




eskleigh

A Real Quality of Life

Annual Report

2014





A Real Quality of Life



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OUR VISION

To be the leading provider of disability and support services in Tasmania.

OUR BUSINESS PURPOSE

To provide quality, individual support services that enrich the lives of people with a disability.

OUR GOALS

Sustainability

To be sustainable in five years' time with opportunities emerging for growth.

Marketing and communication

To have raised our profile as demonstrated in increased membership, participation, fundraising and partnerships.

Our People

To have a skilled and happy workforce.

Our Clients

To be delivering quality care to an increasing client base, with a higher percentage of satisfied clients and value added services.

QUALITY POLICY

Eskleigh in supporting people will:

Deliver a quality, efficient and diverse service.

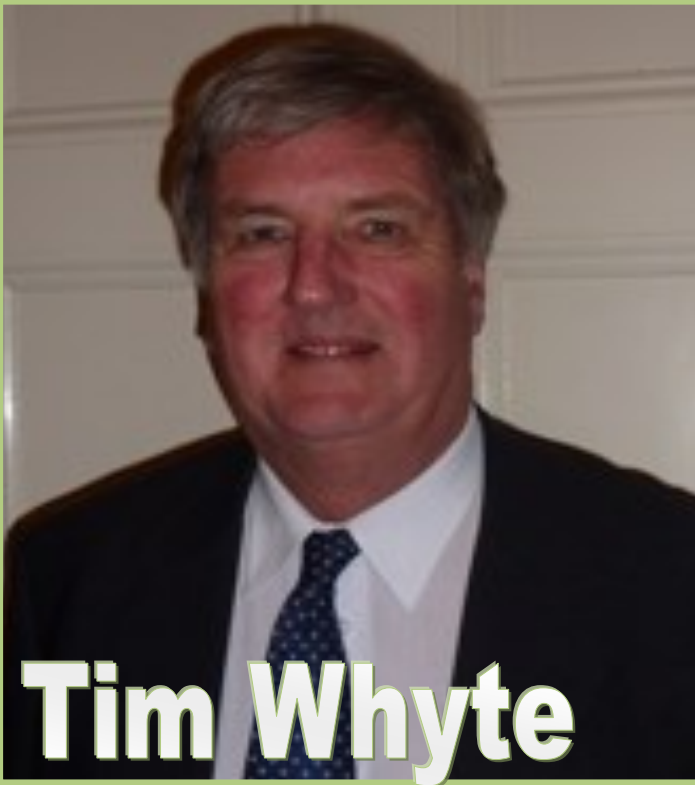
Value and respect all people we support in policy and practice.

Eskleigh operates to a quality management system. This system complies with the requirements of ISO 9001:2008 and legislative and regulatory requirements relevant to the service.

All Directors and employees shall be made aware of the requirements of this quality policy. Adherence to the systems and procedures defined in the Quality Manual ADM030 is mandatory for all Directors and staff.

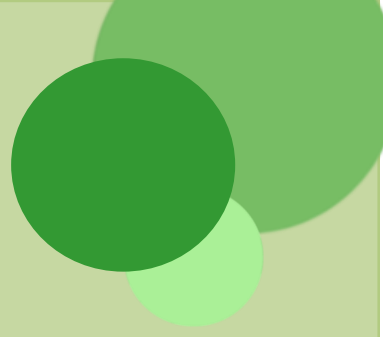
All Directors and staff are directly responsible for the quality of their own work and actions.

The quality system shall be systematically reviewed for continuous improvement.



Tim Whyte

Chairman



"A number of challenges will also re-present themselves over the launch period of the Disability Care Scheme and into the full Scheme and Eskleigh is prepared and ready to address those challenges"

It is with great pleasure that I present the Eskleigh Foundation Annual Report for 2013-2014.

Firstly, I would like to pay tribute to Dr Bill Gibson who has decided to retire from the Board of Eskleigh. Bill has been a great contributor to the Board for 17 years and during that period was chair from 2005 to 2007 and served on numerous committees. He will be missed and we wish him well in the future.

The continuing function of Eskleigh is totally dependent on State Government funding. The change of State Government in March 2014 and the delay in handing down the Budget has left Eskleigh in a position that it could not finalise its budget prior to the end of the financial year. It is hoped that future budgets return to the normal cycle to ensure financial stability is maintained.

This year ARC Support Services Ltd (ARC), the joint venture between Eskleigh and St Giles has continued to grow. Its client group stretches across the state. It is pleasing to note that ARC is not only supporting clients of

the Motor Accidents Insurance Board but also clients from the State Disability Service and the National Disability Insurance Scheme.

In addition to supporting clients with a disability ARC also provides back end administrative services to not for profit organisations. ARC, as part of this service, manages payroll and accounts management services for both Eskleigh and St Giles. Its Strategic Plan promotes to growth of this service during 2014 and 2015.

Following the passing of legislation the new Disability Care Scheme commenced on the 1st July, 2013. The new Scheme will transfer the support of persons with a disability from the current State environment to the Commonwealth. The full Scheme will commence in July 2016, however, launch sites/regions have been established throughout Australia. Tasmania will participate in the launch phase by providing support for up to 1,000 people within the age group of 15 to 24 over the three year launch period. Eskleigh has registered as a provider of services and will support the Scheme. A

number of opportunities are available which Eskleigh is prepared for and will seek participation. A number of challenges will also re-present themselves over the launch period and into the full Scheme and Eskleigh is again prepared and ready to address those challenges.

In recent years an increasingly leaky roof at Eskleigh Home threatened to damage the interior of the old homestead and its intricately hand painted ceilings. Several months ago with winter fast approaching, unable to wait any longer for restoration funding to be sourced, and having been turned down at the last moment with a refusal for grant monies by the Board of the Tasmanian Community Fund, the Eskleigh Board acted and instructed that its own emergency reserve funds be temporarily allocated to the urgent task of replacement of the roof.

The existing defective concrete roof tiles, installed with Commonwealth Government assistance more than thirty years ago, have been removed. High-quality Welsh slate, the original roofing material, has now been reinstated, proudly rendering the building safe and weatherproof and restoring it to its original (c.1882) beauty.

\$250,000 has been spent by Eskleigh in restoring the roof. This unbudgeted expense, albeit necessary, has strained Eskleigh's financial resources, which if ignored may affect the support Eskleigh provides in caring for its 42 residents at Perth. The task now befalls us to replenish the emergency fund account with a target sum of at least \$100,000.

So far \$34,100 has been raised and further fundraising activities have been planned for the near future.

On behalf of the Board I would like to thank those who have assisted.

I would also like to thank the managers of

the many estates who provide financial assistance to Eskleigh. Without this assistance we would not be able to continue the high level of support enjoyed by our clients.

Due to the renovations to the roof at Eskleigh Home the Tasmanian Art Award will be held from the 25th October 2014 to the 3rd November 2014. The committee are planning a bumper event which I am sure will be supported by the community.

The Annual Doll, Bear and Miniature Fair was again held in April and was a great success. I would like to thank Rozanne Boyd for the many hours that she donates to ensure the ongoing success of this event.

In closing I would like to thank the members of the Board for their support during year .



"I am pleased to report that with the support of staff we have been able to develop individual plans for the majority of Eskleigh clients"

Dale Luttrell Chief Executive Officer

Financial Performance

Eskleigh's financial accounts to the 30 June 2014 details an operating deficit of \$26,739 and an overall surplus of \$101,070, this is compared to a surplus of \$215,297 in 2013.

Indexation of 2.25% was provided for all programs funded by the Department of Health & Human Services in July 2012. In addition to indexation a further supplement to assist with the wage increases as a result of the Equal Remuneration Order was provided in December 2012.

Indexation and funding assistance is greatly appreciated and I would like to acknowledge the assistance provided by the Minister for Human Services The Hon. Jacqui Petrusma and the Officers of the Department.

Eskleigh, as part of its obligations to the Department of Health & Human Services must adopt a "person centred approach" to resident support. Person Centred Support is defined as:

An ethical approach to supporting persons with a disability, which evaluates the support being delivered through the eyes of the person receiving that support.

Person Centered Support is a holistic and comprehensive system that meets each individual's support needs of love, identity, comfort, inclusion, attachment and occupation, acknowledges and accepts each resident as a whole person, and provides moral and ethical development of support staff.

I am pleased to report that with the support of staff we have been able to develop individual plans for the majority of our clients, a process that whilst time consuming has provided clients with the ability to be fully involved in their ongoing support, the ability to plan and in the majority of cases achieve their goals and aspirations.

As always Eskleigh has been supported during the year by the Trustees of a number of Estates. Those Estates are listed below:

- The Estate of Mrs M M Bennett
- The Estate of Mr H C Abbott
- The Bruce Wall Trust

In addition, Eskleigh again received generous donations from Mrs Patricia Roberts.

The donations and bequests have enabled major works to be undertaken to renew the slate roof and the Haines Wing Bathroom at Eskleigh Home and are very much appreciated.

Staff

It is important that I acknowledge the valuable contribution of staff at Eskleigh; they are extremely dedicated and support the residents in a caring manner.

Volunteers

Eskleigh is fortunate to have the support of a group of volunteers who assist clients with activities and social programs. Without the assistance of this dedicated group many of our programs could not continue.

Tasmanian Community Fund Grant

I would like to take this opportunity to acknowledge the Tasmanian Community Fund for the grant they provided for our "Snoezelen Therapy Room" project during the last financial year. The project has allowed for a dedicated room to be remodelled and fitted out with the appropriate equipment needed to provide a suitable multi-sensory therapy room.

Having a multi-sensory therapy room has provided a place for Eskleigh Home residents with a profound disability to engage in an environment in which their needs are met through stimulation to the primary senses.

In closing I would like to thank the Eskleigh Chair, Mr Tim Whyte, and the members of the Board of Directors for their support during 2014.

Eskleigh Values

Empathy

We value the opinions and uphold the rights of the people we support. We identify with the people we support and treat everyone equally with dignity, respect and compassion.

Integrity

We approach all of our communication, work relationships and work practices in an open, honest and transparent manner, respecting privacy and trust at all times. We deliver support with high moral principles and professional standards.

Accountability

We are responsible to the people we support to deliver quality evidence based practice. We are committed to manage funding and policy to maximise the opportunities and outcomes for all the people we support.

Community

We value team work, and the involvement and inclusion of all stakeholders with the broader community working and interacting together toward common goals.

Happiness

We recognise and celebrate the efforts and achievements of all. We value happiness as it brings self-esteem and confidence to both the people we support and our staff.

Flexibility

We are ready for and open to change. We demonstrate innovation and continuous improvement to be the best we can be, finding effective, creative and environmentally responsible ways to fulfil our mission.

Eskleigh Directors

Mr Tim Whyte
Ms Alison Andrews
Mrs Rozanne Boyd
Dr. Fiona Joske



Dr. W. Gibson
Mrs Lynette Broomby
Mr Lionel Morrell
Ms Dianne Porteous



Mr Michael Walsh
Mrs Brenda Sheldrick



Board Sub-Committees

Audit & Finance

Ms A Andrews	Mr L Morrell	Mrs E B Sheldrick	Ms D Porteous
Mr M Walsh	Mr T Whyte		

House

Mrs R Boyd	Dr W Gibson	Mr L Morrell	Mrs E B Sheldrick
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Development

Mrs L Broomby	Mr L Morrell	Mr M Walsh	Dr F Joske
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CEO Recruitment & Appraisal

Mrs L Broomby	Ms D Porteous	Mr M Walsh	Mr T Whyte
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Tasmanian Art Award at Eskleigh

Ms A Andrews	Mr P Austen	Mr H Cuthill <i>Appointed Feb 2014</i>	Dr W Gibson
Dr C Hallam <i>Resigned Jan 2014</i>	Mr L Morrell	Ms N Nieuwhof <i>Appointed Feb 2014</i>	Ms D Potter <i>Appointed Feb 2014</i>
Mrs E B Sheldrick			

Promotions and Fundraising

Ms A Andrews	Mrs R Boyd	Mr L Morrell	Mrs K Peake
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Eskleigh currently employs

150



“It is important that I acknowledge the valuable contribution of staff at Eskleigh; they are extremely dedicated and support residents in a caring manner”

Dale Luttrell, CEO





2014 Officers

Patron

Vacant

Chair of the Board

Mr Tim Whyte

Vice Chair

Dr. Fiona Joske

Treasurer

Mr Michael Walsh

Public Officer

Mrs Brenda Sheldrick



Greg Crew



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We have had a very successful 2013-2014 with the continuous and further in-depth implementation of 'person centred support'. I would like to note how well we have transitioned to providing person centred support and how all of the people that we support have been happy with this new support arrangement.

Our commitment to the people we support and their families is to provide every opportunity for the people we support to control the direction of the service we provide. As such, for the most part I believe we have seen the core value of happiness achieved, but our commitment doesn't stop there. We will continue to make goals a priority and modify support as required to see that the people we support achieve everything they wish to in life.

This year has seen the introduction of the Arts Program and this has proven to be popular among the people we support. The people we support decide which forms of art they would like to be involved in and to date the Arts Program has seen them participate in making Christmas decorations, watercolour art works, cooking and presentation, photography and the more.

I would like to express how successful the Art Program is and emphasise how successful programs can be when the people we support are involved in the decision making process.

It has been a wonderful year for the people we support, with travel to interstate taking a huge increase as a response to the goals consultation process. Clients have travelled to Sydney and Melbourne to watch AFL games and theatre performances, family visits to Queensland and Adelaide, and Queensland theme parks.

In closing I would like to take this opportunity to express my gratitude to all Southern staff for a job well done.

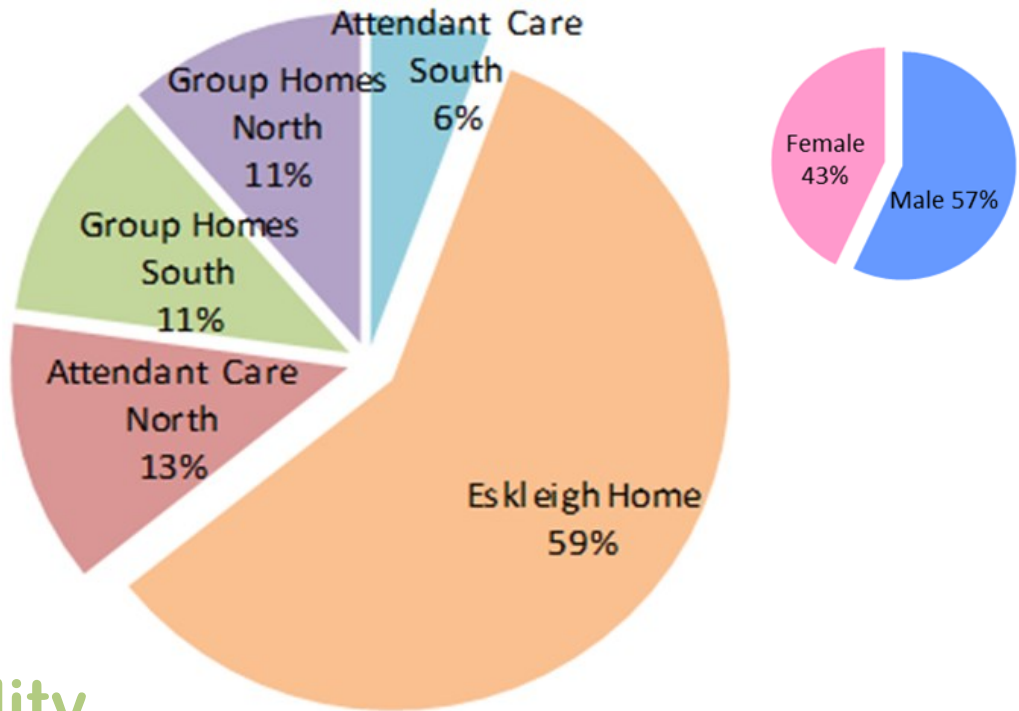

eskleigh

A Real Quality of Life

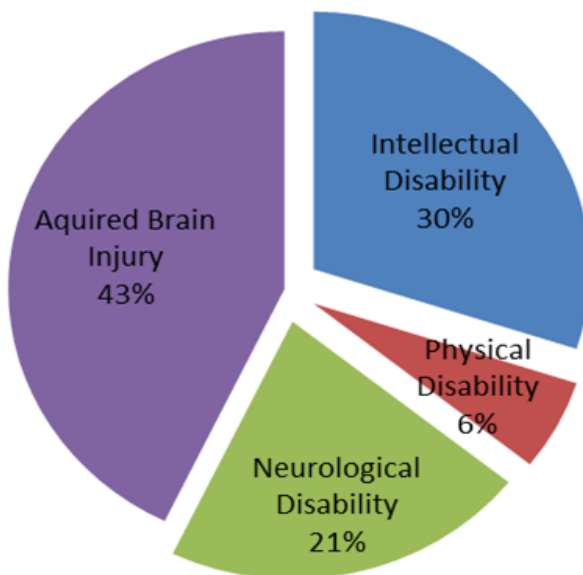


Eskleigh Statistics

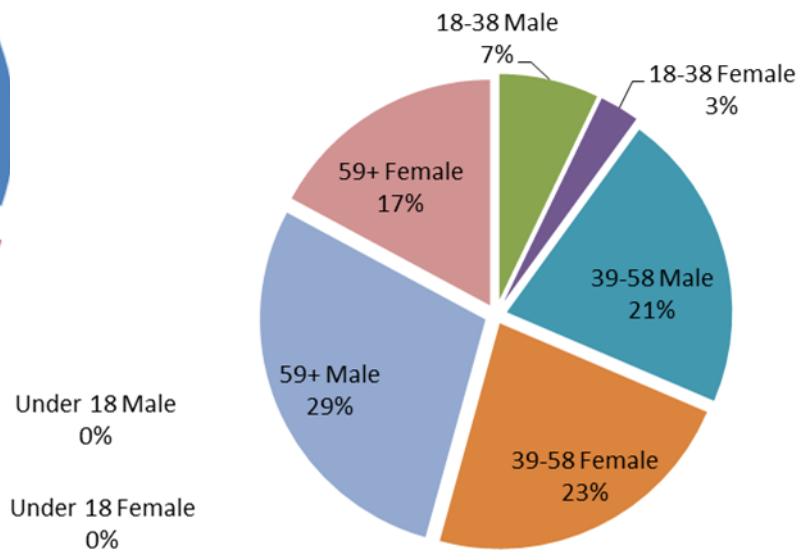
Number of Clients



Disability



Age & Gender





A Real Quality of Life



Christine Neil

For my first Annual Report, I would like to take the opportunity to say how privileged I feel to be a part of such a wonderful Organisation that is Eskleigh! I have been working for Eskleigh for 12 months now on a temporary basis, Coordinating the Community Services Area. As of July this year I had the opportunity to take on this role in permanent capacity and I must say that the decision to leave another Organisation that I had been with for over 10 years, was an easy decision to make. I am in awe of the dedication towards the clients that is displayed from the CEO and every other staff person who works for Eskleigh. Eskleigh embraces Person Centred Planning and it is pleasing and refreshing to see the joy on clients faces as they are become the 'centre' of all planning around their lives and goals.

It is pleasing to see that we have been instrumental in assisting clients to meet their goals – assisting one client to gain two days a week employment, assisting a client to plan and achieve his goal of being able to travel to Hobart to visit his mother for her birthday. Another client has started a small vegetable garden, which he has long wanted to do. His plans are to now build more raised garden beds at his Men's shed so that he can expand his garden and grow more 'brussel sprouts'. These are all small things that we can easily take for granted but to clients these are enormous milestones.

I would also like to take the opportunity to give applause to the wonderful Community Services

Staff who regularly go above and beyond to ensure the best of care and support is provided to all clients within the Community and within Group Homes.

We have also welcomed Jacqueline Gray to the Community Services North Team. Jacqueline has proven to be an invaluable member of the Team, working in the role of Services Coordinator. Jacqui is responsible for all rostering. Jacqui's efficiency, flexibility and friendly nature has quickly made her an integral part of the 'team'.

This year we have welcomed Ailsa Smith, who has moved into the Kings Meadows Group Home. Ailsa has settled in well and is enjoying her new home! Ailsa of course has previously been a client of Eskleigh's, having lived in the Group Home in Longford some years ago. Ailsa tells me she has 'come home' now that she has returned to the care of Eskleigh. Ailsa works at Self Help and says she enjoys her days at work with her friends and enjoys earning some money that she plans to save for a holiday!

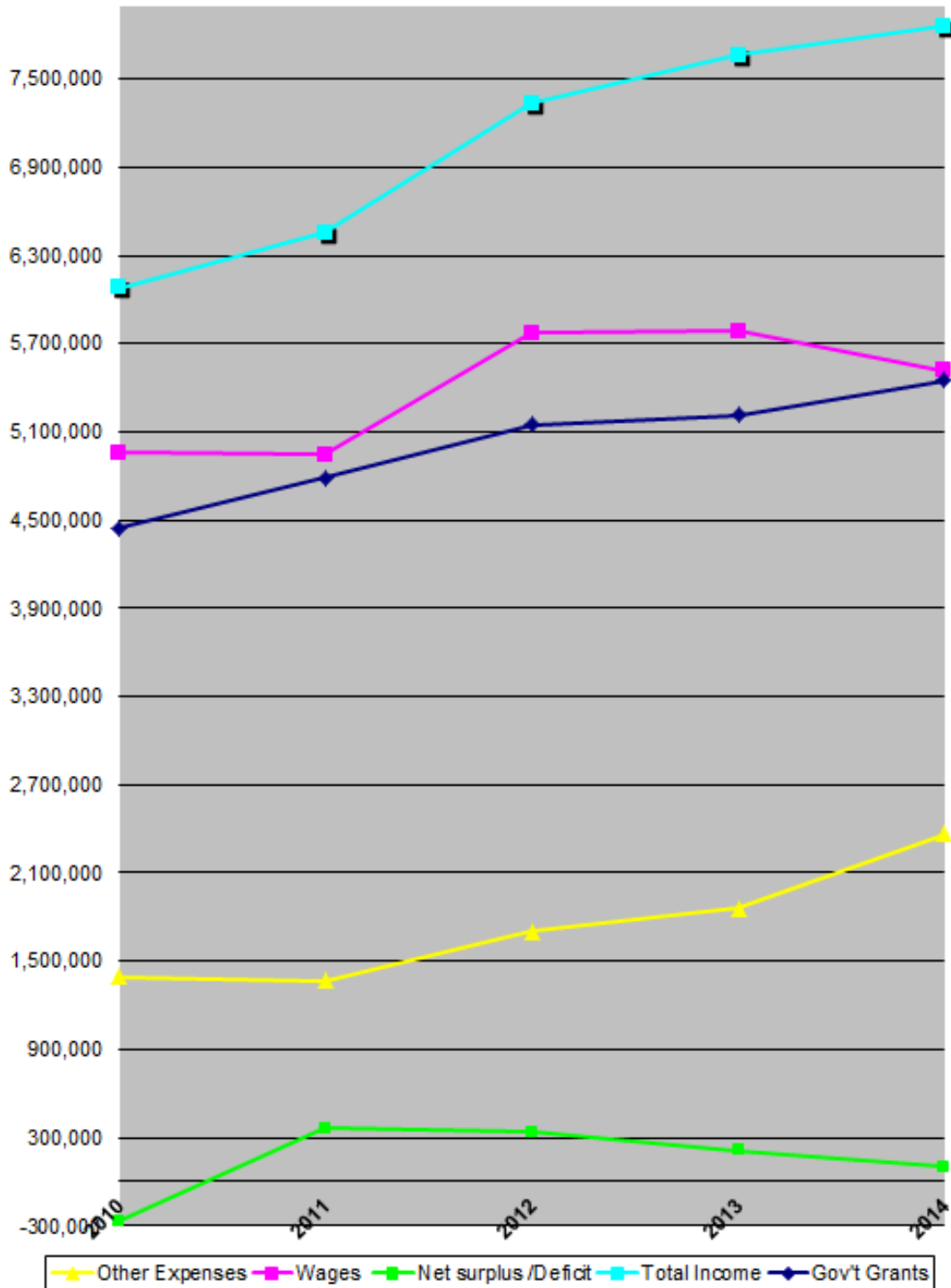
I look forward to being an integral part of growing the Services within the Community Sector.

I will be working closely with all stakeholders to ensure that the service continues to grow and continues to provide the highest standard of care.

Income & Expenditure

Summary

Eskleigh Foundation - Summary of Income & Expenditure for the five years ended 30 June 2014



We went to Melbourne Zoo



Garry Fellows, David Berryman and Michael Conley were thrilled to go to Melbourne with accompanying staff Lyn Burr, Ron Miller and Debbie Miller.

Food, Footy, the Zoo and Shopping, Melbourne here we come!

Garry was counting the sleeps 10 nights before we left for our weekend adventure!

And so our adventure begins, we boarded our flight with Jetstar. Garry and David had travelled to Melbourne last year so they were ready for the plane ride. Michael was so excited he wouldn't stop smiling! Jetstar's help and support was great.

Day 1

On the first day we had lunch at the pub, we all ate lots of food and enjoyed some soft drink. We then set off for a stroll through the Victorian Market.

Now I know us girls like to shop but Garry, David and Michael were getting the taste of the shopping lifestyle in Melbourne and fitted right in, they knew what they wanted to buy.

The pancake parlour was our next stop...yum! We all loved the food, pancakes and ice cream sodas.

After our big first day we were all pretty tired and so we went off to bed early with some interesting night time adventures as Michael is known for not sleeping! Let's just say the hotel's manager enjoyed seeing us in our pj's!

Day 2

On the second day we enjoyed more delicious food at the buffet breakfast and then went off to the Zoo. We had so much fun and took loads of photos.

Everyone at the Zoo was very helpful and it seemed nothing was too much trouble. What a great day!

Day 3

On the third day we enjoyed breakfast at a café; David was getting the taste for cappuccinos by now and becoming an expert. Garry loved the eggs and bacon for breakfast and freshly squeezed orange juice.





We headed to the football at Etihad Stadium, to watch Carlton vs Gold Coast Suns. Garry is a mad Carlton supporter so we were all praying for a miracle as Garry would be devastated if Carlton lost.

Our seats were in the Medallion Club area, what a way to see the footy! A big thank you to Mark Thurlow for donating the tickets, we were definitely watching in style.

After a great game Carlton won and Garry was really happy...we could all sigh with relief.

Michael enjoyed fish and chips at the football; it seemed that he was more interested in the good food rather than the game.

During the match, Ron phoned an ex Carlton player by the name of David Reese-Jones who came to see us accompanied by security! Garry had his photo taken with David Reese-Jones, his smile was worth a million dollars!

We had a fantastic day at the football.

Day 4

It was our last day and of course as you do in Melbourne, we did some last minute shopping at the Victorian Market.

We all had such a fantastic time; the pleasure was truly ours in supporting Garry, David and Michael who thoroughly enjoyed their trip to Melbourne.

Come on next year's trip, got to love our job!

Lyn, Debbie & Ron





A Real Quality of Life



Life Members

Mrs R Boyd

Mr L J Morrell

Mr R A Dawson

Mr R A Nobes

Mrs A H Gott

Mr P L Prevost

Mr H C Haines

Mrs E B Sheldrick

Mr T N Henty

Mr J S Stevenson



This year has seen the introduction of an electronic system for the management of medication administration and clinical care documentation at Eskleigh Home.

The iCare system has provided easier access to information regarding the resident's care requirements/assessments/goals/medication charts and reporting. It has resulted in more efficient and accurate tracking of medication administration, incident reporting and the storing of relevant information in a single system that is easy for all staff to access. It allows for fingertip availability of any information that is in the system when required by staff and the Doctor.

The electronic signing for medication administration has removed signing errors from the equation and allows for easy tracking of 'as required' medications administered. Regular updates of the electronic drug charts by the pharmacy has ensured an up to date and legible medication chart is available at all times and able to be printed on demand. Medications are delivered in a more timely manner and the exact time administered recorded electronically.

Staff have embraced this change in the processes and worked well as a team to ensure all are supported in learning the skills required.

Following on with this shift to electronic systems, the payroll and rostering are in the process of being changed to a computerised system. The end point should see greater efficiencies and time saving in these areas.





Crystal-Leigh Eiszele Leisure & Lifestyle

Over the course of the past twelve months we have been continuing to endeavour to meet the goals and needs of every individual resident, in addition to providing a diverse therapeutic leisure and recreation program that satisfies everyone.

The addition of a Saturday day shift in Leisure and Lifestyle has certainly enhanced our ability to meet the needs of such a diverse client group. In addition to providing in-house activities and therapies the Saturday Leisure and Lifestyle day shift has certainly improved our ability to facilitate weekend outings for the people we support. The people we support have been able to go on scenic drives, AFL games at Aurora Stadium, individual outings to family functions and community events such as 'Circus Quirkus', with a lot more ease logistics-wise, more choice and opportunity.

The completion of the sensory / therapy room has enhanced our ability to provide multi-sensory therapies and other small group activities. We are now able to facilitate amazing snoezelen therapy sessions both on individual and group levels more frequently, with increased session length due to ease of accessibility to the space. The specialised snoezelen therapy equipment we now have has enhanced the experience for the people we support on an incomparable level to our previous

resources. In addition to the enhanced snoezelen therapy sessions, the space is also used for other multi-sensory therapy groups, individual sessions, music therapy and exercise groups on a weekly basis. The "Snoezelen Therapy Room" was made possible due to a grant received from the Tasmanian Community Fund.

Within our allocated hours we have a number of clients who we spend individual time with doing things of their choice, or things their families have advised us they would benefit from or enjoy. The completion of some individual plans for our 1:1 clients means we now have 'action plans' in place of how we're going to assist the clients to meet their goals.

A great example of this was a recent day trip to St. Helens, Binalong Bay, Pyengana cheese factory, the 'Pub in the Paddock' and 'the Shop in the Bush' that one of our clients was able to go on. During the process of compiling his individual plan this client identified the desire to see more of Tasmania and identified the East Coast as a place he would like to go to. With the help of Leisure and Lifestyle Assistant Kirsty Maloney, this client compiled a 3 month calendar of things he would like to do on his 1:1 time and 'banked' hours so he would have 8 hours of 1:1 time to enable this day trip.

As a not-for-profit body, we are greatly reliant on the generosity of the Tasmanian community.

If you are interested in supporting us through corporate sponsorship, please contact us for more information

p: 6398 7100 e: info@eskleigh.com.au w: www.eskleigh.com.au

