



THE CEO ANNUAL REPORT



Spring has finally arrived after an extremely long and bitterly cold winter. We look forward to seeing the flowers bloom and hearing the birds chirping as we anticipate and welcome warmer days.

As we look forward to restrictions easing in the future, I would like to thank all staff, who have continued to provide the highest level of care and compassion to all of our residents during such challenging and stressful times. I too, would also like to thank, all residents and families who support our staff, abide by the changing restrictions and send such positive feedback which we always share with our staff.

As we look to the future I assure you every resident and client is valued at TTHA; we are committed to providing the highest quality care, delivered by a dedicated and compassionate workforce.

Last year, 2019, began with the continuation of the Aged Care Royal Commission and, earlier this year, TTHA witnessed the devastating impact of the COVID-19 virus on the community, in particular, the aged care

sector. COVID-19 is impacting everyone around the world, in all aspects of daily life: our social interactions, our family lives, our communities and, of course, how all of us work at TTHA.

As the CEO of TTHA, I'm extremely proud of our workforce and the care they provide. I my deepest thanks again to every member of staff for their creative and collaborative ways of caring and supporting our residents during this crisis. It's the tough times which remind us that coming together as a community is critical and working as a supportive team can get us all through this.

Clinical Care

The care that TTHA provides is exceptional and this is evident through feedback from external experts, awards, reports and from our residents and family members. In August 2019, TTHA underwent the three-year audit cycle for both residential and community care. I'm pleased to report that even though we had been operating under the new standards for only a month, we met all requirements and received full compliance.

This year we continued our partnership with Dementia Australia to provide change management expertise to assist TTHA to redevelop the workforce and to deliver the following:

build sound evidence to support practice

improvement;
explore and develop a unique model of care;
a focus on sustainability;
develop staff knowledge and skills to support
the engagement of people with dementia in
purposeful and enjoyable activities.

In consultation with residents, staff and family
we developed a new model of care named
“Shine” which strives to deliver care for all
residents to have ‘the best day’.

The Shine model of care can be seen below:
Be Happy; Be Aware; Be Brave; Be Innovative
and Be at Your Best. ‘Be Happy’ asks everyone
to ‘greet with a smile’ and ‘leave a positive
impression’. ‘Be at Your Best’ encourages staff
to ‘bring your best self to the team’ and to ‘be
open to learn and grow’. ‘Be Innovative’ asks
everyone to ‘give resident’s choice a voice’
and to ‘be open to proactively enable choice’.
‘Be Brave’ encourages everyone to ‘be
prepared to listen, speak up and take action’
and ‘be willing to embrace change’. Lastly,
‘Be Aware’ asks everyone to ‘be respectful of
the resident’s home’ and ‘be aware of each
other’s individuality and needs’.



We look forward to incorporating all of
these qualities in the care we provide to our
residents.

Infection prevention

Aged care staff and providers are on the
frontline of COVID-19 and every person across
our state and nationwide is critical to the
fight.



TTHA is taking the coronavirus health
alert extremely seriously and has been
exceptionally proactive in keeping our
residents, clients and community safe. It
is our highest priority to ensure we are
well prepared, taking direction from the
Department of Health, peak bodies and
updating our COVID-19 response plan as
required. Our COVID plan is not static, and
is frequently updated with new advice
and guidelines provided by the various
Departments.

An Infection Control Committee was formed
as soon as COVID-19 was prevalent in the
community. All levels of the organisation
participate in the committee along with some
of our Board members. For a full list of our
preventative measures currently in place, you
can request a copy by emailing ttha@ttha.org.au
or view on our website www.ttha.org.au

Financial

While our services and care are front of
mind, we must also strive to be financially
sustainable.

TTHA SPRING NEWSLETTER 2020

Our financial performance is down; however, I'm pleased to report that we still maintained a surplus position.

The increased economic uncertainty and risk will continue to negatively impact our financial position, along with the increased cost of personal protective equipment (PPE), a mandatory requirement for all staff, additional cleaning and sanitising schedules, increased infection control training, connection technology (Ipads etc), and any other associated COVID-19 response costs. To date the Government has provided minimal targeted funding, leaving a wide gap for providers to cover the increased cost.

Strategy

In November 2019, the Board and senior leadership team met off site to develop our strategic plan for the next three years. I am excited about these next steps as new projects were identified, including assessing the viability of a serviced apartment model. This model is becoming increasingly popular with the aged, as you have your own space or "apartment" but with the support of care management as much or little as you need and companionship of others in the village.



In the current difficult economy, these projects reflect the need to diversify and focus on revenue growth.



Volunteers

As a community organisation TTHA relies heavily on volunteers. Due to current restrictions, we are unable to have any volunteers onsite including those from our well-loved international program. We have German international volunteers ready to travel to Australia should the borders open up, and we certainly look forward to when this can happen.

Accent Home Care

I'm pleased to announce we have appointed a new Community Services Manager – Nick Grakini. Nick's focus will be on implementing a new model of care that introduces clinical skills to strengthen our service offering and quality of care.

Our customer base is growing, with successful referral partnerships in place; we currently have 176 clients and hope to increase that to over 200 by the end of 2020.

Independent Retirement Village

Our independent living units remain at 100% occupancy; we recently purchased a new unit and look forward to making this available to the community.

It's been difficult and strange times for our ILU residents, as they try to grapple with the restrictions and social isolation. Extra support is being offered where needed.

Acknowledgements

On a final and personal note, I'd like to thank TTHA's Chairman, Paul English, for his invaluable contribution to the TTHA building project, along with the TTHA Board and Management team for their outstanding support again this year. Thank you to all of our staff members who now come to work and risk their lives, the doctors, volunteers, donors and partners for their incredible dedication and commitment to this fantastic organisation.



I look forward to 2021
Eva Simo CEO

THE CHAIRMANS ANNUAL REPORT

It's not hard to identify the top three headlines for TTHA over the past year, these being:

Sarona
Strategic Plan
COVID 19

Sarona
The new building, named Sarona after one of the Templer settlements in Palestine, was completed on the 24th July 2020 with the issuing of the Certificate of Practical Completion to the builder, Total Constructions. Stage 1 of the project included the construction of a new 54-bed Residential Aged Care facility including under cover car parking, reception, a new administration office and two levels of residential accommodation with associated dining and lounge facilities. This building replaces the Tabulam and Altersheim buildings, both of which are approaching 50 years of age.

Stage 2 involved the renovation of the old reception and office area, and construction of a new café. We have named this café Changing Seasons in recognition of the landmark oak trees planted by our Templer forebears that punctuate the changing seasons along our northern boundary and the phase of human life so evident in aged care.

The project had an overall budget of \$18 million and came in under budget by approximately \$400,000.



As part of this site upgrade we installed a new substation and diesel generator that now protect the residential care part of the facility against power failures. We also have 200 kW of solar panels on our roof and 50,000 litres of rain water collection and storage. Feedback from staff and residents is extremely positive and we only wish we were able to showcase the facility to the public. The café has its own entry and will open to staff, residents and families and the general public once we are through these current COVID restrictions.

Strategic Plan

The TTHA Board and Senior Management developed an update to our Strategic Plan in November 2019. The plan recognises the changing nature of aged care with people living independently longer in flexible accommodation. The plan includes the construction of an apartment complex on the Tabulam site with separate entrance. The apartments would include a variety of 1, 2 and 3 bedrooms, kitchen, dining, bathroom, secure parking, large balconies and an activities area. We hope to take advantage of the beautiful east-facing views. The apartments will be independent or serviced to varying degrees. We will be commencing conceptual design and feasibility over coming months and will socialise the concept with you as we go forward.

COVID 19

All the best laid plans could not have allowed for the COVID-19 pandemic that hit the world in January and Australia in earnest in March this year. Aged care has unfortunately become the focus of communal outrage and fear. The fact is that our elderly are amongst the most vulnerable in our community and there have no doubt been mistakes made by providers and the health authorities (federal and state).



At TTHA we are doing all we can to keep staff and residents safe and to be able to react swiftly should the virus inadvertently enter TTHA.

I sincerely thank all our staff for their dedication, empathy, professionalism and, sometimes, sympathy that they bring to work day after day, 24 hours a day, 7 days a week, 365 days a year. It is a big task and it takes special people to dedicate their working lives to serving our elderly. Governments and the media refer to these people as our health worker heroes. They are our biggest asset and I thank them sincerely on behalf of the TTHA Board and the TSA Community.



Thankyou
Paul English - Chairman TTHA



TTHA SPRING NEWSLETTER 2020

CEO's Annual Report	Pg 1	Lifestyle update	Pg 8
The Chairmans Annual Report	Pg 4	Kitchen Update	Pg 12
Quote of the Season	Pg 6	Social Support Group	Pg 13
Work with Us	Pg 6	Accent Home Care	Pg 14
Employee of the Month	Pg 6	Virtual Tour Information	Pg 15
Clinical Update	Pg 7	Donations & Bequests	Pg 16

QUOTE OF THE SEASON



EMPLOYEE OF THE MONTH



Ayaz Khuwaja - July



Blu Doh Soe Htoo - June



Monika Beck, Lisa Karstens & Chloe Pannell (not pictured)
- August

WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA is currently looking for enthusiastic Registered Nurses, PCAs and Community Care Support workers. If this sounds like you, please send your resume to careers@ttha.org.au

CLINICAL UPDATE



Hi everyone, it's great to have this opportunity to communicate with you during these uncertain times. Due to COVID19, restrictions have had to be put in place as per the guidelines provided by the Department of

Health and the Aged Care Quality and Safety Commission.

Due to the current uncertain times we have had to restrict visitors to ensure the health of residents and staff and to monitor visitors while in the facility. Currently only one visitor is allowed per hour, they must have their temperature taken, wash their hands, sign in and answer all of the screening questions to gain entry. All staff are now required to wear a face mask as well as a face shield to protect residents and other staff members and as an extra layer of protection for all.

TTHA has also had visits from the Aged Care Quality and Safety Commission regarding the homes preparedness if an outbreak was to happen here. TTHA has a plan in place as per Eva and Paul's communication, 29th July 2020, and all staff have completed both infection control and PPE application training. Management is also encouraging staff to stay connected using zoom for meetings.

Care consultations are also being arranged via zoom with myself, CCCs residents and families and these have been successful.

If any of the residents or family members would like to have their representatives involved via zoom for their care consultation, please get in contact with the care team or myself. This can be the perfect opportunity to communicate your care needs and any concerns you may have.

Friday 7th August saw Aged Care Employee Day, the national day to celebrate all of the wonderful people who work in aged care. TTHA celebrated all staff who work at our home with a goodie bag with chocolates, hand sanitizer, soap, body wash and pen and card thanking each and every staff member for their dedication and care. We also handed out hot donuts to all staff for morning and afternoon tea, again to thank them for their contribution.

We also appreciate everyone's feedback which we continue to receive by either the paper forms or email. We understand things are really challenging at the moment, however we strongly appreciate feedback and ask you to continue sending it through. Concerns, complements or feedback can be sent via email, phone or the traditional paper forms and we look forward to reading it.

During these changing times, please stay safe and happy, if you need anything at all please contact me.

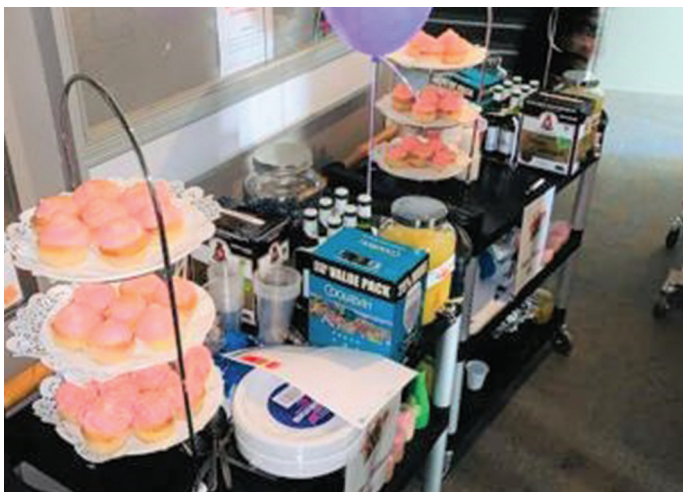
Sara Rupenovic
Director of Care



LIFESTYLE UPDATE

Mother's Day

Our beautiful mothers were treated to a special mobile happy hour on Friday 8th May with the usual wine, beer or lemonade and also a choice of a signature mother's day cocktail which was a choice of a fruit tingle or a pimms and lemonade. The kitchen provided some delicious pink cup cakes and nibbles for residents to enjoy with their beverage while enjoying the beautiful views from their windows. The Basin Community Centre donated some beautifully hand crafted paper flower posies and Blooms the chemist some hand creams. We hope your mother's day was also special.



Worlds Biggest Morning Tea

May 28th each year celebrates 'Australia's Biggest Morning Tea.' This wonderful fundraiser supports those impacted by cancer and in current times those people need our help now more than ever. On the 28th May residents and staff celebrated the biggest morning tea by wearing blue and yellow and with our roving morning tea trolley, offering tea, coffee and delicious yellow cupcakes. Residents and staff were encouraged to wear yellow or blue and donate a gold coin towards the cause.



International Nurses' Day

International Nurses' Day is organised on 12 May to celebrate the birth anniversary of Florence Nightingale. Each year, the International Council of Nurses (ICN) comes up with a theme to honour nurses. For 2020, the theme chosen for International Nurse Day is 'Nursing the world to health'. On International Nurses' day residents and staff joined together to thank our wonderful nursing and care staff, presenting them with chocolate baskets, thank you notes and delivering a delicious morning tea.



One to One Outdoor Activities

During these uncertain and isolating times we have not been able to gather for our large group activities, so our one-to-one time has never been more important. Our Lifestyle team has been so creative with ideas on how to keep residents engaged and outside, including enjoying the beautiful mountain views, birds on their balconies, bathing in the glimpses of sunlight and crisp winter strolls.



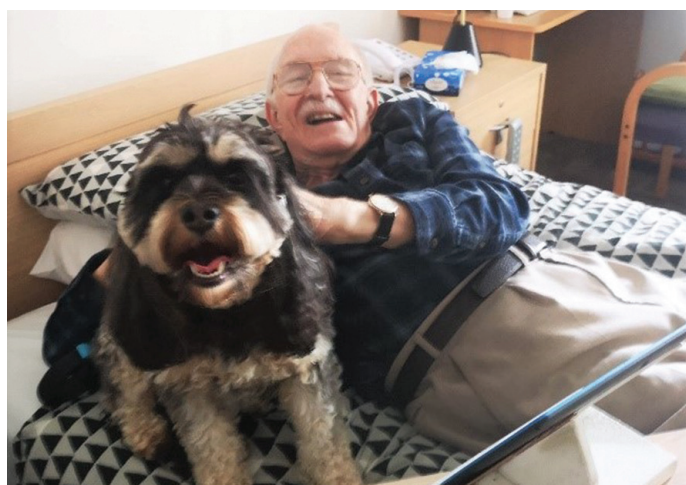
Art Classes

Residents have been channelling their creative sides of late with a variety of arts and crafts. These have included creating artistic masterpieces with clay, marbling coffee mugs, making Christmas in July wreaths and colouring in.



Pet Therapy

Our animal therapy visits are a real joy for our residents, a visit they really look forward to. Freya, the cavoodle visited our home recently bringing so much happiness and huge smiles to our residents. Residents were delighted when Cavoodle Freya popped in for cuddle, we look forward to seeing Freya again.



One to One Indoors

Along with the mobile Happy Hour, Mobile shop and Mobile library, Residents are enjoying a variety of indoor 1:1 activities whilst sheltered from the cool winter air. Indoor activities have included, puzzles, board games, reading, knitting, manicures and simply chatting while eating lollies.



Christmas in July

Any excuse to celebrate at the moment and what better excuse than Christmas in July. TTHA celebrated Christmas in July with one to one Christmas art classes, carolling and a mobile happy hour complete with Gluhwein.



Stay safe everyone!
Sam and the Lifestyle team

KITCHEN UPDATE

Greetings from the kitchen,

It's been a very strange couple of months for everyone and it has taken some adjustment to get used to all of the changes. The kitchen team are still serving the full menu. Lunch is being served as per usual in the dining rooms making sure all residents are physically distancing. It's great that residents can enjoy their meals in the communal dining area if they choose to. The kitchen staff are taking all the correct precautions and I'm really proud of the way staff are taking on any and all new challenges.

The menu has been going fantastically well and our team has been getting some great feedback, so thank you everyone. The kitchen team are in the process of writing a new summer menu that will be a lot different to the current menu. As always we will be using seasonal ingredients and making the meals lighter for the hotter weather ahead. The team takes on all feedback from residents and families and we appreciate any suggestions as it's really valuable to get that feedback.

We did intend to start a food focus group, however with all of the restrictions this will have to be postponed until restrictions ease.

We are doing our best to keep everyone safe and healthy at this time and I thank my great team for the extra effort and support through these challenging times.

Tim & The Kitchen Team



Roast pumpkin, fetta & pine nut gnocchi



'Grunkohl' - smoked sausages with kale, mustard and chicken stock stew



Sticky date pudding and whipped cream



Orange cake and whipped cream

SOCIAL SUPPORT GROUP

We hope that you are all well. Winter is nearly over and spring is approaching fast. Gardens are looking lovely and green due to the rain we had recently. Everything appears like any other year, however we are getting out less in the middle of the pandemic.



We are all missing our trips to beautiful surroundings and sharing some social time. Nice restaurants, visits to the zoo or a museum are not possible at the moment. Whatever we all miss, we have to do the right thing to get rid of the virus. In the meantime we can look forward to all of those wonderful outings we love in the future.



Sadly, COVID-19 restrictions in Victoria have increased recently. We need to stay patient for a little longer before we can go back to our activities. Going forward the SSG can support some of you with individual social

support. This is of course, not the same as our group activities, but it is some support and a welcome distraction in these difficult times. We have also prepared some activity packs for all clients and we hope you are enjoying those. Recently staff have enjoyed a short chat at your front doors. We are delighted most of you are well and coping with restrictions.



Your wellbeing is very important to us and we hope to plan our group activities with you all again very soon.



If you know anyone who would like to take part in our group activities when we start again or to get an activity pack please let us know and call the Community Care Office at 8720 1338. Stay safe everyone!

Susi Richter & The SSG Team



ACCENT HOME CARE

My time in Community Home Care has come to a close, with the new General Manager Community Care commencing on Monday 3rd August. I will once again return to Quality Improvement and I wish the home care team all the best.

Over the month I have been driving the ship, we have again seen many changes that are impacting community care, in our Government's efforts to try and maintain everyone's safety. The changes impact clients in a number of ways, like seeing staff wearing face masks, clients having to wear face masks, and face shields for staff now also. Services offered have been peeled back to essential, necessitating some of our Care Advisors working from home. Training has also increased in application and removal of PPE. Smaller changes include Accent Home Care reviewing the list of things clients can and cannot purchase, and soon to be introduced, a more comprehensive framework around self managed home care and what that means for you, our consumer.

Planning for all sorts of contingencies our team at Accent Home Care will continue to be in contact with you all, as we focus on preparing for the worst and hoping for the best outcomes possible in these troubling and unprecedented times.

This is why we have asked for the review of all emergency plans, asking you what would your services plan look like in an emergency. It is highly likely that minimal or no services will be available through your usual providers if we are all affected by a severe wave of Covid-19.

Please take the time to think about this worst case scenario, and reach out to your informal networks for support in that instance – forewarned is forearmed!

We welcome Nick Grakini to the position of General Manager, who comes to us with a wealth of knowledge in community care, and quality. I'll now hand over to Nick to introduce himself.



My name is Nick Grakini and I am the new General Manager of Community Services for Accent Home Care. I am excited to have joined a team that is highly experienced in delivering social support programs and Home Care Packages. The values of Accent Home Care align with my passion of delivering quality individualised care. I am fortunate to have worked with several industry leading Aged Care organisations in both clinical and managerial roles, which includes Victorian Hospitals as well as private, public residential and community services. I must say 2020 is a challenging year. It is important to remember that you are not alone and Accent Home Care is well placed to support you. If there is anything we can do to assist, please don't hesitate to contact your Care Advisor on (03) 8720 1338.

Thanks Nick Grakini & Helen Povall



TTHA COVID19 UPDATE

We are all experiencing unprecedented times with the threat to our health, well being and lives from the COVID19 virus. The health authorities identified aged care as high risk due to the vulnerable health status of the elderly and having witnessed the terrible experience that aged care in other parts of the world had recorded.

We of course have our own interest in Aged Care through Tabulam and Templer Homes for the Aged (TTHA). The purpose of writing to you is to inform you of the actions TTHA has and continues to take to protect the well being of our Residents.

Firstly, to date we have no recorded cases of COVID19 amongst our Residents or Staff. There are however a number of aged care facilities that have recorded a case of the virus and a number of homes that have serious outbreaks having infected dozens of Residents and recording an increasing number of deaths.

TTHA, like all Victorian Aged Care facilities is in lockdown. TTHA is doing everything humanly possible to keep our residents safe but this can only be done within the industry framework and funding provided by Government.

The following are measures currently in place at TTHA:

- We have an Infection Control Committee that meets regularly to implement and continually review processes and readiness, **the members are listed on the last page.**
- The new Reception is the single point of entry for visitors who are screened
- Visits to Residents is restricted to one person a day for a maximum of one hour

To visit you must:

- provide a document confirming that you have had the current influenza vaccination;
- answer a questionnaire to assess your risk of being exposed to a community transmission;
- have your temperature taken (you must record <37.5 degrees Celsius);
- wash/sanitize your hands and keep 1.5m physical distance;
- have made an appointment prior to arrival at reception;
- only spend time in your Residents room
- TTHA has implemented a policy for part-time and casual employees that required individuals to only work at TTHA rather than at multiple sites. If this meant a person had to choose between TTHA and another provider, then TTHA endeavours to increase that employees' hours to compensate. We attempt to avoid the use of Agency staff but sometimes have no choice
- We have progressively built up our stock of Personal Protection Equipment (PPE) and now have a full stock of face masks, face shields, goggles, safety glasses, gloves and gowns. TTHA staff are all receiving additional PPE training. Amidst the global COVID-19 pandemic, it is now especially crucial that healthcare professionals are educated in the correct application and removal of personal protective equipment in order to protect our staff and residents. Personal protective equipment (PPE) donning and doffing is a critical process that requires significant care. This process, particularly the removal and disposal of contaminated PPE, is considered a highly important step in limiting exposure to pathogens.
- Face masks and shields are mandatory for all staff whilst in the facility
- The moment a Resident is presenting

with respiratory symptoms, full PPE is implemented and that Resident is isolated in their room, **for 14 days**

- We have prepared the upper level of the de-commissioned Altersheim building as an infection isolation zone in the event a positive diagnosis is made for a Resident. Should this facility be required, the Resident will be immediately and temporarily relocated to the isolation zone until they return a negative COVID 19 test result. Dedicated staff will service this area and no interaction will occur with the rest of the facility. Meals will be provided on disposable plates and cutlery and directly binned as will all used PPE etc. Residents may also be hospitalised depending upon the severity of their infection
- No group activities are possible for the time being. Activities staff are providing one-on-one contact (suitably distanced and protected), are facilitating zoom, whatsapp, facetime etc. sessions with family members
- Residents are also being taken out in the fresh air for some exercise on a rotation
- Restricted use of dining and lounge facilities adhering to physical distancing requirements
- Non-urgent contractors are being deferred for any work in which access in our buildings is required
- Additional cleaning and sanitising twice daily of high touch points is in place, along with normal cleaning routine
- COVID19 screening tool for residential aged care residents daily, which involves checking residents temperatures daily

We continue to implement changes and update our families and community. This virus has almost exclusively entered aged care through staff members who are 'asymptomatic', that is showing no symptoms of the disease. We are grateful that our staff have identified themselves

when having any of the symptoms of this virus. However, if a person feels well and has none of the typical symptoms, it is nobody's fault, nor is it possible to prevent the virus from entering a facility. This is why personal hygiene, face masks, eye protection and full PPE (if a resident is unwell) is so important and why TTHA takes such a strong position on these actions. Such pre-cautions may prevent transmission of the virus to other staff and residents and is at the front-of-mind for all in TTHA. We are sure you'll know the symptoms of COVID19 but we repeat them below for completeness:

Most common symptoms:

fever
dry cough
tiredness

Less common symptoms:

aches and pains
sore throat
diarrhoea
conjunctivitis
headache
loss of taste or smell
a rash on skin, or discolouration of fingers or toes

Serious symptoms:

difficulty breathing or shortness of breath
chest pain or pressure
loss of speech or movement

Rest assured that TTHA has implemented all possible measures to protect Residents and Staff. Should this virus get into TTHA, we have plans to rapidly respond to contain any outbreak and care for the sick in isolation. It is a stressful time for all concerned and we can be very proud of all our staff who continue to provide excellent care for our elderly.

Eva Simo & Paul English
CEO Chairman



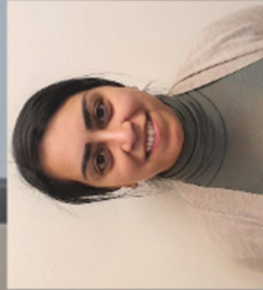
Infection Control & Pandemic Management Committee Members.



Eva Simo
CEO
Media Spokesperson



Paul English
Director
Board of Management
Representative



Sara Jahanara
DoC
Outbreak Coordinator
(1st point of contact)



Helen Povall
Quality
Community Outbreak
Coordinator
(2nd point of contact)



Amanda Walker
CCC
Resident and Health
Professional Movement
Management



Vishna Vekaria
CCC
PPE Stock Management
(communication with
Midnight Express
& Princess Laundry)



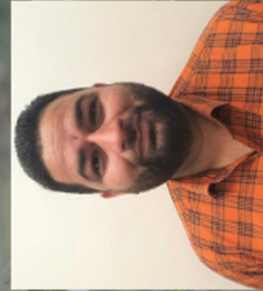
Irene Kemper
Director
Board of Management
Representative



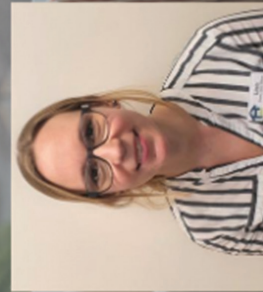
Craig Fitch
Maintenance
OHS / Contractor
Movement
Management



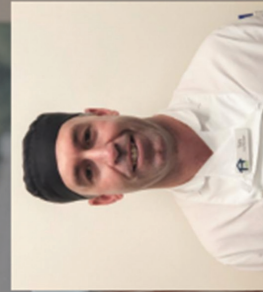
Michael Toohey
HR Management Staff
Movement & Staff
Cohorting Management



Sam Singh
Lifestyle Management
& Resident
Communication



Lisa Karstens
Client Liaison
Officer
Visitor Movement
Management



Tim Threadgold
Chef Manager
Kitchen
Lockdown, Disposable
Stock & Communication
to Delivery Drivers