



Some beautiful smiles to share this week

Heather Allot

Diana Latham

Jill Ward with childhood friend
Father Tony Shallue



June Johnson getting in the swing with Belinda to the tunes of David on the Ukulele

Memory

C	A	R	E	F	A	M	I	L	Y	X	Z	M
N	B	O	O	S	T	W	E	N	J	O	Y	M
N	A	I	Q	G	R	H	F	B	O	R	M	M
O	J	L	M	A	Z	W	B	A	I	M	C	O
U	R	E	T	A	I	N	W	O	O	Y	L	R
R	S	F	A	E	L	D	E	R	L	Y	C	Y
I	M	R	E	M	E	M	B	E	R	V	C	L
S	E	N	C	O	U	R	A	G	E	K	X	J
H	Z	S	Q	Q	X	B	S	H	A	R	E	P
T	J	A	R	U	W	Z	H	E	A	L	T	H
H	K	V	Q	T	Z	F	O	T	I	V	B	
F	R	E	C	O	L	L	E	C	T	J	U	R

BOOST CARE ELDERLY ENCOURAGE	ENJOY FAMILY HEALTH MEMORY	NOURISH RECOLLECT REMEMBER RETAIN	SAVE SHARE
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JOKE OF THE WEEK

After his return from Rome, Will couldn't find his luggage in the London Gatwick airport baggage area. So, he went to the lost luggage office and told the woman there that his bags hadn't shown up on the carousel. She smiled and told him not to worry because they were trained professionals and he was in good hands.

'Now', she asked Will, 'has your plane arrived yet?'



yackandandah
health

Residents
Weekly

THE WEEK THAT WAS 5th June – 9th June 2023

The attached Q&A if from Apollo Care – it has the answers to many of the Questions you may like answered.



Revised 7 June 2023

FAQs on Apollo Care

Information for the Yackandandah community

Q: What will happen if and when Apollo Care becomes the Approved Provider for Yackandandah Health?

A: Initially, it will be business as usual. All residents continue in residence and all staff continue in their jobs with their pay and conditions preserved. Behind the scenes, Apollo Care will action the following items:

- Ensuring that resident care is fully compliant and that all staff are appropriately trained. There will be an intensive effort to ensure overall standards meet requirements so we can be sure that the service will maintain full accreditation with the Aged Care Quality and Safety Commission.
- Upgrading critical IT and financial management infrastructure.
- Developing a roadmap for building maintenance, upgrades and a progressive decorative refresh.

Q: Apollo Care is a private sector organisation that will want to make a profit. How do we reconcile that with the community wishes for a continued high level of aged care service at an affordable price?

A: In our view, there is no conflict between these objectives.

- If we are to assure the community that top quality care will always be available, we must ensure that the business will always be viable.
- It doesn't matter whether a service is not-for-profit or for-profit, it still has to make a trading surplus else there are no funds available for maintaining and upgrading the service over time. Lack of trading surplus is a current problem for Yackandandah Health.
- Indeed, according to figures published by the federal government (which tracks all aged care providers) there is little or no difference between the trading surpluses of not-for-profit providers and for-profit ones. In fact, some of the most profitable providers are nominally 'not-for-profit'. They operate their service efficiently, redeploying their surpluses towards upgrades so the service is always appealing and in high demand.
- This is precisely what we intend for Yackandandah. Our intent is to lift the service to a high standard, operating efficiently and generating strong demand from the local community.

Q: The federal government has signalled that it will not be significantly increasing aged care funding. How do we reconcile this with the investment required to improve the Yackandandah service?

A: The government understands that assuring viability for residential aged care providers means that residents with means will need to contribute more to the cost of their care. They are investigating this aspect of funding as a priority.

Q: What about residents with low means status?

A: No change. Residents who have been given a low means status as a result of the government means test (assets and income below the minimum threshold) are offered accommodation.

Q: Where does the Yackandandah community fit in?

A: It's critically important. Apollo Care's view of aged care is that it should be a positive living experience for residents and their families. Because residents are often frail, it is essential that the care be fully compliant and that the residents are safe and well looked after. However, a great living experience is more than that. In our view, the residents should feel that they are part of an active community and have real choices each day for companionship, activities they find enjoyable and meaningful, and spiritual care according to their needs.

We are looking to the Yackandandah members to help us provide this sense of community and belonging in the Home. We fully support programs such as the Men's Shed, volunteer participation in activities and outings, and similar support activity.

Q: What role will the Yackandandah community have in the ongoing management of Apollo Care?

A: We see the community participating in 3 principal ways, at all levels of governance:

1. In local committees that are supporting the service, coordinating community engagement and activities;
2. In ongoing representation on the board of Yackandandah Health. Note that these board roles do not have responsibility for financial matters, compliance or in the delivery of care, since these are the responsibility of Apollo Care as Approved Provider. However, these board members will be kept fully involved and apprised of all material developments and will be consulted about community views on key decisions;
3. On the Apollo Care Community Advisory Board (CAB). The CAB is a council of all our alliance partner PBIs that advises the main Apollo Care board on community issues and matters of concern to alliance partners.

Q: Why can't the community continue to own the land?

A: Although YHL's name is on the title, in reality YHL doesn't own it - the residents do. Under Aged Care legislation, residents have an inviolable right of tenure. It's their home. The "landowner" is in reality just the service operator, managed by the Approved Provider, who in turn is closely monitored by the Commonwealth to ensure that residents are safe and receiving high quality care. The Approved Provider is also responsible for repaying the resident bonds (RADs and RV deposits) which are some \$16M in the case of Yackandandah. Because of this responsibility and liability, Apollo Care insists that it needs to control the land & building so it can be sure of meeting its obligations to residents and the Commonwealth.

Q: Who owns Apollo Care?

A: Apollo Care is owned by about 25 investors. Many of these are private individuals, others are church or community groups. All are Australian residents. We consider them to be 'high conviction' long-term investors that are attracted to the core investment thesis of Apollo Care, viz. working with smaller not-for-profit aged care providers who are in difficulty yet who wish to retain community identity and legacy in the ongoing operation of their service.

Q: What will happen to the Medical Centre?

A: We understand the importance of the GP clinic and maintaining the services offered to the community. We propose that YHL will continue to manage the clinic, and it will continue to be staffed by independent GPs and allied health professionals. Senior Executives in Apollo Care have deep experience in health care governance and are familiar with the requirements of General Practice accreditation.

Q: What will happen to the Early Learning Centre?

A: We are planning no major changes. The Early Learning Centre Director is highly experienced. Apollo Care has a great deal of relevant human services governance. We are also familiar with the requirements of the National Quality Standards as they apply to Early Learning Centres. If the need arises, we have access to experienced Child Care providers and operators within our peer group.

Q: What are you going to do with the spare land that was donated?

A: It will be developed to augment the community services of Yackandandah Health as demand for those services becomes apparent. In consultation with the Yackandandah Health board, we will review the master plan for the site. Our intention is to continue to deliver a range of accommodation and services to seniors in need of support and frail aged residents in need of care.

Apollo Care Operations Pty Ltd

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REMINDER – Resident Relative and Friends meeting.

Tuesday 13th June 2023 @9.30am in the Activities Room

Or we will establish a Zoom link if you wish to attend virtually.

Are you looking for a way to advocate for the needs and rights of your loved ones at Yackandandah health. Why not join us at the Resident Relative and Friends meeting?

Our group is dedicated to supporting and empowering residents, families, and friends. We provide a safe forum for discussion, information sharing, and advocacy, with our main goal of improving the quality of care and quality of life for residents.

As a resident/consumer advocate, you will have the opportunity to share your expertise, insights, and ideas on how to improve the long-term care system. You will also have the chance to connect with other advocates and work together to make a real difference in the lives of residents.

We invite you to join us at our next meeting held on the second Tuesday of every second month.

Together we can ensure that our loved ones in care receive the care and attention they deserve.

For further information you can contact Heather Maddock, Chair of the meeting maddockheather@gmail.com or Becky Hyde lifestylecoordinator@yackhealth.com.au

**When I get old I don't want people thinking
"What a sweet little old lady"...
I want 'em saying
"Oh Crap! What's she up to now?"**



Monday 12th June

9.15 – Gentle exercise and walk in the garden
10.00 – Book Exchange
10.30 – Footy tipping
11.00 – Book Club with Judy
2.00 – BINGO

Tuesday 13th June

9.15 – RESIDENTS, RELATIVES & FRIENDS MEETING – Activities Room
2.00 – Knit & Natter

Wednesday 14th June

COOKED BREAKFAST

9.15 – Cooking – with Tracey
2.00 – Movement to Music
News & Discussion

Thursday 15th June

HAIRDRESSER TODAY

Hand & Nail Care
10.30 – Prayer Service
2.00 – TAI CHI & Quiz

Friday 16th June

SHOP and COFFEE TODAY

9.15 – Exercises with Becky in Big Ben
9.15 – Musical memories
1.30 – Carpet Bowls

Saturday 17th June

ACTIVITIES IN POPPY PLACE – Shannon
ACTIVITIES IN WATTLE GROVE - Jennifer
2.30 – Saturday afternoon Movie

Sunday 18th June

ACTIVITIES IN POPPY PLACE – Jennifer
ACTIVITIES IN WATTLE GROVE - Shannon
11.30 – Songs of Praise ABC
2.30 – Movie

If you have any suggestions for Lifestyle program, please feel free to talk to the Lifestyle team at any time, this program is for you so let's do what you want to do!

Becky, Tracey, Bee, Belinda and Shannon

