

CEO Report Yass Valley Aged Care AGM 2024

Recruitment, stabilising our organisations most valuable resource, our staff is one of the unique challenges in aged care. In 2024 FY Lyn as CEO faced this head on, working to broker a labour Agreement. 8 staff have since been sponsored for either personal care, domestic or catering services. Lyn negotiated with employees and industry groups to develop an Enterprise Agreement, approved and registered with the Fair Work Commission in May. This vision and work attracted staff, stabilised our workforce, increasing the morale for our valued team and was a positive shift within our organisation. We continue to build on Lyns work to build a team to provide “excellence in care”, our vision.

Business improvement activities over the year to operations and service included 2 new commercial washing machines, resident activities smart board and 2 pergolas enjoyed by staff and residents. These activities were funded through a Federal Government grant. Quality improvements to customer experience without financial input, through innovation of service delivery were made. The establishment of an area exclusively for dining has improved resident dining and social activity experience.

We farewelled Lyn at the end of the financial year. The staff and community enjoyed celebrating her years of service over several functions. The Yass Valley community thank Lyn and wish her all the best.

In the year ahead our organisation will navigate the significant changes a new Aged Care Act brings, along with the recommendations from the Aged Care task force and the government’s response. The changes have significant implications to the delivery of our Home Care service as it transitions to the “Support at Home Program” from July 2025. The recommendation to increase residential funding commencing 1st October is welcomed.

YVAC has a history of embracing innovation and technology and this will continue into 2025. Planning and training are well underway for an IT based efficient rostering and payroll system.

Meeting the service needs of our community our occupancy has increased by 12%. Quality of service, measured in Star Rating, organisational performance overall is 4/5.

Our ongoing recruitment strategy offers career pathways through professional development. Clearly defining staff responsibilities through accurate position descriptions and creating new positions in higher grade classifications to strengthen our commitment to quality care. Increasing resident acuity requires this professional development and it is critical to the future of aged care.

Recognition of years of Service

Dearn – 31	Brad – 14
Margaret – 24	Annette R – 14
Ruth – 24	Fiona – 14
Trina – 23	Amey G -13
Alison J – 21	Kym – 13
Viv -19	Simone H – 13
Sonia C – 18	Steve – 13
Judy – 17	Tash -13
Elana – 17	Mary -12
Vicki – 17	Shae -12
Viv - 19	Elisha – 11
Annette G – 11	Dorothy – 11
Amy M – 16	Shannon – 10
Lisa – 16	

To our valued team thank you, I appreciate your loyalty and commitment to quality care.

Thank you to our volunteers who are so very generous of their time, you much such a difference to our residents' lives. From pastoral care, our regular entertainers, the ladies from Bookham, Uniting, Catholic Churches and Gwen Warmington with regular plates of food and the Friends of Horton House and Warmington Lodge you truly make a difference, and it is much appreciated.

I would like to acknowledge the generous support during the year of the Yass Aged Care Foundation. The quarterly donation of 90K provides comfort and added quality of life to our residents.

To the board, thank you for your continued support, guidance, and governance.

Nicola Barnes CEO