



St Sergius

AGED CARE

Trading as the Russian Relief
Association of St Sergius of Radonezh

2018/2019 Annual Report



The Russian Relief Association values caring for our residents with respect, trust, quality care, exceptional staff and management.



Content

Our Vision Statement	4-5
President Report 2018-2019	6-7
Treasurer Report 2018-2019	8-9
Board of Directors	10
Management	11
Internal Audit Committee Report 2018-2019	12
Organisation Chart	13
CEO's Report 2018-2019	14-15
Director of Finance Report 2018-2019	16-17
St Sergius Residential Aged Care	18-27
Allied Health Department	28-29
Leisure and Lifestyle	30-37
Social Support Group (Centre-Based Day Care) Report....	38-40
Report from the Maintenance Manager	41
Financial Statements	42

Caring for people

St Sergius has a philosophy that we apply and believe that every person has a value and each individual must be treated with respect and dignity.

This same philosophy is adopted to all consumers and their representatives and friends and also to our staff. This encourages everyone to work together. With looking after each other in the way we do this in turn results in happier consumers and high retention of staff.

Our Vision Statement

Our Vision

The Board of Management of Russian Relief Association of St. Sergius of Radonezh is committed to achieving the highest possible standards of care for our consumers in the tradition of their heritage and culture.

Our Philosophy

In providing care of the highest possible quality for the aged and infirm members of our community, we are inspired by the principles of Christian benevolence. We aim to provide a lifestyle for our residents in the traditions of the Russian Culture and the rites of the Russian Orthodox Church. We believe that growing old is a further stage of development, which should be approached with dignity and confidence in one's ability to achieve the full potential that is possible for this time of life.

At the same time, we recognize and accept the notion that all consumers irrespective of their physical, emotional, mental state or denomination have the same right as all Australian citizens and should be treated with utmost care and consideration. Their

sense of personal dignity and self-respect should be maintained at all times.

Values

- Striving to understand another person's experience, being aware of their feelings, their discomfort and suffering, and being motivated to respond.
- Upholding the right of every individual to be held in positive regard, to be treated with dignity and in a way that acknowledges their full human potential.
- Achieving and maintaining the optimum standard of service in every area through continuous quality improvement.
- Demonstrating willingness to contribute in full, and to cooperate with one another to achieve our shared vision for the future.
- Acting with fairness and openness in such a way that individual and organizational values are displayed through our facility.



Vladimir Nikiforov - St Sergius resident, celebrating her 100 jubilee with family and staff

Objectives

- To create a familiar and comforting atmosphere in which our consumers feel at home by providing specific home style cooked meals, observance of religious feasts and other customs relating to Russian culture.
- To maintain the highest standard of nursing care, meeting physical, psychological, spiritual and emotional needs of residents in a professional and safe manner.
- To treat residents with kindness and dignity and maintain quality of life at the highest level.
- To provide an atmosphere where mutual respect exists between staff and residents.
- To enable residents to maintain their independence, privacy and individuality, yet encourage them to take an interest in daily activities.
- To implement recreational and social programmes to meet the individual needs of residents.
- To provide in-service training and opportunities for external education for staff development.
- To offer our support to relatives and friends and help them come to terms with the changed circumstances.

Board of Directors

Board Members:

- President Mr N. Ostin
1st Vice President Dr A. Pesce
2nd Vice President Mr I. Kazagrandi
Treasurer Mr N. Maksymow
Mr N. Zapevalov
Dr I. Rotenko-Harvey
Mr N. Pitchuev
Mr M. Apollonov
Mr M. Dubinin
Mr A. Soovoroff

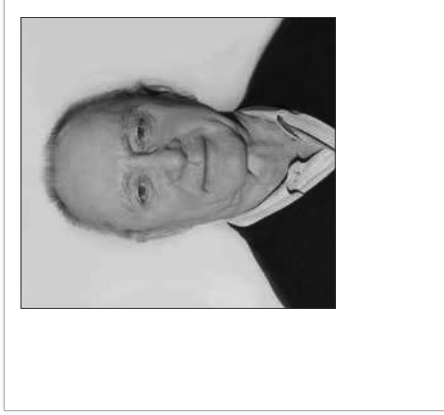
People are our most
importante resource



President's Report 2018-2019

It is with great pleasure and honour that I present 2019 Annual Report. Russian Relief Association embraces the opportunities and challenges with the changes to aged care sector bring, with increased choice for consumers who need palliative care, more choice residential aged care including those with dementia and deregulation of the home care market. Despite the changes RRA has achieved a solid financial result with operating profit similar to last year of \$1,454,007 and an increased Balance sheet, a healthy Reserve with small Resident liabilities.

RRA staff is gearing up for Home Care and we are improving ways we support people with Dementia. We have 168 bed licenses we have 58 residents who have beds in shared rooms. There is a waiting list of 11 potential residents wanting single room accommodation. The growing need for single room accommodation



for comfort and privacy will affect our ability to fill vacancies in future.

The Board have been negotiating unsuccessfully to acquire the adjoining block of land belonging to Cabramatta Church for over 11 years and continues negotiations with



church representatives. The Board has also resolved to investigate acquiring alternative sites to accommodate our care needs and expand our services.

The past year has been another filled with activity as we deliver care and services to our consumers. Throughout this 2018-2019 Annual Report you will find examples of outstanding initiatives and programs that highlight the services we provide and demonstrate the hard work of our staff to deliver quality and person-centred care for our consumers and their representatives. The Annual Report would be incomplete without a congratulations for a job well done to all staff for successfully completing Aged Care Accreditation November 2018, meeting all 44 standards. The report from the Agency was very complimentary about the extraordinary care provided to consumers.

The year ahead is promising and we look forward to all working together and focusing our efforts on developing and moving towards

best practice in dementia care. St Sergius new model for living well with dementia will integrate international best practices and smaller scale environments with our support services creating a person tailored approach.

I would like to express my gratitude to all those that contribute to RRA Care Mission including my fellow Board of Directors, CEO Helen Workman, DOC Ilmira Chernyakova, DDOC Natalya Zaytseva, Director of Finance Tatiana Fedoseeva, Olga Verbovskaia, Svetlana Grabovsky, Iain Gretton and all RRA staff. Their expertise, guidance and commitment are invaluable, their hard work has achieved these results.

Finally, I want to thank RRA Members for your ongoing support that helps us to support those in need.

Nicholai (Ostasevich) Ostin
RRA President

Treasurer Report 2018-2019

Dear Members,

The financial position of RRA remains healthy. In the 2018-2019 financial year our operating profit is \$1.454m. This result is close to the previous year, both income and expenses are growing at a similar rate. The most significant increase in expenses, in percentage terms were Regulatory Expenses. These costs were associated with the re-accreditation process in late 2018. Other Residential Care Expenses, which includes items like Workers Compensation and General Insurance increased higher than expected, but this is not an issue of concern. Increases in all other costs are in line with revenue growth.

As indicated in the last financial year, the aged care industry finds itself in difficult and uncertain times. The Royal Commission which started in the sector close to 12 months ago



has now heard numerous submissions from operators, industry bodies and consumers; the submissions notably identified examples of substandard care, but importantly, they have highlighted the constraints providers face due to a funding shortfall. In this respect, RRA has also felt financial limitations in the 2018-19 year, but the Finance Team and Board have managed these limitations to minimise any impact.

Only last week, the Leading Age Services Australia (LASA) peak body surveyed its Members and found four out of five aged care providers believe current financial pressures constrain their ability to deliver the care their clients and residents need and expect. Many providers say they will be forced to withdraw services, cut jobs and reduce investment. Respondents warn that unless the Government takes urgent action to address these financial pressures their ability to consistently meet the needs of those they care for will be further compromised.

The Government has strongly indicated that it plans to rehaul the current ACFI model. This will be a welcome move, whereby a less



cumbersome funding model would improve the operations within the industry and lead to a higher quality of services. Historical data is readily available in the aged care industry and for people living with dementia – this could no doubt form the basis of a simpler funding model and the reduction in administrative costs will allow better tailored services and a stronger staffing model.

It became public knowledge in 2019 that nearly half of all residential aged care facilities are operating at a loss, according to the latest data reported by industry analysts Stewart Brown. The picture is even more bleak in rural and remote areas where a staggering 70 per cent of aged care facilities receive insufficient funding to cover the costs of services for these communities. It's not just the drought ravaging communities in inland Australia. The Federal Government's own financing agency reports that aged care expenses are rising steeply, at 5.3 per cent each year, dwarfing an increase in income of just 1.7 per cent.

In light of the current aged care environment in which RRA operates, I confirm that we see before ourselves a significant achievement in net asset growth over the past 9 years – something the Organisation needs to be very proud of. The graph below indicates a steady, stable increase and the notable spike in 2016, attributable to the completed building works completed in that particular year. In the 2018-19 year, RRA undertook land evaluation which saw our assets increase by a further \$4 million dollars. Nett assets, as can be confirmed by the attached financials, total \$58.4 million dollars.

I commend the CEO, Finance Director and Finance Team plus all employees of St Sergius Aged Care, who have no doubt contributed to the success of the organisation.

Nicholas Maksymow

Treasurer

Russian Relief Association of St Sergius of Radonezh Board of Directors



Mr N. Ostin
Director
President



Dr A. Pesce
Director
1st Vice President/Secretary



Mr I. Kazagrandi
Director
2nd Vice President



Mr N. Maksymow
Director
Treasurer



Mr N. Pitchuev
Director



Mr N. Zapevalov
Director



Dr I. Rotenko-Harvey
Director



Mr Michael Dubinin
Director



Mr M. Apollonov
Director



Mr Alex Soovoroff
Director

Russian Relief Association of St Sergius of Radonezh Management



Helen Workman
CEO



Tatiana Fedoseeva
Director of Finance



Ilmira Chernyakova
Director of Care



Iain Gretton
Maintenance
manager



Svetlana Grabovsky
HCP and CHSP
Manager



Elena Ouchakova
Accountant



Natalya Zaytseva
Deputy Director
of Care



Dusica Matic Maho
Educator



Lisa McCarron
Personal Assistant
to CEO and DOC



Olga Verbovskaya
Assistant to Deputy
Director of Care



Irene Jarrett
Leisure and
Lifestyle
Coordinator



Soham Padsala
Clinical Care
Coordinator



Sinisa Skorica
Occupational
Therapist

CEO's Report 2018-2019

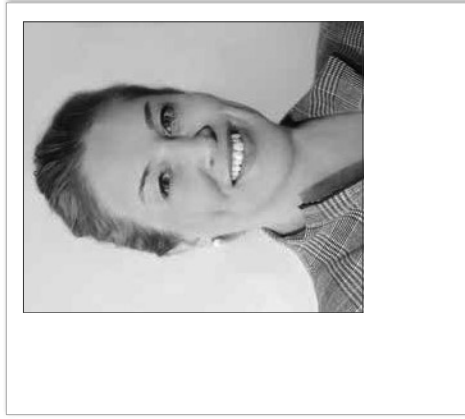
The past year has been another year filled with lots of activity as we continue to deliver residential care to 168 residents and provide members of the community with social support groups and day respite. This year has been particularly busy as we prepare to expand our current business model to provide Home Care Packages from the 1st of October 2019 for those in our community who require help and want to remain living at home.

Royal Commission

Currently, the Royal Commission into Aged Care is underway and St Sergius has been following the Commission's hearings with great interest. So far, the Commission has focused on examining the quality and experience of individuals in aged care as well as the current legislative framework and industry regulations. I am proud to lead this non-profit organisation which strives to provide the utmost care for the elderly in our community. I hope the Commission's findings will provide reassurance to the community, find underlying causes and inadequacies within our industry and highlight additional funding and reform needed. St Sergius will seek to respond early to the Royal Commission's recommendations to change.

New Aged Care Quality Standards

The Quality Standards, which came in to effect 1 July 2019, apply to all aged care services including residential care, home care and the Commonwealth Home Support Programme. While the previous standards focused primarily on assessing organisational performance against practices and processes for care



delivery, the new standards will also assess organisational performance against outcomes achieved for residents. This raises the level of service in aged-care service evaluation and the future consumer directed care.

The transition has involved:

- Aligning systems, policies and practices with the new standards.
- Supporting staff to understand the requirements of the new standards.
- Supporting consumers to understand what the changes mean to them.

Industry Recognition

St Sergius CHSP services passed accreditation in August 2018 and St Sergius Residential Aged care service passed accreditation in November 2018 with 44 expected outcomes met. Residential Care has been awarded

a Certificate of Accreditation until February 2022. Congratulations to our Executive team and all staff for an impressive Accreditation outcome. It was a proud moment to be part of an Exit Meeting and receive overwhelmingly positive feedback from the Quality Agency. Our internal systems and practices, especially our commitment to continuous improvement, were found to be impressive and thorough.

In Appreciation

First and foremost, I would like to express my gratitude to our staff who are passionate and committed to the day to day caring and support of our consumers. Our workforce continues to be St Sergius's most valuable resource and crucial to the care we deliver to our consumers. They do a fantastic job every day, bringing St Sergius' mission, to provide a higher quality of life for the elderly, to life. They are led by a dedicated Executive Team who I admire for their ability to lead by example as well as continually strive for the highest quality of care for our consumers.

Special recognition goes, as always, to Father Boris and Father Djuro who bring comfort, wisdom and guidance for residents and families. We would also like to extend a big thank you to the Board for their steady support and guidance. Without their continual commitment to St Sergius the afore mentioned highlights would not have been possible.

I look forward to the year ahead and sharing the exciting and new projects that we have planned. Towards 2020, undertaking Strategic planning is integral to good corporate governance. Both the Board of Management and the Executive Team has identified a number of strategic priorities on which

to focus over the next few years. The Strategic Priorities identified are workforce planning, developing a new model of care for consumers with dementia, delivery, sustainability, and expanding services to meet the needs of the community.

We stand committed at St Sergius to developing a service based on innovation and growth in all aspects of the aged care industry. I feel privileged in being in the role to provide quality care for the elderly of our community. I firmly believe that access to good care must be easier and that the very notion of caring must change from reactive and daunting, to proactive and inspiring, something we continually align St Sergius values with. Ultimately, I feel strongly about the care provided to the elderly of our community as it is a powerful reflection on our culture.

Helen Workman CEO

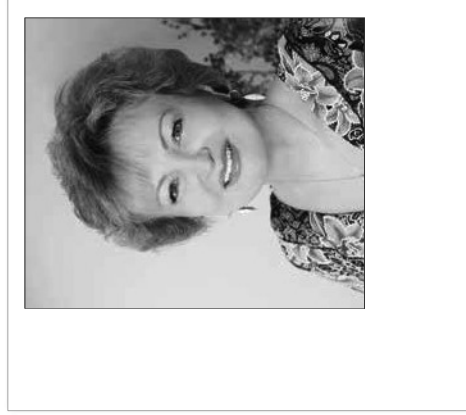
Director of Finance Report 2018-2019

Industry

The financial performance of the Aged Care sector continues to experience significant challenges due to the systemic decline in profitability in both the residential care and home care segments.

The Royal Commission into Aged Care Quality and Safety has identified a number of issues that require resolution, including appropriate staffing hours, experience and conditions which would have a direct link to the quality of care. It will also have a financial impact on Aged Care Service providers.

The March 2019 Aged Care Survey shows that the financial performance of the residential care segment has deteriorated year on year, beginning in the 2017 financial year. If such a deterioration continues, it will render some residential care homes more financially



vulnerable. This, in turn, could affect the sustainability of their provider organisations.

Following is a summary of the key financial performance indicators from participants in the March 19 Aged Care Financial Performance Survey vs St. Sergius Aged Care.

St. Sergius performance indicators vs Industry Average

Indicator	St.Sergius Aged Care (\$)	Survey Average (\$)
ACFI and supplements per bed day	176.39	178.37
Occupancy levels %	98.19	94.96
Total direct care staff per resident per day	153.62	146.24

Corporate

The general financial position of St.Sergius Aged Care remains very strong. As illustrated by the table below Net Profit in FY2019 not much less than in FY2018, while Net Assets and Cash Flow positions have both

strengthened significantly. This allows us not only to keep funding our current activities and short-term term improvements projects but also provides a solid financial base for the longer-term strategic planning.

St. Sergius financial performance indicators FY2019 vs FY2018

Indicator	2018/2019	2017/2018
Net Profit After Tax	1,454 (-3.14%) thousand \$	1,501
Net Assets	58,416 (+6.28%) thousand \$	54,962
Cash Assets	16,335 (+26.58%) thousand \$	12,904

Personal

On a personal/residential level, our Finance Department continued to provide clarifications and explanations to our existing and potential consumers and their relatives on all financial aspects of their Aged Care services. Regularly updated information is available from the "Fees and Charges" section of our website <http://www.stsergius.org.au/fees.html> Should you have any questions or require any specific information our qualified, dedicated and friendly Finance team is always happy to assist.

I would like to say thank you to our dear Consumers and their Families, the Board of Directors and Auditors of St.Sergius Aged Care for your continuous support.

And a very special thanks to ALL St.Sergius Aged Care staff for your hard and noble work.

Tatiana Fedoseeva

Director of Finance



Residential Care Quality and Certification

- St Sergius Residential Aged Care Service has successfully passed Accreditation as of November 2018. We are now preparing and transitioning to meet the New Aged Care Quality Standards. St Sergius' executive team has aligned all systems, policies and practices with the new standards. With this, we have supported staff to understand the requirements of the new standards and supported consumers and their representatives in understanding the impact of these changes for them.

- St Sergius Residential Aged Care Service participated in 'the National Quality Indicators Program'. St Sergius has been voluntarily participating in the National Aged Care Quality Indicator Program since 2018 and from 1 July 2019 it became mandatory for all Commonwealth subsidised residential aged care services. Data is collected on consumers regarding:
 - Pressure injuries
 - Use of physical restraint
 - Unplanned weight loss.

This Program provides us with robust and valid data to measure and monitor our performance and support continuous quality improvement for our residents. Over time it will give consumers transparent, comparable information about quality of care and service provision at St Sergius.

- St Sergius Residential Aged Care Service continues to provide an extensive 'Education Program' for all staff. An Educator commenced in February 2019 coordinating staff education and providing training and assessment.

In house training for Certificate III and IV courses in Aged Care, Certificate IV in Health and Leisure is ongoing. Certificate IV staff who currently administer medication have been provided with refresher courses to upgrade their qualifications. At St Sergius, we strive to have staff with updated skills. The online education system "WEL learning" continues and is available for all mandatory and elective courses. It reflects and educates all of our staff on the New Aged Care Standards. An extensive monthly education program based on New Aged Care Standards requirements runs concurrently.



- Our Registered Nurses continue annual training in providing complex nursing care. It includes teaching the proper use of NIKI pumps (continuous analgesia), suctioning, INR testing, Chait tube Irrigation and Peritoneal Dialysis.

This year St Sergius purchased additional specialised nursing equipment such as a pump for continuous subcutaneous infusion, Ketone Meter, PEG feeding pumps in order to provide this higher quality complex care.

- St Sergius Residential Aged Care Service continues to provide Regular 'Dementia Essentials Courses' for clinical staff. With more than 50% of consumers living with Dementia it is critical to focus on improving staff skills in dementia care. St Sergius has partnered with Dementia Training Australia to organise two "Dementia Essential" Courses which were delivered for 3 consecutive weeks in our facility and they have also provided staff with online courses.

- ELDAC (End of Life Direction for Aged Care) Project' participation with well-developed networking. St Sergius has been granted \$20,000 through ELDAC to assist us in upgrading our knowledge, skills, and understanding in Palliative Care, Advance Care Planning and End of Life Care. The Grant is allowing us to access the 'Program of Experience in the Palliative Approach' (PEPA) which offers our Registered Nurses and the

Clinical Managers Team access to clinical placements at local hospitals and provides workshops for staff.

- 'Towards Zero Outbreak at St Sergius' Program continues, working well with no outbreaks over the past 2 years. This program has focused St Sergius on infection control prevention practises such as hand hygiene awareness. To support this, an entire week is conducted biannually, staff members attend education sessions and complete practical assessments on hand hygiene, infection prevention and control. Nocospray Disinfection Program continues, and it is a vital part of our infection prevention program. To further reinforce the infection prevention program St Sergius implemented Individual Sling and Belts Program for all consumers as required. Also, the implementation of Infection Communication Logs to subcontractors allows us to inform cleaners, kitchen contractors and laundry about an infection to commence infection prevention measures earlier. No outbreaks within the last two years is a great result and has helped maintaining high occupancy levels.



- St Sergius Residential Aged Care Service continues to strive for regular improvement. Regular self-assessment through monthly data collection and audits allows the performance of our service's systems to be compared against numerous aged care facilities. Monthly quality indicators measure, monitor, and compare outcomes over time with identification of a potential areas of risk and opportunities for improvement: it is in alignment with the Aged Care Quality Standards and current best practice.

- St Sergius Residential Aged Care Service has aligned itself with the new standard with International Dysphagia (swallowing) Diet Standardisation Initiative (IDDSI). IDDSI introduced new standards which have been successfully implemented and in the process following extensive taste testing introduced 20 different flavours and new textures of thickened fluids to our consumers, hence enhancing the quality of care we offer.

- St Sergius Residential Aged Care Service has implemented technology and migrated



care to a new electronic source. The clinical information system, ICare was successfully updated and the new version to medication management software BestMed was installed.



BestMed ensures safer medication delivery; a consistent approach to medicine prescribing, administration and supply. Consumer clinical information including Doctors, internal and external service providers reports are now in electronic form has been well received.

Preparations to introduce electronic medication charts to the facility in order to improve medication safety for consumers and to improve efficiency has begun.

- St Sergius Residential Aged Care Service has collaborated with other external providers and advisors to advance our delivery of Palliative Care and Dementia Care. St Sergius established strong collaboration with Geriatric Outreach Team from Liverpool Hospital and Geriatric Flying Squad from Fairfield Hospital. Both teams assist the St Sergius clinical care team with treatment and providing management strategies to provide the best care for our consumers. Recently a Russian speaking Psychiatrist joined our clinical team to assist with providing assessments and management of St Sergius consumers with various psychiatric, cognitive and behavioural disturbances to achieve best outcomes for our consumers.



Our People (Human Resources)

Kind and capable

We are supporting our staff to have and demonstrate our values in the most compassionate way and have the resilience to maintain their capabilities, while keeping healthy, energetic, durable and enthusiastic. In order to measure the engagement of our people, in February 2019 we asked our employees to complete a Staff Feedback Survey, with strong participation results achieved across the organisation. The headline survey results were good news for our organisation, including an overall engagement ranking above the benchmarking average. Engagement results were particularly strong when looking at employee expectations for the future, providing a strong indication that we are moving in the right direction, and preparing well for the challenges ahead. The results also showed a strong belief in our core organisational values and a good understanding of our healthy ageing approach.

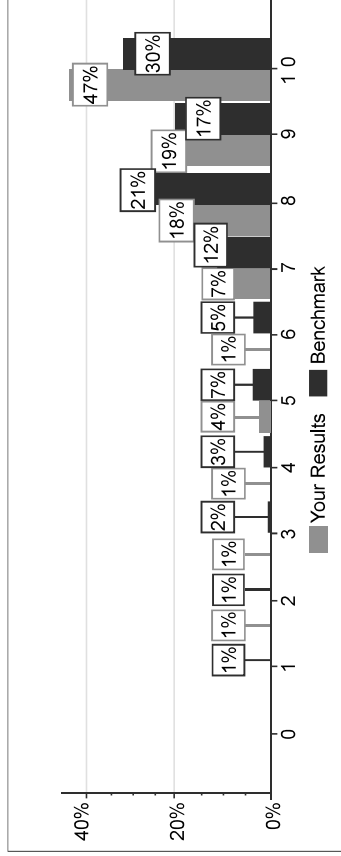


Staff Feedback Survey

	Positive Response
Generally, I enjoy my work	97%
I would like to be working for this organisation in two years.	93%
I am appropriately compensated for the work I do.	78%
I receive adequate education and training to enable me to perform my job.	96%
I get sufficient opportunities to develop the skills I need to do my job and advance my career.	89%
The organisation is committed to ensure a safe and healthy environment for staff, residents and visitors.	99%
I have the equipment and resources to do my job.	97%
I have a safe work environment.	97%
Residents are treated with dignity and respect.	96%



How likely are St Sergius staff to recommend this workplace to others? (Score of 0-10)



Most importantly, the results highlighted some specific opportunities for improvement, providing clear direction and guidance on the initiatives and actions needed over the next 12 months. The survey will be conducted again in 2020 to track progress against our action plans and key strategic objectives.

To value the efforts of our high quality nursing staff, St Sergius Residential Aged Care Service recognises the exceptional level of care they deliver. In the last year St Sergius celebrated the following:

- International Nurses Day was celebrated at St Sergius in May 2019
- Judith Barker won "Best Registered Nurse 2019".
- Inina Kraichuk won "Best Nursing Assistant for 2019".
- A total of 101 our employees were nominated as the best employees.



RN Judith Barker and Cert IV Inina Kraichuk

Everything in my life reflects a choice I have made. St Sergius staff address with honesty the choices I've made being here. They make me feel like an important person.

Peter Metlenko, resident

When Peter first came to St Sergius Aged Care, one of the staff's first priorities was to set goals with him around his care.

"Our mission is to try to empower and enable people in our care, so we are not taking away their independence. Our approach focuses in providing personalised care that champions life, with a commitment to dementia-specific care, palliative and end of life care" says Director of Care, Ilmira Chernyakova.

Staff took the time to get to know Peter and understand what he wanted and how he would like to spend his days. As Irene Jarrett from the Leisure and Lifestyle team says: "It tells him he matters and that the things he values are truly important." Residents like Peter can spend their time as they choose at St Sergius. If people want to be involved in activities, there are lots of opportunities but you can also choose to have quiet time. Rightly, Peter has choices. You'll often see him spending time



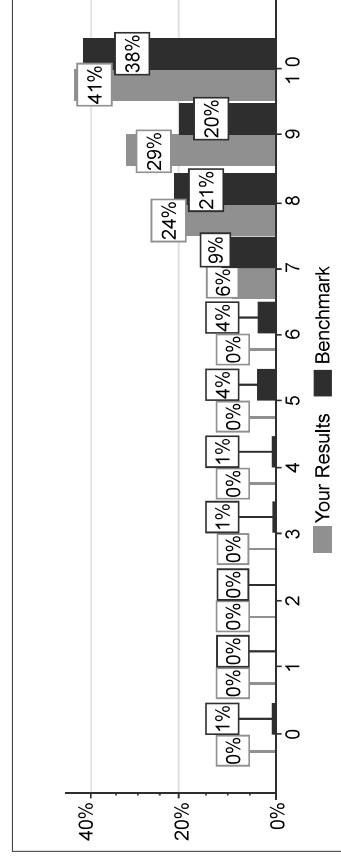
in the garden, or chatting to staff," says Irene. Today, Peter enjoys exercising, singing, playing Bingo, making new inventions, feeding and watching the fish, watching science shows or relaxing in the comfort of his room. St Sergius Residential Service at Cabramatta is run with creating a home environment firmly in mind, including food which is all freshly cooked and offers meals choices. "The food is magnificent, they're really good cooks," adds Peter. Since coming to St Sergius, Peter's family say he is happier than he has been in a very long time. "Everything in my life reflects a choice I have made. Staff make me feel like an important person." Says Peter.



Residents Feedback Survey Summary (April-May 2019)

Generally, I am happy here	90%
My privacy and dignity are respected	100%
I feel supported when I am feeling down or upset	100%
I can participate in planning my care	94%
I can be myself and be appreciated for who I am	100%
I am supported to maintain my independence	100%
Staff listen to my requests, suggestions or ideas	100%
The nurses and care staff are available when I need them	100%
My room and living area are clean	100%
I am satisfied with the quality of the food	100%
I am satisfied with the choices of activities available to me	100%
My family and visitors are treated with respect	100%
My family and visitors can visit when they wish	100%

How likely is it that you would recommend your home to a friend or family member? (score of 0-10)



Our clinical team have a care philosophy of 'providing best quality of care and life'

Pastoral Care Service

Providing understanding, care and support in times of need.

Pastoral Care is an integrated and core part of our services at St. Sergius. It exists to support the spiritual and emotional wellbeing of residents, their families, and loved ones. Derived from our Christian identity, pastoral care is resourced by many dedicated staff members and volunteers who:

- Offer emotional support in times of loneliness, anxiety or pain
- Support the spiritual needs of people regardless of beliefs
- Offer prayer, church services and scripture reading
- Provide bereavement, crisis and critical incident support.



Allied Health Department 2019 Annual Report

St Sergius' Allied Health Department is made up of Physiotherapists, Occupational Therapists and Physiotherapy aides. The Allied Health Department continues to support the physical health and quality of life of consumers living in our Residential Services. Our goal is to increase physical activity of all St Sergius consumers, prevent falls in St Sergius facility, continue with old and introduce new pain management techniques. Regular exercise and physical activity can improve cardiorespiratory endurance, muscular strength, maintain bone density, reduce risk of falls, help consumers to stay healthy, energetic and independent with Activities of Daily Living (ADL's). Consumers participate in individually tailored exercise programs which have shown to improve quality of life both subjectively and objectively. In addition, St Sergius' Allied Health Department deals with rehabilitative aspect of pain management, aiming to assist St Sergius'

consumers to live more pain free, independent and functional lives.

Gymnasium

St Sergius nursing home gymnasium is open 5 week days (Monday–Friday) where Allied Health team focus on improving the strength and fitness of our consumers. We focus on consumer ability what they are able to do and with tailored exercise program we try to further enhance their ability. The Allied Health Department provides exercise classes, pain management programs (therapeutic massage, heat packs, wax therapy, TENS), individual exercise programs and walking programs. The gymnasium is equipped with exercise equipment strictly modified for consumer's needs and abilities ranging from treadmills, stationary bikes, whole body vibration machines, free weights, a wall mounted single



pulley station and an active passive trainer. In addition, the gymnasium gives consumers the ability to socialize with fellow consumers in the classes.



beds, crash mats, sensor lights, non-slip socks and improved footwear. By partnering with Dr. Comfort Shoe Company we are able to trial and order different types of non-slip footwear through St Sergius Allied Health Department.

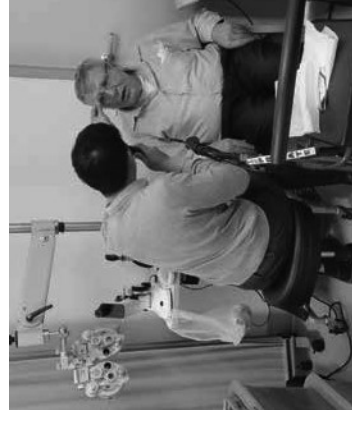
The Allied Health Department has also organized a Falls Awareness Week every 6 months, where we provide education sessions to staff members, information stands and quizzes to test the care staff knowledge and awareness in preventing falls.

Bariatric Policy and Equipment

We have developed new policies for Bariatric consumers, education for staff regarding manual handling, audited and reviewed the needs of our Bariatric consumers and purchased appropriate equipment as required.

Other Health Services

St Sergius Allied Health Department continuously works closely with external providers such as Podiatry services, Audiologists, Optometrists, Speech Pathologists, Dental Hygienists and prosthetists. External providers add value to the care program that is provided at St Sergius Residential Service.



Pain Management

The St Sergius Allied Health team understands that poorly managed pain can lead to serious decline in quality of life and function. St Sergius Allied Health Department plays an important role in the assessment, development and implementation of non-pharmacological pain management programs tailored to our consumer's needs. In addition, as a part of our manual therapy we offer therapeutic massage, heat packs, TENS and wax therapy (a new addition to our pain management program).

Falls Prevention

The St Sergius Allied Health Department takes fall prevention seriously and this year we have increased our focus on environmental assessments. Increased falls prevention equipment has been purchased and reviewed including bed, floor and chair sensor mats, low

Leisure and Lifestyle

It has been a wonderful year of exploration, development and continuous improvement. The lifestyle team's approach is to empower the consumers giving them purpose, bringing memories to them and helping them build relationships.

Good care provision requires not only an understanding of physical aspects of ageing, but also consumer's psychological, social, emotional and spiritual needs based on individual preference. At St Sergius, everybody is entitled to have an opportunity to live to the best of their abilities and we align ourselves to help consumers achieve this.

Connection with Tradition

St Sergius' Lifestyle team has developed many programs and a wide range of activities



that meet the diverse interests and abilities of the consumers. We have endeavoured to modify our activities to consumer's individual strengths culture and linguistic needs such as (English, Serbian and Russian). The activities are integrated with traditional festivals and events. Consumers are given the opportunity to celebrate festivals and special days in the way they would like. We also support consumer's access to multicultural media such as radio, television and newspapers. The facility's new smart TVs are connected to the wifi, allowing access to multicultural media.

Individual Tailored Approach

At St Sergius, we support consumers making choices and decisions which maximize their participation in leisure and social activities to ensure that they are more like to experience a sense of purpose and belonging, greater levels of engagement, stimulation and fulfilment. To encourage participation many activities, in the past year, have been adapted or created for visually and hearing impaired so that they could participate in the activities. For example, large print games, book and picture cue cards.



Innovative and New Developments

Sensory stimulation

Sensory stimulation therapy is used to activate one or more of the five senses (hearing, sight, smell, taste, touch). Sensory experiences are a key component for overall emotional wellbeing, it can play a major part in helping communication for people with dementia, reducing agitation, sleep disturbance and unmet need. Sensory stimulation therapy is offered to consumers either in group, one on one in their rooms or by their bed side. This year Sensory trolleys were created to take around to consumers with different activities and since last month, these trolleys now include iPads.



Themed Party's

In collaboration with Catercare Themed Parties have been introduced and both "Welcome to the Jungle" and "Under the Sea" have been a success. Catercare provides props, decorations, ornaments for this colorful musical event and themed food. Fun was had by all and consumers were provided joy and new experiences.



Zumba classes

Recently, Zumba classes have been introduced and have been enthusiastically received by our consumers.

It's a Wonderful World Club



Our new club "It's a Wonderful World" has become very popular and continues to attract a large audience with captivating and inspiring stories of goodness.

New Community Initiatives

Inter-Generational Program

Cabramatta High School conducted a collaborative program with St Sergius Aged Care which ran a whole term. Intergenerational interaction between the aged and children has been shown to have mutual benefit for both generations, providing opportunity to learn new skills, improved sense of purpose, improved mental health, decreased loneliness. Our consumers enjoyed the weekly interactions with the students and were surprised and touched at the end of the program by a concert and gifts provided by the students.



promote socialization and gives consumers an opportunity to engage with their community.

Fostering good relationships with consumers and community organizations has been an important goal this year. Trips have been made to the Serbian club and Serbian café for a taste of some Serbian treats. There have also been trips to the Russian Club to meet with Russians from Harbin and a presentation from Russian filmmakers about Russians in Australia.

Bus trips

Consumers have been able to enjoy multiple bus trips to various new and interesting destinations making trips to local museums, exhibitions, RSL Clubs, picnics, BBQ in the park. The fresh air and adventure lifts spirits,





Biggest Australian Morning tea

Consumers were involved in the fundraising event, "The Biggest Australian Morning Tea." Our staff, consumers get together for morning tea with delicious sweets, whilst consumers exhibit their Art and Embroidery, to raise money for The Cancer Council.

Harmony Day



Harmony Day was a special celebration when our staff including RAOs, volunteers, RN, Certificate III and IV participated in the concert. All staff were dressed in costumes representing their country of origin and performed their national songs and dances. A wonderful demonstration of harmony and multiculturalism at work!

Ongoing Activities

Pet therapy

Special Animal activities have been facilitated by professional companies to add another dimension to the Leisure and Lifestyle Program. Monthly a clown and his dog perform and then accompany the lifestyle officers to see bed bound consumers. St Sergius received visit from a Kindifarm and a Pony, our consumers enjoyed the uplifting interaction with the animals.



"Health Club", "Russian Gatherings", "Men's Club" have all been running successfully.

Celebrations and Highlights

Birthdays are special occasions to be honored and once a month our team creates a special celebration for consumers who were born that particular month. Each celebration is different, but always interesting, exciting and showcases the individuals.



Our calendar is always full of different events, festivals, special gatherings and parties such as Christmas, Easter, St Sergius Day, Bastille Day, Chinese New Year and many others.

Travel Around the World Activity



"Travel Around the World" activities have continued as consumers are transported to different countries and experiences through "Armchair travelling" to the country of interest or asking our staff and volunteers to make a presentation of their holiday destination. This activity is complemented by food and costumes from the destination country.

We are constantly looking for new ideas to enrich our activity program and consumer and families are always encouraging and given the opportunity to the ongoing development of the Leisure and Lifestyle program through suggestions at monthly consumer meetings.

Volunteers



Volunteers with Passion and Purpose. We are privileged to have 6 volunteers of all ages and backgrounds. Drawing on their unique skills and passions, our volunteers are personally matched with residents by our Volunteering Team. Some of the areas they contribute to include:

- Providing company and friendship
- Art and music engagement
- Gardening and pet therapy
- Pastoral care
- Fundraising and administration

I would like to acknowledge our volunteer I. Mihailov in taking the leading role in the creation and successful work of our new club "It's a Wonderful World". A big thankyou also goes to our other volunteers, M. Apollonov, N. Playjanic, R. Jevtic, M. Ross, T. Dubinin and we would like to honour their time, effort, energy and their dedication to our consumers.

If you're interested in volunteering at St Sergius Aged Care, call us on 97825000 or email reception@stsergius.org.au



Social Support Group (Centre-Based Day Care) Annual Report

St Sergius provides a comprehensively structured Cultural, Religious and Spiritual program that is specifically crafted to sustain and preserve the capacity of the client to promote social interaction and self sufficient well-being in the facility.

The Social Support and Respite Program team has been very active in providing support for our seniors during group sessions in our Facility having provided 490 programs, to over 70 seniors from 11 culturally diverse backgrounds in the last financial year. The commitment and engagement of our diverse bi-lingual staff enabled us to continue providing high-quality care, that is tailored to meet individual needs our clients.

These cultural programs are an important part of the client's time at St Sergius for a number of reasons. The first reason being, the provision of culturally specific social contact, conducted in the client's native tongue, to counteract isolation and loneliness that accompanies not having English as a first language. They are also important as they are incorporated with light exercise and creative therapy such as painting, craft, music, dancing and group singing. These activities have been well received in these programs, keeping clients active and satisfied and through an increasing number of studies, have been linked to preventing or helping people with dementia.



In our effort to promote healthy living, wellness and enablement we regularly run and organise information sessions, conducted by health clinicians. These information sessions, through the information and strategies provided, enable our participants to identify potential health issues and improve their independence.

The most popular events are outings, a possibility for our residents to explore new and interesting places around the South Western Sydney area. These outings include enjoying BBQ's in parks and having lunch at Clubs.

Overall, shared feedback from both residents and relatives on these CHSP group activities indicated the programs were well received and had a high level of commitment and engagement from our staff. The St Sergius Social Support Group staff will continue to work with seniors, planning to extend and improve the quality of our programs in the year ahead.





Summary of St Sergius' CHSP

Achievements:

- Demonstrates a strong understanding of cultural needs and our ability to deliver tailored and culturally appropriate care for residents.
- Demonstrates St Sergius' strong reputation and it's full accreditation against the Aged Care Quality Standards.
- Demonstrates the strength of a bilingual and culturally diverse staff base.
- Demonstrates St Sergius' flexibility while organising care for clients.
- Demonstrates that St Sergius' delivers quality care at a fair price as fees for the service have not increased from 2014.

Svetlana Grabovskiy
Care and Support Coordinator



Report from the Maintenance Manager

The RRA Maintenance team has had a rewarding year. Has been achieved the great deal. Main accomplishments for the year 2018-19 were:

- Upgrading the Security Card System
- Replacing 12 of the air conditioners in resident rooms
- Purchasing 4 New Cameras
- Renovating the Main Kitchen Washroom
- Installing Digital Locks Throughout the Facility
- Purchasing 3 New Weight Chairs
- Purchasing New Curtains and Blinds for the West Wing
- Planting New Plants and Flowers Throughout the Facility
- Changing Lights in the Community Hall to LED lights
- Providing NBN to ILUS
- Planning the Painting and Refurbishment throughout Facility
- Supplying 3 New Dishwashers to the Nursing Home
- Conducting Electrical Testing & Tagging by the Maintenance Staff

Planned projects for the year 2019-20 are:

- To upgrade the Nurse Call Server, which will enable more concise reporting
- To continue planning the Painting and Refurbishment of the facility
- To continue replacing Air Conditioners round the facility
- To upskill the Maintenance Staff so they can complete in house tasks previously handled by outside contractors
- To conduct a Full audit of all plant & equipment to identify which has reached end of life and needs to be replaced

- To purchase a new trailer to allow staff to remove rubbish and green waste
- To refurbish the Cabramatta Rd Garden
- Continue Measuring Our Footprint

St Sergius Aged care used 2018 as our baseline year for measuring the footprint of our operations. St Sergius views sustainability as a way to make a positive impact on the natural environment and communities around us. We recognise the benefits of sustainability, the need to focus in reducing our environmental footprint as well as delivering a facility which is more operationally efficient and improve resident health and wellbeing. We have commenced a comprehensive process to identify and evaluate the environmental impact of our facility, promote greater environmental responsibility, resource – efficient processes across our operation and activities. Some of our new and ongoing initiatives include:

- Continuing to utilise EnviroSaver Ozone laundry Disinfection which reduces water, waste and electricity usage.
- Continuing to utilise solar power which has been rewarding environmentally as a form of renewable green energy
- Commencing a new paper cardboard recycling system to divert waste from landfill
- Continuing to install LED lighting throughout the facility to reduce electricity and carbon emission
- Reviewing our organic waste management
- Utilising microfiber cleaning reducing water consumption and use of chemicals