



Dubbo
Macquarie
HomeStay REGIONAL PATIENT & FAMILY ACCOMMODATION



Annual Report 2018-19

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INTRODUCTION

The board of directors are pleased to present the first annual report of Macquarie Home Stay. This year has seen the culmination of many years of research, community engagement, planning, negotiating, fundraising, design and construction. The local community and our many and widespread supporters have waited many years since the project's inception for Macquarie Home Stay to be able to open its doors and accept the first guests.

We are the proud custodians of what has become a valued and highly respected community organisation, and we look forward to the future that lies ahead.

OUR BOARD IN 2018

Our foundation directors have continued to guide the development of the organisation during the course of this year. They represent community and business sectors with expertise across marketing, law, management, private enterprise, non-profit sectors, health, communication and government. More importantly, several have experience living in communities across North Western NSW, many of which Macquarie Home Stay was developed to serve. They have met monthly throughout the year.

Chairman and Managing Director Rod Crowfoot
Secretary Fiona Prentice
Treasurer Lorna White
Elizabeth Allen OAM
Clr Dawn Collins
Ray Nolan
Nola Honeysett



Left to right: Elizabeth Allen, Fiona Prentice, Lorna White, Dawn Collins, Dot Martin (retired Director), Nola Honeysett, Ray Nolan, Rod Crowfoot

MANAGING DIRECTOR'S REPORT

It is my pleasure to report on the activities of the year to our valued supporters, contributors, partners and the Macquarie Home Stay community.

Following a public tender process, the board was pleased to appoint MAAS Constructions as the building contractor for Stage 1 of the masterplan. During the course of 2018 we watched what had been a grassy paddock transform into a developed site supporting the eagerly awaited 14 guest room patient accommodation facility plus the office building that also incorporates 3 self-contained units. During the course of construction, we were well supported by many consultants and advisors and we thank them for their counsel and time. Along the way, we were privileged to benefit from many offers of assistance, an example being the students of the Clontarf Academy and Girls Academy of Dubbo College arriving on sunrise to roll out turf. These valuable contributions of effort and enthusiasm were gratefully received.

We have been the beneficiary of donations that we were tasked to spend wisely. The board was very keen to ensure local enterprise and industry was supported as a priority, and so a 'buy local' policy was followed wherever possible. We thank Harvey Norman Furniture Dubbo, Snooze, Material World, JB HIFI and MYER for their generous support and assistance. Similarly we were pleased to not only appoint a local builder, but directly and indirectly contract local trades and suppliers. We are glad to have supported the economic activity of our city in this way.

The 29th January 2019 was a memorable day for Macquarie Home Stay. We were able to celebrate the official opening with many of our supporters, advisors, donors and guests. It was a day for our supporters to admire what they contributed towards, and we were pleased to see their satisfaction.



It is important for us to acknowledge the contributors who made Stage 1 of Macquarie Home Stay a reality.



NSW Government



Tour de OROC and Rotary Club Dubbo South



Dubbo Regional Council



Newcastle Permanent Charitable Foundation



An Australian Government Initiative
Australian Government



Rotary Club of Dubbo West



Rotary Club of Dubbo Macquarie



Can Assist Nyngan Branch



Can Assist Dubbo Branch



Walgett Shire Council



Soroptimist International of Lightning Ridge



Back O' Bourke Bike Ride for Cancer



Dubbo Macquarie Lions Club



Lions Australia District 201N4



Australian Lions Foundation Ltd



Lions Clubs International Foundation



Nyngan Shire Council

Family of Carole Simmonds

Regional Australia Bank

Regional Development Australia
ORANA

Dubbo Fireworks

Ann Walker

Judy Jakins

Peacocks Solicitors, Christies Accountants and Advisors, Design Tribe Architects, Geolyse, Terry Wilcher Designs, Ray White Dubbo

We have been the grateful beneficiaries of generous donations of many items and goods to help support our guests during their time with Macquarie Home Stay, including hand sewn quilts, knitted knee rugs, bathroom packs, 'new mum' packs and much more. Our guests have expressed their sincere appreciation for the kindness shown by so many.

Our guests have also benefited from the generosity of a number of Dubbo Rotarians. The Rotary clubs of Dubbo West, Macquarie, South and now Dubbo have been, once a month each, cooking a community dinner for our guests to enjoy. This means guests don't have to worry about cooking that evening meal but also facilitates their sharing of a meal with our other guests and the visiting Rotarians, alleviating the isolation felt by some as they follow their health journey away from home.

The importance of our referral pathways and partnerships has become particularly evident, with the outreach midwives, hospital doctors and nurses, practice managers and nurses, hospital and clinic administration staff and many others. We share a commitment to help improve the health and wellbeing of members of our communities and we are thankful for their support of Macquarie Home Stay. We work closely with many other entities that support community members and these are partnerships that we expect to grow over the coming years.

The foundation objective of Macquarie Home Stay was to provide an affordable accommodation option so that patients did not find the cost of ancillary services a reason to delay or not attend to their medical conditions. To that end, it has been pleasing to see the numbers of guests we are supporting through accommodation subsidised by IPTAAS. This is creating substantial cash flow savings for our guests, with some claims made by Macquarie Home Stay on behalf of guests being in excess of \$3,700 for their stays. IPTAAS is a critical element in providing the affordability that patients rely on. It can be a difficult process to navigate but there are substantial benefits for patients being able to access the scheme.

Being the community asset we are, there has been significant media interest in our progress and operations. We have been fortunate to receive extensive media exposure during the fundraising stages, whilst construction was under way, and for the opening and subsequent commencement of trading. Reports of guest experiences, community involvement in our day to day operations, promoting our service to communities across northern and western NSW help keep the momentum going as usage data indicates we need to build so much more of our initially planned accommodation in the years ahead. Whether small community newspapers, larger press outlets, radio or TV, they have all been excellent supporters of Macquarie Home Stay, and we thank them for helping us share the story of Macquarie Home Stay and the service we offer.

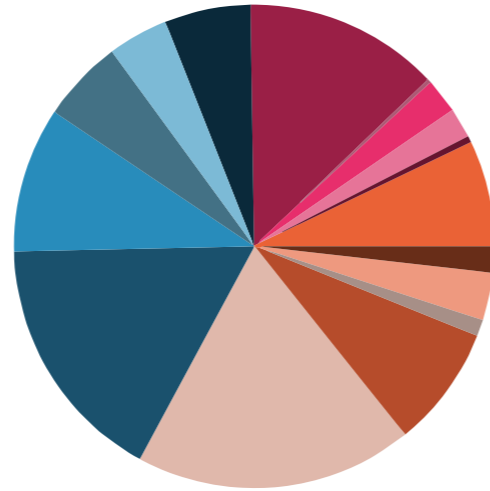
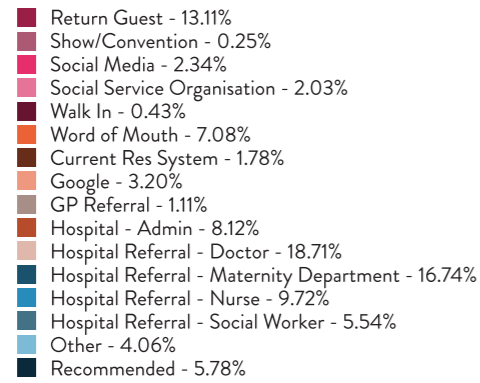
We have experienced unfailing support from our political partners and for that we are very grateful. Not only do we have the verbal and practical support of our elected members, but the three levels of government have invested in us to make Stage 1 a reality. We thank the NSW Government, particularly Premiers Mike Baird and Gladys Berejiklian and our State member for Dubbo Troy Grant, the Federal Government and member for Parkes Mark Coulton, and earlier, the Dubbo City Council. We have also benefited through our association with the councils that formed the Orana Region of Councils, and we thank the Mayors and General Managers for their ongoing support.

GRAND
OPENING
29 JAN 2019

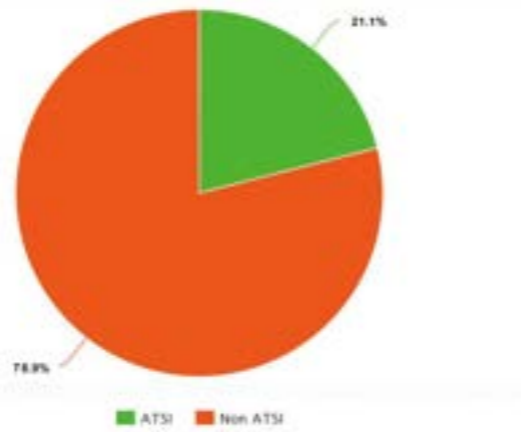


WHAT THE NUMBERS TELL US

NIGHTS BOOKED BASED ON REFERRAL SOURCE TO 30 JUNE 2019



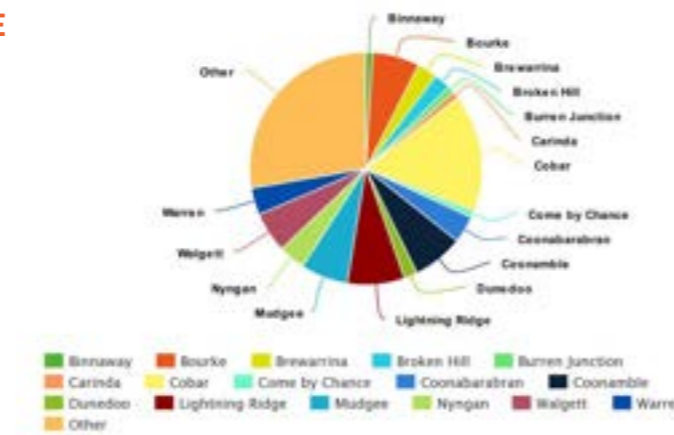
ATSI TO 30 JUNE 2019



MEDICAL TREATMENTS TO 30 JUNE 2019



GUEST TOWN OF RESIDENCE TO 30 JUNE 2019



WHAT DO OUR GUESTS REALLY THINK?

Our best advocates are our past guests and we are always excited to hear how we have been able to help support them during their stay with us

“Not sure where to start!! I am so incredibly thankful for Macquarie Home Stay. Yesterday morning I was discharged from Dubbo Base Hospital earlier than arranged and I was stranded in Dubbo not knowing a soul there (we live 4 hours from Dubbo), my husband would arrive about 7.30pm but I had 7 hours to fill. Recovering from internal bleeding I was petrified, not knowing what to do. My husband made a quick phone call to Macquarie Home Stay and without any hesitation they said for me to go there. While there they looked after me with the utmost care. If we ever have to visit Dubbo hospital again I would without any hesitation stay here. There are not enough word to express my thanks.”

“I've referred a few families to Macquarie Home Stay from Coonabarabran and they have come back with nothing but praise. So good to hear!! Well done”

“Great place to stay with such lovely staff”

“Having recently stayed at this amazing facility..I can only congratulate ..all of those who have enabled this ..to become a reality...SO needed and SO well run...it was such a wonderful place to stay..affordable...friendly...well run... and very accommodating to all those who stay there...with the use of the amazing kitchen and lounge area..it really did feel like...HOME...thank you to the staff for allowing me to stay there”

“What an amazing facility. I highly recommend staying at Macquarie Homestay when visiting Dubbo for Medical appointments. Macquarie Homestay have facilities that definitely will not disappointment, staff that make you feel at home that go above and beyond to ensure you are comfortable and without need.”

“I stayed here last night and Rotary Club came and provided us a Fabulous Dinner. Thank You. Also The Staff are Brilliant Thanks for all you do to make my stay there every 3 weeks a wonderful experience”

“Very impressed with this place, and so thankful that it was available..”

“No neighbour noise , normal highway , open plan living , large bathroom basic, comfortable, clean, 5 stars!”

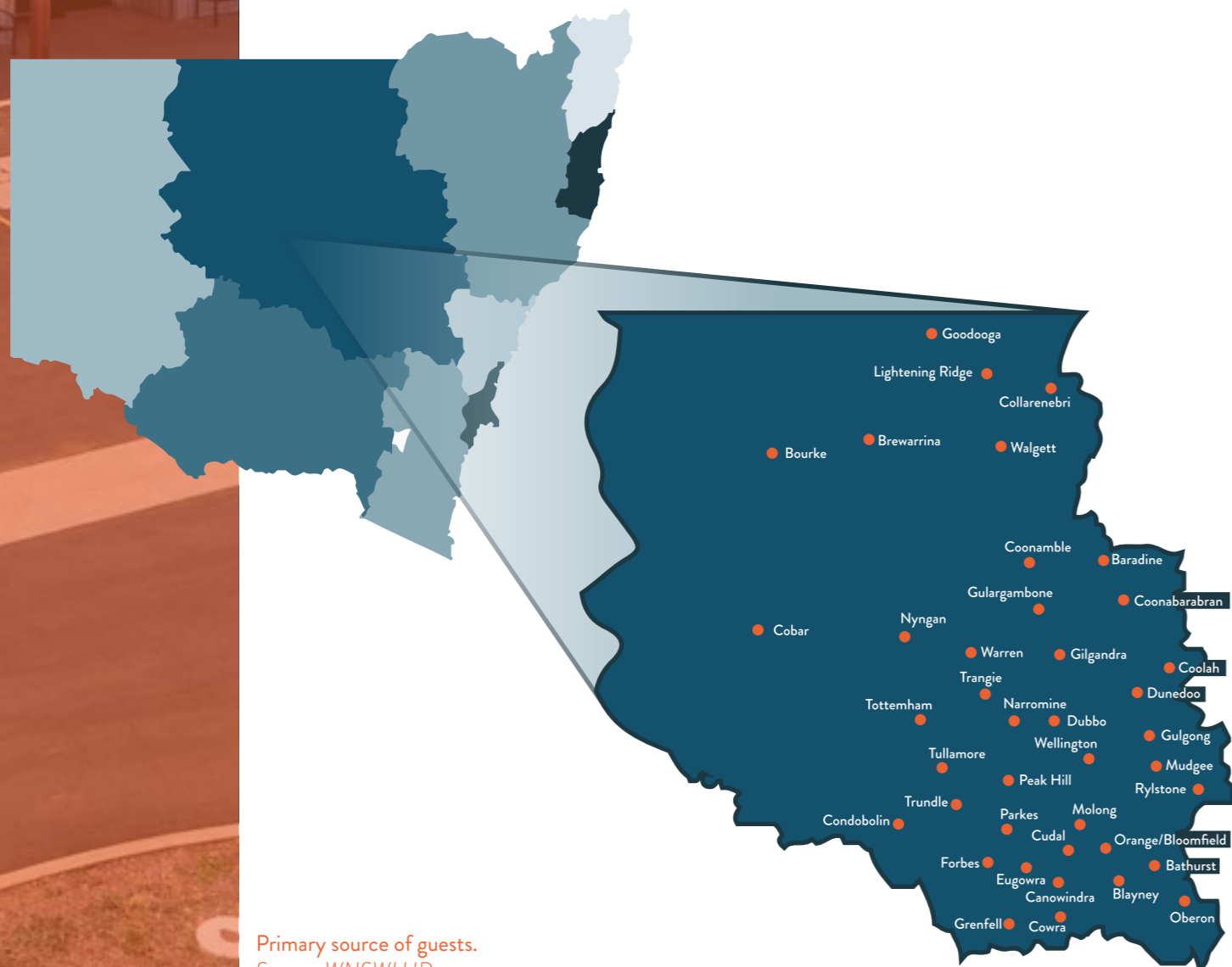
“Friendly, helpful, informative and competent staff greeted us at reception. Room was well appointed, comfortable, and very clean. Ample parking including disabled parks. Comfortable lounge and dining area with two kitchens in community room, barbecue and dining facilities under cover in outdoors setting. Very secure premises with nightly security checks. It is a great asset for Dubbo and a “must stay” for those, or their family, with health issues.”

THE YEAR AHEAD

So what does the year ahead look like for Macquarie Home Stay?

Firstly, it is to provide the much needed accommodation option that our communities have needed for so long. We have a team at Macquarie Home Stay who are passionate about our organisation and our guests, and we thank them for always giving their best and for sharing with positivity and enthusiasm in the many and varied experiences of every day.

Secondly, what has been evident since opening is the absolute need for more accommodation. We will continue to apply for grants from government, seek further sponsorships and donations and encourage the fundraising efforts of our community members. We anticipate greater success in our grant-seeking in the future as we can now provide actual usage data and financials to support our applications. When we have the resources in place, we will bring future stages of accommodation to reality enabling us to further support more of our rural and regional community members.



Primary source of guests.
Source: WNSWLHD

TREASURER'S REPORT

The financial activities of the company for the year has been the busiest to date. The capital expenditure required to not only construct Stage 1 of the accommodation precinct but to furnish it and have the business ready to open was a huge commitment. We are pleased to report the successful completion of Stage 1 and are now working towards raising the capital needed for future stages.

We thank David Rich, Leanne Collins and Wayne Comber from Christies Accountants for their support, advice and work towards building our financial structures. We are pleased to provide the audited financial statement completed by Luka Group for Macquarie Home Stay Limited for 2018/2019.

Lorna White,
Treasurer.







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