



# **SAPPHIRE COAST COMMUNITY AGED CARE Ltd**

## **ANNUAL GENERAL MEETING REPORTS**

**2020 – 2021**

**PHIL MOFFITT Chairman of Board**

**MATT SIERP Chief Executive Officer**

## CHAIRMAN'S REPORT 2021

Good evening all, and thank you for coming.

I am pleased to report that 2021 has not presented the same challenges as 2020. With the exception of some high wind days, our weather has been largely benign and normal. I recognise however that some of our staff are still in the recovery process after losing their homes in the fires of summer 2020, and we wish them a positive outcome in their efforts.

A year ago we had thought that the Covid impact on our society might be lessening. The opening up of last spring and summer has morphed into community lockdowns never seen before, highlighting divisions between perceived rights and responsibilities within our society, probably not seen since time of war.

Easily the most obvious issue from the pandemic is the vax or no vax decision. SCACG has lost a small number of staff, including one Registered Nurse, to this dilemma. Whilst we should always be wary of impinging on the rights and freedoms of belonging to a free society, we should also be aware of the responsibilities we all bare in partaking of that society.

Just as the Board mandated Flu vaccinations last year for all staff, I have no doubt that we would have done the same for Covid vaccinations had the Federal Government and NSW Health not led on the issue. I am proud to say that 100% of our staff are double vaxed, and especially commend our Home Care team for making the decision to be all double vaxed before any mandate was given. I thank all our wonderful staff for supporting the Board's view on this issue.

In the past year we have lost two of our most senior staff, both to personal issues, but I have no doubt also, exacerbated by Covid related problems. Kate Bain has moved to the north coast, and Anne Main has returned to Victoria.

I am very pleased to welcome Julie Evans to the executive, as Clinical Governance Manager. Over time, she will move to a newly created position of Operations Manager, reporting directly to our CEO Matt Sierp.

Our head of Homecare, Steve Canby, has stepped up as Manager at Imlay House, and I congratulate him on doing so.

I also congratulate Sue Atkins on another great year of effort and leadership as manager here at Hillgrove House.

We have seen the need to expand the executive by one because of workload and the need to take some smaller responsibilities from our CEO. As well as the addition of Imlay House, we are about to commence the build in Bombala of 15 retirement units in partnership with the Kennedy Trust. Five of those units have come from our own initiative and willingness to expand on the remit given to us by the Trust.

A year ago we were optimistic that both the Bombala and East St projects would commence early this year.

Bureaucracy has intervened, and now I can only report that work on both projects is imminent.

On a positive note, we have had much interest in The Glen Estate

(East St), and see an early take up in the 42 villas we will be constructing there. The successful tender was by Zauners, who built the SE Regional Hospital.

We have commenced working with Snowy Monaro Regional Council to help support their 56 bed nursing home enterprises. We have commenced an extensive due diligence and have the expectation that at the end of this time may acquire full management as a flow on from our involvement. It is important to make the point that while they are not making a profit, we think that they can be made profitable.

Also imminent is the balance of payment from the sale of Casuarina, now functioning as Katungal.

Sadly, we have accepted the resignation of Simon Owens, our longest serving Board member. Simon's on going health issues have dictated this event, and I would like to record our gratitude for his long and valued service to our organisation.

On a positive note, we have welcomed Kath Bateman and Kate Ireland to the Board. We look forward to these two outstanding individuals having a long and fruitful contribution to our organisation.

A heartfelt thank you to all our wonderful staff, without them SCACG would be just a name, not a respected aged care provider.

A special thank you to Matt Sierp for his leadership within SCACG, and for his valued interaction with the relevant bodies within the aged care governance framework.

Matt is in his fifth year at SCACG, and from my own point of view it has been a seamless transition of management ethos from past to present.

A special thanks to all board members for helping SCACG achieve its position of respect within the aged care industry.

Phil Moffitt.  
Chairman

## **CHIEF EXECUTIVE OFFICERS REPORT 2021**

*Your Life, Your Choice, Our Care*

### CEO's Report

We welcome you to the 2021 Annual Report for Sapphire Coast Community Aged Care Ltd.(SCCAC). 2021 has been a challenging and memorable year, and it is thanks to the strength and resilience of our people that we made it through better and stronger than ever. I feel privileged to lead the great group of people we have at Sapphire Coast Community Aged Care. Our purpose is to provide quality care and lifestyle choices in home, retirement and residential care, and when I look at what we have achieved in 2021, we are certainly fulfilling our purpose.

Whilst the global pandemic has affected everyone, it's our oldest citizens living in aged care homes who have been threatened the most by this deadly virus. SCCAC has direct responsibility for over 165 lives in our aged care homes, more than 120 older people living in their own homes and over 250 frontline staff. From visitor restrictions to COVID vaccinations, our immediate implementation of NSW Health's rigorous requirements has kept everyone safe. Every member of the SCCAC family matters, so we are grateful our retirement village residents and home care clients are all safe too.

We continue to feel grateful to our wonderful volunteers for their unwavering selflessness. They have had personal pandemic risks to manage, yet they never stop thinking about how they can contribute and give love and dedicated service to SCCAC's clients and residents. We do look forward to working closely with our Hillgrove House and Imlay House auxiliaries and volunteers along with our Op shop volunteers in 2022.

The SCCAC family is an inspiring community which is made up of managers, staff, volunteers and our clients and residents who have all needed encouragement to keep going through the tragic global pandemic and the shocking revelations made by the Royal Commission into Aged Care.

The government's July announcement to make vaccinations mandatory for aged care staff was a long-awaited decision, and one that we welcomed.

While the pandemic will require careful ongoing management for many years to come, the Royal Commission is now behind us. We have the final report, the government's response and a roadmap to go forward. We have taken our own responsibility for what the Royal Commission found, and we acknowledge that older people in care in Australia haven't had the recognitions and support systems they deserve.

SCCAC wants to ensure the public have more confidence in the conduct and quality of the aged care system.

One of the most important ways to achieve this is to make sure there is a workforce equipped to deliver the care that so many Australians will need in the years ahead. This is not a simple task as our emerging aged care workforce has extensive requirements. We need more applicants, better recruits, higher staff numbers, deeper skills, longer careers, more effective resources, and government support. This year with generous support from our board and many donors we have been able to offer 6 staff additional scholarships to existing staff to undertake further studies including introducing the Dr Ted Blomfield scholarship for a student to undertake their Bachelor of Nursing studies.

I congratulate all our staff who have undertaken additional studies in either certificate 3, certificate 4 or Bachelor of Nursing studies in last 12 months and thank you for your ongoing commitment to our organisation.

We have also hosted in excess of 40 students on placement throughout the past year, ensuring we are showcasing the industry to the next generation of aged care staff.

I am humbled by the professionalism of the management and staff at Sapphire Coast Community Aged Care who have kept our residents and clients safe throughout the last 12 months which can only be described as exhausting, relenting, and challenging.

None of our achievements would have been possible without our passionate staff who live our values daily.

Our staff do a fantastic job each day and I continue to be humbled by the passion and care shown by the people who work at Sapphire Coast Community Aged Care. They are the ones who bring our purpose to life, improving quality of life for people in need each and every day I would like to personally thank each and every staff member for the dedication and support you offer our residents and clients -Thankyou

The year also saw our expansion of our retirement living with two building projects having development applications submitted. We are about to appoint builders to build a 42-villa complex in East Street Bega which will be known as The Glen, and we have also submitted a development application to build a 15-villa retirement village in Bombala in conjunction with The Kennedy Trust.

To all of our directors, our executive team and senior leadership group, we extend a deep appreciation for your skill, talent, insights and acumen. Thank you for your deep commitment to your teams and SCCAC.

Finally, I wish to thank our residents, clients and families who inspire us to enrich their lives on a daily basis.

It's an honour and a privilege to serve this wonderful community at SCCAC

Thankyou  
Matt Sierp  
Chief Executive Officer