these meetings, including family members.

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

HOTEL SERVICES

The new autumn/winter menu was implemented in late June with favourable comments from residents in all areas. Residents were asked for input and suggestions regarding what they would like to see, with comments and reviews received and documented with their feedback. Many of these suggestions were used to tweak the new menu to residents' preferences. As part of our commitment to rotating menus more frequently, the chefs have already started on the spring menu, which should be completed by early September. As always, it is a difficult task to provide a varied, exciting, and nutritious menu that everyone will enjoy. In addition, a vegetarian menu and texture modified menu were created as part of Westmont's commitment to high standards when it comes to the dining experience.

The refurbishment of the communal living areas is still ongoing throughout. Hallways and A Wing dining room are still being completed as time permits. Quotes are currently being sought for new outdoor furniture, Belvoir furniture, and lounge room chairs, with budgets agreed upon for 2024/2025.

Westmont's IT transition to the 'cloud' is progressing slowly with continued testing of the new AVD (Azure Virtual Desktop), the client is still in the testing phase with Executive and Finance staff before being rolled out to all staff across the board. This upgrade will require new work terminals, which are in the testing phase with our off-site IT company.

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

COMMUNITY CARE

Westmont is currently accepting new clients in Wodonga and Albury for Home Care Packages. Being a local provider, we ensure that clients can live safely and independently at home by having our Care Managers come and check in on them on a regular basis, help them schedule appointments, and buy adaptive equipment to meet their needs. We have skilled and caring staff to provide home care services such as domestic assistance, flexible respite, personal care, help with your medication, activities at the Willows Centre, and regular bus outings to local places of interest. Whilst our fees did increase in response to rising costs, our fees across all programs are generally lower than other providers. If you are interested in having a Home Care Package with Westmont please call our office on Ph: 60439867. We are happy to arrange a home visit with you to discuss your needs, explain how the Home Care Package works, and assist you with setting up a budget. Shannon, our Home Care Package Intake and Quality Coordinator, is onsite at the Apartments on a Tuesday to answer any questions you may have about Home Care Services and Home Care Packages.

We received additional funding from the Victorian Government to run a Carer's Support Group. This group met regularly and undertook an art project to create a timeless book of family photos and memories. Many of the carers were caring for a family member with dementia at home and found comfort and support in meeting with other carers who shared a similar experience.

Recently, we celebrated a client health and wellness day where we had a range of allied health professionals all under one roof at the Willows Centre. The health professionals provided useful feedback and advice on exercises and adaptations clients can undertake to reduce their risk of falls or physical decline. We also had a nutritionist and exercise consultant run some gentle exercise classes, which were well attended. She runs four regular classes per week at the Willows Centre, and participants are seeing some positive results, such as improved balance, strength, and endurance.



In July, we launched CompliSpace, a new quality system that allows Westmont carers and clients to provide real time feedback to us using a QR code that can be accessed using your mobile phone. Simply scan the code and it will take you to an online form where you may provide feedback. You might have some ideas on how we can improve our service or feedback on what worked well. This feedback enables us to continuously improve our services.



Maralee Vogel – Director of Community Care
Phone: 02 6043 9867

APARTMENTS AND VILLAGE

From Little Things Big Things Grow

It's amazing what can be accomplished through collaboration, in this case, I speak about Westmont Aged Care Services, Westmont Residents Committee, and the Village & Apartments Social Committee.

Cast your minds back to Anzac Day 2023 when a new resident, Bryan Smith, commented "It would be great to have some form of monument recognising service people here at Westmont." It's interesting what a new set of eyes sees and the possibilities it brings. That suggestion was put forward to the Residents Committee and the Social Committee and it just snowballed from there.

Doug Gammon was the main driver and he was inundated with donations to cover the cost. Onsite meetings were held with all involved parties and ideas were exchanged. The idea was then to contact 'Memorials In Stone', who came back with a design that was fully embraced by all parties.

Doug Gammon & Graham Wright prepared the site by digging holes and boxing out for the concrete footings.

The ongoing joy and remembrance that this site will bring for all residents and staff will stand the test of time, and it is a credit to all involved.

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



Dear Families and Friends,

Westmont Staff from all departments have pulled together to raise funds for The Foundation.

An all-staff challenge is currently in progress, with each department selling raffle tickets.

There is some friendly competition going on, with the Independent Living Team leading the way with their eyes on the prize.

We have received generous donations from local businesses for all the raffle prizes.

A big thank you to everyone who has sold raffle tickets and been involved.

The Westmont Foundation table in the Homestead foyer has successfully initiated conversations about The Foundation and how individuals can help.

The Foundation Committee is working together to reach out to the wider community for their support, aiding Westmont to provide gold standard care.

Narelle Robertson – Deputy Director of Care and Clinical Services
Phone – 02 6043 9999



HOMESTEAD ACTIVITIES

Hello from the Activities Team!

I would like to start with a big thank you to the Activities Team and our Volunteers for their outstanding efforts during some of our winter challenges and our 'In and Out' lockdowns.

We have put a lot of effort into providing our residents with love and support by expanding our program to include individual visits and small group activities for each wing.

Every month, we continue to celebrate a different country through food, music, art, education, and armchair travel to enhance our cultural awareness. We would also like to thank our incredible chefs for their support and love of food!

Our NeuronsVR program, Reminiscence Therapy, is still going strong, allowing our residents to engage and experience an amazing journey to the outside world without having to leave the comforts of their home.

Please join us in welcoming back our Mystery Bus hero, Luke! Luke makes sure that every bus trip is a memorable one!

Our residents were really interested in the Bonegilla Migrant Museum tour that we took.

The Wodonga Senior Group entertainment at the Ray Snell Centre was a fantastic day for our residents, as they had the opportunity to judge the dance couples! Great work!



Keep up the great work Activities Team!

Sue Prince – Activities Officer
Phone: 02 6043 9999