



2018 - 2019

ANNUAL REPORT



AWARD WINNING



Loving *your*
later life.



2019 was a year of many highlights.

Successful community engagements and forums

International awards in Innovation

Custodianship and successful integration of our new facilities in Guyra

Continued development of Hector VR and realising its potential in various industries

Building on the strong financial position of McLean Care

Brand building, benefiting from the strong foundation built as an industry leader and as a regional and rural provider

Enriching experiences on the aged care journey with innovative and person-centred care

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Chairman's Report

It has been personally rewarding, and a great privilege, to Chair the McLean Care Board of Directors over the past twelve months. The Board and I are proud of both the success of McLean Care as a leading provider of aged care services, and the individual achievements of our CEO and Executive team, and the staff and volunteers, who continue to operate with that “can do” and collaborative attitude, ensuring that our vision of person-centred care is delivered, and remains the focus in all that we do.

The external aged care environment is rapidly evolving, with significant scrutiny and renewed purpose, including the Royal Commission into Aged Care Quality and Safety. The Board welcomes the changes that will result from these reviews; we embrace them as opportunities to both strengthen the aged care industry as a whole, and enhance our organisation’s ability to continually develop and refine a sustainable funding and delivery framework for this vital and precious service into the future.

The board and I are focused on delivering excellence in Governance and Risk Management. We continue to develop robust governance and compliance policies and procedures, along with strengthened Risk Management Strategies, and to focus on our strategic plan, aimed at reinforcing McLean Care’s long-term sustainability. This year we welcome to our board new Director, Fiona Evans, who brings with her both extensive board experience, and strong financial skills and expertise.

We are pleased to announce that McLean Care continues to go from strength to strength, progressing on our strategic plan, and continuing to deliver strong financial performances, ensuring we deliver on exceptional service and outcomes, and uphold our vision for person-centred care.

2019 was a year of many highlights:

- Successful community engagements, including forums
- International awards in Innovation
- Custodianship and successful integration of new facilities
- Continued development of Hector VR and realising its potential in various industries
- Building on the strong financial position of McLean Care
- Brand building, benefiting from the strong foundation built as industry leader and as a regional and rural provider
- Enriching experiences on the aged care journey with innovative and person-centred care

Throughout the coming year, we will seek out more opportunities to grow and expand our services. 2020 will see a refocus on our future, and the next phase in the development of our Strategic Plan. We will continue to engage our communities in which we provide care, to enable us to build upon our successful aged care service and delivery outcomes, with greater community input into what do we do well, and what can we be doing better.

On behalf of the Board, I would like to take this opportunity to thank the many committed team members at McLean Care. We recognise your effort and commitment, proactive, out-of-the box thinking, and collaborative attitude that drives our organisation toward our common goals. Thank you to our CEO, Sue Thomson and her Executive Team who lead by example, and their tireless and driven passion for our organisation. We recognise your loyalty and commitment not only to Mclean Care, but also to the aged care industry as a whole; it has been an absolute pleasure working with the whole Mclean Care team.

In closing, I would also like to thank my fellow McLean Care Directors. I have enjoyed working with you all, with your diverse skill sets, passion and commitment, brought together by our shared vision for aged care and McLean Care.

I believe we are well prepared for the challenges ahead, and I look forward to continuing serving our communities with you.



Manuel Meszaros

Chair of the Board of Directors McLean Care



The external aged care environment is rapidly evolving, with significant scrutiny and renewed purpose.

Message from the CEO

Aged care today; operating within a framework of continual reform

Surrounded by rapid transformation of the aged care sector in Australia, our industry is on the cusp of significant reform, which will shape for years to come, the provision of care to millions of Australian seniors.

However, human connection has always been what lies at the heart of what McLean Care does each and every day and from which we have built our strong foundations.

The Royal Commission into Aged Care Quality and Safety was established in 2018 to look at how older people are cared for, and determine what needs to be done to make aged care services better.

Following the first round of hearings, The Commission released initial findings in an overview of where we have been, where we are now, and where we need to be. There has been progress toward a more consumer driven and sustainable aged care system, but further reform is required in information, assessment, consumer choice, means testing and equity of access. Significant changes to Australia's aged care quality regulatory processes and structures are also underway, as is the implementation of action to address longstanding workforce challenges.

As an organisation, we are operating within a framework of continual review and reform. We maintain an attitude and culture that will ensure that we remain nimble and agile, and ready to respond to change quickly and precisely, underpinned by the premise "what needs to be done, will be done. That is our promise to our communities".

With the establishment of the Aged Care Quality and Safety Commission, the recent introduction of new aged care quality standards, and the planned development and implementation of a number of other measures in response to these reviews, we have established practices and processes, and proactively create and inspire a culture that embraces, and is prepared for, the fluid evolution of the aged care system for the highest quality of care and service provision for the Australian people.

The future: the challenges of the changing expectations of consumers

For those older people currently in the workforce, and those now retiring, average incomes and assets are much higher than previous generations. Their capacity to pay for their own care in the future may also increase, and as average living standards increase, there is also likely to be a growing demand for choice about what care is delivered, the level of quality of services available, and how and where they are delivered. Better-quality information will also need to accompany greater choice.

More than half of all primary carers are in the workforce, the majority of whom are women, which will certainly have implications for the availability of family to fulfil carer roles, so more flexible support arrangements will be needed over time.

While some of these expectations may change, Australians will continue to have access to a publicly supported, equally accessible, aged care system. Service providers will continue to be expected to deliver high quality services and value for money, and many factors are likely to increase the demand for aged care services, including increasing proportions of very old people, years of care needed, new service options, and higher expectations of levels of care.

Flexibility will assist the aged care system to respond to new patterns of illness and dependency and the need for new types of care arrangements. Significant innovations in the way in which services are delivered, including advances in technology, will also be needed, and will affect both the venues in which care services are provided and the manner of service delivery. With the Baby Boomers' demand for independent living, supported non-institutional forms of congregated living options will be a feature of aged care going forward, as will community care and more intensive forms of high-level care.

Effecting these changes will require significant flexibility on the part of the aged care sector and more precisely, McLean Care.

We maintain an attitude and culture that will ensure that we remain nimble and agile, and ready to respond to change quickly and precisely, underpinned by the premise "what needs to be done, will be done".

Existing systems and ways of doing things need to be reviewed and new ideas identified

Presently, home care packages, independent living home support and residential care are predominantly defined as a continuum that moves from home, into low-level residential care and then into high-level residential care, albeit often for only a short time.

This is likely to shift towards a pattern concentrated at the two ends of the spectrum, with people being able to receive the care that they need in their home for a longer period of time, and to a greater degree, movement into residential aged care may be delayed and only occur at much higher levels of different care, than currently needed.

Australia's aged care system will therefore need to be able to provide a wide range of care options, and will also need to continue to include services to assess care needs, arrange and coordinate care services, and provide information on the care options that are available.

The system will also need to be able to respond flexibly to the changing needs of older people over time.

Being able to organise services around the needs of an individual will be better able to adjust to changing needs than a system organised around types of care.

Support staff through these times of change and arm them with the tools to handle it

As the proportion of the population requiring care increases, the supply of the formal aged care workforce will also face considerable pressure. Increased demand for hospital care, and a corresponding increase in demand for a skilled labour force, will force the aged care sector to compete for nurses and other specialised and non-specialised workers across a stretched labour market.

A recent study found that although pay is important, it is not as influential as other factors such as job satisfaction, security, a positive work environment and opportunities for career progression in determining whether an aged care worker will remain in the sector.

The dynamic of the aged care workforce is changing, and will continue to change. McLean Care remains an innovative leader in staff support and development. We are a genuine values-based organisation, where our culture encourages teamwork, diversity and inclusion, as well as community spirit.

We provide many opportunities for highly developed career pathways, as well as educational opportunities, both internal and external and widely embrace innovative technology.

While the Royal Commission into Aged Care Quality and Safety has brought to light some harrowing experiences of people living in aged care, it is very important to also highlight the vast majority of aged care providers and more importantly, our staff, who are passionate, professional and are provide outstanding care.

Our organisation has always recognises the important role our workforce plays in the lives of our clients, residents, their families and carers. I can't thank them enough for always providing the highest quality of care with professionalism, compassion, empathy, and dignity that inspires us all.



Sue Thomson
CEO McLean Care

We continue to strengthen community connections and our leadership capacity to lead the organisation through these changing times.

Quality and Safety

McLean Care is committed to ongoing improvement of care and experience in all areas for each of our consumers. While we are proud of our excellent record in delivering quality, person-centred consumer-directed care and in managing risks, we continue to focus on improvements to ensure that our services are as safe as possible, and that we are minimising risks at all times.

McLean Care prides itself on listening and responding to the needs of our consumers. We continually evaluate and improve on all aspects of our performance through proactive and consistent engagement with our consumers via a range of methods.

McLean Care has a strong commitment to consumer safety and quality and this is reflected in our organisation-wide approach to:

- Reviewing and improving, on a continuous basis, the performance of our consumer safety and quality systems
- Assisting our clinical and care staff and monitoring the safety and quality of care they provide
- Ensuring accountability for the safety and quality of care at all levels of our organisation right through to the Board of McLean Care.

McLean Care has developed a comprehensive Clinical Governance Framework based on an integrated approach to clinical risk management and continuous quality improvement. This framework measures four major areas of organisational performance including:

Clinical Risk Management

(making sure our services are safe and minimising risk of error)

- The McLean Care culture promotes and encourages staff to report incidents, risks and near misses
- Incident Management policy outlines the process for assessing and investigating incidents
- McLean Care clinical policies are developed in accordance with evidence-based best practice
- Clinical, risk and safety policies are reviewed on a regular basis and updated as required.

Clinical Effectiveness

(making sure the care and services we provide are effective)

- Quality and Safety Indicators are used to measure and monitor performance
- Quality plans are initiated when significant issues are flagged
- Quality and Safety Indicators are benchmarked nationally
- Serious incidents are reported and investigated
- Quality performance and safety data, measures and incidents are reported to the McLean Care board
- All facilities and areas meet the standards for accreditation.

Effective Workforce

(making sure our staff are competent and up-to-date)

- McLean Care has a strict process for checking credentials, registration and scope of practice for all clinical disciplines
- McLean Care has targeted education and competency requirements in all clinical areas with a particular focus on high risk areas
- Staff are orientated and updated on quality and risk systems.

Consumer Participation

(involving our consumers and carers in their care)

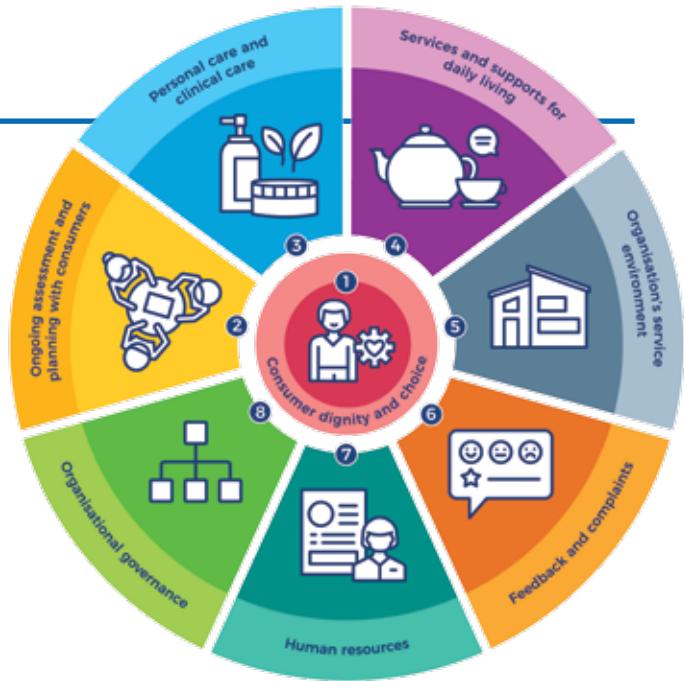
- Consumers participate in our quality improvement activities
- Consumer complaints and feedback processes are managed in a timely way
- Consumer feedback informs strategic and business planning
- Open disclosure between McLean Care and consumers is actively promoted when things don't go to plan.

McLean Care is constantly monitoring the performance across our Clinical Governance Framework.

We continue to focus on improvements to ensure that our services are as safe as possible, and that we are minimising risks at all times

Accreditation

Accreditation is an important driver for safety and quality improvement, and through the accreditation process, McLean Care has been able to assess its level of performance in relation to established standards and implementation of continuous improvement. The Aged Care Quality and Safety Commission independently assesses and monitors service providers' performance against the Standards.



The Aged Care Quality Standards

The new Aged Care Quality Standards commenced on 1 July 2019. There are eight standards that aged care providers must meet across both our residential and home care divisions:

1. Consumer Dignity and Choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

Over the past twelve months, all areas of McLean Care continued to perform strongly against the Aged Care Quality Standards.



Kath Eady
Manager of Clinical Governance,
Quality & Risk

Residential Care

Killean

Our Killean residential facility in Inverell has enjoyed a busy and rewarding year. Our Care Services Manager, Cathy Wyper has brought a great deal of expertise and enthusiasm implementing some terrific care programs and other initiatives including 'Namaste' and the memorial services.

Killean also achieved their 3 year re-accreditation in March 2019. This was the first time the re-accreditation audit was unannounced and although there has been a lot to learn with the new process, our success of achieving re-accreditation has reaffirmed that our vision and our wonderful team are striving effortlessly to enhance the wellbeing and quality of life for our residents.



CWA House

In May 2019 we welcomed our Facility Manager, Di Jolly. Di is a Registered Nurse with a wealth of knowledge and experience; and she is passionate about delivering the highest quality service to our residents at CWA House.

In November 2018 CWA House also underwent an unannounced re-accreditation again achieving a 3 year accreditation. The positive comments from the Quality Assessors were very humbling.

Kolora

In 2018 McLean Care was granted the management and operations of Kolora Residential facility in Guyra, NSW. This facility currently holds its accreditation until March 2021. Melissa Scott, our Facility Manager, is leading this state-of-the-art brand new \$7.5 million complex to great success with her care and service expertise. She has introduced some very exciting programs throughout the year and has gained the support and friendship of the Guyra community in this short period of time.



Consumer Forums

McLean Care introduced our Consumer Forums this year with Kolora and CWA House launching theirs first. Both events were well received and we have gained valuable insight into what care services these communities need us to design and deliver. We are busy planning to ensure our service delivery continues to meet the needs of our communities today and into the future.



Volunteering

Volunteering is a gift people share to enrich the life experiences of others. Our McLean Care volunteers and the contribution they make to our organisation, with our residents and clients is priceless. So many of our community members support our events and fundraising initiatives - we could not do without them! We look forward to continuing support in our volunteering programs.



One of our bigger events across our calendar with school children for intergenerational socialisation and activities is Grandparents Day.

We are part of our community

McLean Care strives to support and sponsor community events throughout the year. This allows us to get involved with our communities to support each other and build stronger relationships and active, healthy communities.

CWA House has supported the local show ball for the past 2 years. This year the Oakey Show Society celebrated with "It's all about YOuth". Louise Byers who as well as winning the Open category also won McLean Care's Miss Fundraiser category. Louise raised \$2861.10, an outstanding effort for such a worthy recipient of the precious sapphires we donate each year.



Grandparents Day

Grandparent day continues to be one of our favourite events. There is always so much laughter and joy across the intergenerational spectrum. We look forward to growing this event over the coming years.



Fatality Free Friday Regional Road Safety

McLean Care proudly supported Fatality Free Friday on 31st May. Di Jolly from our CWA House spoke with local primary students from St Monica's in Oakey, encouraging them to identify ways they can assist with safety when passengers in a car, and to encourage their parents and grandparents to 'take the pledge' for Fatality Free Friday.

Our Future

McLean Care continues to build and implement new and exciting service programs designed to enrich the experiences for our residents. We are passionate about every day being a good day and our teams work tirelessly to introduce more and varied service offerings for all of our facilities.



Sarah Wade
General Manager
Residential Services

Home and Community Care

Snapshot

The Community Aged Care sector continues to see major legislative change and increasing choice in the market with a massive number of new entrants and diverse service models.

Ongoing pressure on the system of assessment and allocation still sees some 105,000 plus individuals awaiting home care packages (Nationally). This has resulted in many instances of consumers exiting the system and going into residential care facilities earlier.

Unfortunately we are still seeing more movement in the Government assessment process for Home and Community Care funding eligibility realising further confusion for consumers and continued review and compliance consideration for providers adding to the cost of service provision.

As part of the ongoing changes in this sector we held consumer forums across the region to capture the opinions and questions from seniors within these communities around current and future services.



Supporting community events, sporting clubs and NSW Seniors Week has provided us the opportunity to reach a broader market and build our brand equity, which we will continue to drive.

The quality framework governing providers and a combination of the office of the Complaints Commission and the Australian Aged Care Quality Agency was launched this year. We used this opportunity to be creative with our colourful shirts worn by our staff over 8 weeks, with each week representing a different standard. It was a great way to start conversations to ensure our clients understood the changing standards and what it meant for them.



Despite the challenges in this sector, McLean Care has continued to provide over 1,000 care and service interventions and support to community clients across in-home care, the Commonwealth Home Support Program (including centre based services) and Veterans.

As a result of significant changes McLean Care Home and Community Services has undertaken a business review. This included the redesign of the management of service delivery and the identification of service efficiencies so that we can remain competitive.

This included the centralisation of our operations to our main centres in Tamworth and Inverell which allowed us to reduce our hours of coordination and lower our administrative costs.

Our staff have always been central to our organisation with home carers attracted by the autonomy, the close contact with individuals and the time they can spend giving one-on-one care. We have implemented policies and practices to retain our ageing, experienced, workforce at the same time we are finding ways to recruit millennial and Gen Y, especially skilled graduates.

Our Future

Over the next 12 months we will concentrate on expanding of our service operations to engage our clients to live well and how we can achieve that together. This will allow us to embrace the wellness and re-enablement approach and expand our services onto these areas as well.



Gail Ting
Home and Community
Care Manager



Human Resources

Snapshot

Human Resources

- Implemented electronic on-boarding for staff (HR on-board)
- Implemented electronic WHS system (Solve Safety)
- Moved to the Loss, Prevention and Recovery Scheme (LPR) resulting in premium reductions
- Electronic archiving for all employee files
- Review of HR and WHS policies and procedures
- Review and re-design of performance development
- Successful on boarding of 26 staff with the commencement of management of Kolora Aged Care in Guyra
- Participated in the Sapphire City Festival Parade
- Participated in R U Ok? Day
- Established a Workforce Development Plan
- Workforce gender quality compliance

Learning and Development

- Re-designed corporate learning and development program with implementing Bridge online learning. This now allows all staff to undergo compliance training online and also access a wide variety of online learning topics specific to aged care
- Developed relationships with local schools, community college, TAFE and Government to complement face to face training
- Participated in the careers expo
- Facilitated work experience and work placements
- Managed all compliance training
- Conducted all on boarding for new staff

Data Analysis

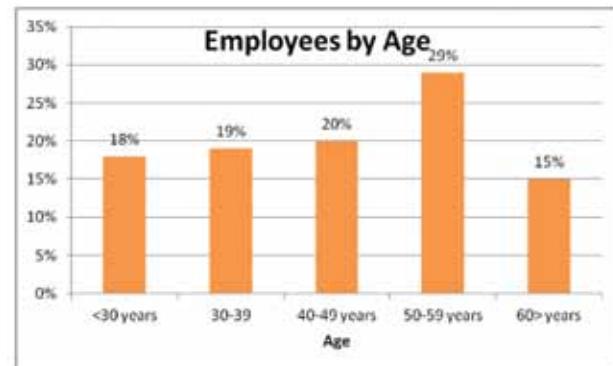
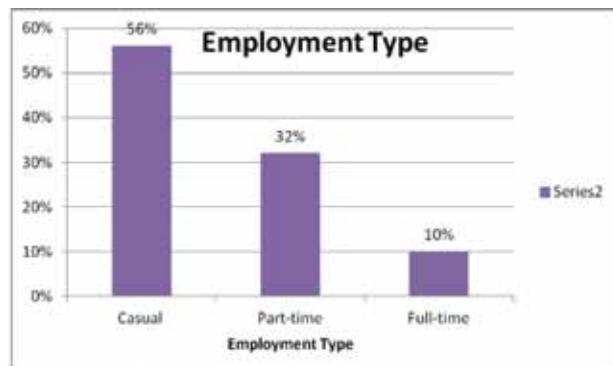
Our team

On average, during the reporting period, McLean Care employed 351 people (245 residential, 85 community and 21 corporate).

Currently a large portion of our McLean Care workforce is 50 years or older. Further more, 15% of the workforce will be retiring in the next 5 years if not sooner.

Employment type

Of these 351 employees 20% were full-time, 49% part-time and 32% causal. These figures are similar to the last FY except for the casual data which was significantly lower last year at 26%.



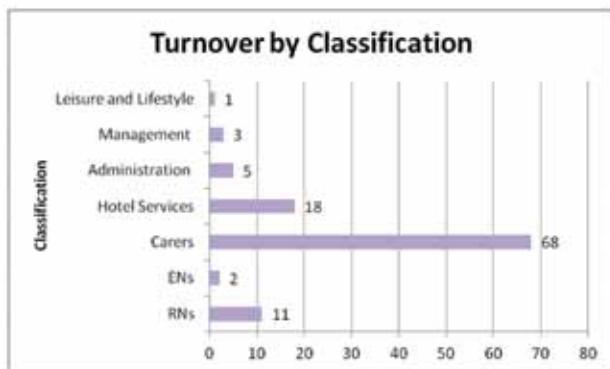
Age

Currently a large portion of our McLean Care workforce is 50 years or older. Further more, 15% of the workforce will be retiring in the next 5 years if not sooner. As expected, this data is not significantly different to the previous year's data.



Classification

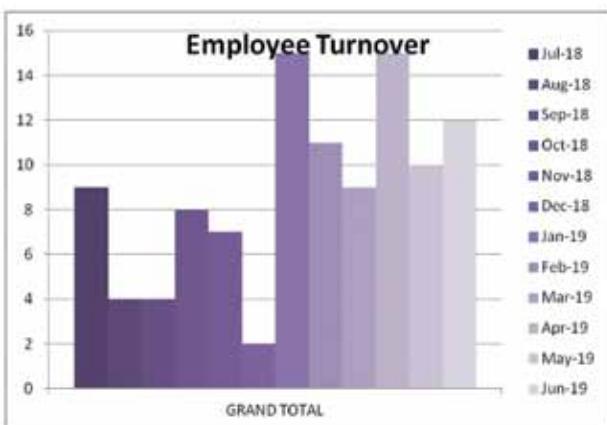
Below is a graph showing the number of staff in each classification across our sites.



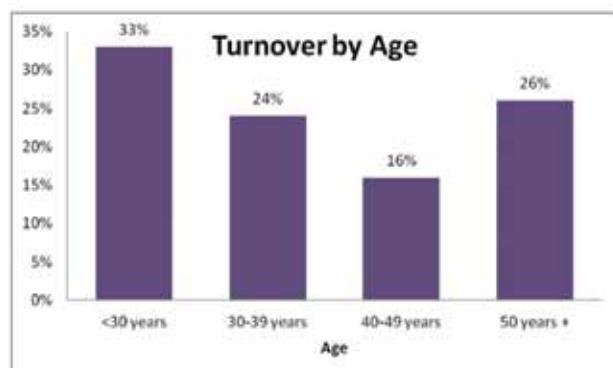
Employee Turnover

A total of 106 employees left McLean Care during the reporting period in comparison to 128 the year before, making a turnover rate of 30% of the total workforce (21% of these were in residential and 9% in community). In comparison, the industry average is 25%, and the national average is 15%.

The turnover rate for residential was 29% and 39% for community, making community a focus for the next reporting period.



The majority of employees leaving are less than 30 years of age (33%), which has increased since the last FY from 24%. In comparison only 18% of our current workforce is under 30 years of age. Further, the data shows that a large portion (26%) of employees who are leaving are 50 years or over, understandably less than the last FY at 33%. This data supports the industry challenges of an aging workforce and the need for succession planning to ensure we have the skills and people for our future. Further more, the majority of those leaving are casual (56%) and in the position of carer (63%) with Hotel Services coming in next at 17%.



Employee turnover has increased in the later half of the reporting period, with the majority of staff leaving being casual (56%) and the least being full-time at 10%, which is expected due to things such as job security and nature of the engagement.

Reasons for leaving employment are captured during an exit interview with the top reason being a relocation followed by a better career opportunity.

Human Resources

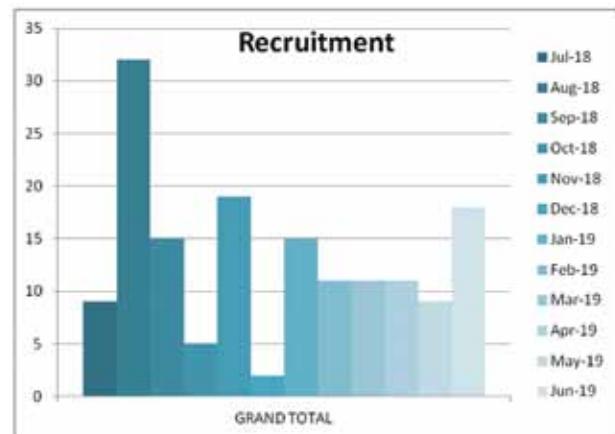
Recruitment

Recruitment continues to be high, with a total of 131 engaged employees and a further 26 transferred employees as a result of McLean Care taking over the Kolora facility. This is an average of 11 new employees per month (not including the transferred employees). This does fluctuate each month, however it is generally consistent.

Our future

Our key areas of concentration now and over the next 5 years will be looking at:

- Recruiting and retaining staff
- Succession plans for the high number of our aging staff leaving in the next 5 years
- Reducing our turnover in career streams of Carers and Hotel Services by consulting staff regarding better engagement strategies
- Conversion of casual workers to permanent to provide better job security
- Planning around recruitment strategies



Rose Wild

Human Resources Manager

Hotel Services

This year has seen lots of changes for Hotel Services at McLean Care:

- dietary needs and multi-disciplinary environments
- a strong focus on team development, food service development and general hospitality services for the residents and clients.

Menu Review

All sites have undertaken a menu review in the last 12 months to meet the resident's requirements. All these reviews have been assessed by an approved Dietician.

Feedback from staff and residents has been crucial in developing and updating our menus to ensure meals meet the resident's expectations. We have developed menu cycles to allow us to make changes if required.

Suppliers Review

A full review has been undertaken to ensure we are getting value for dollar in all areas of Hospitality. The focus of the review looked at cost savings available, quality of products, and locally produced food. We have also welcomed some new suppliers and thank our current suppliers for their continual support.

Food Safety Compliant

All sites in the last 12 months, have achieved a pass mark in Food Safety through their annual audits. A full review of our Food Safety Plan is currently underway to ensure we remain compliant with all food safety regulations and compliance.

New equipment

Enhancing the dining experience for all of our residential facilities has been important to ensure that the food served at lunch and dinner is hot. They will also provide the aroma needed to promote an enhanced and authentic dining experience as well as providing the opportunity to change their meal choices on the day.

Specialised Activities

As always our Hotel Services team provide the catering for many special functions held throughout the year. These have included luncheon's, Grandparents Day, fundraisers, birthday's, Anzac Day and most importantly Christmas Day to mention a few.



Information Technology and Communications

McLean Care is committed to innovative solutions, and has made a priority of investing in technology that bridges the gap between our clients and our care teams, improving the care and experience of our residents and clients, and identifying possible trends within our facilities, whilst supporting choice, service delivery, and safety.

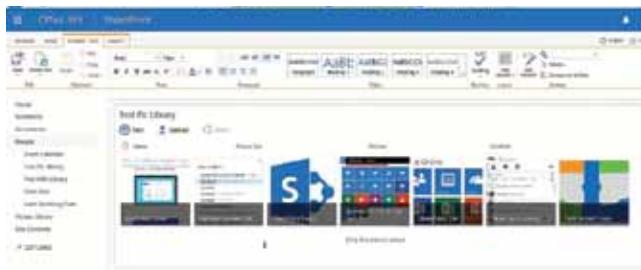
This year has seen our further advancement of integrated systems across all of our facilities.

Improving Communication & Safety

We have replaced the nurse call system at CWA House, bringing it in line with Killean, and ensuring the best and most efficient system is available to Residents and Staff. It provides cost-effective, convenient communication, is fully integrated and adaptable, and allows us to provide an instant response when it is most needed.

SharePoint Intranet

Our SharePoint Intranet has now been built and launched for staff use. It allows centralised access for documents, news and other McLean Care information and applications more easily, helps our organisation manage its internal communications, and is a great collaboration tool that brings our organisation together.



Wired for Sound

Our commitment to innovative solutions that support our residents and consumers continues through the introduction of Sonos Smart Speakers to the Hector Wing dementia area. Hector residents now have their very own customised sound system with individually controlled speakers that are managed via voice and apps, with access to over 80 online streaming services, from their favourite music through to audio books, podcasts, and radio stations, even in different languages, supporting Resident choice.

Security Awareness Training Platform

Risk management is a very important organisational activity, and training employees to understand and avoid common security threats can greatly reduce the organisation's risk. Through Security Awareness Training, we use interactive training modules and reinforcement assets to assist with the behavioural changes that are needed to protect sensitive data every day.

Meet Lachlan

The IT team has expanded this year, with Lachlan Grant joining us in January 2019. Lachlan is the helpdesk officer to assist with accounts, new devices and daily questions.

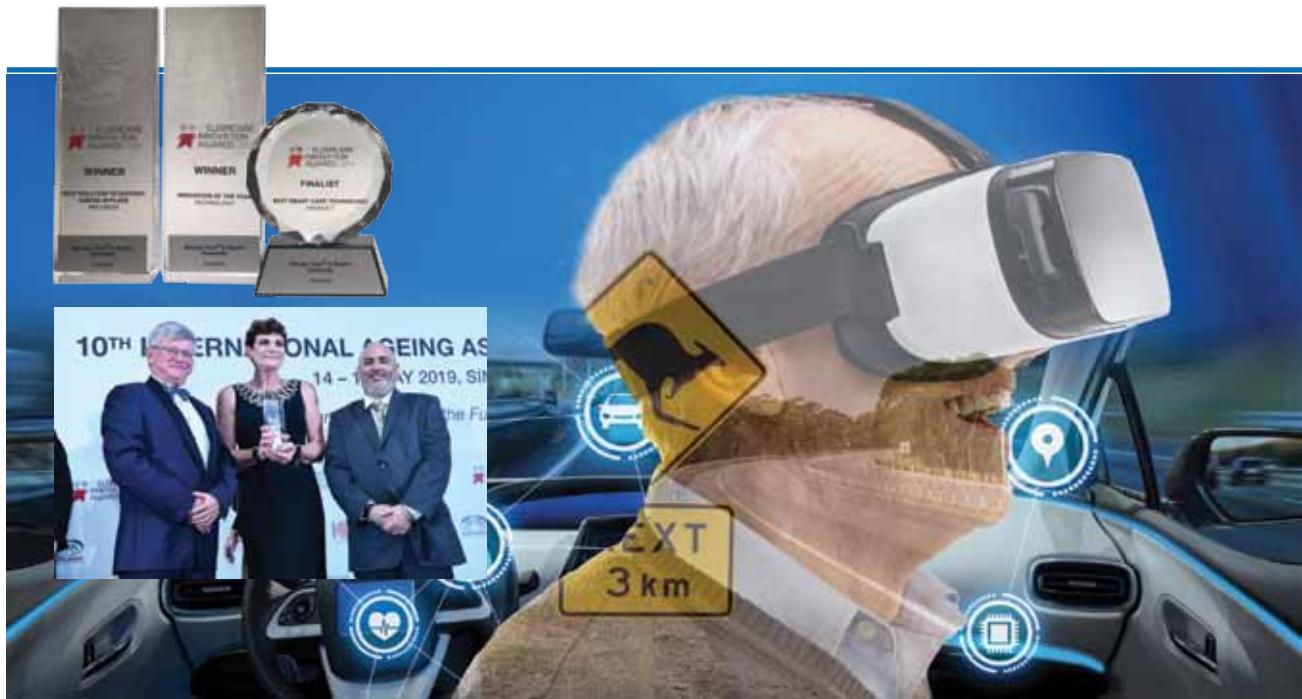


PainChek® - Intelligent Pain Assessment

PainChek® is the world's first pain assessment tool that has regulatory clearance in Australia. It utilises AI and facial recognition technology, and provides McLean Care staff, with very important clinical benefits; the ability to identify the presence of pain, when pain isn't obvious, to quantify the severity level of pain and to monitor the impact of treatment to optimise overall care.

We have given a lot of focus to implementing the PainChek® application based on staff feedback, and have since been named as PainChek's most active user.





Hector VR

'Hector VR' was born out of our recognition of the significant challenges faced by ageing drivers, particularly in rural communities with no transport alternatives. The loss of a drivers licence can signify a loss of independence for many older people, and has been shown to negatively impact mental health, physical wellbeing, sense of control, community connection, and social participation.

In November 2018 we officially launched our Virtual Reality Driving Simulator and have since been nominated for several national and international awards and have been successful in the following awards:

In Singapore on the 16th of May 2019, 92 organisations from 17 countries were recognised for their innovative and outstanding contributions towards improving the quality of living for the older people in Asia Pacific at the 7th Asia Pacific Eldercare Innovation Awards.

Hector VR won the following categories:

Innovation of the Year – Technology

Best technological implementation that demonstrates improvement in quality of life for older adults.

Best Solution to Support Ageing-In-Place – Wellness

Best solution that demonstrates ease-of-use, elderly friendly, affordability and improves quality of life for older adults.

And were finalists in the following category:

Best Smart Care Technology – Product

Best technology innovation that enables independence, health monitoring, operational efficiency and care support.

What's next!

PainChek® and iCare are currently working on an integration between their two systems, and we have been invited to participate in the BETA program which is very exciting.

CWA House phone system upgrade: Following the successful nurse call upgrade, we are now in the process of installing a new phone system at CWA House which will provide staff with portable phones and a more stable connection.

Pixalere Wound Care System: This system facilitates more efficient communication between our healthcare professionals, streamlines administrative efficiency, and enables better care for our consumers. Pixalere is being introduced in Home & Community Care for the clinical team to manage wound care.



Nikole Fletcher

IT & Communications Manager

Executive Leadership team



Sue Thomson
CEO & Company Secretary



Rose Wild
Human Resources Manager



Sarah Wade
General Manager
Residential Services



Nikole Fletcher
IT & Communications
Manager



Adrian Robinson
Chief Financial Officer



Kath Eady
Manager of Clinical
Governance, Quality & Risk

Board of Directors



Manuel Meszaros
Chairperson



Debora Jackson
Vice Chairperson



Reverend Jean Bell
Director



Bruce Peasley
Director



Colin Swanbrough
Director



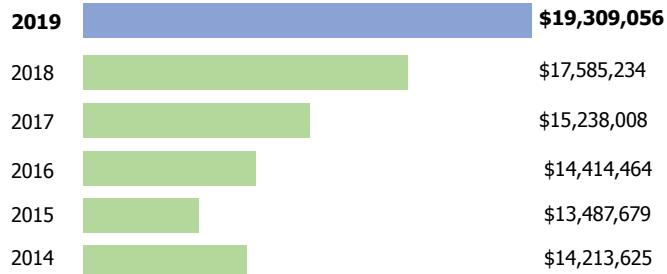
Fiona Evans
Director

2019 Highlights

Remuneration to staff members



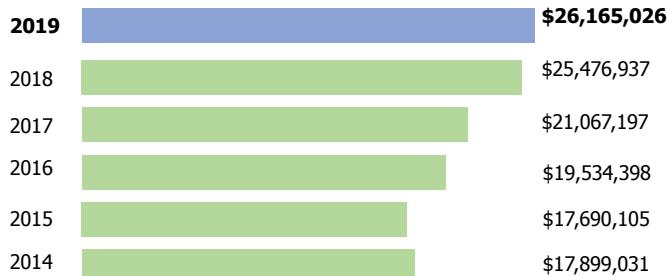
\$19mil+



Revenue from operations



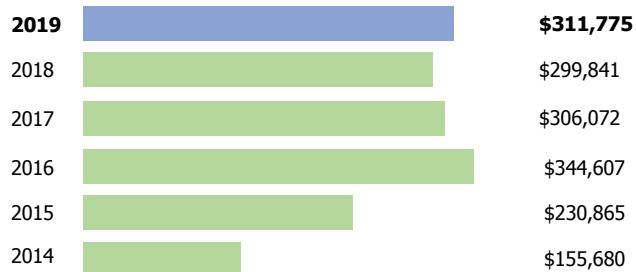
\$26mil+



Training delivering the best care

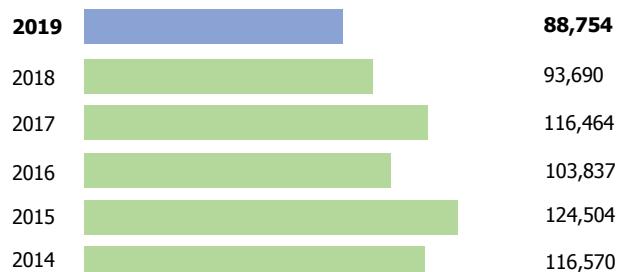


\$300k+



Total Number of Visits to our clients

88k+



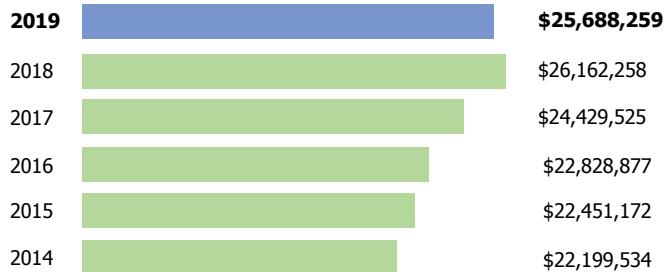
2019 Highlights

Net Assets

buildings & equipment



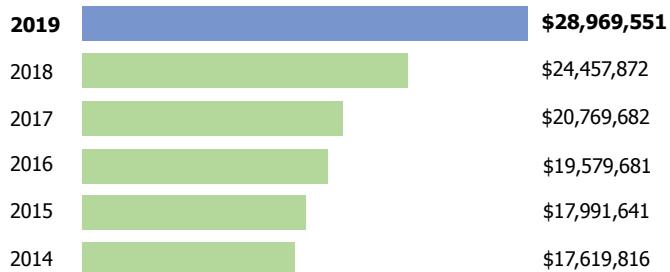
\$25mil+



Expenditure



\$28mil+

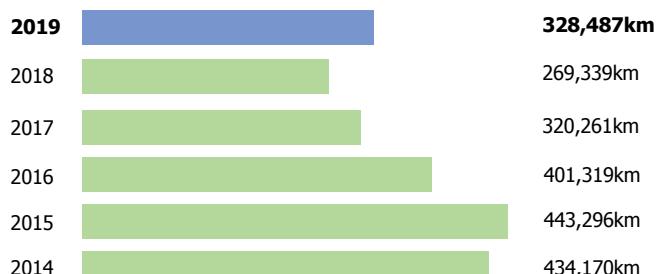


km's Travelled

Delivering care in our region



328,000km+

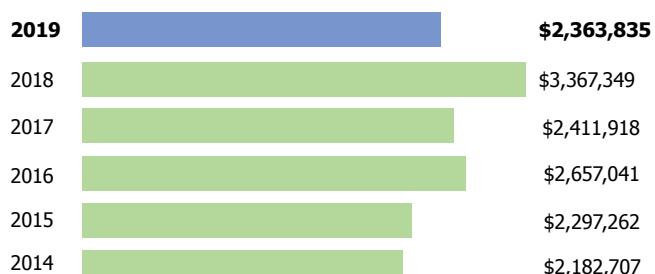


Business

Using local services & industry in our region



\$2.3mil+

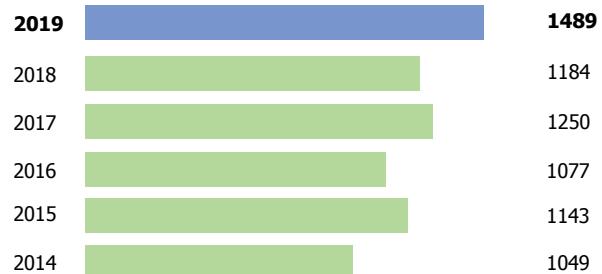


2019 Highlights

Residents & Clients who we care for



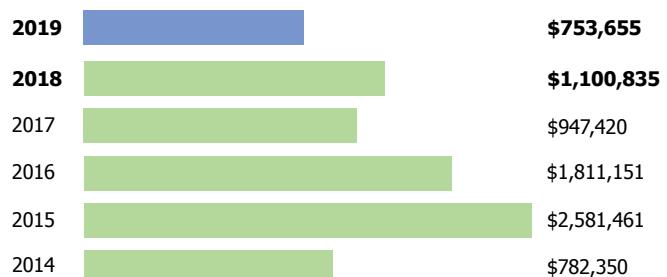
1400+



Capital Reinvestment



\$753k+





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