

2024 Annual Report

Latrobe Valley Village Inc

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OUR ORGANISATION

At Latrobe Valley Village (LVV), we celebrate the beauty of aging. As a trusted residential aged care and retirement community, our goal is to create a welcoming environment where residents can embrace their third age with dignity, respect, and a renewed sense of purpose. Our mission is to deliver exceptional care, personalised services, and foster a nurturing community that embraces and empowers everyone.

MISSION

We will continue to provide quality care in a safe, homelike environment to the Latrobe Valley community that respects each resident's values and allows for individual lifestyles.

VISION

Our vision is to provide a full range of highquality, specialised aged care services to enable lifestyle choices to older residents of our community to maximise their health, wellbeing and enjoyment of life as they age.

Providing specialised aged care services to the Latrobe Valley community for over 50 years



VALUES

Integrity	-	we are honest to ourselves and adhere to the organisation's values
Respect	-	we treat each other with respect
Excellence	-	we strive to do our best
Trust	-	we do what we say
Partnership	-	we work together as a team
Empathy	-	we care with warmth and kindness

LOOKING AHEAD

We remain optimistic about the future and confident that, with the commitment of our staff, volunteers, and supporters, we will continue to make a positive impact on the lives of those we care for. Guided by our mission and values, we strive to lead with compassion, innovate thoughtfully, and grow sustainably to ensure lasting benefits for our community.

MESSAGE FROM THE CHAIR PRESIDENT



DR LEONARD CAIRNS Chair President

The 2023–2024 year has been a busy and productive period for the LVV Board of Governance.

After the challenges of the COVID-19 pandemic, which brought heightened concerns for our aged population, we are grateful for the successful outcomes achieved through vigilance and the dedication of our staff. The Board extends its continued thanks to our exceptional team for their unwavering commitment during those difficult years.

This year marked a period of consolidation as we focused on maintaining and enhancing our facilities to provide the highest standard of care in a welcoming, home-like environment. While the pandemic's impact has lessened, we remain committed to ensuring the safety and well-being of our residents. We are living in a time of rapid change, with advancements in technology, including artificial intelligence, reshaping many aspects of daily life. The Board recognises the importance of embracing innovation and has been actively seeking funding to modernise our systems and improve efficiency across LVV.

During the year, we saw changes within the Board itself. Our long-serving President, Laurie Watters, took compassionate leave before resigning after 20 years of outstanding voluntary service. Laurie has generously offered ongoing support to LVV in the future. In 2024, I had the honour of succeeding Laurie as President, supported by our dedicated and active Board members, all of whom serve voluntarily. Their contributions and dedication to the organisation are commendable.

The aged care sector continues to undergo significant changes following the Royal Commission into Aged Care Quality and Safety. LVV has adapted to new regulations and standards while maintaining high levels of care and staffing. Our occupancy rate remains in the high 90%, well above the national average, reflecting our reputation for excellence.

As a not-for-profit organisation with over 50 years of service, LVV remains a vital part of our community.

We are committed to maintaining and upgrading our facilities, ensuring they provide a safe, comfortable, and home-like environment.

Our CEO, Alison Skeldon and the management and administration teams continue to lead with strength and dedication, ensuring LVV remains a great place to live and work. "...we remain committed to ensuring the safety and well-being of our residents..."





ALISON SKELDON Chief Executive Officer

CEO Annual Report

Reflecting on the past year, I am proud of our progress in enhancing services, improving care, and embracing innovation. Despite challenges, we have remained focused on enriching residents' lives and supporting our staff. I extend my deep gratitude to our Board Members for their unwavering commitment.

Technology and Infrastructure Improvements

This year, we implemented a new digital phone system and upgraded the NBN, providing residents with unlimited phone and internet access. These upgrades have enhanced staff efficiency by reducing reception duties with direct lines and voicemail and enabling senior staff to remain accessible using a mobile app, streamlining communication across the organisation.

We partnered with Snap Send Solve to trial a maintenance reporting application used by local councils and large enterprises. The app allows users to report issues with photographic and location evidence. Following a successful pilot, full implementation is planned for late 2024, improving maintenance issue resolution across LVV.

Retirement Village (RV)

A highlight of the year was the transformation of Unit 41 into a deluxe one-bedroom unit within its existing floor space. The modern upgrades set a new standard for resident accommodation and serve as a model for future refurbishments.

We improved service efficiency by integrating RV Administrator responsibilities into the Community Relations Officer role, providing a single point of contact for residents. This change has contributed to improved unit occupancy rates.

Workforce

Recruitment efforts have strengthened our workforce capacity, reducing reliance on agency staff. LVV's turnover rate remains 28% lower than the industry benchmark. A comprehensive Workforce Plan will be implemented in the next financial year to build on this progress.

Care Quality and Compliance

Our focus on care quality continues to yield results. The Aged Care Quality and Safety Commission (ACQSC) conducted two unannounced visits this period:

- September 2023: A food and nutrition spot check identified opportunities for improvement, including expanded meal options and training kitchen staff in texture-modified diets.
- November 2023: ACQSC assessors reviewed progress on two unmet standards from 2022 and confirmed compliance with both. Positive feedback was also received on emergency preparedness.

We received full compliance in the ACQSC Prudential Audit Program, reflecting the strength of our governance practices and management of refundable accommodation deposits.

Our commitment to sector development included feedback to the IHACPA consultation on aged care pricing and participation in pilot programs for emerging national quality indicators. Visits to aged care facilities such as Donwood and Fronditha Care provided insights into best practices in activities and lifestyle programs.

Strategic Development and Risk Management

A mid-term Board review of our strategic plan ensured alignment with long-term goals. We enhanced our governance framework by introducing a risk appetite statement and an updated risk register.

In line with aged care reforms, we established a Quality Care Advisory Committee, chaired by an independent external professional, and invited residents to join a new Resident Advisory Committee to actively shape services. We thank Linda McCrorey for her leadership as Chair of the Quality Care Advisory Committee.

We successfully applied to expand aged care places as part of our plan to conclude the Transition Care Program by June 30, 2024.

Staff and Community Engagement

Staff well-being remains a priority. Aged Care Employee Day on 7 August was a great success, supported by generous supplier donations and positive feedback from staff.

In May, we celebrated National Volunteer Week by gifting pamper packs to our volunteers, whose contributions are invaluable in supporting residents and staff.

Professional development was a key focus, with managers and nursing staff attending training in areas such as infection control, leadership, Excel, and virtual reality tools.

Community engagement was strengthened through events such as the Jobs Expo in Morwell, the Federation University "Take a Break to Educate" event, and the Latrobe City Volunteer Connect event during National Volunteer Week.

Environmental Responsibility

We introduced recycling facilities and implemented a container deposit collection scheme, aligning with our commitment to sustainability. We continue to seek ways to reduce our carbon footprint and use resources effectively.

Grants and Future Projects

Looking ahead, we are excited about new opportunities:

- Mental Health and Well-being: An Australia Post Community Grant will fund an innovative project across our aged care residence and retirement village in 2024–25.
- Regional Worker Accommodation: With support from the Regional Worker Accommodation Fund (RWAF), we will remodel the old Cedar aged care wing to create accommodation for key workers, with work starting in 2025.
- Aged Care Capital Grants: We await the outcome of this funding round, which could enable significant upgrades to systems supporting resident care and service delivery.

Conclusion

As we reflect on the 2023–24 financial year, we can take pride in our achievements. From technology upgrades and care quality improvements to community engagement and sustainability initiatives, LVV has made great strides in its mission to provide exceptional care and support.

Thank you to our dedicated, staff, volunteers, Board Members, and the broader community for your continued support. Together, we look forward to another year of growth, innovation, and quality service.



The Board Members at LVV are a dedicated group of volunteers who earnestly uphold the LVV mission and vision. All serve in a non-executive capacity, contributing their collective expertise in community service, management, business, and aged care services to shape our strategic direction and maintain the highest standard of living for our residents.

We welcomed Alastair Doherty, who rejoined the Board for a brief period in December 2023 before stepping down again in early 2024 due to other pressing commitments. We again extend our warm thanks to Alastair for his contribution during his tenure.

Laurie Watters stepped down as President of the Board of Governance in April 2024 after serving with distinction since 2020. We extend our heartfelt gratitude to Laurie for her unwavering dedication and invaluable contributions to the Board.

Following a successful Board recruitment campaign, we were pleased to welcome Jenine Smith and Anne Gribbin to the team. Both bring exceptional professional expertise and a deep commitment to the community sector, supported by their rich history of voluntary service. We welcome their contributions to the ongoing success of LVV.

All Board members play a vital governance role, in full Board duties and active service three Board committees and employee and resident engagement events.

For more information about Board Members visit our **Website.**



Name	Position	Committee Membership			Dates Acted	
		Clinical Governance	Finance	Human Resources	Quality, Risk and Compliance	
Laurie Watters	President	\checkmark	\checkmark	\checkmark	1	2023 - Apr 2024
Dr Leonard Cairns	President	\checkmark	\checkmark	Chair	\checkmark	May 2024
Judith Redman	Vice President	Chair		\checkmark		
Julian Yeatman	Treasurer (hon)	\checkmark	\checkmark		\checkmark	Jui - Oct 2023
Jenine Smith	Treasurer (hon)		\checkmark		\checkmark	Oct 2023 - Present
Jennifer Blain	Board Member		Chair	1		
Brendan Jenkins	Board Member		\checkmark	\checkmark		
Diane Wilkinson	Board Member	\checkmark		\checkmark	Chair	
Anne Gribbin	Board Member			\checkmark	\checkmark	
Rayssa Beeching	Board Member	\checkmark			\checkmark	
Alastair Doherty	Board Member		\checkmark			Dec - Apr 2024
Alison Skeldon	Secretary					2022 - Present

ORGANISATION STRUCTURE



^ Resigned July 2024

^^ Retired September 2024

Aaron Wilson Environmental Services Manager





SHONNA BROWN Director Resident Care

COLLABORATIONS AND WORKFORCE DEVELOPMENT

Graduate Year Program with Latrobe Regional Health

This year, our clinical team collaborated with Latrobe Regional Health's Registered Nurse Graduate Program, hosting a graduate nurse for a 6-month rotation. This partnership was a significant milestone, strengthening our relationship with Latrobe Regional Health. We look forward to future opportunities to work together.

RISE Program and Volunteer Growth

The new RISE Program, led by our Activities Team, has successfully engaged residents with memory loss and confusion in meaningful activities. This initiative has significantly improved residents' well-being and reduced social isolation in the main residence.

Supported by a Connecting Communities Grant from the Department of Families, Fairness and Housing (DFFH), we expanded our volunteer team from 25 to 41. This growth allowed us to provide more one-on-one support and introduce new activities. Each volunteer's unique skills make a meaningful difference, and we are deeply grateful for their contributions.

Workforce development

We've built strong partnerships with local schools and TAFE colleges, offering student placements and flexible job opportunities. Over the past year, we successfully recruited Certificate III Individual Support workers and nursing students, achieving full capacity for Personal Care Workers (PCWs). Two trainees from our PCW traineeship program recently completed their qualifications and have joined the LVV team.

To meet RN care minute targets and ensure consistent care, we are now focused on recruiting more Registered Nurses (RNs). While the regional shortage of RNs presents challenges, we are exploring international recruitment options. Training will be provided to our RN team to support a smooth transition and ensure continuity of care.

OPERATIONAL ENHANCEMENTS AND COMPLIANCE

Aged Care Standards

After returning to compliance with standards in 2023, we began preparing for the Strengthened Standards expected in 2025, focusing on nutrition and palliative care to align with upcoming requirements.

Imprest System Launch

We introduced a new Imprest system to better manage pharmacy supplies, reduce waste, and ensure quick access to essential medicines. Supported by Gippsland Primary Health Network funding, this initiative included staff training and was successfully implemented thanks to the dedication of our Care staff.

Clinical Auditing Upgrade

The Clinical and Quality teams transitioned to an enhanced auditing system, improving data collection and analysis. This upgrade helps identify improvement areas more effectively, supports targeted staff training, and strengthens compliance under our Clinical Governance Framework. Audit results are shared at the Board level to ensure accountability.

Antimicrobial Stewardship

We implemented robust policies to strengthen antimicrobial stewardship, addressing antibiotic resistance through updated practices and training for staff, residents, and their representatives.

New Reporting for the National Quality Indicator Program (NQIP)

New reporting mechanisms for the NQIP have improved data accuracy and timeliness, aligning with national benchmarks to enhance care quality. Ongoing staff training ensures consistent and reliable data entry.

Impact of COVID-19

The impact of COVID-19 on our facility has lessened significantly. With vaccinations, improved sanitation, and increased awareness, severe cases are now rare, and most symptoms are mild. We are delighted to see family visits and group activities resume, fostering a vibrant and engaging environment for residents and staff.



HIGHLIGHTS CLINICAL CARE COORDINATOR



KATIE BIRCH Clinical Care Coordinator

Katie Birch has been a Registered Nurse at LVV since 2011 and has served as the Clinical Care Coordinator since 2020

KEY ACHIEVEMENTS

This year, we made significant progress in several areas:

- **Resident Care:** All care plans were updated to improve personalisation and enhance the quality of care. Staff training in dementia care, palliative care, and wound management has strengthened our team's ability to meet residents' needs effectively.
- **Safety Initiatives:** Infection control measures have successfully reduced infection rates over the past year. Fall prevention strategies led to fewer resident falls, while improvements in medication management resulted in a reduction in errors.
- **Technology and Efficiency:** We began transitioning to a digital scripting system, positioning us ahead of the mandated requirements for 2025.

Resident and Family Engagement

We strengthened family engagement through regular consultations and surveys, enabling families to provide feedback that informs care improvements.

Challenges and Opportunities

Staff shortages presented challenges, and we use this as an opportunity to streamline processes and prioritise team training. Moving forward, we will focus on attracting more qualified staff to the region.

Goals for 2024-25

Our key goals for the coming year include:

- Enhancing dementia care and lifestyle programs to better meet resident needs
- Expanding the use of technology to improve care efficiency and outcomes
- Improving palliative care by incorporating more input from residents and their families, ensuring a personalised and meaningful journey

Grant Program – COVID19 Infection Prevention and Control Training and Palliative Care Course

Katie has further advanced her professional expertise through a Commonwealth Grant initiative. She successfully completed the Infection Prevention and Control Training in December 2023. In addition, Katie completed a transition-to-specialty palliative care practice course this year, further strengthening palliative care services at LVV.

ENVIRONMENTAL SERVICES

AARON WILSON

Environment Services Manager



Retirement Village Upkeep

Our dedicated maintenance team has been addressing routine repairs, including plumbing, electrical, carpentry and landscaping, across the aged care residence and retirement village.

To enhance efficiency, we implemented a priority schedule to classify issues as low, medium, or high, ensuring timely responses to residents' needs.

Significant progress has been made in unit refurbishments, including updates to kitchens, bathrooms, walls, and flooring, bringing them to modern and comfortable standards. Additional units are on track for completion by early 2025. Communal areas such as gardens, walkways, seating, and BBQ spaces have also been enhanced, making them more welcoming and accessible while minimising disruption to residents.

Aged Care Facility Maintenance

Ongoing maintenance of the Aged Care residence remains a priority. Our team monitors and resolves issues to ensure the safety and comfort of all residents.

Staff Performance during COVID-19

During COVID-19 outbreaks, our cleaning staff provided exceptional support, delivering extra cleaning services to protect residents and maintain a safe environment.

Linen In-house Service

After our linen contractor ceased operations earlier this year, we transitioned the service in-house. This approach has proven effective, providing ample linen supplies, timely service, and greater control.

QUALITY SERVICES

DANIELLE DALEY Quality Coordinator



Accomplishments

The Quality team has made significant strides in refining systems and processes to support excellence. Key achievements include:

Centro Assist Quality Management Subscription

This subscription provides access to the latest compliance standards and industry best practices, strengthening our quality management capabilities.

Continuance Quality Improvement (CQI) System

To ensure the CQI system remains responsive to operational needs, it is regularly updated through feedback, data analysis, leveraging technology, and reviewing performance metrics which has enabled proactive adjustments.

We have a structured review cycle and a culture of adaptability to ensure the CQI system evolves with changing conditions, supporting efficiency and ongoing improvement.

Audit Processes

We transitioned from paper-based to digital auditing tools, streamlining procedures and aligning with Centro Assist recommendations.

Quality Care Advisory Committee (QCAC)

Established to oversee and guide quality initiatives, the QCAC ensures our operations meet high standards, in line with aged care reforms from the Royal Commission.

Complaints Processes

A new best-practice complaints system improves issue resolution, enhances customer satisfaction, and ensures timely feedback.

FOOD SERVICES

STEPHEN LUKE Food Services Manager



Menu and Dining Enhancements

We partnered with Food Solutions Diet Consultants to strengthen our food services, aligning with best practices to improve meal planning, nutrition, and operations. This partnership is expected to deliver better outcomes for residents.

Addressing Food Cost Challenges

To counter inflation, we partnered with CCI Purchasing, gaining access to new suppliers and greater buying power. This has stabilised our budget while maintaining high-quality meals.

We remain committed to sourcing fresh food from local suppliers.

Annual Food Safety Audit

We successfully passed the Annual Food Safety Audit, demonstrating our commitment to high standards in cleanliness, organisation, and food safety.

Kitchen enhancements are planned for 2025.

Improved Staffing Stability

Staffing stability has increased this year, improving service delivery, team morale, and efficiency.

We continue to focus on staff retention and satisfaction.

Meals on Wheels

Our longstanding partnership with Moe and District Meals on Wheels continues to deliver meals to eligible community members.

We commend their volunteers for their exceptional contribution.

RESIDENTIAL AGED CARE SERVICES

LISA MYLNE

Community Relations Officer | RV Administrator



Capacity Expansion

To meet growing demand, we increased bed capacity from 99 to 101 in the new financial year by reallocating beds from the Transition Care Program. We value our partnership with Latrobe Regional Health in facilitating this change.

Community Engagement and Events

We strengthened community ties by sponsoring local events such as the Newborough Bowling Club Barefoot Bowls and continuing support for West Gippsland Veterans Golf.

Social Media and Resident Activities

Social media engagement grew, surpassing 1,000 followers. Highlights included resident activities, success stories, and events, generating strong community interest and involvement.

Increased Interest in Residence Tours

We saw a rise in tours, providing prospective residents and families with a closer look at our quality care and boosting admissions as reflected by our strong occupancy.

RETIREMENT VILLAGE SERVICES

Operational Improvements

The addition of resources to the CRO role has streamlined unit assessments and refurbishments, reducing turnaround times and improving efficiency. This approach has saved time, reduced costs, and enhanced resident satisfaction.

Increased Interest in Tours and Occupancy

Targeted marketing and improved communication boosted unit visibility, leading to more tours and faster occupancy of vacant units, enhancing our vibrant community.

New Maintenance Processes

A new system for handling maintenance requests has improved communication and coordination.

Text message updates keep residents informed about repairs, ensuring prompt service.

Retirement Village Newsletter

We introduced a regular newsletter for RV residents, featuring updates on events, community highlights, and resident stories.

This initiative has improved communication and strengthened community connections.



FINANCE AND ADMINISTRATION



REBECCA BROWN Finance & Administration Manager

Over the past 12 months, the Finance and Administration team has grown significantly. The team has worked hard to improve processes, streamline workflows, and meet deadlines, making daily tasks more efficient and achievable.

Cost Reduction

A continued focus on major expense reviews has reduced spending across all departments. Detailed reporting has enabled the quick identification of overspending, allowing for faster responses and stronger financial control.

Income Generation

External income increased substantially during the 2023–2024 financial year, driven by improved grant funding processes and changes in managing trading funds, resulting in higherthan-expected interest returns.

• Grant Funding: Adjusting how trading funds were held, from fixed-term deposits to interest-bearing accounts, resulted in a 30.22% higher return than budgeted.

Upskilling

A revised appraisal system identified opportunities for team development and career progression.

All administrative staff completed training on computer programs, and two members are enrolled to study Human Resources and Business Administration in late 2024. Training is integrated into their roles, enabling them to apply their learning directly to practical tasks.

Work Value Case Stage 3 Decision

The Fair Work Commission's Stage 3 decision in the Work Value Case marks a significant win for aged care workers, this time including administration, cleaning, maintenance and food services roles.

This decision recognises their essential contributions with a well-deserved wage increase, supported by dedicated government funding starting in early 2025.

This development is an important step in improving working conditions for aged care employees and the quality of care for residents. With our Enterprise Agreement due for renewal, we look forward to productive negotiations over the next 12 months.

Challenges

The 2023–2024 financial year brought staffing challenges, including the departure of the internal accountant and a long-serving accounts administration member in July 2023. Filling the restructured bookkeeper role took longer than anticipated but was successfully completed by year-end.

The team has adopted a multi-skilled approach, reducing reliance on individual staff members. This flexibility allows team members to take leave without impacting workloads or deadlines, fostering a positive work-life balance and a supportive team culture.

FINANCIAL REVIEW

FINANCIAL SUMMARY

LVV maintained a stable and improving financial position in 2023-24, with strong cash reserves and positive operational outcomes. However, the Residential Aged Care service operated at a deficit due to its share of corporate overheads and governance costs.

Efforts by the Finance team and Managers to manage expenses have shown clear improvements.

Strategic use of interest-bearing accounts, aligned with changing interest rates, delivered higher-thanexpected returns on Refundable Accommodation Deposits (RADs) and Retirement Village (RV) resident contributions.

It is important to note that the financial support provided through pandemic reimbursement grants in previous years will not recur. Close monitoring of rising costs and careful planning for future capital investments will be critical for long-term sustainability.

- LVV reported an operating surplus of \$149,096 for 2024. Revenue increased by \$3,383,080, reaching \$14,799,613, while total expenses amounted \$14,650,517. to Agency staff expenses increased significantly, from \$502,700 in 2023 to \$1,437,776, driven by ongoing management of COVID-19 outbreaks and employees taking accrued leave. Most agency costs were for Personal Care Workers (PCWs) backfilling Enrolled Nurses (ENs) and Registered Nurses (RNs) on leave.
- Other major cost drivers included employee benefits, training, and recruitment expenses. WorkCover premiums also rose and are forecast to decrease in 2025. Despite these challenges, the net asset position improved from \$11,973,348¹ to \$12,122,443.
- Both current assets and liabilities increased during the reporting period. Inline with the LVV Liquidity Management Strategy, aged care RADs and RV contributions were split between current and noncurrent liabilities. Funds required for refunds anticipated in the next

12 months were readily available, while the remainder was invested in term deposits or a Not-For-Profit interest-bearing account, earning 0.05% below the Reserve Bank of Australia rates from February 2024.

- Cashflows from operating activities improved to \$774,360, compared to a negative \$759,645 in 2023. Cashflows from investing activities also improved, showing a reduced negative figure of \$104,147 compared to negative \$434,349 in 2023, largely due to lower spending on retirement village development.
- LVV continues to operate without interest-bearing or other debt. Cashflows from financing activities were positive at \$12,578,881, a significant increase from \$793,341 in 2023, reflecting reduced RAD refunds during the period.

FINANCIAL STATEMENTS

LVV Audited Financial Statements for YE2024 are located on our Website: www.lvvillage.com.au operating surplus \$149,096

REVENUE **\$14,799,613**



CASHFLOWS FROM OPERATING ACTIVITIES \$774,360

CASHFLOWS FROM FINANCING ACTIVITIES \$12,578,881

> INTEREST-BEARING OR OTHER DEBT

¹A prior year adjustment was made to the 2023 reports to account for building assets not depreciated and a correction to long service leave provisions. The impact of the adjustment is to reduce the 2023 net assets and retained surplus from \$20,826,129 to \$11,973,349 and increase the net deficit for the year from \$413,897 to \$858,369. There was no impact on cashflow because of the adjustment.



FAMILY AND FRIENDS ON RECOMMENDING LVV TO OTHERS

- Very happy with care in every way. A big thanks to all the staff
- Well managed, well run facility with great staff. We are so grateful to be at LVV
- LVV was our 1st choice
- I always speak highly of LVV to others
- I feel that LVV is a wonderful facility

- People talk very highly about the Village in the community
- [Relative] is very comfortable and well cared for, lots of good food
- I have recommended LVV to many people
- The office staff are just lovely and always bright, happy, and welcoming

I have often recommended the Village to other friends and family

¹ 2023-24 Two Employee and two Family Member survey comments

Interactions with the residents make me feel really appreciated – I really enjoy working at LVV

TEAM MEMBERS ON WHAT THEY LIKE MOST IN THEIR JOB

- That I can spend more time 1:1 with residents, chat with them and see their smiles
- A great bunch of people I really enjoy working with
- Being supported in my role by management
- Working with wonderful residents and professional staff
- I get the chance to deeply know the residents
- I love how management and colleagues are supportive
- Every day is different and challenges give me a sense of pride and ownership
- The flexible hours I can choose from to work around my family
- Job security
- Diversity in the tasks daily
- Challenges and new experiences
- Looking after our residents
- Interaction with residents, family, other health care providers
- Feeling that I make a difference
- Good work ethics
- Food service and preparation, I really enjoy the positive
- Feedback from residents
- Making residents laugh
- The people I work with and the culture



Resident experience rating - My Aged Care*



Maintenance	614 jobs logged for the aged care residence and retirement village with an average of 75% of all jobs cleared within the month reported. 114 via Snap Send Solve with 89% cleared.	
Fresh food as a total of all food	91% across the year compared with benchmark of 81%.	

Resident relative survey results



Village in the 2024. (79% in 2023)



* Resident experience rating correct at time of writing. For full Star Rating visit: https://www.myagedcare.gov.au/find-a-provider/aged-care-homes/1208952



Occupancy % RACS and RV 2023-24

Feedback by type









AVERAGE ANNUAL TURNOVER



92% of employees surveyed in June 2024 said they would recommend LVV as an employer to a friend. (79% in 2023)



Employment type





Employees by age



ACKNOWLEDGEMENT AND THANK YOU

We sincerely thank our valued suppliers, supporters, and donors for your ongoing support. Your contributions are vital to our success and enable us to continue delivering on our mission. Your commitment makes a meaningful difference, and we deeply appreciate your dedication to the work of LVV.

We acknowledge and value highly our cooperative relationships with local GP clinics and pharmacies, as they play a crucial role in ensuring the well-being of our residents.

AWM Electrical Pty Ltd

Tanjil Place

Central Gippsland Family Practice United Medical Centre Moe Central Pharmacy Newborough

Regular and Major Suppliers or Donors 23-2024

A & C Asbestos Removal Abicor Latrobe Access Rehabilitation Equipment Ace Communications Group Pty Ltd Ace Load Testing Acquarium Leasing Specialists Adroit Insurance & Risk Aged & Community Care Providers Association Aim Software Alan Tatlow Alfred Callus All Things Kitchen Allform Industries Allianz Australia Workers' Compensation ALTURA Learning Australia Pty Ltd **ASN** Chiltech Aussie Broadband Australian Communications & Media Authority Australian Essential Services Group Australian Physiotherapy Equipment Pty Ltd Australian Strategic Services Ptv Ltd Ausworkwear & Safety

Beaumont Tiels Bed Alarms Bed Assist Pty Ltd Best Match Recruitment Bodyworks Massage and Alternative Therapies Moe Butchers on George C4U Nursing Agency Pty Ltd Care CFO Care Creative Australia Catering by Jay **CCI Services Limited** Central Gippsland Family Practice Central Pharmacv Newborough Century Inn Chris Barnard Nursing Agency Chris Newman **Chris Humphrey Office** National Cleanersworld Gippsland CloudChat **Compact Business Systems** Aust Pty Ltd CoolBreeze Rentals Pty Ltd Country Fire Authority -Maintenance Crescent Healthcare

Crewe Sharp Daly Living Day & Night Healthcare Department of Health Eastlink EBOS Group Australia Edson Global Pty Ltd **Employee Assistance Program** Australia Emprevo Services Pty Ltd **Energy Australia** Fnurse Equifax Australasia Workforce Solutions Pty Ltd **E-Tools Software** Evans Petroleum Gippsland Filterfab Pty Ltd Food Safety Acts Food Solutions Diet Consultants Forefront Pty Ltd Form Direct G Mobility Ptv Ltd **GBS** Recruitment Gen Care Services Pty Ltd **Gippsland Dietetics Service Gippsland Locksmiths Gippsland Mowers Gippsland Phones**

Gippsland Printers Gippsland Water Gippsland Windows Gippsprint Office Choice GovernWith Pty Ltd Greater Gippsland Smallgoods Harvey Norman Pty Ltd - Moe Hip Pocket Workwear Latrobe Valley HydroChem Pty Ltd Independence Australia Janine Belton JO Miller Group Pty Ltd Joe Mallia Jomor Healthcare Pty Ltd Kage Design & Photography Kencor Sales **KTR** Group Latrobe City Latrobe Valley Buslines Latrobe Valley Drafting Latrobe Valley Express Latrobe Valley Shopfitters Laundry Solutions Australia Lauren Murphy Photography Law Somerville Industries Pty Ltd Lilly Pilly Flower Boutique Linda Rowley Coaching & Development Lions Club Mirboo North Lohmann & Rauscher Manny's Fruit Market Morwell Maximus Plumbing & Gasfitting McFarlane Medical & Scientific MED-X MessageNet Pty Ltd Mick Mallia Painting & Decorating MIMS Australia

Mitcham Trading (Australia) Pty Ltd Moe Betta Electrical Moe Garden Supplies Pty Ltd Momentum Energy Msd Painting Services Murray Strategic TA Bond Maximiser Group Unit Trust National Care Solutions Natures Cargo Neat Feet Newborough Bowling Club Inc Newborough Newsagency and Tatts A/c 669 Stationery Nisbets Australia Pty Ltd Officeworks OPC Health Palliative Care South East Ltd PB Wilson Pearl Filtration Pty Ltd PFD Food Services Pty Ltd Plena Healthcare (Murto) Plug-a-long Plumbing & Gas Fitting Pronat Group Australia Proteus Enterprises Pty Ltd PVCC P/L T/As Pest Control Services Redstone Nursing Pty Ltd Reece Australia Pty Ltd Restock Pty Ltd Restora HealthCare Pty Ltd Rockhard Concrete & Excavations Russell Kennedy **SEEK Limited** SJS Glazing Softmed Pty Ltd Space Flooring & Interiors Speech Pathology Plus

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"...with the commitment of our staff, volunteers, and supporters, we will continue to make a positive impact on the lives of those we care for..."



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