



Harold Hawthorne
COMMUNITY CENTRE



ANNUAL REPORT

2021 - 2022

RESPECT + INTEGRITY + COMPASSION + COLLABORATION + QUALITY

Our Partnerships

We recognise the Traditional Custodians of the land on which we work and live.
We recognise their continuing connection to Country and community.
We pay respect to the Elders of the past and present.



We value and recognise the role of Carers in society. We support Carers' rights and work in partnership to support Carers' choices and opportunities.



We welcome people of all ethnicities, lifestyle choices, faiths, sexual orientations, gender identities and diversity in all its forms.

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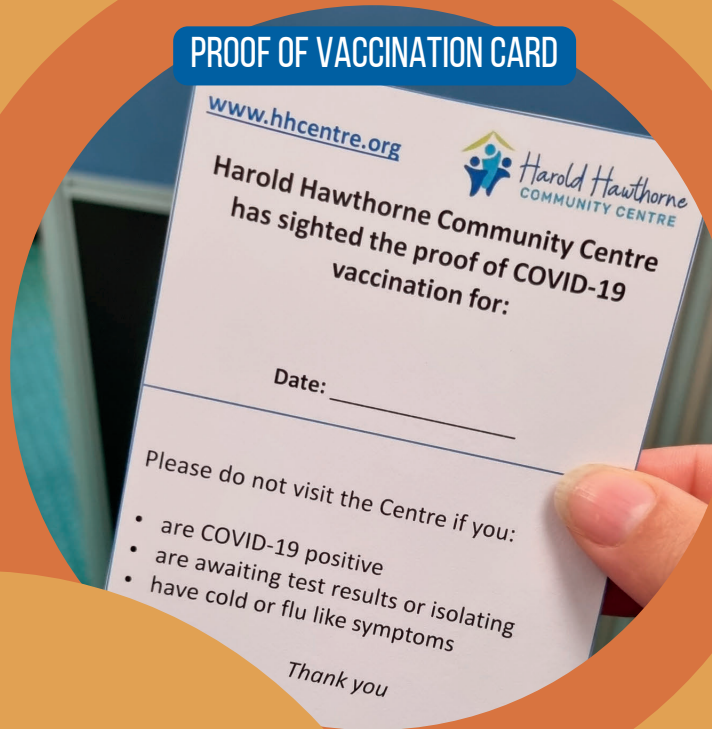
*"I always go home
feeling happy after a
lunch & show."*

Happy Client

Our Covid-19 Compliance



HOW TO DO A RAT TEST WORKSHOP



We have persevered through the struggles and uncertainties of Covid-19. By responding to each challenge we ensured safe and compliant services and service environment for consumers, employees and volunteers.



MANDATORY MASKS



GOVERNMENT SPONSORED RATS

Our Values

**Respect
Integrity
Compassion
Collaboration
Quality**

Our Vision

A vibrant community centre and provider of choice offering comprehensive services for seniors and people with disabilities.

Our Mission

To support the independence and overall wellbeing of seniors and people with disabilities in the community, by:

- **Living independently**
- **Actively involved**
- **Community engagement**
- **Community awareness**



Harold Hawthorne
COMMUNITY CENTRE

Management Committee



Chairperson
Margaret Dixon



Deputy Chairperson
Sjaan Ketting



Secretary
Treasurer
from November 2021
Catherine Huynh



Treasurer
to November 2021
Ashleigh Oliver



Town of Victoria
Park Representative
Cr Wilfred Hendriks



Committee Member
from January 2022
Sunny Vijayalayan



Committee Member
Linda Abu Lashin

CHAIRPERSON'S REPORT



MARGARET DIXON

I am pleased to deliver my seventh annual report as Chairperson of the Management Committee of the Harold Hawthorne Senior Citizens' Centre and Homes Inc.

There were some changes to the Management Committee this financial year, Ash Oliver, Treasurer resigned in November 2021 due to family commitments. Ash and his lovely wife welcomed baby Florence into their family. Our thanks to Ash for his contribution over the past year. Catherine Huynh, Secretary and former Treasurer, also took on the role of Treasurer on Ash's resignation. Our thanks and appreciation to Catherine for taking on this huge commitment of Secretary and Treasurer to the Management Committee.

We welcomed Linda Abu Lashin and Gowthama Sangami (Sunny) Vijayalayan as Committee Members onto the Management Committee this year. Cr Wilfred Hendricks continued as the Town of Victoria Park Representative and Sjaan Ketting as Deputy Chairperson.

I extend my sincere thanks and appreciation to all members of the Management Committee for their support throughout the year.

The Management Committee was conscious of the need to respond to emerging challenges, economic and other, namely Federal and State Government mandates, difficulty in recruiting and maintaining employees and volunteers due to workforce shortages. Christine and her Leadership Team did a sterling job in meeting and addressing the many challenges as they arose.

On behalf of the Management Committee, I thank Christine, her Leadership Team, employees and volunteers for their commitment and dedication throughout the year, you all have played an important role in realising our Vision 'a vibrant community centre and Provider of choice offering comprehensive services for seniors and people with disabilities'.

I also thank our Village residents, clients and the community who have entrusted the Harold Hawthorne Community Centre to deliver the diverse services and achievements that are illustrated throughout this 2021-2022 Annual Report.

In conclusion, on behalf of the Management Committee, I wish to express our gratitude and appreciation to our funding bodies, the Commonwealth Department of Health and Aged Care and Department of Social Services, Town of Victoria Park and WA Health Department. This support has enabled Harold Hawthorne Community Centre to continue to provide a high quality and professional service to our clients and the community.

Margaret Dixon
Chairperson

Our Strategic Plan

**Strong profile
and reputation**

**Positive workplace
with engaged staff
who embrace our
values**

**Comprehensive
services to support
seniors**

**Financially
sustainable
growth with
diverse funding
sources**

**Effective and
efficient
organisation**



GENERAL MANAGER'S MESSAGE



CHRISTINE FOOTE

THE PRIORITY WAS KEEPING OUR CLIENTS, STAFF AND COMMUNITY SAFE AND SUPPORTED THROUGHOUT THE WAVES OF THE COVID-19 PANDEMIC.

The Centre was pleased to provide essential home support services to our vulnerable clients during the pandemic, by successfully applying for further funding of over \$350,000 from the Commonwealth Home Support Programme (CHSP) Covid-19 grant. Whilst complying with changing government restrictions, the Centre continued to run events and activities and 13 special interest clubs to support our client's health and wellbeing. Through collaboration with other service providers, we were able to expand the services offered to the community.

The Leadership Team focused on ensuring the Centre complied with changing government mandates including managing proof of vaccinations for visitors and staff, service continuity plans and venue safety plans. There were many challenges from cost increases and employee and volunteer shortages due to the pandemic and economic conditions. It was wonderful to be part of a team that were so dedicated and passionate to support our clients and work together to overcome the challenges.

The Centre continued to receive valuable support from the Town of Victoria Park and were pleased to receive an extension of the lease for a further five years and an operating subsidy for the next three years.

To focus on delivering quality services to clients across the community, home support, and our retirement village, the organisation was restructured into three client service teams: community and group programs, in-home care and property services. The Leadership Team focused on compliance with federal and state government mandates, changes to the Social, Community, Home Care and Disability Services Industry Award and the government's proposed changes to the Commonwealth Home Support Programme.

The focus for 2022-2023 will be to actively participate in consultations and provide feedback regarding the funding models and to prepare for the new In-home Aged Care Program. We will also focus on progressing with the Centre's Strategic Plan.

I am privileged to work with a great team and would like to thank the Management Committee, Leadership Team and all employees and volunteers who make it possible to support our clients to remain living in their homes, enjoy our wonderful events and activities or to have a home in our Village.

Christine Foote

General Manager

Staying Connected

**Assisted
800+**

Clients to stay living in their own home by providing in-home support services



**Community
Services Manager
Renata Chaplin**

Contributing to positive outcomes in the lives of our clients is very rewarding to our dedicated and passionate team. Existing and new clients were supported by accessing the Centre's range of services designed in consultation with them to meet their individual needs, goals and preferences.

Personal care, domestic assistance, home and garden maintenance, social support 1 to 1, transport, social support as part of a group and meals were accessed to support clients' independence and overall wellbeing.

The Centre provided these services via subsidised programs, Commonwealth Home Support Programme and Continuity of Support program, through our funding agreements with both the State and Commonwealth Government. The Centre also provided services via fee for service arrangements with individuals or other organisations through private/brokerage agreements.



24,201

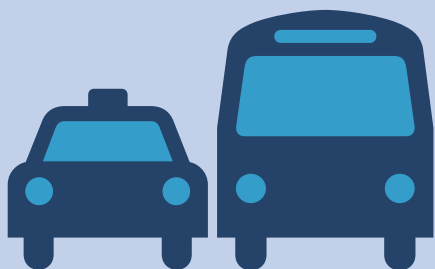
hours of support services

Personal Care, Social Support 1to1, Domestic Assistance, Gardening & Home Maintenance



The Covid-19 pandemic significantly impacted our home support services, challenges were faced and overcome as staff, volunteers and clients became directly affected. The teamwork and support was inspiring, living up to our values with staff and volunteers supporting their colleagues and clients, taking additional shifts and recruiting during challenging times to ensure our clients were supported with quality services and the least amount of disruption.

We continue to prepare for the changes to the Commonwealth Home Support Programme by strengthening our structure, process and systems and are closely following the developments and attending the information webinars and consultations to ensure we are contributing and ready for the changes when they take effect. This is further supported by a strong quality framework which has been successfully embedded into our community services and programs.



5,726

transport trips

to access medical appointments
and accessing the community

"The people who work around us are very kind, happy and attentive to help us in every way possible, they are always ready to help. Our safety is always on their mind, whatever it is they do it well, I thank them so much for their care"

A happy Client

Staying Healthy



HEALTHY EATING IS ESSENTIAL TO THE OVERALL HEALTH OF SENIORS AND EATING WELL IS THE KEY TO GOOD NUTRITION. OUR MEALS ARE PREPARED AT THE CENTRE IN OUR COMMERCIAL KITCHEN, NOT ONLY ARE THEY PREPARED TO BE TASTY HOME-STYLE COOKED MEALS BUT ALSO OF HIGH NUTRITIONAL VALUE TO MEET THE SPECIFIC NEEDS OF SENIORS.



Meals on Wheels

More
than just
a meal

28,278

meals prepared



of which

15,243

meals were delivered and

13,035

were take-away
or enjoyed at the
Centre

Harry's Diner continues to be a popular place for the community to enjoy a lunch time meal in a social and welcoming environment Monday to Friday. Take away meals could also be picked up from the Centre, offering convenience and choice to our local community.

Meals are delivered through our popular Meals on Wheels program. Our team of dedicated volunteers deliver meals to our clients' homes Monday to Friday with weekend meals delivered on Friday.

A survey undertaken highlighted how important this service was to those receiving it. Feedback indicated the value in maintaining and improving nutrition and overall health, a greater sense of being connected to their community, a social and welfare check by a friendly face and the provision of important information.

"The variety of meals is very pleasing and ensures a reasonable standard of nutrition, also thanks to the wonderful volunteers who bring the meals safely to my home."

Meals on Wheels Client

CLUBS ACTIVITIES EVENTS

VP 55+ Clubs

DURING 2021 - 2022 BOTH THE SOCIAL ACTIVITIES CENTRE AND COMMUNITY CENTRE PROGRAMS CAME TOGETHER SIDE BY SIDE TO BRING A CHOICE OF PROGRAMS THAT WOULD BE FUN, INFORMATIVE AND INNOVATIVE. PROGRAMS THAT INSPIRED NEW IDEAS, STRETCHED PEOPLE'S UNDERSTANDING AND ABILITIES WERE HIGH ON THE AGENDA.

**We delivered 13
special interest
clubs.**



FRIDAY GROUP AT KINGS PARK



17,249

Attendees

participated in programs, events, activities, clubs,
workshops and information sessions



In Focus

Our Social Activities Centre Respite & Invigoration

During a time of social isolation the Centre provided a variety of programs to cater for individual needs. One of the outstanding highlights was our arm chair travel sessions, travelling to a destination of choice with the staff on an afternoon arm chair travel flight. Passport in hand and the pleasure of travelling with a friend made for restful afternoons, whilst the outside world responded to the pandemic. One of the passengers commented to staff "Seeing the country I left 65 years ago made me feel like I had been back home."

**Community
Programs
Coordinator**
Libby Ingerson



13,892
hours of social
support group





Another significant highlight was constructing an inspiring piece of art developed in consultation with local Noongar artist Justin Martin. The local community, guests and clients came together during NAIDOC week to develop a bright, inspirational artwork now hanging in the main reception area of Harold Hawthorne Community Centre. The story behind the piece is that through our actions and art we all have the power to bring about change.





The Community Centre attendees were energized at the Metronet planning meeting, the largest group Metronet staff had seen to date, to discuss further community planning and options for the Carlisle Train Station.

The Centre also raised awareness of elder abuse through the Purple Road project in collaboration with other organisations.



Our Spaces

THE CENTRE'S COMMITMENT TO ENSURING SAFE, FRIENDLY AND FIT FOR PURPOSE SPACES SAW THE COMMUNITY ACCESS 1,978 HOURS OF VENUE HIRE.

The Centre has a range of facilities available for hire which are used by local businesses, community groups and individuals. We have available (for one off or regular hire);

- Memorial Hall
- Theatre Room
- Library Room
- Allied Health Room
- Social Activities Centre
- Sensory Garden

Covid-19 restrictions and lockdowns impacted the community's use of the Centre's spaces. We worked in partnership with our regular and one off hirers to ensure that we made available to our community safe and compliant venues that were flexible to the changing requirements as mandated by the Department of Health.



Our Village



THE CENTRE OPERATES A RETIREMENT VILLAGE OFFERING AFFORDABLE HOUSING TO SENIORS, WITH 41 RETIREMENT VILLAGE UNITS AND 4 SOCIAL HOUSING UNITS. ONLY ONE RETIREMENT VILLAGE UNIT BECAME AVAILABLE IN THE YEAR WITH ALL SOCIAL HOUSING UNITS MAINTAINING FULL OCCUPANCY.

Our goal was to support our residents to participant in village and community life to advance their overall wellbeing.

It was a pleasure to see so many of our residents getting involved in the Centre's activities and events, either as active participants as well as much valued volunteers.

"Retirement is not the end of the road. It is the beginning of the open highway." – Author Unknown





We are proud to provide a more sustainable environment in which we live and work and it was great to see so many residents attend our gardening workshops with this goal in mind.

Our village is pet friendly and it is wonderful to see a group of residents walking their dogs and enjoying the company of neighbours and friends in our vibrant and active village.



45
INDEPENDENT
LIVING UNITS

REGULAR
EVENTS &
ACTIVITIES

Our People

Volunteers



**Human Resources
Manager**
Sarah Harris

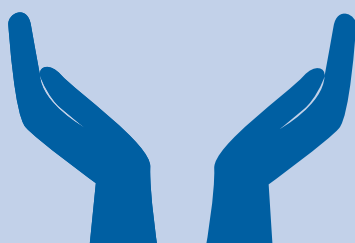
We continued delivering our services with the support of approximately 50 volunteers. We are immensely grateful for their time and effort. In some cases, volunteers are able to apply their years of experience and skills, while others enjoy the opportunity to learn something new and build new connections in the community. The support that we receive from volunteers has a strong positive ripple effect; including the volunteer themselves, our organisation and our services. Numerous clients and other people in the community enjoy the benefits.

With a wide range of volunteering areas to assist in, there is something for everyone. Roles include Meals on Wheels delivery, transport services, office administration, assisting in Harry's Diner and at events, gardening/maintenance and supporting our social activities and community programs. Our new craft, art and outing groups have proven to be popular volunteering areas.



13,729

volunteer hours





OUR VOLUNTEERS SAID THEY ENJOY AND APPRECIATE THE FOLLOWING:

- Feeling valued and accepted
- Meeting other kind and helpful people
- Opportunities to socialise and relax
- Providing services to the community, in particular for people who are not able to do many things for themselves.



"Volunteers do not necessarily have the time; they just have the heart" -
Elizabeth Andrew



Student Placement/ Community Service

RECENT SKILLS SHORTAGES
HAVE HIGHLIGHTED THE NEED
FOR ORGANISATIONS SUCH AS
OURS TO HOST STUDENTS ON
WORK PLACEMENTS.

510 hours
of student placement

Our Supervisors
support and guide
the students to
gain practical
experience and
assist them to
have a positive
start to their
community and
aged care
services careers.

Employees

Harold Hawthorne Community Centre employed an average of 62 employees during 2021-2022. Like most organisations, the Centre experienced workforce shortages due to the pandemic and difficult economic conditions. Through active recruitment efforts, teamwork and previous staff wanting to return to work at the Centre, we were able to maintain sufficient staffing levels.

To ensure our staff have the skills and capability to provide a high standard of work, we provided 560 hours of training. Mandatory and developmental training including Manual Handling, Infection Control and First Aid was provided either face to face or through our library of customised online modules.

We are committed to supporting employees with career progression and professional development opportunities. We were pleased that a number of existing, new and returning staff found fulfilling roles within the organisation.





STAFF SAID THAT THEY ENJOY WORKING AT HAROLD HAWTHORNE COMMUNITY CENTRE BECAUSE THEY:

- Are confident that their work is valued and important
- Have a sense of belonging in a friendly and collaborative team
- Feel that the organisation cares about them, and treats them with dignity and respect
- Have flexibility to allow for a balance lifestyle
- Appreciate the training they receive
- Work with diverse, supportive and passionate staff



30% of our workforce have remained loyal to our Centre for five or more years.



QUALITY

QUALITY / CONTINUOUS IMPROVEMENT



**Quality
Coordinator
Melissa Smit**

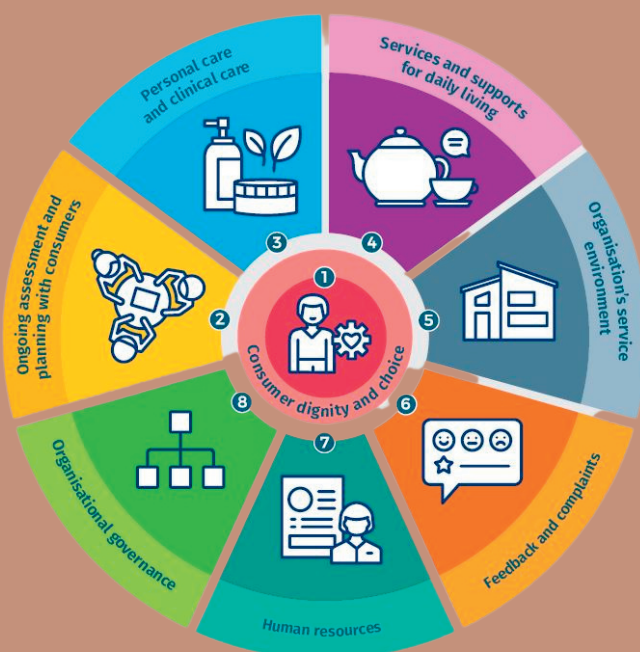
THE CENTRE'S FOCUS REMAINS ON CONTINUOUS IMPROVEMENTS AND BEST PRACTICE ACROSS OUR PROGRAMS AND SERVICES.

A key achievement has been the development and implementation of internal audit tools and schedules to ensure compliance to the Aged Care Quality Standards and changes to other relevant legislation and regulations.

The Incident Report system was reviewed to develop a framework for a more thorough investigation which has allowed us to identify and improve our procedures and practices.

In all areas of our operations we continue to promote quality and continuous improvement and encourage all consumers, staff, volunteers and other key stakeholders to be included in and part of our quality system.

The orientation of all new employees has been enhanced to include quality to ensure they have a thorough understanding of their role in quality, standards, policies and procedures and how they are part of the quality system.



TREASURER'S REPORT



THE CENTRE SUCCESSFULLY APPLIED FOR FURTHER COVID-19 EMERGENCY FUNDING OF OVER \$ 350,000 TO ASSIST WITH SIGNIFICANT COST INCREASES TO DELIVER HOME SUPPORT SERVICES DURING THE PANDEMIC.

The Centre was able to substantiate significant cost increases to comply with the government mandates including vaccination reporting of all employees and volunteers and substantial increases in expenses due to the pandemic and economic conditions including increased PPE, transportation, supply costs and staff recruitment due to workforce shortages. The portion of the grant for vaccination reporting was included in 2021-2022, however the Department's delay of executing the remainder of the grant has resulted in over \$ 300,000 to be included in 2022-2023. The delay in receiving the funding resulted in a deficit of \$ 97,281 for the 2021-2022 financial year.

Revenue was substantially less than the prior year due to the Centre no longer receiving Jobkeeper or ATO Covid-19 cashflow boost payments. Sundry volunteer and NAIDOC grants from local government agencies allowed the Community Centre to recognise our team of volunteers and support NAIDOC week.

The total cash holdings decreased by over \$800,000 in the year to \$ 3,967,746. This was primarily due to a portion of the Covid-19 Emergency funding received in the prior year that was rolled over and expensed in 2021-2022 and the additional Covid-19 Emergency funding to cover increased costs that was not paid until 2022-2023.

Land and building assets increased \$ 487,500 due to the revaluation of the properties for the independent living units.

The asset and staff leave reserves for the Centre were increased to adequately cover the total accumulated depreciation and accrued staff leave entitlements. The Social Housing reserve fund was increased by the surplus realised in 2021-2022.

Pitcher Partners completed an audit of the financial records and prepared the audited financial statements for 2021-2022.

I would like to thank Ash Oliver and Catherine Huynh for their support as Treasurer on the Management Committee. I would also like to thank Anita Muir (Finance and Administration Manager) and the finance team for their valuable contribution in managing the finances and applying for additional funding to support the Centre during the pandemic.

Christine Foote

General Manager



"Laughter is timeless.
Imagination has no age.
And dreams are forever."

Walt Disney

