



# AFRHA

AUSTRALIAN FINNISH REST HOME ASSOCIATION INC  
AUSTRALIAN SUOMALAINEN LEPOKOTIYHDISTYS



## ANNUAL REPORT

2016

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*Celebrating May Day at Finncare's Finlandia Village*

# PRESIDENT'S REPORT - DR HANNELE NUPPONEN

## From the President

The past year has been one of continuing to build our capacity in order to “future proof” Finnccare for forthcoming years and new generations. We have also had to deal with new and stringent government changes in relation to aged care in order to meet expectations for continued funding. There is no doubt that changes in policy and legislation are one of the greatest challenges faced by aged care providers – particularly smaller providers like Finnccare which do not have the resources or financial security that larger “corporate” provider organisations do.

As has been outlined in Finnccare newsletters, the Government instigated significant changes to In Home funding which means that the old type HACC/CHSP funding will vanish in 2018. This has significant implications to Finnccare as all of our in-home care funding is from this source.

Our General Manager and her team have spent considerable time, effort and resources to ensure that Finnccare is up to standard and complies with these new requirements.

## VISION AND MISSION

As part of Finnccare moving forward with a new Vision and Strategic Plan, the Board and Management have developed a new vision and mission as outlined below:

**Our Vision** is of a community where we can celebrate our culture through care-giving to others.

**Our Mission** is to continue to unite our unique Finnish culture with world leading care solutions for the benefit of all generations in our local and cultural communities.



*Vieno has been busy sorting and tidying the library books at the Finnccare Community Centre!*



## PRESIDENT'S REPORT - DR HANNELE NUPPONEN

The Finncares Strategic Plan for 2020 will be released in late September 2016. Members were provided with the opportunity to provide comment in January, 2016, and as many comments as possible were included in the Plan.

The intent of the Strategic Plan is to set priorities and direction for years to come and to get everyone, staff, the Board and members on the same page. This allows us to simplify decision making as well as drive alignment and to answer the question 'how can we better align all our resources to maximise our strategic success?' When staff, Board, and members know where we are going, lack it allows even greater opportunities for people to help maximize success in getting there.

Importantly, knowing what we want to do says nothing about how we are going to do it, nor does it take into account the external factors that are likely to impact our activities. This is the job of our strategic plan. The plan will serve as a rallying point for everyone involved in our organization and focus on the end goal: accomplishing the mission.

### USE OF THE NEW BUILDINGS

Finlandia Village's two new state-of-the-art buildings are barely a year old and have already added significant amenity and value to our residents, staff and the wider community.

Information packs have been created that contain details on booking each of the function rooms, hire agreement, terms and conditions, pricing, catering options and manuals on equipment use. We have named each room to make it easier to explain in the packs. The names are:

**Helsinki Room:** the main community room

**Suomi Room:** the boardroom.

**Halti Room:** the small room off the library. This room is ideal for massage, podiatry, physio or other allied health services.

We have had a number of catered functions in the Helsinki Room and a permanent bookings for a massage therapist each Wednesday in the Halti Room. The hairdressing salon is permanently rented to a professional hairdresser who provides services to all aged care and villa residents at reduced rates as well as to staff and visitors.

Porro Café is now open every day except Sunday and is doing ever increasing sales. Over the last financial year (as seen in the Financial Statement) Porro Café is increasing its turnover and sales which are a major feat given the newness of the business and the remote location. Porro



*New directional signage installed at the entrance to Finlandia Village*

## PRESIDENT'S REPORT - DR HANNELE NUPPONEN

Café relies on our kind volunteers and we are always seeking more people who love to serve others and enjoy hospitality.

### ONGOING IMPROVEMENTS

The Board and Management are committed to continuous improvements. For example (as outlined in the General Manager's report below), we purchased a new Home Care IT system called iCare to enable carers to enter consumer details, identify their requirements through bespoke assessments to produce individual care plans. Personal attributes, preferences and care plan requirements are then matched to workers via skill, availability, gender, language, area, and how many previous interactions they may have had with a consumer to ensure continuity of care. These are key elements under the new government funding rules as organisations will now have to "sell" their services to prospective clients.

iCare will easily record and evidence reasons for consumer leave, such as Hospital, Transition Care, Social Leave and Residential Care. This can then be set to charge according to the organisations specific policies as well as populate government standard reports such as the Medicare for example. Individual accounts are comprehensively managed, consumer statements produced and either emailed directly from the software, or printed and posted. Consumers can also access this information directly via the iCare online consumer web portal Online Care and Staff.

In this day and age, many care providers can no longer rely on their workforce being available for regular patterns of work. Some workers may have lots of free time, others will want to restrict their availability to suit family commitments e.g. no nights, three days a week, every other weekend off, four days on, four days off etc. The iCare program allows a user to set up regular, or ad-hoc worker availability, which is then automatically used by the software when future visits are being created. A care worker cannot be used to fulfil a visit if they do not have the corresponding shift availability, required skills, employment checks or client experience.

Accreditation Assessment: The Federal Government's Quality Agency conducted an Accreditation Audit on February 11, 2016. I am very proud to state that FinnCare passed and was recommended for a Better Practice Award for our services to our Allied Health clients from our FinnGym.



*Staff Breakfast Event – no, Vesa Pekkarinen is **not** barbecuing reindeer*

## PRESIDENT'S REPORT - DR HANNELE NUPPONEN

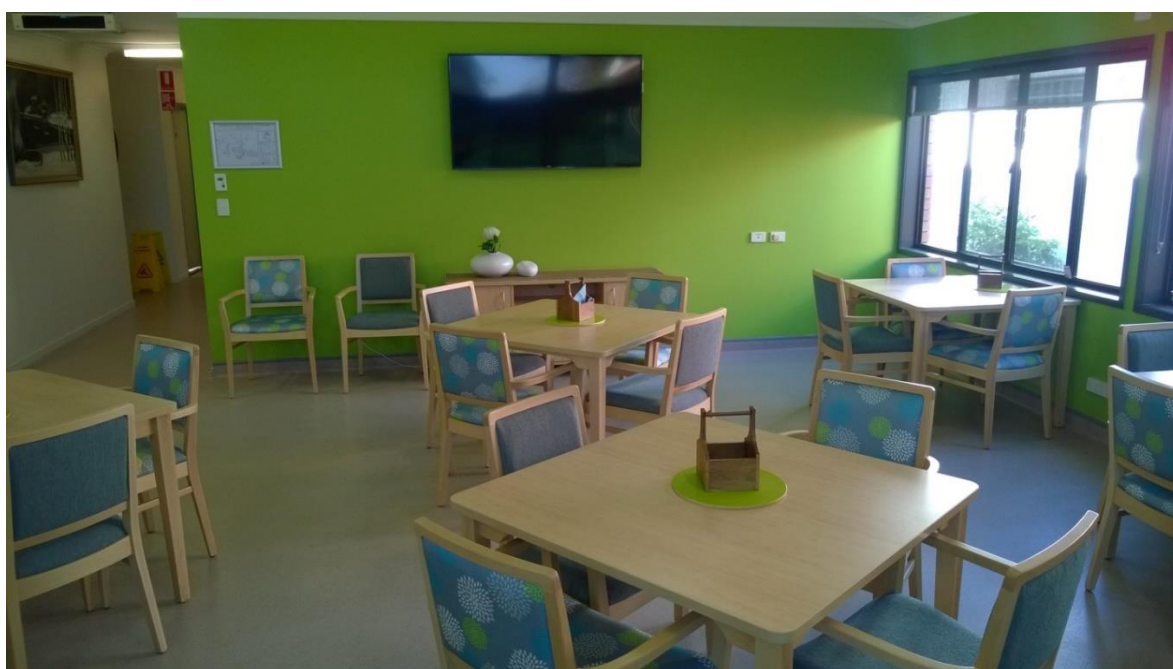
According to the Quality Agency, the Self-Assessment that they wrote was one of the best that the agency has seen, very comprehensive, and easy to read. They also noted the amount of positive changes and improvements that Finncares has made to the Home Support Services over the past 12 months and commended us on this as well.

### FINNFEST AND FUNDRAISING

Finnfest was held in August 2015 and while it was a massive logistical event to pull together, it raised close to \$25,000! This was largely due to dedicated staff at Finncares volunteering their time and skills (outside of paid work times!) and to a band of dedicated volunteers (69 of them on the actual day!). We cannot thank them enough! Interestingly, only 10% of the volunteers came from a Finnish background with 90% coming from the general community! The funds from Finnfest will be used to upgrade the air conditioning in the main dining room.

Finncares received a Bequest in September from the estate of Esko Parviainen for the amount of \$87,500, plus a donation from the West Sydney Finnish Club for \$5,000 and a grant of \$22,000 from the Department of Social Services towards implementation of new processes for Home Support.

We are so grateful for these funds as they make life easier for the people we care for and for the staff who provide that care!



*The refurbishment of Pine Lounge is complete (minus new vinyl). The residents and visitors have expressed an overwhelming delight at the changes to the area and feel that it is more welcoming and a happier place to spend their time. It is intended that the residents of Pine will eat some of their meals in this area each day. This service will commence in the coming weeks.*



# PRESIDENT'S REPORT - DR HANNELE NUPPONEN

## CANBERRA FINNCARE

Unfortunately this financial year, the services of Finncare for Finns in Canberra was ceased due to lack of financial resources to administer the program. To be successful in satellite services we need to identify a funding source that allows AFRHA/Finncare to run a program interstate. This also means that personnel in satellite services are required to adhere to AFRHA policies, procedures and Professional Indemnity Insurance as well as relevant legislation and accreditation requirements. We are continuing to research opportunities in relation to government funding to re-ignite this service if possible.

## THE BOARD

I am honoured to work with such talented and committed Board members who are driven by their goal to improve services to our elderly and to the wider community at large. These voluntary Board members give their time, energy and skills - whether in finance, information technology, business, marketing or simply wise advice - to ensure sound governance and onward direction.

### Current Board members

Dr Hannele Nupponen – President

Christine Borthwick – Vice-President

Alan Gough – Treasurer

Salme Durbin – Secretary



*Poro Café Convenor Sari Sinivuori and Receptionist Elina Siltala showcase the new Buggy. The buggy is equipped to transport food from the main kitchen to the café. It also will provide transport for Villa residents around the site.*

## PRESIDENT'S REPORT - DR HANNELE NUPPONEN

Tuula Kokkonen: representing Suomi Conference

Helena Curran: representing Hyva Sanoma

Jouni Juntunen: representing Australasian Federation of Finnish Societies and Clubs Inc (AFFSC)

Marja-Liisa Sutinen

Kay Gilligan

Margit Laitila

Leila Kivikko

Varpu Pesonen

It has been my privilege to be Board President for the past 2 years – which have seen considerable changes in the sector and in our operations (often resulting in turbulence and some uncertainty). I would like to thank our original Founders, Board members, managers, staff and those in the Finnish community who have been part of the Finncare journey and will continue to be so.

I trust the new President continues to provide governance and foresight to guide this wonderful organisation into the future.

### **Dr Hannele Nupponen** **President**



*Finncare hosted a morning tea for our wonderful volunteers. We appreciate our volunteers' contribution to our organisation. WELL DONE ALL!!!*



# REPORT FROM GENERAL MANAGER - JO THOMASON

## From the Finncare General Manager

Without a doubt this has been one of the busiest and most challenging years Finncare has faced – and certainly one of greatest learnings for me personally as General Manager. There has been a number of new operational and management practices to implement with our new businesses – namely Poro Café, gym, massage and hairdressing facilities and the meeting rooms as well as dealing with Business as Usual and keeping abreast of all the changes imposed on us by the Australian Government in relation to not only aged care but also home care.

### NEW OPERATIONAL REQUIREMENTS

We have made operational improvements for our staff in order to bring Finncare operations into the technological era and to enhance working conditions and safety. I sincerely thank the Board for approving funding for many of these initiatives.

***New Software Application to manage Home Support Services:*** Finncare urgently required a new software program to manage our Home Support Services. The most suitable program we selected and installed is “iCare”. This product is widely used in the industry and is totally compatible with our new financial system Epicor and will allow for all of our current funding arrangements as well as catering for additional funding into the future.



*Merja found a great selection of liquorice at Poro Cafe. Looks like salmiakki is a favourite. Merja Jaaskelainen, was awarded the “Above & Beyond” Award at the 2015 Nurses in Management – Aged Care (NIMAC) Conference. This Award recognises exceptional contributions by an individual who has significantly changed and improved the quality of services to older Australians through their actions, commitment and dedication to aged care.*

## REPORT FROM GENERAL MANAGER - JO THOMASON

iCareHealth's Home Care Manager software simplifies staff management, rosters, payroll, invoicing, budgets, consumer statements, and government reporting. The system will act as a complete database for both consumers and workers.

iCare also was by far the cheaper of all the quotes received and the only company that actually committed their quote to paper. The Federal government also provided a grant of \$20,000 towards the cost of this new system and for that we are extremely grateful.

**New Communication System:** The outdated communication system of Finncare has been failing for the past three years - it was the original system installed and needs and technology have rapidly moved on from then! Furthermore, the system was non-compliant as staff did not have a reliable phone system, duress or emergency call system. Staff constantly report difficulties in receiving notifications that residents have pressed their call bell, staff could not talk with Doctors or other health care professionals across the site, which made client care very difficult.

The new improved system called Vocera is used in most major hospital and aged care services. The system is worn by the staff and identifies with the staff members role. The handset allows the staff member to accept when a resident presses their nurse call button, if the staff member doesn't attend within a certain timeframe then the call will reactivate and escalate. The handsets work across the site and allow staff to communicate easier with each other and health professionals from inside resident's rooms. Thank you to the generous bequest from Esko Parviainen for making this happen!

### OUR RESIDENTS, AT-HOME CLIENTS AND STAFF

Finncare has had a varied year in terms of occupancy. For a period there were room vacancies due to a number of residents passing away in close succession. There was also a period where rooms were vacant due to the refurbishment program to bring them in line with the 2016 Building Code. This meant some loss of income. However, now that all room renovations are complete, occupancy is at 100%. The respite room has been in demand and is consistently in use.

**Excursions:** We have continued to offer our residents and clients a number of excursion options over the past year – including RD Milns Antiquities Museum, Fitzzy's Loganholme, Whale watching cruise (Gold Coast), Koala Tavern Capalaba, trips to the Lyric Theatre to see Sound of Music and Strictly Ballroom.

One of our residents recently turned 99 and we are planning an amazing 100<sup>th</sup> birthday celebration for early next year. We have also hosted many fun days including Sleepy Head Day, Strawberry Day along with the Finnish favourite Midsummer.

Two of our residents have had articles published in the Suomi Newspaper about their lives here at Finlandia Village.



*Hilikka trying out the new hairdressing facilities*

# REPORT FROM GENERAL MANAGER - JO THOMASON

## STAFF

It continues to be a major hurdle to attract and retain qualified staff. Finncare struggles to find Registered Nurses and this is a problem across the whole of the country and made worse now by the Queensland Government recruiting more nurses into the hospital system. Aged Care cannot compete with the hospitals for money or the type of work. Aged Care work is often the last resort for registered nurses. This means that often we must continue to use Agency nurses and this is at a much higher cost.

Despite some continuing and unfounded negative press, our staff are constantly complimented on the service and care we provide. Some recent comments include:

- "our mother was a resident for 9 ½ years, we were very happy with Mum's care, all the staff have been fantastic, we cant thank you all enough, Keep up the wonderful work!", (March 2016)
- "Thank you to the Finncare team for making a difference in my Mother's life. Many thanks to the entire team, I know and trust the team and that my Mother is in the best of care" (July 2016)
- "I am very impressed by the quality and taste of your food. It was fantastic! Keep up the good work and I'm sure you will have many very satisfied clients for years to come." (April 2016)
- "Thank you for caring for my husband whilst he attended Respite at your facility. Having Nerida Richardson in your team gave me peace of mind, her ethos to life and nursing is exceptional." (March 2016)
- "I enjoy my weekly sauna, it is the best time of the week. Thank you to the dedicated care staff" (May 2016)
- "On the 12<sup>th</sup> May the staff were recognised for all the hard work. We received cake and a badge for Nurses Day. We felt proud to be recognised." (Staff Member – May 2016)

Our staff always retain their professionalism, even when dealing with an increasing number of aggressive and hostile patients with dementia – in some instances our staff have been hurt to the extent of requiring hospital treatment when dealing with these patients. It must be remembered that providing aged care can be traumatic, physically draining and requires special skills and patience.

One of the biggest and costliest events of the year was a serious influenza outbreak in November which affected both staff and residents and required a total lockdown of our facility for more than 3 weeks. This did affect the bottom line as sick staff needed to be replaced by costly agency staff.

We had 16 staff down with influenza and who were unable to come to work for at least 7-10 days. This put a huge strain on all staff and those staff who were well had to work overtime to look after our very sick residents. One senior staff member worked almost round the clock for 2 weeks and one night did not get home at all (with no overtime or any extra payment for this as she is a salaries employee).

Influenza outbreaks do occur in aged care facilities no matter how prepared they are!



# REPORT FROM GENERAL MANAGER - JO THOMASON

## Awards

One of our dedicated staff, Merja Jaaskelainen, was awarded the “Above & Beyond” Award at the 2015 Nurses in Management – Aged Care (NIMAC) Conference. This Award recognises exceptional contributions by an individual who has significantly changed and improved the quality of services to older Australians through their actions, commitment and dedication to aged care. The recipient will have made a notable contribution at a local, national and/or state level over a number of years. Nominations are made via colleagues or peers.

Nurses Day was recognised with Cake and Coffee. All care and nursing staff received a special Nurse Day Recognition Badge.

At the end of May we celebrated our staff who have provided significant years of service to the organisation. One milestone reached this year was by Sirpa Koskela who celebrated 25 years as an employee.

A staff social club has been formed and has organised some great opportunities for staff get togethers, one event was an all day breakfast. Board Member Tuula Kokkonen kindly donated the food for the event and staff donated their time to cook breakfast for their co-workers to coincide with staff changeover times. Approximately 80% of staff attended the event across the day and the feedback has been well received.



*Our Lifestyle Team organised a Strawberry day. This was held in the aged care and all staff and residents were asked to wear red or strawberry outfits. Strawberries were purchased for eating on the day and many staff and residents got into the spirit of the occasion and dressed up. Great photos are on our Facebook®-page.*

## REPORT FROM GENERAL MANAGER - JO THOMASON

Volunteer week was celebrated with a morning tea to honour our 20 volunteers who give of their time freely in the Café or the aged care. All Volunteers were presented with a Certificate of Appreciation and flowers as a sign of our appreciation for their valued efforts.

FinnGym was nominated for an Outstanding Achievement Award at the Leading Aged Care Conference in April, recognising the services to our clients for re-ablement and restorative care.

Nowhere else in Australia can you walk down the corridor of an Aged Care Facility and hear a happy resident singing whilst enjoying Sauna. I feel so privileged and proud to inform people that I work for this unique organisation.

**Jo Thomason**  
General Manager



### *Recognition for time served*

*On Wednesday 25 May, in Queensland, staff were recognised for the hard work and dedication they had shown to FinnCare. The four staff were Elina Siltala 5yrs, Mervi Lantinen 10yrs (not in the picture), Pirkko Toivola 10yrs and Sirpa Koskela, 25yrs.*

## CONTACT DETAILS



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