



ANNUAL REPORT 2019-2020



PROVIDING QUALITY AGED CARE SERVICES *since 1979*



We are Blue Haven

Blue Haven Illawarra is owned and operated by Kiama Municipal Council. We offer a true continuum of aged care services, and a wide range of disability services for people in the Illawarra region.

We provide residential aged care, in-home support, disability support and coordination, community transport and independent living units. As part of the Blue Haven family, you can be reassured you will receive the same high level of care, companionship and cooperation regardless of the services you are utilising.

Opened in late 2019, our Blue Haven Bonaira facility offers the ultimate in retirement living and aged care offering, with facilities all located at the one site, enabling residents to easily transition their level of care in response to their individual needs.

Blue Haven Bonaira offers a range of community spaces, stunning views from the panoramic communal rooftop terrace, a café, hairdressing salon, chapel, wellness centre, and fully equipped community hall and meeting rooms.

Blue Haven Terralong is home to a further 203 independent living units in the heart of Kiama town centre.

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MESSAGE FROM THE CEO OF BLUE HAVEN

Kerry McMurray

The local council link to aged care in Kiama is quite unique and something that our community should be very proud of.

It is with great pleasure that I present the annual report for Blue Haven for the 2019-2020 year.

This was a milestone year for Blue Haven as we moved to our new flagship site Blue Haven Bonaira.

The move was a culmination of the tireless work of those that have come before me and over many years exercised their vision for Kiama as a community that embraces seniors. The local council link to aged care in Kiama is quite unique and something that our community should be very proud of.

The scale of this project cannot be underestimated. During the build Blue Haven Bonaira was the largest construction project in local government in Australia. Over 420,000 man hours and more than 10,000 cubic metres of concrete were used in the development of the site. While new buildings are always impressive it was the restoration of the Barroul House heritage cottage that highlighted the community spirit of this project. This former homestead and well known building has been restored to its former glory and now sits as the central Jewel of the site, highlighting Kiama's unique connection with its history.

I would like to extend my thanks to all of those that campaigned, supported and provided the leadership to ensure the success of this amazing new facility and to the state and federal governments for a combined \$16.2M in funding. Kiama is now well positioned to continue to provide excellent aged care for years to come.

This year has been a year like no other in recent memory. The impact on the Coronavirus pandemic was felt across the country, but no more so than

in the aged care sector. Blue Haven reacted swiftly to news of the spreading pandemic early in the year and put in place a detailed outbreak management plan. Throughout the year the staff sought improvements to this plan through regular connections with other aged care organisations. These peer connections have been instrumental in ensuring that we do not fight this battle alone, but rather as a united group across our region. On this note a special mention must go to our local health district who worked on-site with us to review and fortify our plans against this terrible disease. This collaboration within our local region has now been acknowledged by health officials as necessary best practice and rolled out across the country.

Although untouched by the actual virus Blue Haven has seen the impacts and fallout of the changing environment. Our lives and the lives of our residents have changed. Our team continues to support all residents of Blue Haven's services to live as normal a life as possible while maintaining the highest level of safety.

As with most aged care organisations we have felt the financial impact of this terrible pandemic. The sector has been hit particularly hard with a reluctance of seniors to enter retirement villages or residential care. Home support services, especially those of a social or domestic type have seen a downturn in volume as people bunkered down and isolated from potential infection. Unplanned operating costs also stemmed from the rising cost and use of Personal Protective Equipment, specialised staff training and the need for extra staff to handle the Coronavirus restrictions.

It is a testament to the staff that continued to care for and support our most vulnerable residents and

in the wake of increasing social isolation turned to technology and other resources to find ways to deliver essential health and social services.

Despite the challenges this year has presented we have continued to grow. Our aged care home is on its way to full occupancy by Christmas and our independent living units are now filling up, giving those that are downsizing the opportunity to live in a beautiful village with like-minded people. Our community team continues to provide the quality outreach programs we are well known for as we support those seniors that wish to continue living at home.

As we look forward and plan for the upcoming year a key focus will be on the streamlining of our clinical software and information communication technologies. Over the next 12 months we will focus on delivering better care by optimising business processes, creating efficiencies and supporting communication. With over 180 employees and growing, there has never been a more exciting time in the life of Blue Haven.

I commend the 2019-20 year in review to you and look forward to a successful future of continued change, growth and quality care.



Kerry McMurray
CEO of Blue Haven
General Manager Kiama Council



MESSAGE FROM THE CHAIRMAN

Cr Mark Honey

The opening of Blue Haven Bonaira was the culmination of one of the largest construction projects undertaken by local government in Australia.

The 2019-20 financial year was perhaps the most significant for Blue Haven Illawarra since it started 40 years ago providing residential aged care and community services for our area.

The highlight was opening Blue Haven Bonaira, our \$106 million facility offering world class retirement living and aged care and a new fully equipped base for our community focused services.

The opening was the culmination of one of the largest construction projects undertaken by local government in Australia.

My thanks go to the Australian and NSW governments who provided funding support, as well my thanks go to the 1500 people who built the complex.

Importantly, before the doors opened Blue Haven Illawarra was fully endorsed with a perfect rating from the Australian Care Quality and Safety Commission.

If the opening of our Bonaira facility was a highlight, the COVID-19 pandemic has provided perhaps the biggest challenge for Blue Haven since it began offering aged care services.

As of writing we are still dealing with the biggest public health crisis in a century. However, a few observations are worth making.

Having a brand new world-class aged care facility in Blue Haven Bonaira provided our residents with an excellent level of security against COVID-19.

The new facility was designed in such a way that separate areas can be sectioned off or isolated in the event of an outbreak or contagious illness into eight separate houses with their own entrances and doors.

Naturally a first class aged care building does not, of itself, provide residents with the security they require from the threat of COVID-19.

During the early stages of COVID-19 the home exercised its lockdown protocol, ensuring residents in different houses didn't mix and staff are allocated to specific areas to avoid cross-contamination.

My heartfelt thanks goes to each and every member of staff for their continuous dedication to our residents throughout this pandemic.

The early stages of the pandemic proved challenging for everyone as we worked to understand the nature of the threat and developing our response.

While ensuring the highest level of safety and security for our residents, our staff were still able to provide our residents (and clients in general) with a routine that was as close to normal as possible.

I want to acknowledge the special efforts made to keep residents in touch with their family and friends during the various stages of lockdown of our residential aged care facility.

I also want to thank those family and friends for their patience, understanding and support.

As I stated, the past year has been the most significant in the 40 years of Blue Haven.

We achieved much, we have also faced great challenges.

It is testament to the underlying strength of the people who make up Blue Haven, the staff,

volunteers, residents and clients, that we have been able to achieve much and also meet those challenges that have been presented.

A handwritten signature in dark ink, reading "Mark Honey". The signature is written in a cursive style and is centered within a light-colored rectangular box.

Cr. Mark Honey
Chairman Blue Haven
Mayor Kiama Council





Welcome

TO BLUE HAVEN BONAIRA VILLAGE

For more than 40 years, Blue Haven has been at the heart of providing quality aged care services and independent living to residents around Kiama, NSW.

The town's coastal beauty, a strong sense of community, and excellent services have always made it a popular lifestyle choice – and now with the completion of the new Blue Haven Bonaira Village, things just got even better.

At Blue Haven, our vision has always been to provide a continuum of care through the services we offer. We're thrilled to continue this commitment to our new Bonaira village – fully endorsed with a perfect rating from the Australian Care Quality and Safety Commission.

HIGHLIGHTS

- DEC 2019 ● Official opening of Blue Haven Bonaira Village, at 14a Bonaira Street, Kiama
- MAR 2020 ● Launch of the online learning portal Altura, which provided learning content for Blue Haven community staff and care professionals
- JUN 2020 ● Opening of Barroul House Café, on-site at Blue Haven Bonaira. The Café is a meeting place for the village with clients, residents, staff and families all utilising the café as a meeting point for breakfast, lunch and coffee.
- JUL 2020 ● Kiama Council Reward & Recognition Award: 15 individual nominations for and 4 team nominations. 3 Blue Haven employees chalked up more than 10 years' service and a further 2 achieved more than 20 years' service.
- JUL 2020 ● Launch of the Blue Haven Illawarra Website
- AUG 2019 ● Celebrating 40 years of Blue Haven
- SEP 2019 ● John Knox awarded the Kiama Council Robert East Community Service Award for volunteer services to the Kiama community
- SEP 2019 ● New Blue Haven Model of Care introduced
- OCT 2019 ● 40 years of Blue Haven book release
- NOV 2019 ● Official opening of Blue Haven Bonaira



LOOKING FORWARD

BLUE HAVEN BONAIRA OPERATIONAL

Completed in December 2019, Blue Haven Bonaira ushers in a bold new era of aged care services and independent seniors living. Set amongst beautifully landscaped native gardens and enjoying ocean views, the new village provides a relaxed atmosphere where residents can enjoy greater control over their lifestyle. Blue Haven Bonaira services over 1,200 clients across Residential aged care, Retirement Living, Home Care Packages, Commonwealth Home Support, National Disability Insurance Scheme, and Community Transport across the Illawarra and Shoalhaven.

RESIDENTIAL AGED CARE HOME

Blue Haven Bonaira residential aged care home is comprised of 134 beds, including two dedicated dementia homes (Cedar and Palm). Spread over 8 households, comprising of 15-18 residents, servery, open plan dining lounge, TV room, and balconies with views of mountains or the ocean. Residents can enjoy the atrium garden, hairdresser, wellness centre (physio and gym), chapel, or onsite café.

INDEPENDENT LIVING UNITS

Blue Haven Bonaira comprises 59 Independent Living Units, spread across 4 buildings. They include open plan living, large artworks, secure underground parking, and balconies with ocean or mountain views. The units have easy access to onsite facilities including a Café, BBQ observation deck, wellness centre, and salon. The units all comprise of secure underground parking.

COMMUNITY SERVICES

Blue Haven provides many support services to help the community stay at home longer. The services are tailored to each individual's needs and environment. Our experienced team offers nursing & respite care, domestic help, maintenance, social support, personal care. The Blue Haven Community Building includes administration offices, meeting rooms, a fully equipped community hall in which social groups, seniors exercise, and more are held.



RESPONSE TO COVID-19

In 2020, COVID-19 (previously known as Coronavirus) was declared a pandemic by the World Health Organisation. The situation was actively monitored and necessary precautions were implemented as appropriate.

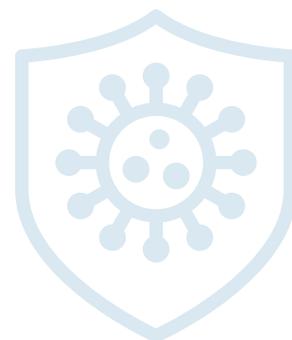
We received regularly updated advice from the New South Wales Health Department and LGNSW and acted in accordance with any advice or direction provided by them. We worked with the public health experts and our neighbouring Council to monitor the impact of COVID-19 on residents and our community.

We had a team dedicated to managing business continuity as well as ensuring the wellbeing of our workforce. We provided a large number of essential and critical services to our community, some of these to its most vulnerable members.

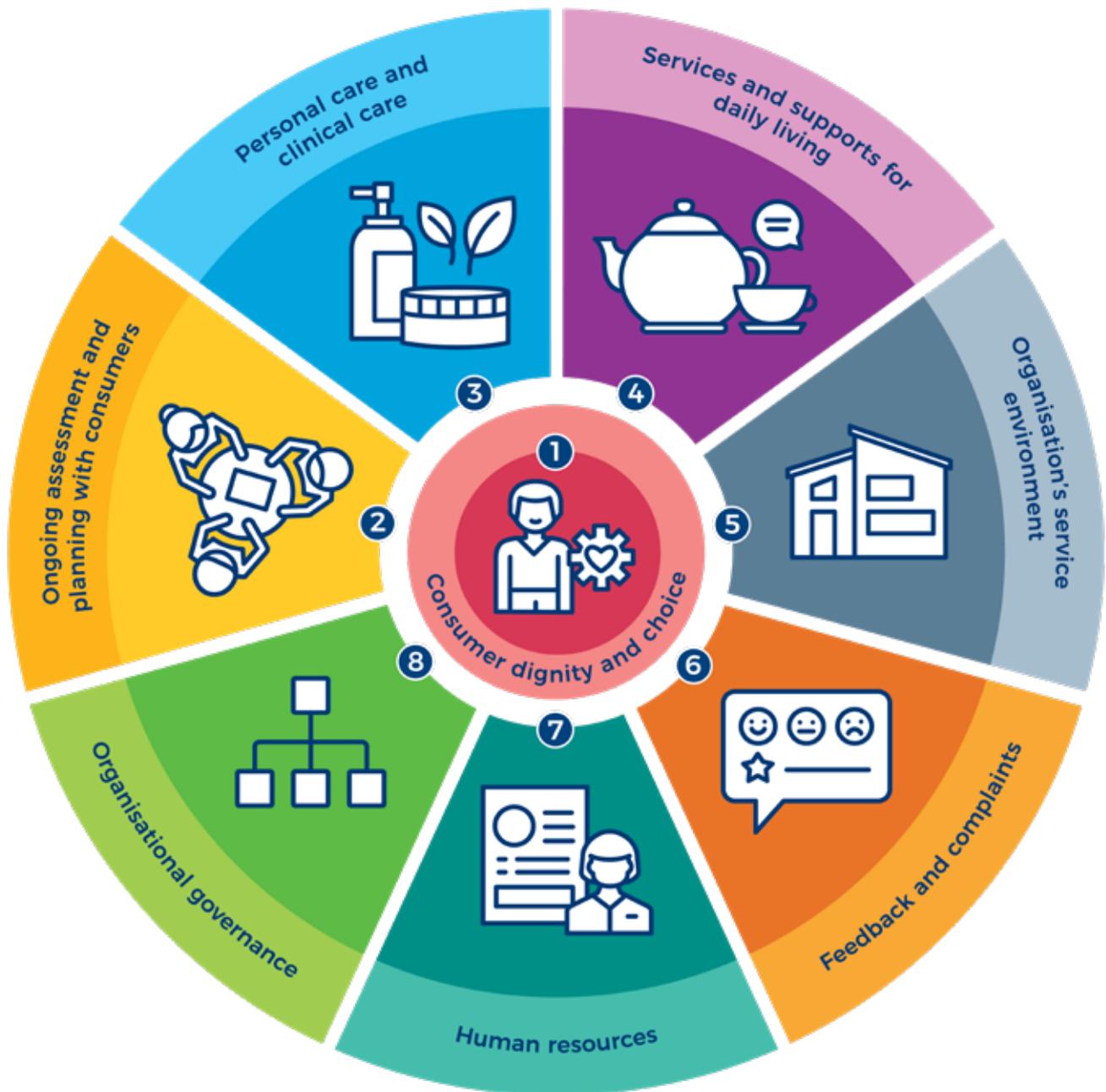
This is a summary of action taken:

- A COVID-19 Response Team was established. The purpose of this team was to provide a coordinated response across the organisation.
- The General Managers from our surrounding councils and Blue Haven were in constant contact, sharing information to determine a coordinated response to issues as they arose.
- Blue Haven put in place measures to minimise the impact of COVID-19, including limiting visitors, visitor questionnaires, pre-health screening and review of work practices.
- A full review of our Business Continuity Plans has been conducted through a pandemic lens.

As the pandemic continues to unfold we will continually critically assess our provision of services. Our community are receiving regular updates and our decisions are based on reliable information and data – most importantly advice from NSW Health and Federal Government.



The Aged Care Quality Standards have a particular focus on consumer choice and urge all aged care providers to have consumers at the very centre of their decision making process.



NEW STANDARDS

The last year has seen the introduction of the new Aged Care Quality Standards. These important new standards have a particular focus on consumer choice and urge all aged care providers to have consumers at the very centre of their decision making process.

The new standards occurred at an opportune time for Blue Haven. Planning led the team to plan and design a new model of care that would ultimately be unveiled at the new Blue Haven Bonaira site.

To meet the requirements of the new standards Blue Haven facility conducted numerous consumer and stakeholder engagements to firstly determine what it was our facility based consumer wanted out of their life at Blue Haven.

After our initial design stage we piloted the new model of care at our existing home and worked on improving and refining our offering.

We didn't know it at the time, but our new model would become known as the Haven Model and be a key driver for a consumer led lifestyle at Bonaira.

Key components of the new model included relaxed waking times, extended meal times and increased variety of meals.

A large focus on customer service for our frontline care staff led us to have all frontline care staff attend specific aged care focused customer service training.

Key pieces of work that continue to progress are the re-writing of Blue Haven's policies and procedures, that will soon be adopted and confirmed by the board in late 2020 and will ultimately see Blue Haven joined under one set of overarching policies that define how we operate within the aged care quality standards.

The joining of our different programs into one site will drive our new future and enable Blue Haven to coordinate and deliver exceptional care both in the Aged Care Home and in our clients homes.

To ensure we are on course for exemplary service Blue Haven has commissioned multiple independent audits of its performance from the perspective of the aged care quality standards. The audits are a key driver of Blue Havens overall Continuous improvement program and will help us continue our drive to deliver the best care possible.

CONSUMER OUTCOMES FOR THE AGED CARE QUALITY STANDARDS



I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.



I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.



I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.



I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.



I feel I belong and I am safe and comfortable in the organisation's service environment.



I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.



I get quality care and services when I need them from people who are knowledgeable, capable and caring.



The organisations' governing body is accountable for the delivery of safe and quality care and services.

RESIDENTIAL AGED CARE

OCCUPANCY



A NEW BLUEPRINT FOR RESIDENTIAL AGED CARE

Completed in 2019, the 134 bed Residential Aged Care Home is actually eight homes in one – with two dedicated specifically to dementia care. Each home comprises its own 'household' – including servery, open plan dining/lounge, TV room and balconies with views of mountains or the sea. We know that living here is a lifestyle decision for our residents and their families, and that inspires our team to deliver the very best in care.

THE BLUE HAVEN MODEL

Blue Haven Bonaira is proud to offer 'the Haven model' which focuses on person-centred care, that gives residents greater dignity and choice throughout their day, including wake time, showering and meals.

Chef-designed, dietician-approved meals are produced fresh onsite every day, with three daily menus as well as snacks, tea and coffee available at all times.

OUR RESIDENTIAL AGED CARE HOME AT A GLANCE



Average length of stay:



CLINICAL INDICATORS*



- Behaviours
- Falls/reduction in falls
- Infections
- Medication
- Skin Integrity

*The Care Governance Committee reviews the clinical indicators on a quarterly basis.





Good News Story

FROM BLUE HAVEN RESIDENTIAL AGED CARE HOME TO INDEPENDENT LIVING TERRALONG

Peter Richmond was a resident of the Blue Haven Home for two and a half years, after moving with his wife Carol, from the south-west of Sydney in 2017 to reside in Kiama. After one week in their new home town, Peter went into respite with Blue Haven Home, while his wife Carol had a hip operation.

Mr. Richmond said, *"I first found out about Blue Haven because of their omnipresence in the area, I think it's marvellous that Council gets involved like this. You won't find that in the Sydney Metropolitan areas."*

After Mr. Richmond's respite stay, he then became a permanent resident of the Aged Care Home in 2018, with a chronic chest condition which causes reoccurring chest infections, Mr. Richmond remained under the care of the Blue Haven Aged Care Home staff.

"The best part of residing in the Blue Haven Home was the magnificent staff, they're wonderful! They always go the extra mile, in fact, in terms of my stay they fussed over me too much," he said.

After two and a half years in Blue Haven's care, Peter's health has improved and he's been able to leave the Aged Care Home and return to Independent Living at Blue Haven Terralong.

"The one thing I'm sad about is that I haven't had the chance to say a proper goodbye to the staff at Blue Haven Home due to Coronavirus restrictions. I can speak only too highly of the staff that work there" he said.

Mr. Richmond believes that the Blue Haven staff played a huge role in the recovery and transition back to independent living, and he is very grateful.

"I'm just so pleased to be relaxing in my unit,

the solitude is remarkable and I'm loving it. The physical environment in the Aged Care Home was beyond amazing, but Independent Living is for me," he said.

"The staff would ask what are you still doing here... when are you going?" The staff even gave me the number of a removalist, if that wasn't a big enough hint to move to my Independent Living Unit, I don't know what was," he laughed.

Mr. Richmond's secret to a healthy life is keeping the mind busy. *"I'm eighty-two years of age and feel like I'm forty-two,"* he said.

Mr. Richmond makes videos with his brother Tom and shares them around the Aged Care Home and Independent Living Units for fellow residents to watch.

"These videos have been seen by many residents of Blue Haven. Each movie runs for an hour and can take up to eighty-hours to put together. We've called ourselves 'Blowhole Productions', it's not commercial it's just a fun name. I'm the think-tank and my brother edits and searches all the videos to reflect the ideas and narratives," he said.

Mr. Richmond is loving every minute of his new view of the ocean over Kiama from his Terralong Village Unit. He plans to continue to make more movies, and circulate them with Blue Haven residents at the Home, and and Blue Haven's Independent Living Units.

RETIREMENT & INDEPENDENT LIVING

Since 1979, Blue Haven has been at the heart of providing quality independent living options in Kiama, NSW.

The town's coastal beauty, strong sense of community, and excellent services have always made it a popular lifestyle destination – and now with more than 250 units across Terralong and Bonaira Villages, you have more choice than ever.

PROPERTY COMPLIANCE

2080

Service requests responded to over the 2019-20 financial year

8

Average requests per day across both Terralong and Bonaira Village

All Annual Fire Safety Statements and fire engineer inspections were completed, and all fire safety systems were maintained and certified throughout the financial year 2019-20.

There were multiple projects completed this year as part of the capital works program for both Terralong and Bonaira Village including: lifts, painted surfaces, hot water systems, air conditioning units, doors and windows, plant and equipment, roofs and gutters, fire systems, hydraulic systems, electrical and lighting, and emergency call systems.

TERRALONG VILLAGE



203

Independent Living Units



260

Residents

Independent living in the heart of Kiama

Blue Haven Terralong Village is all about the community. It has 203 Independent Living Units set across 5 stages of landscaped grounds and is located between Kiama's Leisure Centre and the town's shopping hub.

An active community

As well as Blue Haven's calendar of social events, residents have easy access to Kiama's wide variety of events, clubs and groups. Enjoy everything from bridge to bowls, singing to stitching, tennis to theatre club. Terralong is central to it all.

Convenience

With 203 units and a loan-licence structure that offers a wide range of prices, you can find the place that suits your needs. The Leisure Centre (including heated pools, gym, aerobics, spa, and sauna) and supermarket are less than 500 metres from every unit, while beaches and the harbour are 2 minutes' drive. All village residents have access to Stage 5's Sky Lounge and Conservatory (pictured below) all year round.



BONAIRA VILLAGE



59

Independent Living Units



41

Residents



47

Blue Haven Bonaira and Terralong Village units sold in the 2019-20 financial year totaling

\$21,626,620

Come home to a new lifestyle

Bonaira Village is situated alongside our Residential Care Home and Community Service hub. We have 59 Independent Living Units and 41 residents currently living in Bonaira Village. Blue Haven Bonaira's brand-new one and two bedroom independent living units' set a new benchmark for quality and lifestyle in the Illawarra – surrounded by stunning coastal scenery and part of a lively local community.

A village within a village

All 59 freshly completed units are spread across four multi-storey buildings located within the landscaped grounds of Bonaira village. As well as enjoying easy access to onsite facilities including a community hall, wellness centre, observation deck, and café. You also have the convenience of your own secure, underground parking space – with Kiama's beautiful beaches, shops, and convenient services just a short walk away.

Designed for modern living

Blue Haven's new independent living units are built using the latest senior living design innovations. All units come with their own car spot, an emergency call system that goes straight to an onsite caretaker, electric emergency doors, flush flooring to avoid trip hazards, wide doorways and after hours access to the Aged Care Home Nursing Unit. The units are thoughtfully designed offering plenty of storage, spacious living areas, and separate bathrooms – perfect for sharing with someone!

Peace of mind is paramount

Blue Haven Bonaira's vision is to maximise comfort and safety. Every new independent unit features a 24/7 emergency call system linking directly to the onsite caretaker, while other thoughtful features include flush sliding door tracks, flat surfaces throughout, larger switches, and contrast skirting edges for those with vision impairments. All this within a secure apartment-style village that is professionally staffed around the clock, with a permanent onsite caretaker.



COMMUNITY SUPPORT SERVICES

Blue Haven has been a part of the Illawarra and Shoalhaven communities for more than 40 years, providing support services tailored to each individual's needs and environment. Our experienced team offers many services for Home Care Packages (HCP) and Commonwealth Home Support Program (CHSP) recipients.

While the quality of care provided and services delivered remain at a pleasingly high level, the performance of our Home Care Business was less than optimal. The result this year was due mainly to changes introduced by the Commonwealth to the structure and funding model for Home Care Packages.

Moving towards an Integrated Blue Haven

Despite our preparation for the change by restructuring pricing and administration support, the reduction of released package numbers was not anticipated. The key changes that influenced the results were:

- Control of home care packages was directed to the care recipient rather than the provider. Packages became portable, and moved with the care recipient when they change to another provider or were admitted into residential care. This means that many providers were unable to maintain customer numbers once a client moved with their home care package.
- Reduced home care package release numbers and changes to religions and states of allocation, impacted on our ability to maintain and grow services.
- Unspent funds that were previously used to re-invest into services were reimbursed to the Government, substantially impacting our revenue position.

To enable a more diverse and flexible service, we embraced new technology in all aspects of our Home Care service. Acknowledging that unlike residential aged care, Home Care rarely provides the support of a 24-hour, seven-days a week carer model, we explored new options and fresh ideas outside the sector in order to improve and increase the support and monitoring we already provide.

We investigated Smart Technology and reviewed

and tested many types of Sensors and other devices that prompted everyday reminders and checks on the wellbeing of an individual. We found that eHome is fast becoming the new baseline in-home care services.

Our Home Care service is in transition. What it will look like in 12 months' time is still unfolding in a steady and measured way. What is known is that it will:

- Have a more diversified customer base to ensure we are not so heavily reliant on a government-funded Home Care Package market.
- Be more closely integrated with our residential aged care and independent and retirement living offerings.
- Have more Smart Technology to support individuals in their own homes, providing greater peace of mind for them and their loved ones.
- Enter into strategic partnerships that support improved value to our customers and service growth.
- In reviewing our Home Care services, we looked at other aspects of our business and models of care. We extended our private services to highlight the personal choices available in our residential aged care. Recognising that every customer's needs are just that little different from every other customer, we expanded the list of "little extras" on offer to customers to make the move into residential aged care a much more pleasant experience.

These include services such as:

- Private one-on-one carer – offers personalised attention to support the transition into residential care on a temporary or permanent basis, helping to decrease anxiety and a sense of upheaval from home when the move into residential aged care is made.

Private service bundles that include:

- Personal care with a dedicated carer for daily care needs at any time of the day and for any duration.
- Companionship – ongoing daily or weekly sessions to help clients feel connected, cared for, and valued
- Behaviour support – specifically designed

for those in need of memory support, providing one-on-one specialised support to re-assure and manage frustration and confusion.

- Chaperoned excursions from our residential homes to those special places that were once readily accessed.
- Case Management to plan and prepare personal affairs and documentation in readiness for any changes in life circumstances.

HOME CARE PROGRAM (HCP)

For long-term help, Blue Haven provides you with a Home Care Package which is tailored to meet your needs and allows you to stay in your own home as long as possible. There are four levels of funding available. HCP funding helps cover the cost of long-term In Home care plans. Home Care Packages provide flexibility to manage your funding allocation so that you only access the services you need when you need them.

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Designed for those looking for short-term/casual help or basic assistance around the home, the Commonwealth Home Support Program (CHSP) lets you access support when you need it. Blue Haven can help you decide what services you'd like. This funding help is for those who are managing well at home but require a little extra help or support for daily tasks, meal preparation or occasional activities. CHSP has a selection of services that you can choose from and access when it suits you.



-  PERSONAL CARE
-  DOMESTIC ASSISTANCE
-  HOME MAINTENANCE
-  CARER RESPITE
-  CLINICAL CARE
-  SOCIAL ENGAGEMENT

676

clients between Thirroul and Nowra provided with services by the home care division during 2019-20

18,132

hours of service completed for these clients and support persons

106

Home Care Package clients at June 30, which represents a 3% increase on the previous year

33,555

hours of support delivered to our HCP clients



A tale of two decades with Blue Haven

Ninety nine yearold Mavis Stephens has been an In Home support client of Blue Haven for eighteen years. Her services were originally delivered under the old Illawarra In-Home Support Program.

Mavis is a farm girl, she has resided in the old farm house for over 99 years, she moved to Kiama when she was three-months-old. Mrs. Stephens has lived with two husbands, Mr. Chittick, and Mr. Stevenson on the farm. 10 years ago, Mavis moved into her own granny-flat on the property, when her son and daughter-in-law moved into the homestead. Her son Rob still resides in the homestead.

To keep in good shape Mavis undertakes the care of her chickens every day in the morning and afternoon. Blue Haven support workers assist with the afternoon feeds now.

Mrs. Stephens said, "My secret to a long life is no drinking or smoking and to get up early every morning." Mavis also likes the simple life; she doesn't like to waste anything.

Mavis has lived an exciting life, in the past, she has been a member of the Country Women's Association (CWA) for 60-odd years, she has been a judge and initiated the state CWA cookery competition.

Mrs Stephens loves to cook cakes, pickles and jams are her favorite. Mavis had a cookbook developed and published by her granddaughter, showing her best recipes based on Mavis's history on the farm and her cookery skills.

Blue Haven is very lucky to have Mrs. Stephens as a client and the longevity of the relationship (spanning 18 years) is a credit to our wonderful organisation.

Mrs Stephen's fondest memories of Blue Haven are the staff. "I love all the workers, I have eighteen years of good memories with Blue Haven," she said.

We caught up with Leanne Walker for a quick chat. Leanne is Mavis's current support worker visiting her weekly, here's what she had to say:

How long have you been a Support Worker with us?

I've been employed with Kiama Council as a Support Worker for almost 15 years.

Would Mavis be one of your favourite visits you do? Can you give me some detail for why?

Mavis is definitely one of my favourites (even though I try not to show favouritism). I enjoy Mavis's company, and I actually enjoy feeding the chooks too.

How long have you been visiting Mavis?

I first visited Mavis over 10 years ago, when she was living in the main house on her property.

Have you ever worked on a farm before or tended to chooks?

Oh my, no never, I'd never even touched a chicken before. I was a bit concerned about the service at first, but I soon found it enjoyable. Mavis says I'm a quick learner, and sometimes in bad weather conditions, she allows me to do the whole routine, because I don't want her outside in heavy rain, or strong winds.

It looks like a wonderful property, not a bad place to work I would say. Do you enjoy getting outdoors as part of your job as a Support Worker?

It is a great place to work, it is certainly nice to get some fresh air and sunshine, beats driving in the traffic for sure.



Support Worker Leanne Walker feeding the chooks with Mavis.

COMMUNITY TRANSPORT



KEEPING YOU CONNECTED WITH YOUR COMMUNITY

As part of our commitment to the local community, Blue Haven provides a door-to-door transport service to assist clients in remaining independent and living in their own homes for longer. Services include transport to non-urgent health/medical appointments, shopping, library visits, community groups, social outings, and special events.

Blue Haven Community Transport, is primarily provided by our team of dedicated volunteers. Transport is by minibus or car, depending on availability. All Blue Haven Buses are Wheelchair Accessible Vehicles.

A CENTURY REACHED!

Beryl Sherwood, completes her weekly Monday morning grocery shop with our Transport Bus service. Beryl has been a client with us since 2008 – and amazingly turned 100 years this year! This lady is amazing, and a great example of 'move it or you lose it.'



A CONVENIENT WAY TO

Travel

5,784

trips were made on our
Community Transport Service

265

Community Transport clients

2,822

social outings with clients, including
group outings, one-on-one outings were made
with a volunteer, and visiting friends and relatives

2,372

medical appointments attended by
clients with our support

587

shopping trips and personal business
errands were made

1,805

social bus trip outings

*"I gave up driving just before I turned 90,
and Blue Haven has been fantastic.*

*We can get to medical appointments,
go shopping and get to Shellharbour or
Nowra on the bus".*

- JOHN WITH HIS WIFE THELMA,
COMMUNITY TRANSPORT CLIENTS



BLUE HAVEN DISABILITY SERVICES

SUPPORT COORDINATION

Blue Haven works in partnership with the National Disability Insurance Scheme (NDIS) participant, carer, family, or friend by providing links to supports to achieve participants' goals. Our support team is dedicated to helping those living with disabilities get access to greater support opportunities and to connect with the wider community.

CONNECTION IS EVERYTHING

Those living with a disability don't miss out. Getting together with others is a great way to stay connected to the local community, keep a healthy mental state, make new friends, and simply have fun. We make this possible all through the year through our social group activities available to NDIS participants.

SOCIAL ACTIVITIES

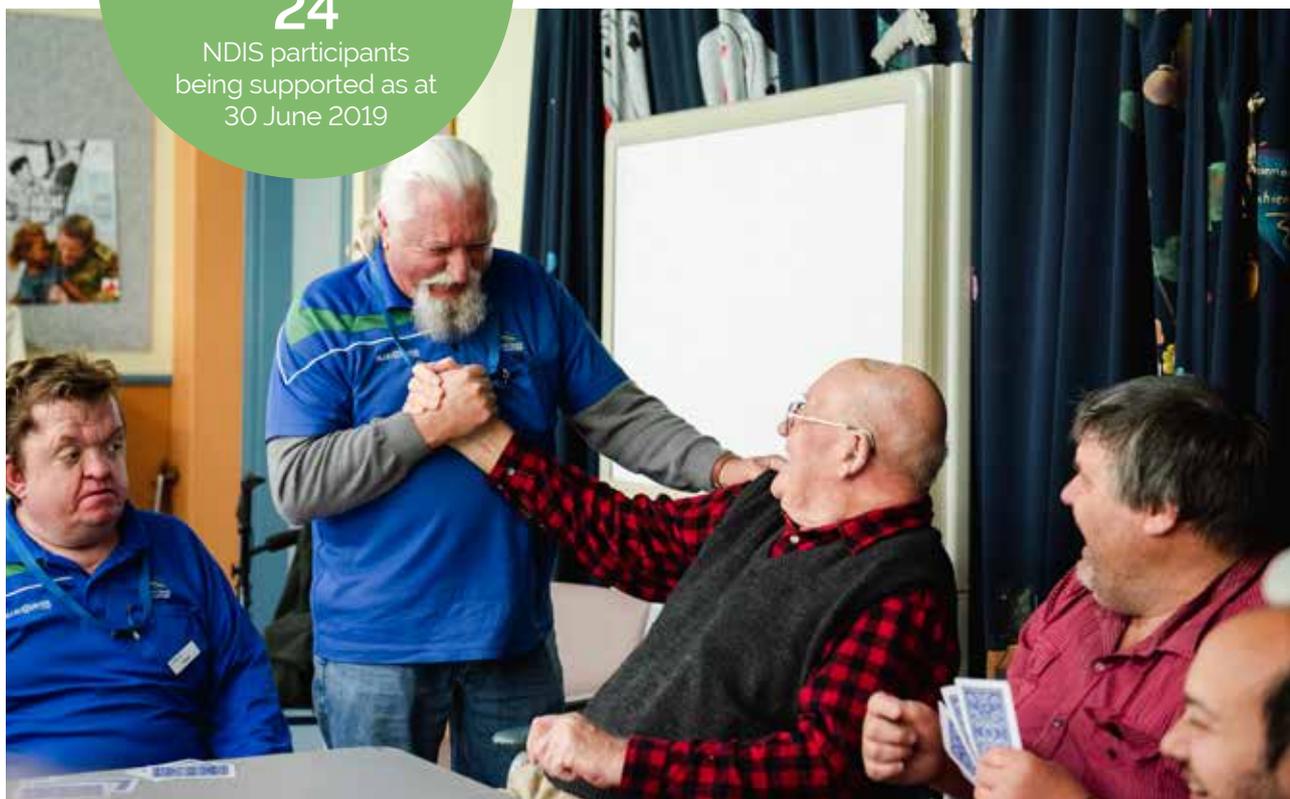
Blue Haven offers many social groups and activities – it's all about community participation. Not only do we provide one-on-one social support to assist with shopping, mailing, and banking and appointments, but we also provide social outings for people living with a disability.

KIAMBOUR SOCIAL GROUP

Is a small group outing for people who are under 65 living with a disability and who have NDIS funding for community participation, the group provides an opportunity for social interaction and assists in maintaining independence. The group meets fortnightly on Wednesdays 10am-2.30 pm.

TEN PIN BOWLING GROUP

This outing provides supported and socially inclusive bowling activity for people under 65 living with a disability and who have NDIS funding. It gives carers a break from their caring role and time out to rest and recover. The group meets weekly on Mondays and Tuesdays from 4.30pm-8.30 pm.



OUR VOLUNTEERS

Without our valued volunteers, Blue Haven could not provide the range of care services at the highest possible standards.

As valued members of our team, volunteers make a positive contribution to the lives of others and experience the fulfilment that comes from helping other people who need it the most, including:

- older people who are frail
- younger people with a disability
- people who are transport disadvantaged
- carers of the above groups

Blue Haven currently has 87 active volunteers. Despite the COVID-19 pandemic resulting in a substantial decline in volunteers since March 2020, the Blue Haven Volunteer Team has managed to stay connected with clients and residents.



"As the Volunteer Representative for Blue Haven, my role is to provide feedback to Blue Haven to ensure management is well planned, efficient, and accountable to its stakeholders and funding bodies. I encourage volunteer participation in decision making about service delivery, enhancement, and coordination.

"I feel that sometimes volunteers only need someone to be a listening ear. We the volunteers, are blessed to have such helpful and supportive staff with us to achieve these outcomes".

– JAN D,
VOLUNTEER REPRESENTATIVE

87

active volunteers

2,227

hours of volunteering provided at Blue Haven Residential Aged Care Home

812.75

hours of connection provided with clients via Blue Haven Community volunteers through phone chat, video chat and welfare checks

4000

hours dedicated by volunteers to help clients go shopping, attend medical appointments, and enjoy our social bus trips

595

hours of Individual Social Support, was provided to Blue Haven clients by volunteers throughout 2019-20





Farewell

Staff and volunteers are sorry to be losing one of our long-serving volunteers, John Nash.

John has been a long-standing volunteer with Blue Haven for 24 years. He has regularly driven the Community Transport Bus for both Wollongong and local medical runs, evening ten-pin bowling group, and out and about scenic tours.

John has supported clients' connection with essential services and allowed them to engage with the wider community. Blue Haven staff and volunteers wish John all the best in the next phase of his life.

CARDS AND DEVOTIONS AT BLUE HAVEN BONAIRA

Due to COVID-19, the Anglican Church could no longer hold services in the chapel. Chaplain Ian Vickery and volunteer Val Mather wanted to find a way to stay in touch with those who attended the service.



So they created cards and devotions to keep people connected.

"I make the cards, and Chaplain Vickery types up a devotion to include in the card," Mrs Mather said.

"It has been a way we could show our love and care for those in Residential Care. I love making cards, and it was a great privilege every two weeks to deliver them to the office to hand out to those residents."

"Inside the card is a few words and also a verse of Scripture. We pray that it has been a great blessing to receive a card and devotion. We thank the staff for delivering these cards and sometimes reading them to the residents. We appreciate all that the staff do for the Blue Haven residents."

OMNIBUS – TALES FROM THE BLUE HAVEN COMMUNITY BUS

"Hi, my name is Fred, I am a volunteer bus driver for Blue Haven. Over the years, I have heard so many interesting stories and life experiences from Blue Haven clients, volunteers, and staff. It seems a shame that no one else gets to listen to them."

"I also volunteer for the Kiama Community Radio, I have started a podcast called 'Omnibus – Tales from the Blue Haven Community bus', where these stories are broadcast for everyone to enjoy"





BARROUL HOUSE CAFE

HISTORY

Barroul House became part of the Kiama District Hospital site when eight acres of the old Kendall estate including the house was purchased in 1924 for a hospital to replace the original Kiama Cottage Hospital in Barney St.

The hospital opened in 1930, with Barroul House converted into accommodation for the nursing staff, a role it fulfilled until a new nurses' home opened in 1950. Part of the house also became the hospital kitchen.

Barroul House had many roles over the years after the nurses moved to their new accommodation; including the hospital's Physiotherapy Department, a dining room, and a day respite facility. Interestingly, the current kitchen located toward the back of the café during its history continues to be used as a kitchen.

When the hospital closed in 1992, Barroul House fell into disrepair. A Heritage Impact Assessment on the proposed redevelopment of the hospital site concluded that Barroul House was the only building on the hospital site worthy of preservation (and restoration).

Kiama Council together with a \$1.4M federal grant restored Barroul House to what you see today – Today we see, the wonderful building restored to its glory and operating as a café for the community of Blue Haven Bonaira and the wider community to enjoy.

Barroul House has been restored and opened to residents and the wider community as Barroul House Café, a centrepiece of Blue Haven Bonaira. The Café plays an important role in getting residents out and about in a controlled environment. Barroul House Café provides an open and inclusive space for visitors of Blue Haven Bonaira to bring their loved ones for a coffee and a meal in a way that makes them feel part of a broader community.

A full menu can be found on the Facebook and Instagram pages @BarroulHouse or by visiting the Café during opening hours. The initial opening hours are Tuesday to Saturday, 7.30am-2.30pm. If you haven't visited already, please pop in and have a bite to eat the staff would love to see you.

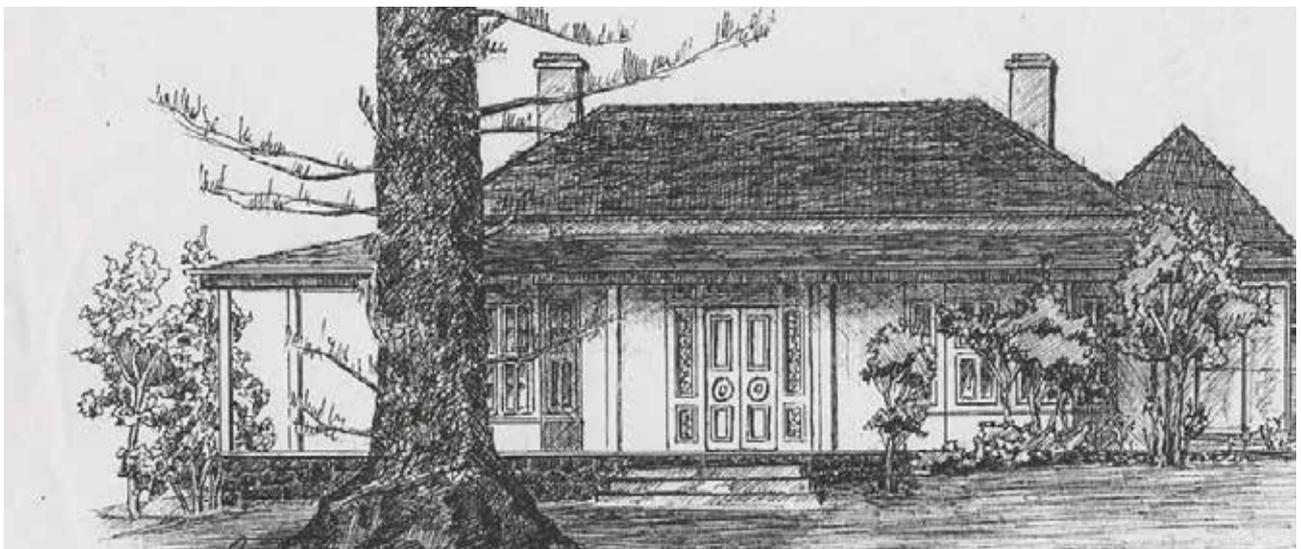
The weekly specials blackboard has some yummy, very affordable options – you'll have to pop in to check out the new specials weekly.

The food can be described as Australian cuisine, with all-day breakfast, sandwiches and wraps, burgers, chips, fish and chips, salads and milkshakes, tea and coffee.

Telephone

+61 (02) 4203 4981

  Barroul House



At Blue Haven, our people are our most important asset. We offer a range of employment opportunities in all areas of aged care. Our people are at the heart of our services which is why we celebrate our teams, and the talent, skill, diversity and care they bring to Blue Haven.



OUR VALUES

We reflect these values in everything we do.

RESPECT
We treat others as we expect to be treated - in a fair and professional manner.

TEAMWORK
We are one team - working together with trust and commitment to achieve shared goals.

INTEGRITY
We are open, honest and ethical in our behaviours - at all times.

EXCELLENCE
We aspire to be the best - in everything we do.

INNOVATION
We champion change in order to provide superior services to our community.

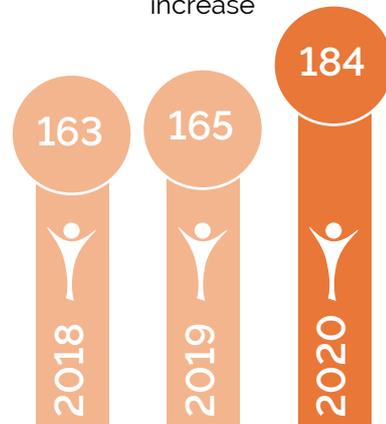
LOVE & CARE
We will embody compassion and ensure dignity for all with whom we interact.

WE ARE *growing*



EMPLOYEES

11.52%
increase



JOB STATUS

2019 54 casual staff 111 permanent staff	2020 47 casual staff 137 permanent staff
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85+
Volunteers

OUR VOICES

Celebrating

36 YEARS OF SERVICE

Steve Dawson – Independent Living Manager

"In my early years, I grew up in Shellharbour and attended Oak Flats High school. I then went on to study a Bachelor of Business through Charles Sturt University. After completing my study, I went on to work for Wollongong, Shellharbour, and Penrith Councils, before joining Kiama Municipal Council as an Administration Officer in 1984."

"I was subsequently appointed Manager of Administrative Services, then Manager of Corporate Information and Public Officer. I initially started looking after Blue Haven's Stage 1 units as part of the role of Administration Officer in the General Managers Department. In 2005, I moved from the administration building to Blue Haven Terralong, to focus on getting Stage 5 built and sold. In 2016, I joined Blue Haven operationally."

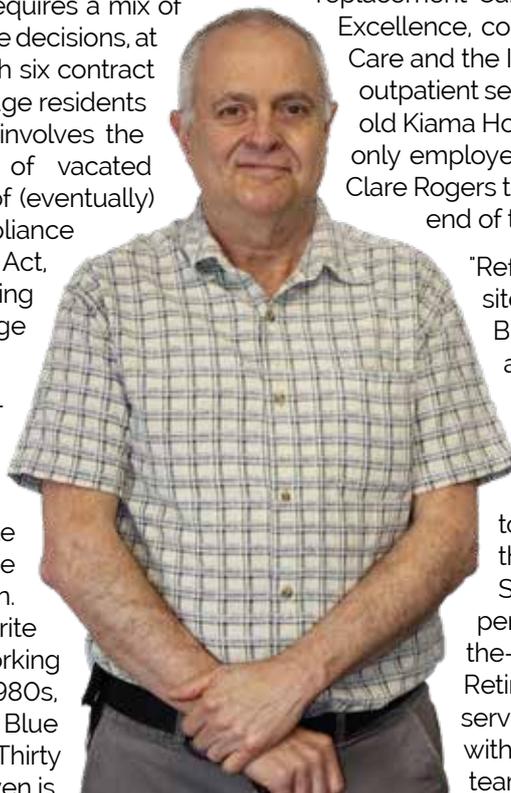
"My current job entails managing two Retirement Villages, both Terralong and the new Bonaira Village (260 units in total). A typical day in the life of an Independent Living Manager requires a mix of sales enquiries and maintenance decisions, at both Villages while working with six contract caretakers to look after the Village residents and their environment. It also involves the renovation and reallocation of vacated units, looking after the needs of (eventually) 340 residents, ensuring compliance with the Retirement Villages Act, and maintaining a good working relationship with both Village Residents' Committees."

"I enjoy the variety of my job – no two days are the same. The most significant change I have witnessed is the creation of Blue Haven as its own Directorate and its amalgamation with the retirement village operation. Looking back, my most favourite memory over the years is working with Tony Matterson in the 1980s, whose vision helped bring Blue Haven from an idea to reality. Thirty years on, my vision for Blue Haven is

its continued growth while we remain in touch with the community."

"I've seen Blue Haven endure many changes and growth over the years. The construction of Stage 2 in 1987 is one of them, Stage 3 in 1993, Stage 4 in 1999, and Stage 5 in 2007. But, I believe that Blue Haven Bonaira (2019) is the most significant growth that Kiama Municipal Council and Blue Haven have seen. The Blue Haven Bonaira project was rolled out over several years. Michael Forsyth, Clare Rogers, Alan Fowlie, and I worked with multiple design and specialist industry consultants, the Blue Haven Committee and Council to establish the feasibility for the construction of a replacement Care Home. After evaluating many sites, the Kiama Hospital site was selected as having the most potential and negotiations commenced with the State Government for its acquisition. The potential of the final site was such that the originally conceived replacement Care Home evolved into a Centre of Excellence, containing all aspects of Blue Haven Care and the Illawarra Area Health Service (IAHS) outpatient services previously provided from the old Kiama Hospital. I was lucky enough to be the only employee alongside Blue Haven's Director Clare Rogers to be here from the beginning to the end of the Blue Haven Bonaira project."

"Reflecting on the transition to the new site and the operation of the new Blue Haven Bonaira, the biggest achievements to date would have to be bringing the Kiama Hospital site under the ownership of the local community, the restoration of Barroul House to its original glory, and retaining the existing Illawarra Area Health Service (IAHS) onsite. From a project perspective, delivering the state-of-the-art Residential Aged Care Home, Retirement Village, and associated service accommodation on time and within budget is a credit to the current team involved."



REWARD & RECOGNITION

The 2020 Reward and Recognition Award events were held under very different circumstances due to COVID-19, but the strategic importance of acknowledging staff hard work and contributions remained the same. Congratulations to all our Blue Haven teams and individuals acknowledged below.

TEAM NOMINATIONS

Blue Haven Care Team

Chelsea Benson, Dave Aylett, Elizabeth Gonzalez, Jeanet McCarthy, Jo Stage, Katie Fox, Lynette Kejda, Melissa Sevander, Philippa Mannisto, Sandra Bell, Tara King, Tracy Penfold

Blue Haven Cedar & Palm Unit Staff Team

Raul Maquiling, Josefina Suelila, Carmen Chan, Maria Teresia, Jo Stage, Jeanette McCarthy, Sandra Bell, David Aylett, Tracy Penfold, Phillipa Manisto, Chelsea Benson, Katie Fox, Tajjung (Jo) Kang, Melissa Sevander, Carolyn Miller

Blue Haven Cleaning & Laundry Team

Di Holman, Donna Wilson, Jenny Rowe, Jo Springall, Josie Carter, Margaret O'Nains, Maria Hudson, Melissa Pett, Suzi Cicin

COVID-19 Response Team

Carlie Sulter, Clare Rogers, Dale Wakefield, David Mead, Jessica Rippon, Joanne Skofic, Kerry McMurray, Mike Dowd, Peter Luke, Rachel Dyer, Renee Winston

Dementia Specific Care Team

Dave Aylett, Joanne Stage, Elizabeth Gonzalez, Melissa Sevander, Sandra Bell, Tracy Penfold, Lynette Kejda, Jeanet McCarthy, Chelsea Benson, Philippa Mannisto, Tara King, Katie Fox



TEAM AWARD RECIPIENT

Dementia Specific Care Team

Dave Aylett, Joanne Stage, Elizabeth Gonzalez, Melissa Sevander, Sandra Bell, Tracy Penfold, Lynette Kejda, Jeanet McCarthy, Chelsea Benson, Philippa Mannisto, Tara King, Katie Fox



This team displays tremendous teamwork, showing respect in all that they do. They always strive to deliver the best care for residents, displaying the values of love & care.

INDIVIDUAL NOMINATIONS

Carmen Chan

Registered Nurse

Dave Aylett

Care Service Employee

Gai Bayley

Administration Officer

Jacob Vincent

Care Service Employee

Jacqui Dalmer

Care Service Employee

Jaid Wells

Care Service Employee (Nursing)

Jenade Bell

Care Service Employee

Louise Dalmazzo

Care Service Employee

Lynette Kedja

Care Service Employee

Marisa Phillips

Administrative Officer, Community Transport Program

Mary-Jane Von Borstel

Certificate IV Care Support

Megan Wason

Lifestyle Coordinator

Michael Schembri

Maintenance Supervisor

Myriam Marchant

Service Facilitator (Volunteers)

Sharyn Prytherch

Service Facilitator



INDIVIDUAL AWARD RECIPIENTS



Dave Aylett

Care Service Employee

**Respect | Integrity
Innovation | Teamwork
Excellence**

Dave is the personification of each of our values. He makes our workplace a better place through his hard work, initiative and enthusiasm.



Michael Schembri

Maintenance Supervisor

**Respect | Integrity
Innovation | Teamwork
Excellence**

Michael epitomises all our values in his every day. This was particularly evident during the move from Havilah Place. Staff and residents alike are all treated to Michael's high standards.



Gai Bayley

Administration Officer

Innovation | Teamwork

Gai continually looks for innovative and efficient ways to do business. She always steps up which ensures Blue Haven can continue to deliver our services.

EDUCATION, LEARNING AND DEVELOPMENT

LONG SERVICE AWARDS

10 years



Maria Teresia
Care Service Employee
(Nursing)



Juvy Murray
Care Service Employee
(Nursing)



Susan Delamont
Care Service Employee
(Nursing)



Rebecca Powell
Care Service Employee
(Nursing)

20 years



Joanne Brisbane
Hospitality Supervisor
Blue Haven Bonaira



Eileen Brown
Service Coordinator

At Blue Haven, continual training and education for our staff are of utmost importance. From the year of 2019 to 2020 we had an 80% completion rate in multiple online mandatory courses.

Blue Haven also places a high value on the 180+ volunteers, so we provide them with Lesbian, Gay, Bisexual, Trans, Intersex (LGBTI) Awareness Training, Fire Awareness Training, Hand Hygiene Training, WH& Safety Training, NDIS Training, Code of Conduct Training, NSW Trustee and Guardian Information, and COVID-19 Food safety awareness training.

Our front line workers that work within our Residential Aged Care Home and within our In Home support services all hold Certificate III or IV in Nursing And Aged Care.

Blue Haven residential staff have been using an online learning portal called Altura from March 2020, which provides learning content for care professionals. As of 9 September 2019, we have had an outstanding 80% completion rate for all Blue Haven staff enrolled in modules.

There have been 519 hours spent on learning including Infection Control, Outbreak Management, Work Health and Safety (clinical and non-clinical), Fire Safety Basic Principals, Abuse and Missing Persons Training, Aged Care Quality Standards, and optional additional learning on Dementia Care, Falls, Duty of Care and Negligence and Customer Service.

For existing staff, there has been a 100% compliance and completion via hard copy learning package between June and December 2019 on the Aged Care Quality Standards.

Many staff have independently completed other modules of learning from the library on Altura for their own personal development.

EXECUTIVE MANAGEMENT TEAM



Kerry McMurray
CEO Blue Haven &
General Manager Kiama
Municipal Council



Clare Rogers
Director of Blue Haven



Dale Wakefield
Manager Care and
Operations Blue Haven
Aged Care Home



Jason Galloway
Chief Financial Officer



Steve Dawson
Manager Blue Haven
Villages



Marianna Parish
Manager Community
Programs

The Blue Haven Executive Management Team provides strategic leadership and direction to the work of Blue Haven. The Executive Management Team meet once a fortnight.



BLUE HAVEN BOARD



**Cr Mark Honey
(Mayor)**



**Cr Andrew Sloan
(Deputy Mayor)**



Cr Matt Brown



Cr Kathy Rice



Cr Neil Reilly



Cr Warren Steel



Cr Don Watson



Cr Mark Way



Cr Mark Westhoff

The Board meet bi-monthly. The Board are responsible for the overall governance, management and strategic direction and for delivering accountable corporate performance in accordance with Blue Haven's goals and objectives.

BLUE HAVEN ADVISORY COMMITTEE

COMMITTEE MEMBERS

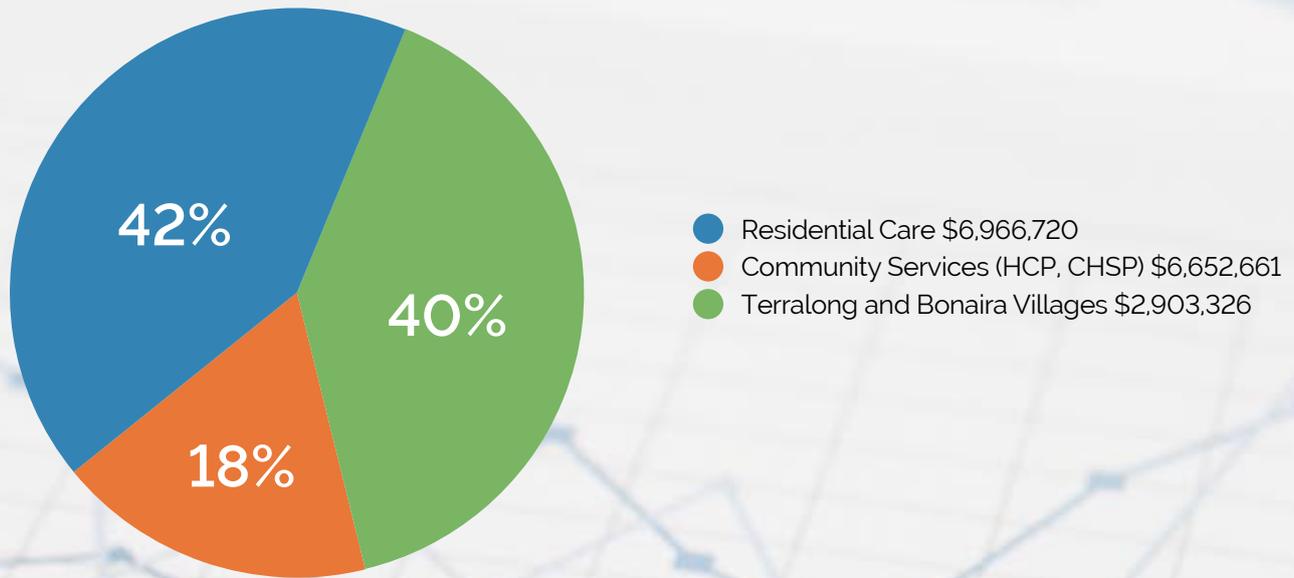
Clr. Mark Honey-Mayor, Clr. Kathy Rice, Clr. Don Watson, Kerry McMurray-General Manager and CEO of Blue Haven, Clare Rogers - Director Blue Haven, Steve Dawson-Manager Blue Haven Villages, Dale Wakefield-Manager Care and Operations, Marianna Parish-Manager Community Programs, Jason Galloway-Chief Financial Officer Blue Haven, Michael Preston, Kay Cope, Ian Wilson, Michael Forsyth, Lyn Kuske, Sandra McCarthy, Julie Bartlett, Carolyn Crow-Maxwell.

The Advisory Committee meet the first Wednesday of January, March, May July, September and November.

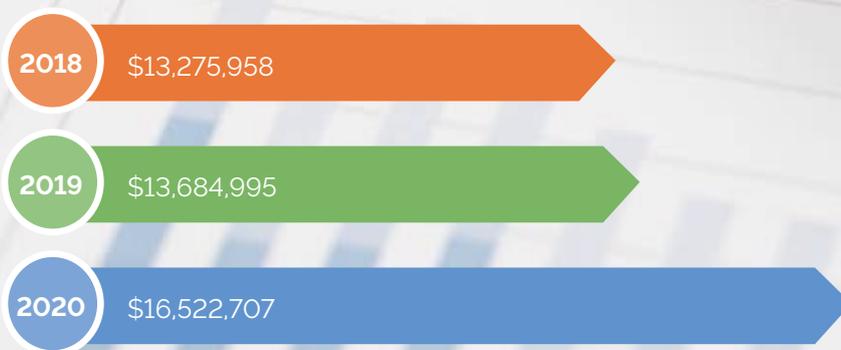


FINANCIAL SNAPSHOT

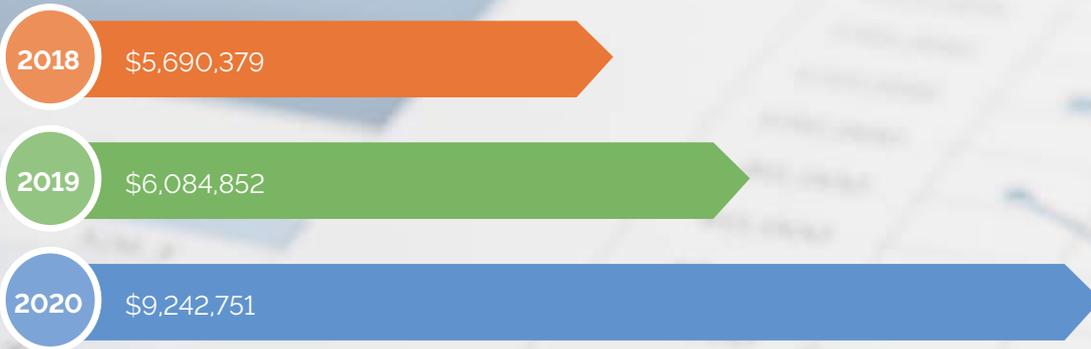
SOURCE OF INCOME 2019-20



OPERATIONAL INCOME



OPERATIONAL GRANT INCOME



CAPITAL GRANT INCOME





*Blue Haven....We listen,
because your story matters to us.*

BLUE HAVEN

GET IN TOUCH WITH BLUE HAVEN

AGED CARE, IN HOME CARE AND BONAIRA INDEPENDENT LIVING UNITS

14A Bonaira Street, Kiama NSW 2533

 (02) 4203 4055

 enquiries@bluehavencare.com.au

 bluehavenillawarra.com.au

BLUE HAVEN VILLAGE TERRALONG – RETIREMENT LIVING

200 Terralong Street, Kiama NSW 2533

 (02) 4233 1714

 enquiries@bluehavencare.com.au

 bluehavenillawarra.com.au

Fully owned and operated by Kiama Council.



KIAMA MUNICIPAL COUNCIL
your council, your community