



BLUE HAVEN

ANNUAL REPORT 2020-2021

PROVIDING QUALITY AGED CARE SERVICES *since 1979*



ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the lands, the Dharawal people. We pay our respects to all Elders past, present and emerging and acknowledge their deep and ongoing connection and cultural responsibilities to this land. We are committed to honouring Australia's Aboriginal and Torres Strait Island peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our community.



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, with a broad range of 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 the location of a further 203 independent living units in the heart of Kiama town centre.

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MESSAGE FROM THE CEO OF BLUE HAVEN

Jane Stroud

I'm confident that we have the right components in place to move forward and continue to achieve great things at Blue Haven for our aged care residents and their loved ones, our staff and the community.

Hello,

It is with great pleasure that I present the annual report for Blue Haven for 2020-2021.

I joined Kiama Council in June 2021 and have enjoyed getting to know the Blue Haven arm of the business. I'm proud to serve as CEO at the largest council-operated aged care business in Australia, one that has been delivering excellent care and allowing people to age in place in Kiama for more than 40 years.

Blue Haven stepped into an important new phase with the opening of our multimillion dollar state-of-the-art Bonaira aged care facility in late 2019, and I have stepped into my role at a time when the aged care sector is undergoing comprehensive reforms as a result of the Royal Commission into Aged Care.

The Royal Commission shone a spotlight on how we can improve our care for the elderly and we have listened and responded to their recommendations. We will continue to deliver and review our service in line with those important findings.

You will see some big changes to how Blue Haven is structured from next year's annual report (FY 2021-22). One of the biggest of these was deciding to restructure the executive operation of Blue Haven. Going forward, the business will be run by a Chief Operating Officer (COO) who reports to myself and Council.

There will also be a new Advisory Board, appointed under the the Local Government Act sections 355 and 377, where councils are able to delegate aspects of their management functions to a committee.

Next financial year, you will also see announcements of training opportunities created in partnership with Kiama Community College and Kiama High School.

We know the aged care sector is crying out for more and well-trained staff. As the largest employer in Kiama LGA, I see creating these kinds of local opportunities as key.

Perhaps our biggest challenge this year, along with everyone in the state of NSW and beyond, was the return of COVID-19 and lockdowns.

Blue Haven weathered this situation well, we were quick to act in ensuring the health and safety of our residents and staff.

We set up on-site vaccination facilities and reached 100% vaccination rates for eligible and willing residents and staff in August.

This target was achieved well before the state-mandated date for all aged care staff to be vaccinated.

We are not without our challenges and can always strive to be a better service.

I'm confident that we will continue to achieve great things at Blue Haven for our aged care residents and their loved ones, our staff and the community. I look forward to the year ahead.



Jane Stroud
Chief Executive Officer
of Blue Haven
and Kiama Council



MESSAGE FROM THE CHAIRMAN

Cr Mark Honey

Much planning has been done over 2020-21 to ensure our position as Australia's largest (and best) council-delivered aged care service continues.

After the activity and excitement of the final construction, opening and early operations of Blue Haven Bonaira in 2019-20, the year 2020-21 has been one of consolidation, reflection, and planning, as well as dealing with the ongoing challenges provided by COVID-19.

My heartfelt thanks go to the staff and volunteers of Blue Haven for their work supporting our residents and clients during COVID-19.

Your efforts over the 40-year history of Blue Haven have always been a source of pride for everyone connected with this organisation, and never more than now.

The continually changing nature of the COVID-19 virus has made protecting the most vulnerable in our community particularly difficult, so the level of care provided to those who trust us to keep them safe is all the more commendable.

Further, as forecasts about the length of time COVID-19 will be with us increase, the importance of providing a 'new normal' for our residents and clients has also been critical.

The mental health threats provided by this pandemic are significant, and again the Blue Haven family has been up to the challenge, continuing to deliver essential health and social services and programs, preventing social isolation and all its consequences.

We have been able to keep life for our residents as normal as possible during lockdown, including marking Mother's Day and Anzac Day.

We also proved senior Australians are not technophobes when it comes to using our video chat services with their loved ones.

I want to acknowledge these special efforts made to keep residents in touch with their family and friends during lockdown and by our community services workers for maintaining contact with their clients at home.

It is further to our credit that during the biggest health crisis facing our nation, Blue Haven Illawarra has been able to take stock of the changes we have experienced in recent years and prepare ourselves for the long-term future.

The aged care and community services sector has faced many challenges overall in recent years with the introduction of the NDIS, and the reforms stemming from the recent Royal Commission.

Despite this Blue Haven Illawarra continues to provide a standard of service and support that is the envy of other providers.

Nonetheless, much planning has been done over 2020-21 to ensure our position as Australia's largest (and best) council-delivered aged care service continues.

Our new CEO Jane Stroud has brought a sense of energy and excitement to the preparations that will secure Blue Haven the leadership and structures to ensure for our journey continues in a stable and sustainable way for many decades to come.

The changes, which will be enacted throughout 2021-22, promise to enhance the passion and commitment that has been the hallmark of our people, with business acumen and experience needed to guide Blue Haven through the complexities of our industry in 2021 and beyond.

It has been an exciting time for what started as a community organisation in 1979. I look forward to watching from the sidelines during what promises to be an even more exciting and rewarding time ahead.

No matter the changes, it is the people of Blue Haven that have gotten us this far, and who will ensure our service to our community continues.

Thank you to one and all.



Cr. Mark Honey
Chairman Blue Haven
Mayor Kiama Council

2020-21 HIGHLIGHTS

JAN 2021

● Scoping sessions for the new client software system eCase/Health Metrics were held in January & February to review Business Requirements and Payroll Requirements. The Project Plan was agreed on 15 January and the System Design Document (SDD) was signed on 24 February.

MAR 2021

● Blue Haven partnered with University of Wollongong (UOW) in a Research Project trialling *Talking Mats*, a decision aid which can be utilised to support people with cognitive and communication impairments to be involved in care planning and decision making about their own lives.

APRIL 2021

● Blue Haven Celebrated Seniors Week this year with several activities over a two week period from 12-24 April, providing older people with an opportunity to remain active, healthy, engaged and contributing to their local community.

JUN 2021

● Staff received online training for the eCase/Health Metrics system which was followed by a soft Go Live on 17 June



Good News Story

A HELPING HOOF – BUSHMAN THE THERAPY HORSE VISITS BLUE HAVEN RESIDENTIAL AGED CARE HOME

Bushman the 21-year-old therapy horse visited Blue Haven Nursing Home in May this year. Bushman the gentle giant has been visiting Aged Care facilities across Sydney and the Illawarra for the past 3 years. He has visited over 150 different facilities since his owner started her business.

The owner of Bushman, Christie Hall, was an Aged Care worker herself for seven years prior to starting the business, so she could see the benefits that pet therapy could bring to those we care for.

Blue Haven's Lifestyle Coordinator, Megan Wason said, "This has been an outstanding highlight here at Blue Haven Home in recent times. Residents just love seeing Bushman, he was able to come into each section of the home on the ground floor and residents from upstairs were brought down to meet and greet him in the foyer area."

Bushman visits facilities in Sydney and the Illawarra each month as part of the supportive Pet Therapy Programming. Bushman is toilet trained and given regular breaks during his visit to accommodate his needs, ensuring there are no accidents along the way.

Bushman also wears special shoes to protect the flooring within the facilities he visits.

"Residents are still talking about the visit now, as we have lovely photos on display of him in different areas of the aged care home," Megan Wason said.

Mrs. Wason says Pet Therapy programs such as this are of benefit to residents as they give the following varied outcomes:

- mental stimulation allows for reminiscing and can evoke wonderful memories of the past and allows for engaging conversation
- reduces isolation and depression leading to an increase in self-esteem
- as residents can suffer from their perceived loss of freedom and responsibility, animals can add purpose and inspiration in a person's day
- reduces anxiety and allows residents to shift their focus away from chronic pain, allowing for a fresh focus in their day and stimulating conversation
- for those that cannot verbally engage, the joy from their smiles says it all
- reduces social and sensory deprivation due to reduced vision and hearing loss, through patting the horse it allows for sensory engagement and fulfilment
- allows for the release of calming endorphins [oxytocin] and can lead to lowering of blood pressure
- an animal's love is unconditional and provides stress relief and spiritual fulfilment
- provides the opportunity for choice and decision-making of the individual
- reduces isolation and depression leading to an increase in self-esteem

"We have received overwhelming support for this activity from both residents, family members, staff and volunteers here at Blue Haven," Mrs. Wason said.

Residents are waiting patiently for their next visit from Bushman the therapy horse.

L-R: Residents Blazenka, Joyce and Kevin with Bushman.



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.



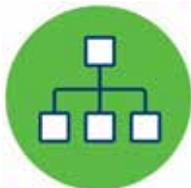
I feel I belong and I am safe and comfortable in the organisation's service environment.



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.

In May 2021, Blue Haven management appointed a Quality and Compliance Coordinator for Blue Haven Bonaira. This is a new role for Blue Haven, covering both Residential Aged Care and Community Care services, and with our Accreditation audit due next financial year, the Quality and Compliance Coordinator will be working with the team to ensure we achieve re-accreditation for the next three years and beyond.

The focus of Blue Haven Bonaira is to provide care and services that are high quality and safe for all our Residential Aged Care Facility residents and Community Care clients, as well as providing a safe, supported, and positive workplace for all our workforce members. The role of Quality and Compliance Coordinator is to monitor and track our progress in achieving this.

The introduction of the Aged Care Quality Standards in July 2019 resulted in a greater focus on partnering with Blue Haven facility residents, Community Care clients and their representatives to plan and assess the care and services provided by the Blue Haven workforce.

Within each standard, there is a:

- statement of outcome for the consumer
- statement of expectation for the organisation
- organisational requirements to demonstrate the standard has been met

During the facility re-accreditation process, representatives from the Aged Care Quality and Safety Commission will attend the facility and assess the compliance of Blue Haven across all these elements. The assessment will focus on consumer outcomes, evidence of the consumer's experience, and the systems and processes that Blue Haven Bonaira have in place to support the provision of safe and quality care and services.

Monthly Quality Indicator tracking, Audit Process and Planned Continuous Improvement:

Each month Quality Indicator data is collected and analysed to identify areas where improvements are needed in the personal and clinical care and services.

A monthly audit process checks Blue Haven compliance with the Aged Care Standards, Work Health & Safety Standards, Food Safety Standards, and Infection Prevention & Control to identify areas where improvements are required.

The data collected through the Quality Indicator and Audit reporting process is benchmarked against other providers to measure our performance

against industry best practice and identify gaps that can be improved.

The Quality Indicator and Audit reporting data is used to inform the Continuous Improvement Plan. Blue Haven Planned Continuous Improvement is an ongoing and long-term approach to ensure progressive change and currency of Blue Haven processes, care, and services to meet industry and community expectations.

In 2020-21 Blue Haven also worked with a leading aged care consultant to complete an external audit on how we comply with quality standards.

The findings of the Aged Care Royal Commission have resulted in several significant changes to the aged care environment, with further recommendations to be implemented. The initial major changes have been in the areas of the mandatory reporting of Aged Care Quality Indicators, and the introduction of the Serious Incident Reporting Scheme.

We are continually working to improve and Blue Haven is committed to open disclosure and to receiving and responding to feedback. We aim for a clear and consistent approach to open communication with our residents and their families to identify and resolve issues.

National Aged Care Mandatory Quality Indicator Program

The National Aged Care Mandatory Quality Indicator Program commenced from July 1, 2019. In phase one of this program, all Residential Aged Care Facilities were required to report data to the Department of Health regarding:

- pressure injuries
- unexplained weight loss
- physical restraint

From July 2021, this program has been expanded to include:

- falls with a major injury (fracture/dislocation/closed head injury or any other injury requiring clinical intervention)
- medication management (polypharmacy [residents who are prescribed 9 or more medications] as well as antipsychotic medications prescribing)

The Department of Health is publishing this data to assist consumers to make an informed decision regarding the facility they choose when looking for a provider of residential aged care services, and the future aim of the Department of Health is to provide a 'Star' rating system to Aged Care Services to assist consumers in their choices.

Serious Incident Response Scheme (SIRS)

On 1 April, 2021 the Aged Care Quality and Safety Commission commenced the SIRS to replace the existing mandatory reporting requirements for incidents of aggression, sexual assault or absconding (residents missing from care for unknown reason).

Under the SIRS, an allegation, suspicion, or witness account of any of the above serious incidents must be reported to the Aged Care Quality and Safety Commission.

The events which are required to be reported are identified into two categories and are introduced in 2 stages.

Priority 1: The reporting of Priority 1 incidents has been mandatory from 1 April 2021 (Stage 1)

The definition of events or incidents are required to be reported to the Aged Care Quality and Safety Commission within 24 hours are:

- have caused or could reasonably have been expected to cause a consumer physical or psychological injury or discomfort requiring medical or psychological treatment to resolve, or
- where there are reasonable grounds to contact the police, or
- the unexpected death of a consumer or a consumer's unexplained absence from the service.

Priority 2: The reporting of Priority 2 incidents has been mandatory from 1 October, 2021 (Stage 2)

Priority 2 reportable incidents are defined as any reportable incidents that do not meet the criteria for a Priority 1 reportable incident. All providers will need to report Priority 2 reportable incidents to the Commission within 30 days of becoming aware.

Blue Haven complies with all the reporting requirements of both the NACMQIP and SIRS programs, and we welcome any feedback regarding the management of incidents and/or events via our Feedback and Complaints process or by direct contact either by phone or email.

Blue Haven Aged Care Services continue to support all residents and clients without prejudice and, the Quality and Compliance Coordinator will be working with the Residential Care and Community Care teams, the residents, clients, staff, and family members to ensure all our services continue to meet the highest standards of quality and safety.

RESIDENTIAL AGED CARE

Blue Haven Bonaira opened in December 2019, with around 80 residents transferred from the former Blue Haven nursing home located at Havilah Place. The effort of staff and management in achieving this is to be commended. To 30 June 2021, our occupancy rate is at 95% with resident numbers consistent throughout most of the financial year 2020-21.



In the financial year 2019-20, we hired a second Assistant Care Manager to help manage resident care, the role was onboarded in July 2020. The new role contributed to many changes in improving care by introducing new systems brought in from their previous experience working at Metropolitan Aged Care facilities.

Additional services were also provided to meet clinical needs. This included hiring additional Allied Health Support and Clinical Consultants, as well as appointing Sea Change Physiotherapy in October 2020, which introduced a number of Wellness and Health programs that our residents have benefited from. These including falls prevention programs and one-on-one rehabilitation programs.

Our Blue Haven residents have overcome a number of challenges this year. One of them being the COVID-19 lockdown. Our families were kept connected through FaceTime and residents stayed engaged with staff providing a range of in-house activities while keeping our residents safe.

Christmas in December 2020 was a different experience than usual, with Christmas parties spent in each residential 'house' without family members able to visit in person. But the place was filled with beautiful door decorations sent in by residents' loved ones.

For 2021, our main goal has been to prepare our facility for the upcoming accreditation. Additional staff recruitment was conducted, which contributed a positive impact for our residents.

Dale Wakefield was appointed as the Acting Director and he introduced the "Bonaira Hub", which became the central point for activities and services available for the Independent Living Units and Residential Aged Care Facility communities.

In addition, we recruited a full time Quality and Compliance Coordinator in May, and a Nurse Educator in June as part of our accreditation preparation.

We have achieved plenty of milestones in improving processes, not just for residents and families, but for our staff as well. As we were faced with another lockdown this June 2021, we spent great efforts in ensuring Infection Control Systems were in place in preparation for COVID-19,

We achieved a high vaccination rate for residents (all residents were vaccinated who wished to be and were medically able to do so) and a 100% COVID -19 vaccination for staff.

OCCUPANCY

95% Residential Aged Care
Blue Haven Bonaira Home



96% Blue Haven Villages
Blue Haven Bonaira and Terralong



321
Total days
used in respite

640
Average stay
in days

Average
length of stay:

2019
468
days

2020
600
days

2021
551
days

Good news story

Tony Tonkes was a very social man who had poor mobility and relied on a 4w walker for short distances and a manual wheelchair for longer distances. He was not able to go out with his wife unless a support worker attended as she was not able to push the manual chair.

This posed a Work House Safety issue for his wife and the support workers. Due to his deteriorating mobility, he was also having difficulty accessing his home independently. It was recommended by an Occupational Therapist that Tony trial a powered wheelchair which was purchased through his Home Care Package with Blue Haven in September 2020.

This proved to be a great success, giving Tony a newfound independence and involvement in his community, and enabling him to attend family celebrations.



RETIREMENT & INDEPENDENT LIVING

With 260 Independent Living Units (ILUs) across Terralong and Bonaira Villages, residents enjoy a wide selection of both location and unit designs.

PROPERTY COMPLIANCE

1970

Service requests responded to over the 2020-21 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 2020-21.

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 is located within landscaped grounds between Kiama's Leisure Centre and the town's shopping hub and consists of five separate buildings. Residents have easy access to Kiama's wide variety of events, clubs and groups.

Community

Blue Haven Terralong is a mature Village and contains a wealth of resources and a wide range of activities organised by residents.

Common areas

The Stage 5 Sky-lounge, observation deck and conservatory provide the ideal venues for a wide range of activities, whether it's indoor bowls, croquet, concerts or just a quiet chat, there is space for all residents.

In the Village Centre, residents can enjoy cards, board games, billiards or a lively game of table tennis. They can also borrow a book or DVD from the well-stocked libraries.



BONAIRA VILLAGE



58

Independent Living
Units



54

Residents

State of the art retirement living

Bonaira Village is situated alongside our Residential Care Home and Community Service hub and contains 58 Independent Living Units.

Completed in 2019, the mostly two bedroom independent living units set a new benchmark for quality seniors' living.

A village within a village

The four, multi-storey Independent Living buildings are located within the landscaped grounds of Bonaira Village, where residents enjoy access to a community hall, wellness centre, observation deck, and café.

Bonaira is just a short stroll to Kiama's beautiful beaches, shops, and convenient services.

Designed for modern living

The independent living units at Bonaira incorporate the latest seniors' living design innovations and include underground vehicle parking with lift access and an emergency call system responded

to by onsite caretakers. Each unit has its own air-conditioning and all windows and doors are double-glazed.

All of the two-bedroom units contain two bathrooms.

Safe and secure

Complete with video intercom visitor screening, electronic door locking and on-site caretakers and staff round the clock, residents can feel secure knowing that assistance is immediately available 24/7.

Annual General Meeting

Blue Haven holds annual general meetings (AGMs) for its Bonaira and Terralong ILUs quarterly. The AGMs provide an opportunity to engage with residents, update them on various issues and gives residents a chance to provide feedback and request improvements, such as to our community gardens.

Reporting

As an approved provider of residential aged care, Blue Haven and Kiama Municipal Council continue to comply with their prudential responsibilities as required by the relevant legislation, standards and principles.



COMMUNITY SUPPORT SERVICES

Blue Haven's Community Support Services bring support direct to hundreds of people in the Kiama and Illawarra region, helping members of our community age in place.

HOME CARE PACKAGES

Our Home Care Packages (HCPs) help people with a range of services, from basic to high-care levels of support.

Blue Haven's HCP can provide personal care, medication support and nursing. We also offer meal support, help with laundry and other domestic duties, gardening and lawns. Additionally, HCPs can provide respite, transport, social support and outings.

There are 4 levels of HCP, ranging from basic care needs (level 1) through to high care needs (level 4).

Blue Haven's HCP program currently has 115 packages (clients).

Level 1-19	Level 2-43	Level 3-27	Level 4-26
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Although referrals have increased over the last 12 months there has been a lot of movement within the Home Care Packages (HCP) Program with clients transitioning to higher level care.

An ongoing issue has been clients being assessed at level 3 & 4 packages but being allocated level 1 & 2 packages due to lack of availability. This means accessing the Commonwealth Home Support Program (CHSP) program to gap fill and then transitioning when the higher-level packages become available.

Staff continue to manage concerns around COVID-19 with new clients being screened prior to receiving face to face services and staff following the recommendations from the Australian Government Health Guidelines when delivering services.

COMMONWEALTH HOME SUPPORT PROGRAM

The Commonwealth Home Support Program (CHSP) currently has 599 clients and provides a range of entry level services which include personal care, domestic assistance, home maintenance and social support

Blue Haven Community was successful in its grant application for the Department of Health's Growth Funding for the Commonwealth Home Support Program 2020-2022, receiving a total grant of \$230,000. The Growth Funding includes \$50,000 for Social Support Groups, \$50,000 for Social Support Individual and \$130,000 for Personal Care. This funding will assist with addressing the unmet need within our programs, especially personal care.

In November 2020 Blue Haven Community Programs completed an over the phone survey with the Department of Health regarding our Data Exchange (DEX) Reporting for the CHSP.

The Department of Health recognised that Blue Haven was one of the few organisations that reached 91% of target outputs considering COVID-19.

Blue Haven was commended for our initiative regarding our service delivery and level of contact with clients during this period eg: welfare checks, virtual visiting and social chats and providing extra shopping services so clients didn't have to go out.



COVID-19 ASSESSMENT: AGED CARE QUALITY AND SAFETY COMMISSION

Blue Haven Community participated in an over the phone assessment contact with the Aged Care Quality and Safety Commission on 13 January 2021 to monitor the quality of care and services provided by Blue Haven. The initial feedback from the Auditor Glenna Parker was positive but there were some areas for follow up, including Support Worker compliance with COVID protocols and communication with clients regarding service changes. Strategies have been put in place to address these concerns.

Blue Haven Community continues to respond to COVID-19 through the following:

- Blue Haven staff participate in Kiama Council's COVID-19 Response Team which meets regularly and provides staff updates.
- Support Workers, Volunteers, Clients/Carers are receiving regular updates.
- All staff have completed the Australian Government Department of Health Infection Control Training - COVID-19.
- All staff have been given a copy of the Blue Haven Community COVID-19 Protocol.
- COVID safe work environment includes 1.5 metre distancing and 4 sqm per person.
- requirements, daily staff screening and check in.
- Signage is updated daily or as required.
- Support workers and volunteers are monitoring their temperatures and screen clients prior to commencing services in line with recommendations from the Australian Department of Health and Public Health NSW.
- Support workers are using good hygiene practises when providing services to clients, including regular hand washing, avoiding close contact with others and maintaining safe distance.
- Support workers are provided with Personal Protective Equipment (PPE) that is used in line with Australian Government Department of Health Guidelines.
- Staff are reintroducing limited social outings and groups within the local area with COVID-19 safe plans and protocols in place.
- Staff and volunteers continue to provide over the phone and virtual Social Support and Welfare Checks for clients who are socially isolated.



714

clients between Thirroul and Nowra provided with services by the home care division during 2020-21

40,747

hours of service completed for these clients and support persons

115

Home Care Package clients at June 30, which represents a 2% increase on the previous year

27,995

hours of support delivered to our HCP clients



COMMUNITY TRANSPORT

COMMUNITY TRANSPORT UPDATE

COVID-19 has had a huge impact on the Community Transport Program in regard to our ability to provide all our usual transport services.



While we have endeavoured to continue transporting our clients to medical appointments, our social support transport has been severely reduced. In early 2020 all social transport was cancelled in compliance with official directives and health transport was conducted under strict protocols and only in the regional area.

Volunteers under the age of 65 were employed to deliver groceries to clients who had no family or friends that could assist and where Home Delivery could not be arranged.

Social transport was slowly re-introduced by way of shopping transport by late June 2020. This slowly became more popular and the number of clients opting to get back on the shopping bus grew and we provided just over 800 shopping trips.

We have also had to postpone the introduction of our new Mobility App "AMBLE", which is an online Transport Booking app. However, we hope to have this up and running in the first quarter of next financial year. We appointed a permanent part-time position working two days per week in the transport program.

We were able to arrange for a regular catch up at Barroul House café for two clients who had been community transport clients and neighbours for years after one of them, Marion "Betty" Dallimore, moved into the Blue Haven Residential facility.

The other client, Phyllis Cowell was unable to drive so Blue Haven Community Transport arranged to bring Phyllis to Barroul House to meet with Betty for lunch.



Michelle James,
Team Leader,
Community Transport

A CONVENIENT WAY TO

Travel

3,836

trips were made on our
Community Transport Service

228

Community Transport clients

643

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

2,050

medical appointments attended by
clients with our support

819

shopping trips and personal business
errands were made

324

social bus trip outings



Phyllis Cowell and Betty Dallimore enjoy lunch together at Barroul House.

BLUE HAVEN DISABILITY SERVICES

Since the 30 June 2017 Blue Haven has assisted 39 National Disability Insurance Scheme (NDIS) participants to achieve their NDIS goals.

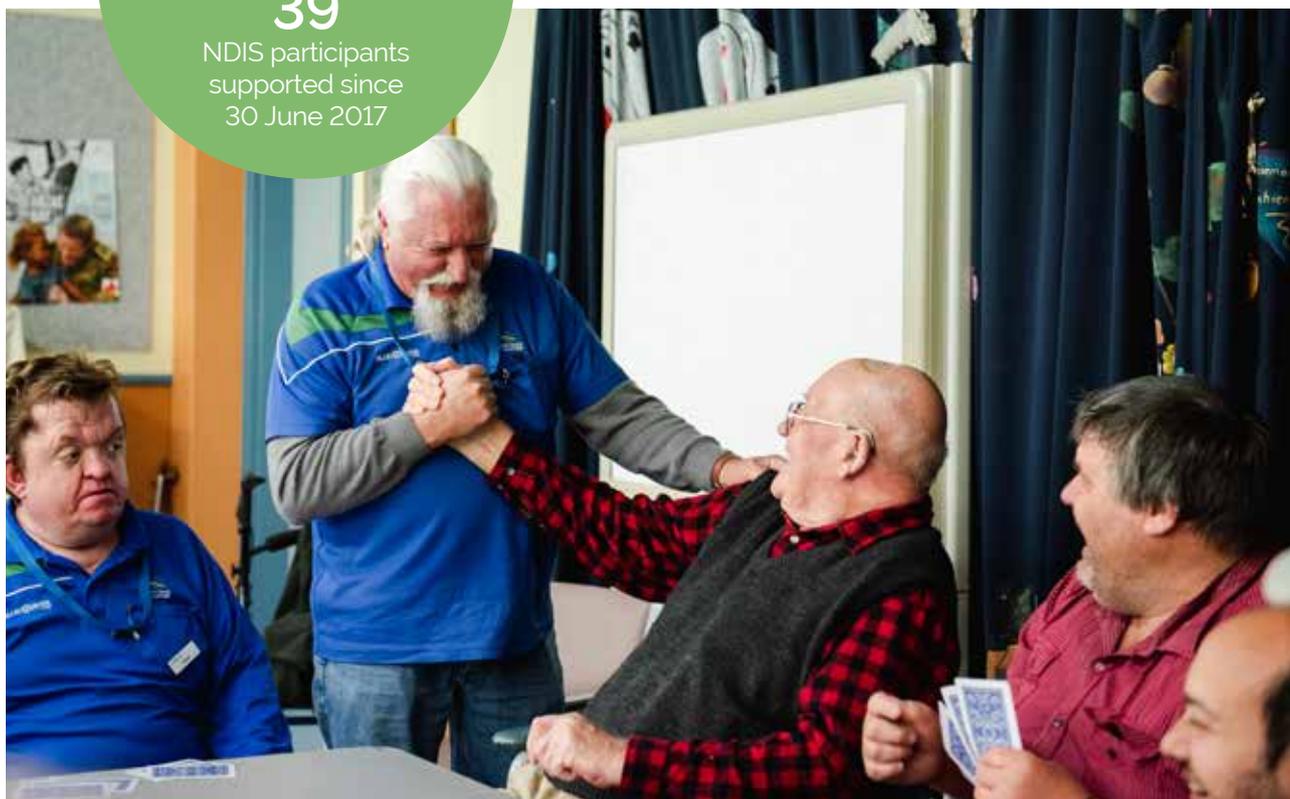
Blue Haven recently concluded a review into our NDIS supports. This review included both our financial and staffing capacity and the increasing regulatory compliance both in disability and aged care moving forward. Blue Haven is committed to ensuring that services are delivered to a high standard and within all guidelines. Therefore, as we are predominantly an Aged Care provider, Blue Haven has made the decision to focus on our aged care services and no longer provide support under NDIS.

Over the past five years, Blue Haven has been able to help participants engage and participate via an array of social groups and community activities.



39

NDIS participants
supported since
30 June 2017



ACTIVITIES INCLUDED

One on Ones

One on one social support to assist with shopping, mailing, banking, appointments, and social outings.

Ten Pin Bowling

A socially inclusive activity for people under the age of 65 living with a disability and who had NDIS funding with us. It gave the carers a break from their caring roles and a time out to rest and recover. The group met weekly each Tuesday from 4.30-8.30pm.

Kiambour Social Groups

A small group outing for people who are under 65 living with disability and who have NDIS funding for community participation, the group provided an opportunity for social interaction and assisted in maintaining independence. The group met fortnightly on Wednesdays from 10-2.30pm.

Men's Social Group

Was a great way for men to get together, this group met in the community hall at Blue Haven Bonaira.

Why volunteer?

Becoming a Blue Haven volunteer is an amazing way to enrich the lives of others and give back to the community.



OUR VOLUNTEERS

On 12 June 2020, the NSW Minister for Health announced a further easing of restrictions on gatherings and movement, therefore some of Blue Haven's groups/outings resumed their activities.

Even though the restrictions were lifted, it was crucial for Blue Haven to continue to manage the risk of exposure to staff, clients, residents and volunteers. All volunteers were expected to complete COVID-19 infection control training, follow physical distancing requirements, good hygiene practices and wear personal protective equipment when required.

The Seaside Group resumed on 6 July 2020, Social bus trips 1 July 2020, Facility volunteers resumed January 2021 and Up on your Feet/Exercise group 2 February 2021.

Community Volunteers

Our community volunteers assist with driving or helping on community transport buses and/or cars. They provide individual social support, shopping for the client or with the client, supporting group outings or special one-off events.

Facility Volunteers

Volunteers working within the Blue Haven facility deliver person-centred care, directed by the recreational activity officer. These activities are specifically and holistically designed to enhance a "living environment" within the Blue Haven facility.

Blue Haven Residential Aged Care Home

Residential volunteers were suspended from April 2020 to the end of January 2021, due to COVID-19. Volunteers commenced volunteering in Blue Haven residential home from February 2021. The number of hours provided by volunteers in the Aged Care Home was 364.



Blue Haven community

Blue Haven currently has 81 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 support our on-going clients and residents in the best way we can - by keeping connected.

Celebrating seniors

The 2021 NSW Seniors Festival month began on Monday 5 April and ran through to Friday 30 April. The theme for the 2021 NSW Seniors Festival was "In Our Nature". Some of the activities that our volunteers assisted at Blue Haven were: art classes, musical moments, Tai chi and Blue Haven Hub.



National Volunteer Week

National Volunteer Week (NVW) is Australia's largest annual celebration of volunteers. In 2021 it was held from Monday 17 to Sunday 23 May 2021. To recognise Blue Haven community and facility volunteers, an afternoon tea was held at Matterson hall on Wednesday 19 May.



Volunteer training

Volunteer first aid training was conducted on Wednesday 10 February and Wednesday 26 May 2021. A total of 25 community volunteers completed the training.



383

hours volunteered for phone & video chats for individual social support



525

hours volunteered for social groups



2,619

hours volunteered for medical and shopping transport services



364

hours of volunteering for Blue Haven Residential Aged Care Home residents

Our Blue Haven volunteers do an amazing job. Thank-you very much.
- Kiama Mayor and Councillors



OUR PEOPLE & CULTURE

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



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.

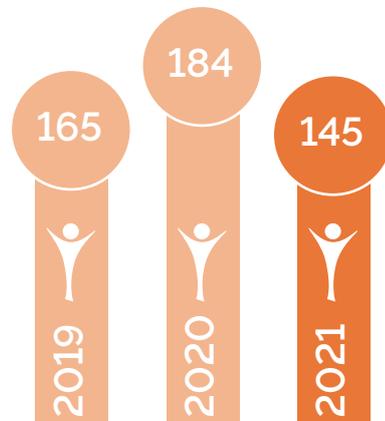


INNOVATION

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



EMPLOYEES



JOB STATUS



81
Volunteers

EXECUTIVE MANAGEMENT TEAM



Jane Stroud
Chief Executive Officer
Kiama Municipal
Council



Clare Rogers
Director of Blue Haven
(retired March 2021)



Dale Wakefield
Acting Director and
Manager Care and
Operations Blue Haven
Aged Care Home
(resigned November
2021)



Jason Galloway
Chief Financial Officer
(resigned November
2021)



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



Cr Mark Honey
-Mayor



Cr Kathy Rice



Cr Don Watson



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

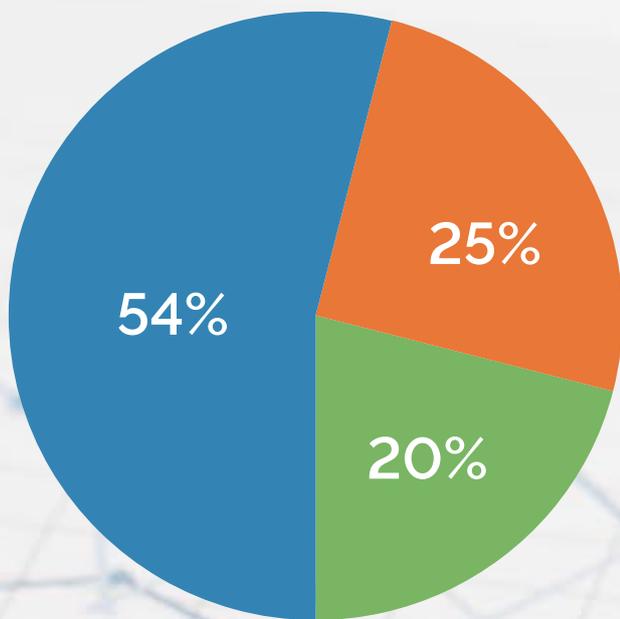


Carolyn Crow-Maxwell

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

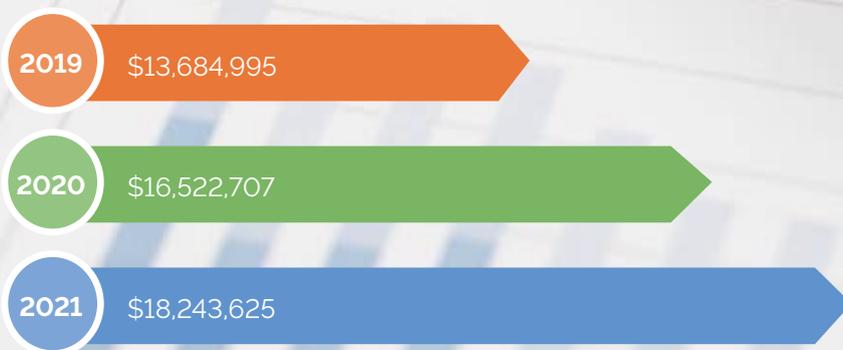
FINANCIAL SNAPSHOT

SOURCE OF INCOME 2020-21

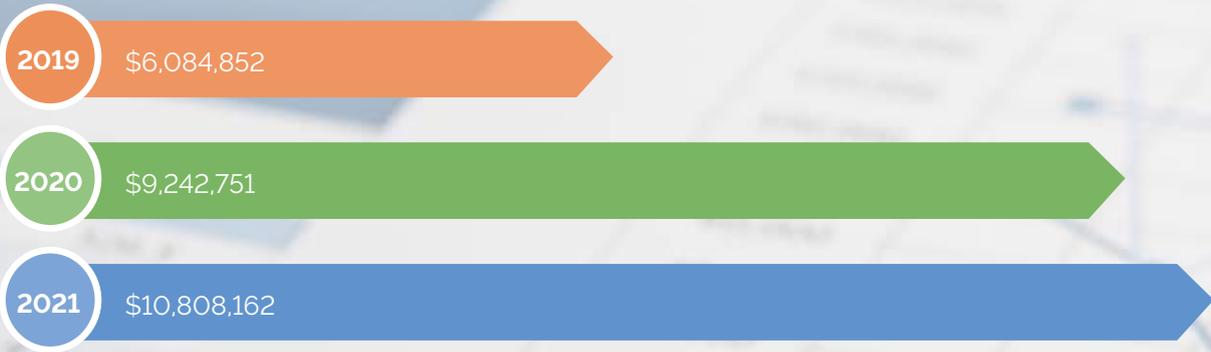


- Residential Care \$10,710,862
- Community Services (HCP, CHSP) \$4,936,857
- Terralong and Bonaira Villages \$4,073,297

OPERATIONAL INCOME



OPERATIONAL GRANT INCOME



CAPITAL GRANT INCOME



Looking back

CHAIRMAN MARK HONEY'S TIME WITH BLUE HAVEN



How many years have you been the Chairman of Blue Haven?

I have been Chairman of Blue Haven since elected Mayor in 2016

What does a day in the life of the chairman of Blue Haven look like, what does a chairman do?

In reality, the Chairman's role is to be an intermediary between the board (Councillors) and the Executive staff. The Chairman is also responsible for conducting Board meetings.

Reflecting on your time spent with us, what were some of your proudest moments?

Quite obviously the construction and commissioning of the new facilities at Blue Haven Bonaira during my time as Chairman has been incredibly satisfying. The response by the staff to the ongoing COVID-19 pandemic has been magnificent. The health of our resident has been paramount in all the decisions made.

What are some of the biggest challenges you've faced in your time as chairman?

The first major challenge was the completion of Blue Haven Bonaira on time and on budget.

Secondly the moving of our aged care facility at Terralong St to the new facility with a minimum of anxiety and discomfort to the elderly.

Continually meeting the accreditation standards, which we have done, is a credit to the great work done by the staff.

Are you planning on staying active within Blue Haven/ Kiama Municipal Council and the wider community?

I will certainly stay active in the community at the end of my term but in what role I will consider after a break.

What advice can you give to someone moving into this role in the future?

Become familiar with the findings of the Royal Commission into Aged Care Quality and Safety.

At all times seek advice from the Senior Executive. It's important for on-going professional development.

We know you have had an impact on Blue Haven, has Blue Haven had an impact on you?

I have a greater awareness of the demands people who work in aged care face on a day-to-day basis. Also, the importance of Blue Haven to our community, not just for the elderly but as a major employer in our municipality.



*Blue Haven....We care 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

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 bluehavenillawarra.com.au

Date approved/adopted	13 March 2022
Date last reviewed	13 March 2022
TRIM ref	26868

Fully owned and operated by Kiama Council.



KIAMA MUNICIPAL COUNCIL
your council, your community