



*Kellock Lodge*  
Alexandra Inc.  
RESIDENTIAL AGED CARE

# ANNUAL REPORT 2017-2018

This Annual Report for 2017/2018 highlights commitment of the Kellock Lodge Alexandra Inc. team to the provision of ethical aged care within a safe and friendly environment.

In a year of challenges and change our team has focussed on maintaining an environment in which our residents, staff, families and carers can enjoy a healthy secure and inspirational lifestyle.

Staff at Kellock Lodge are trained in person centred care, focussing on treating a resident as they wish to be treated. This culture in practice places the person at the centre of their own care and also considers the needs of the older person's family and friends.

View annual report at: [ar2018.kellocklodge.org.au](http://ar2018.kellocklodge.org.au)



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ABN 82 586 866 464 | Incorporation No.: A0037078E

## CHAIR REPORT

This year has seen many dramas and unfortunate outcomes involving Kellock Lodge and the Wangaratta Anglican Diocese as our approved provider.

At the same time, the final outcome of ultimate community ownership and management of Kellock, staffed by local dedicated people provided the best and most just possible outcome for Kellock and Alexandra.

## CEO REPORT

We hold a unique position of trust and enjoy the absolute privilege of working for our residents, in this their home, and having the opportunity to get to know so many remarkable people with amazing stories to share.

Kellock Lodge is an accredited and certified residential aged care facility, operating in a sustainable way.

## MANAGER CLINICAL CARE REPORT

Kellock Lodge through implementation of Quality Systems and ongoing review of procedures strive to improve health outcomes and ensure the sustainability of the Aged Care within the community.

Safety and quality are central to the delivery of health care, and are embedded in all systems across all departments at Kellock Lodge.

## FINANCIAL REPORT

Financially this year has been a tumultuous one where, apart from government funding cuts, hundreds of thousands of dollars were incurred on consultants and lawyers to fund the failed amalgamation and to address the ensuing accreditation issues.

After many years of responsible financial management, we have been and will in the future, continue to operate effectively as a going concern.

## MANAGER HOTEL SERVICES REPORT

We pride ourselves on providing a fresh and seasonal menu with the assistance of our dietician.

Our environmental team maintain clean and safe living facilities. Resident's needs including laundry services are attended to personally, offering resident's choice.

Courtyard gardens and lawns offer protected spaces with shaded and sunny positions for our residents.

## QUALITY COORDINATOR REPORT

Our philosophy of continuous quality care improvement enables our residents to be assured of the highest levels of service delivery at all times.

We are committed to improving quality outcomes, systems and procedures for our residents and families. To do this we recognise the importance of workforce planning and staff education and training.

## LIFESTYLE COORDINATOR REPORT

We believe in resident focussed activities, and this year we've introduced some really fun activities designed to promote 'positive ageing' for all of our residents at Kellock Lodge.

With over 24 volunteers guided by our enthusiastic staff our residents have enjoyed some unique and adventurous programs like Armchair Travel, Cooking Classes and visiting school children.

## WE CARE APPEAL

Following the resolution to transfer the ownership of Kellock Lodge from the Diocese of Wangaratta to the community of Alexandra, there is an urgent need to raise \$500,000 funding to purchase the 50 bed licences from the Diocese.

Please help us to become the registered care provider for our community and ensure ongoing sustainability.



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A l e x a n d r a I n c .  
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