



Dubbo
Macquarie
HomeStay REGIONAL PATIENT &
FAMILY ACCOMMODATION



ANNUAL REPORT
2021-22

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INTRODUCTION

On behalf of Macquarie Home Stay Limited and the Board of Directors, it is our pleasure to provide you with the 2022 annual report.

It's been another big year for us supporting the health and wellbeing of the communities who reside across regional NSW.

We have had the privilege to meet and share many experiences with our guests, both happy and sad, and we thank them for sharing their experiences with us this past year.

OUR BOARD 2022

The diverse mix of skills and life experiences has proved invaluable as the group of Directors meet monthly to oversee the operations and guide the future direction of the organisation.

The mix of experiences and knowledge is from a wide range of industries including health, government, remote communities, property management, accountant (CPA), building industry, NFP sectors, volunteering, business, finance, agriculture and governance.

The board of Directors continued to meet monthly via face to face and across digital platforms.

The following Directors led our organisation this financial year;

President	Susie Hill (appointed President Dec 2021)
Treasurer	Sharon Portelli
Secretary	Peter Woodward (appointed Secretary Dec 2021)
Public Officer	Pip Job (appointed Public Officer Dec 2021)
Managing Director	Rod Crowfoot

David Haywood (appointed Dec 2021)

James Cleaver (appointed AGM 2021)

David Ringland (appointed AGM 2021)

Fiona Prentice (Secretary to the AGM & retired at the AGM 2021)

Dawn Collins (President to the AGM & retired at the AGM 2021)

PRESIDENT'S REPORT

Although 2022 has proved to be challenging, it has continued to be rewarding to serve on the Board and oversee the provision of affordable, quality accommodation for more guests than ever before.

Macquarie Home Stay has a unique, warm, friendly and supportive atmosphere that has evolved during almost four years, during which guests from across more than half the state have been traveling to Dubbo. This special, tranquil feeling is due to the dedicated, multi skilled staff being supported and encouraged by our "Friends of Macquarie Home Stay": - Ambassadors; Volunteers; Donors; the ever-changing Board; and Alumni.

Rod Crowfoot and his dedicated staff deserve accolades from us all. The way they have met the residual challenges of Covid 19 and given their best to provide quality, homelike and affordable accommodation for the people of rural NSW who rely on accessing the Dubbo Health Service for Medical care has been a source of pride for the Board. I wish to make special mention of the awesome way that Rod Crowfoot and his staff have shared the wonder of Macquarie Home Stay with many, many interested politicians and members of the public throughout the year. For those visitors, "seeing is believing." The Board appreciates and admires the work of the Managing Director, the Administration staff, the housekeeping staff and our young, talented horticulturist in creating and maintaining this special place.

The beautification of our spacious, landscaped grounds has continued throughout the past four years, with well-planned plantings and structures. This beautification highlights the support of energetic volunteers, skilled staff, generous donations and successful grant applications. Over 30 Volunteers from multiple Rotary Clubs, Can Assist and private supporters, as well as resident guests supported staff with the installation of the lavender labyrinth and meditation areas. Carefully selected trees were also planted during a very successful working bee. Large areas of lawn were rolled out, with additional donations of lawn being added by staff in time for the wet seasons that have followed. This beautification is ongoing, with the Queen's Platinum Jubilee Tree

grant through the Federal government providing trees and shrubs that will border the entire area, enhancing the Golden Highway entry to Dubbo. The children's play area has been created with volunteers and staff installing generous donations from local schools and businesses. Guests appreciate having extensive, beautiful grounds in which they can relax.

As predicted, the opening of the Western Cancer Centre at Dubbo Hospital in September last year has placed greater pressures on our accommodation facility. Occupancy rates have escalated, accentuating the urgent need for the building of Stage 2. It is disappointing for patients and staff that there have been many nights when Macquarie Home Stay just isn't able to meet the large number of requests for accommodation.

Throughout the year we have sought support and advice from all three levels of government and we anticipate continued support. Applications for grants require a lot of knowledge, time and dedication from Rod and his wonderful staff, all members of the Board, as well as support and input from "Friends of Macquarie Home Stay" across the region. Building Better Regions Funding was sought, but the timing led to disappointment.

In order to address the many facets of the Board's business, sub-committees have been established this year. They are: - Risk, finance, policy and governance; Marketing, PR & Fundraising; Expansion & Property; and the Managing Director Review sub-committee. This has allowed members to contribute special skills, knowledge and interests, resulting in productive monthly general meetings. Another very welcome addition to the productive monthly meetings has been a very capable, efficient Minutes Secretary. Thank you, Lauren Nott for your generous donation of time and skill.

In early June Rod Crowfoot and I attended the Regional Hospital Accommodation Providers Conference (Not for Profit Accommodation) at

Lilier Lodge, Wagga Wagga. This was attended by the Manager and Chair of each board (Coff's Harbour-Shearwater Lodge; Lismore- Our House; Orange-Western Care Lodge; Port Macquarie- Rotary Lodge; Wagga Wagga- Lilier Lodge; and the planning teams for Griffith and Maitland. It was very interesting to learn how these providers support and share with each other, ensuring that people across NSW have the best quality, affordable accommodation possible when it is needed. Macquarie Home Stay is held in high regard. Zoom meetings have also supported the Not-for-Profit group, resulting in alterations to the government provided IPTAAS which helps make accommodation, during medical treatment, more affordable.

It was a privilege to attend a very novel fundraiser in Lightning Ridge. Where else in this world could a fundraiser feature a grateful senior lady forgoing her beautiful, thick, curls to raise money for her "home away from home?" The incredible community had gathered around her, organising not only her head shave, but a brilliant auction as well. Thank you to Annie Barclay and all concerned.

In August the fantastic sum of \$177,500 was presented to Macquarie Home Stay by Mathew Dickerson, on behalf of the dedicated cyclists and their support team who spent days peddling over a thousand grueling kilometres throughout the region. The support of those towns and villages visited is also much appreciated. Tour de OROC has become the face of many of our heroes.

The Board has recently introduced a Board self assessment survey. We will have data upon which to base board development and improvement throughout 2023.

I would like to congratulate our Treasurer, Sharon Portelli, on receiving recognition from Our Community ('Our Community' is an Australian social

entrepreneurship body set up to build capacity in Australia's 600,000 community groups and grant making bodies) for the outstanding quality of her work for Macquarie Home Stay, the Community NFP Treasurer's Award.

Thank you to every individual and every club that has supported Macquarie Home Stay throughout the year in whatever capacity. Groups from Pink Angels, Rotary Club groups, supportive and generous citizens and school students give their time and skills freely. Guests appreciate the unexpected treat of dinners and home cooking. From the cyclists in Tour de OROC; to the chefs; cooks; gardeners; knitters; shoppers; creators; donors; politicians of every persuasion; on-line voters; advisors; and fundraisers we say "thank you" for the \$\$\$; your time; your skill sharing; your moral support; and encouragement. Without you we would not have this "home away from home" for those who need quality, affordable accommodation when they need it most. You are the "Friends of Macquarie Home Stay".

In May Macquarie Home Stay supported the Cancer Council's Biggest Morning Tea when guests and staff came together for a very social gathering.

I extend my expression of appreciation to the members of the Board for their continued commitment to Macquarie Home Stay, for the provision of a service to our fellow citizens from afar.

Thank you, all "Friends of Macquarie Home Stay", for your support throughout 2022. We welcome your continued support and encouragement as we ramp up our efforts to source funding for the much-needed building of Stage 2 in 2023.

Susie Hill
Chair





WE RECOGNISE AND THANK OUR SPONSORS AND DONORS

Stage 1 of our accommodation facility was made a reality thanks to the following contributors.

As we look towards our next stage of accommodation and site improvements, and consider the organisations who have chosen to support us this past year we wish to thank and acknowledge:



















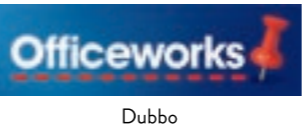

















Family of Carole Simmonds
Regional Australia Bank
Regional Development
Australia ORANA
Peacocks Solicitors
Christies Accountants and
Advisors
Design Tribe Architects

Dubbo Fireworks
Ann Walker
Judy Jakins
Geolyse
Terry Wilcher Designs
Ray White Dubbo

West Dubbo Diggers & Friends
Alan and Diedre Walker
Family of Toni Wells
Dempsey/Dunsha Golf Day
Walgett Floral Affair
St Johns Class of '92

MANAGING DIRECTOR'S REPORT

No one day is ever the same here at Macquarie Home Stay. The vast experiences our guests face each day encourages us to do our very best and provide the most valuable place of rest and normality to them.

Macquarie Home Stay and our guests are indeed fortunate to benefit from countless hours of volunteering from both our local community and those farther afield. They contribute to our day to day activities and supports us with our expansion fundraising. Whether through creating patchwork and crochet blankets, baking, guest dinners, gardening and working bees, fundraising activities, providing other guest supplies and so on, the generosity of time and skills are truly appreciated. Many communities across regional NSW undertake their own fundraising events, all in support of the services we provide and we are grateful for the donations and sponsorship that is shared with us.

Recently, the announcement was made that a grant program we had applied for through the Australian Government was to be discontinued and an alternate grant program open in time. This was a key funding component that would allow us to undertake the 26 unit accommodation precinct that will support the patients attending the Western Cancer Centre. Whilst we understand the decision, it has delayed our expansion plans and ultimately it is cancer patients who are most affected. We maintain the view that as a community organisation and based on the service we provide, that there is a role for everyone, including individuals, business, philanthropic, community groups and all levels of government to support us at some stage. Our board has a plan on how we will navigate our next stages of expansion, however without the major injection of capital we cannot complete our build to the scale that is needed. We continue our grant writing, applications for funding, obtain sponsorship and seek donations that support our endeavors to bring these critical stages of accommodation on line.

We have, and continue to develop, relationships with key political figures. We acknowledge the opportunities that have been given to us to meet with a variety of Ministers, Assistant Ministers, Senators, Members of Parliament and their staff and various Government Departments. It is important they all understand the crucial role we play in supporting the health and wellbeing of communities across regional NSW.

The opening of the Western Cancer Centre (WCC) was a milestone in the redevelopment of Dubbo Hospital. The treatment opportunities provided, being closer to home for so many, has had a positive impact and we have been able to support many of these patients during their stay with us. They speak so highly of the care and treatment they receive from all the Oncology staff.

For many, the Regional Health enquiry conducted by the Legislative council recommended a number of areas for change. Macquarie Home Stay stands firm in their commitment to support the NSW Government, understanding that our expansion supports identified recommendations in the report.

Following an undertaking by the NSW Health Minister, The Isolated Patients Transport Accommodation and Assistance Scheme (IPTAAS) has been reviewed and major changes commenced on 1 August 2022. The Regional Health Minister Bronnie Taylor announced these changes, and the increases made to both the travel and accommodation subsidies have been well received by patients. We have seen first hand the positive impact this is making to treatment options for patients and we congratulate the NSW Government on these changes.

We have maintained, and in fact increased our occupancy rates during the course of the year. This has been driven through the lesser impact of COVID, treatment schedules catching up from lockdown times and the opening of the WCC. At our peak, we have seen 170 patients a month turned away due not having any available rooms and extensive waiting lists are being maintained. This has not only been a highly emotive and practical issue for patients, but a challenge for our team to navigate these difficult conversations. This demand is unprecedented, patients are delaying traveling, traveling at unsafe hours of the day, sleeping in their cars and waiting room chairs, postponing treatment and in some cases have canceled treatment altogether. We have a solution to this critical need, and through our expansion we will support not only the WNSWLHD deliver health care but also many more patients during very stressful and challenging times.

I wish to acknowledge the immeasurable contributions of our past Directors Dawn Collins and Fiona Prentice. Foundation Directors, they retired from the board at last year's AGM. Dawn was a valued contributor for many years and held the chair role. Fiona's commitment as our secretary will not be forgotten, her support for the remote and isolated communities to obtain the best health outcomes is a credit to her drive and efforts. Their contributions will live on as Macquarie Home Stay continues our important work.

We asked our guests to provide some feedback this past year, and amongst the learnings was the recognition that our team provides so much support and are so welcoming. I am very fortunate to have such a talented, passionate and dedicated team to do this important work and I wish to recognise how important they are to our organisation.

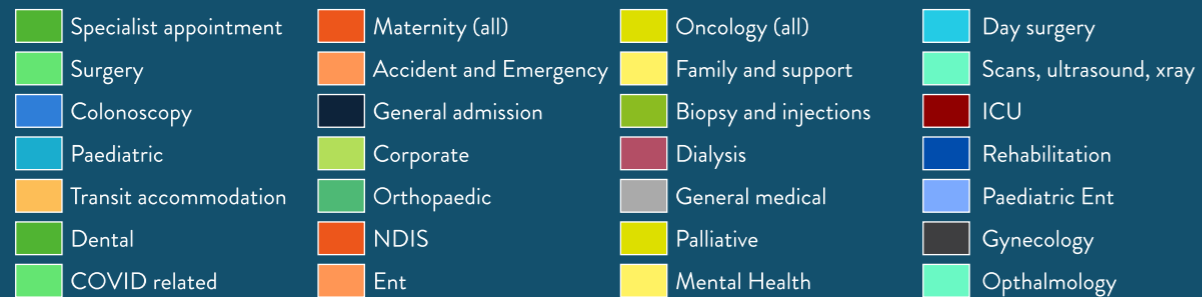
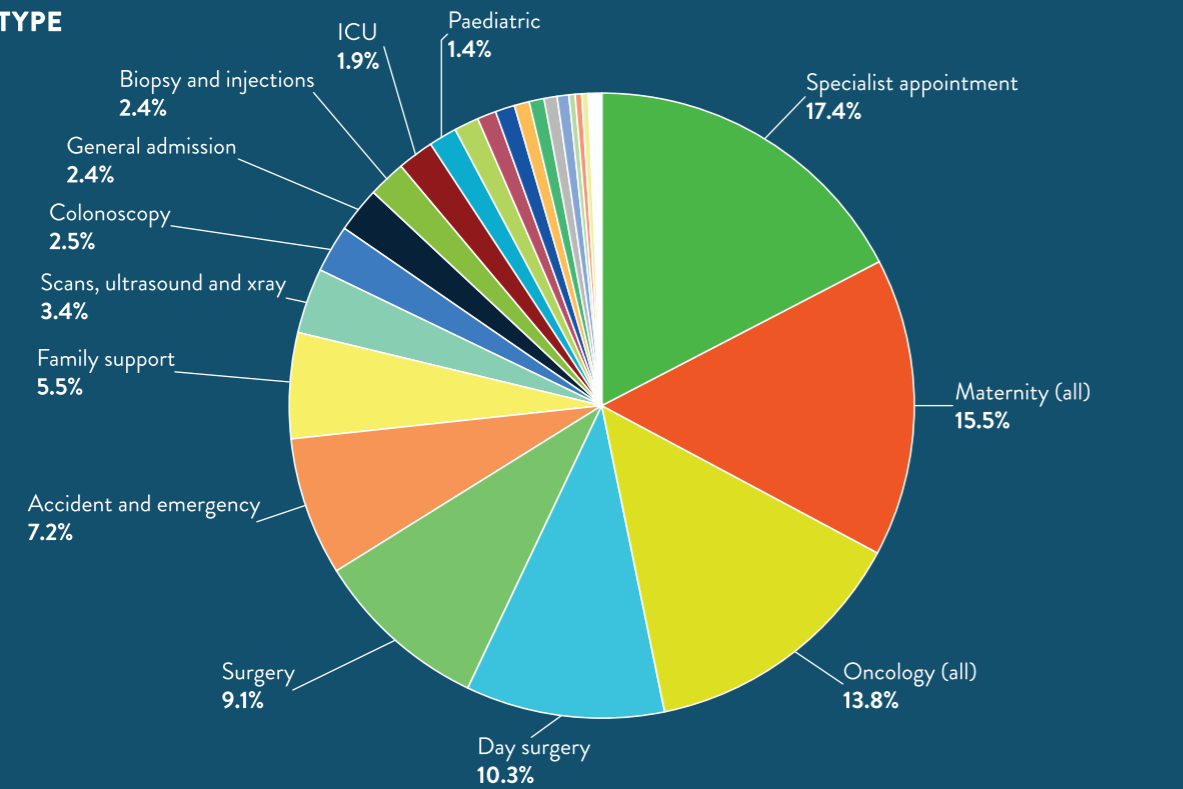
The importance of our partnerships; operationally, strategically, with funding, sponsorship and donations are critical to our success. Community members making connections and promoting the value we provide to their communities has developed a cohesive and strong message which we are particularly thankful for.

Rod Crowfoot
Managing Director

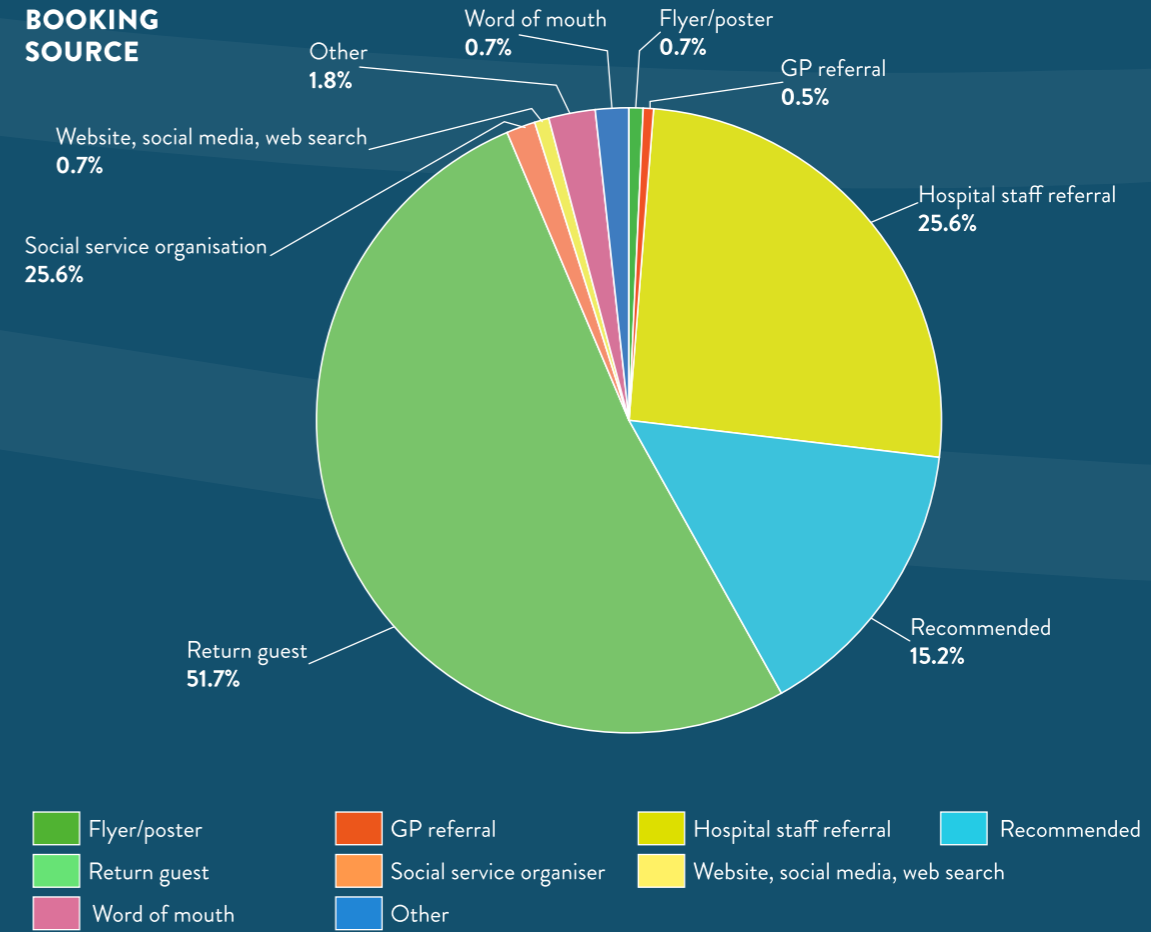


WHAT THE NUMBERS TELL US 21/22

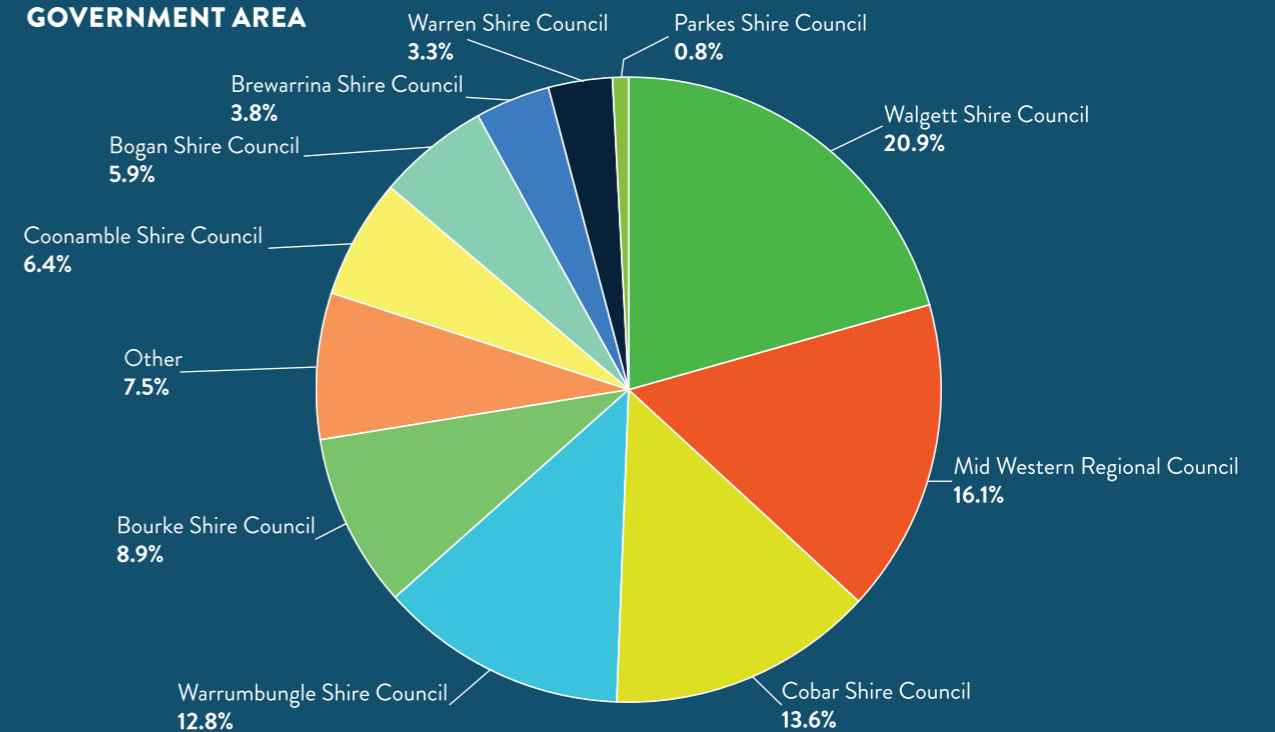
TREATMENT TYPE



BOOKING SOURCE

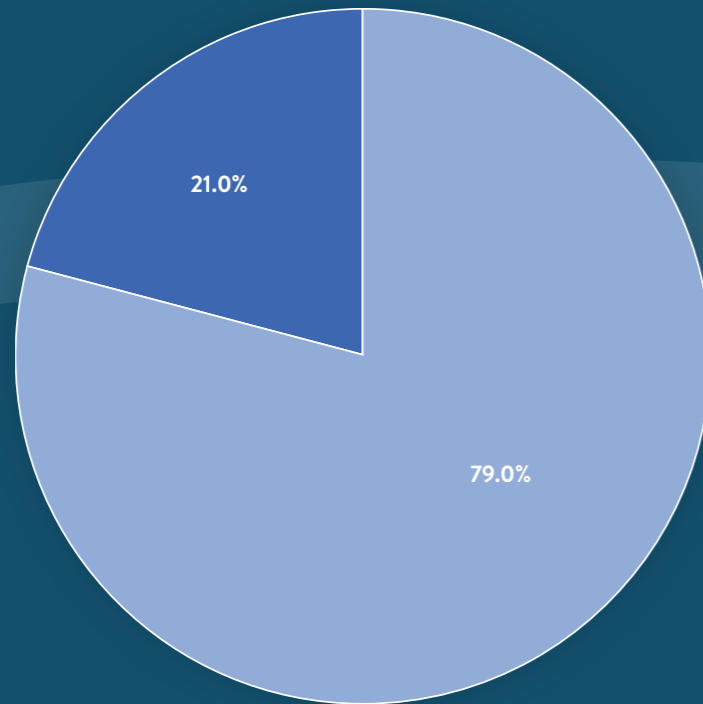


PATIENT LOCAL GOVERNMENT AREA



CUSTOMER SATISFACTION

ALL TREATMENTS
(JANUARY 2019 - JUNE 2022)



The majority of customers who have stayed at Macquarie Home Stay would stay again should they return to Dubbo for Medical appointments or to go to hospital.

We arrived at our satisfaction ratings by gathering over 340 responses to our survey. Here's what we learned.



77.66% of customers surveyed said that if they didn't have access to IPTAAS subsidies, their decision to come to Dubbo for medical treatments may have been impacted due to the financial burden.



84.46% of customers surveyed said they were extremely satisfied with their stay at Macquarie Home Stay.



93.26% of customers surveyed said that they were highly likely to recommend Macquarie Home Stay to their family and friends.



97.95% of customers surveyed said that having access to accommodation at Macquarie Home Stay made it easier to access their medical needs in Dubbo.

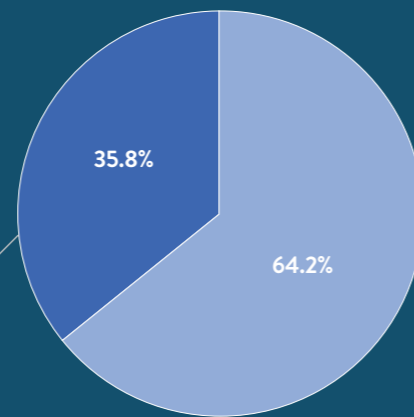


89.15% of customers surveyed said that accessing IPTAAS subsidies made a difference to the costs of accessing treatment.

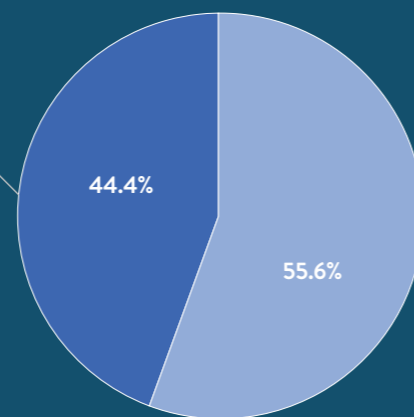
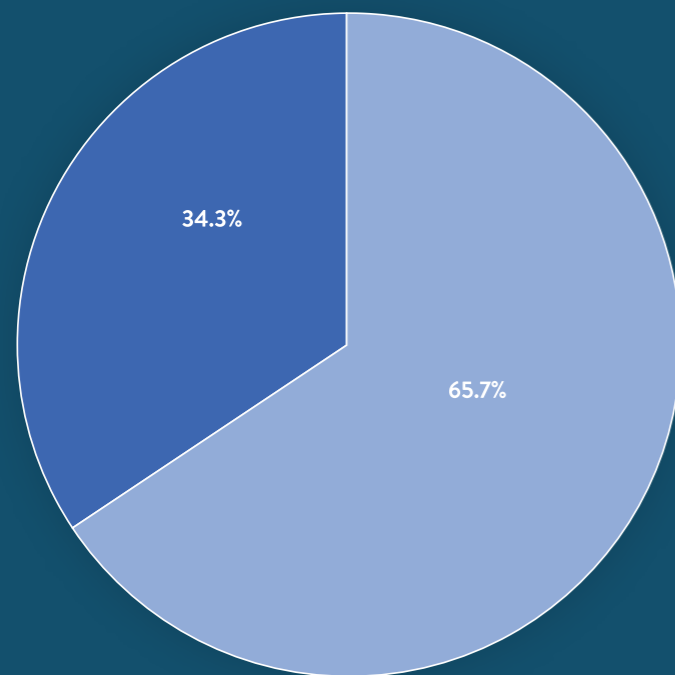
“

This facility is outstanding and an integral part of the health service in Western NSW. The quality of the accommodation, the proximity to the hospital, the opportunity to talk with other guests if you wish, the wonderful meals provided and the feeling of support and community are all outstanding features. I travelled to Dubbo when my Dad (who has cancer) was admitted to Emergency. It was a huge sense of relief when I learned of Macquarie Home Stay. Staying there provided me much needed respite in a peaceful and supportive setting. In addition, the accommodation and facilities were absolutely wonderful. As a female travelling on my own, I felt very comfortable and safe there. The team are also to be commended for their very warm “nothing is a problem” service. I really enjoyed meeting other guests during a dinner which was supplied by Rotary. Again, there was a real sense of community and support. Macquarie Home Stay is very unique and it offers so much more than just a place to stay.

MATERNITY - OBSTETRICS
(JANUARY 2019 - JUNE 2022)



MATERNITY - ALL TREATMENTS
(JANUARY 2019 - JUNE 2022)

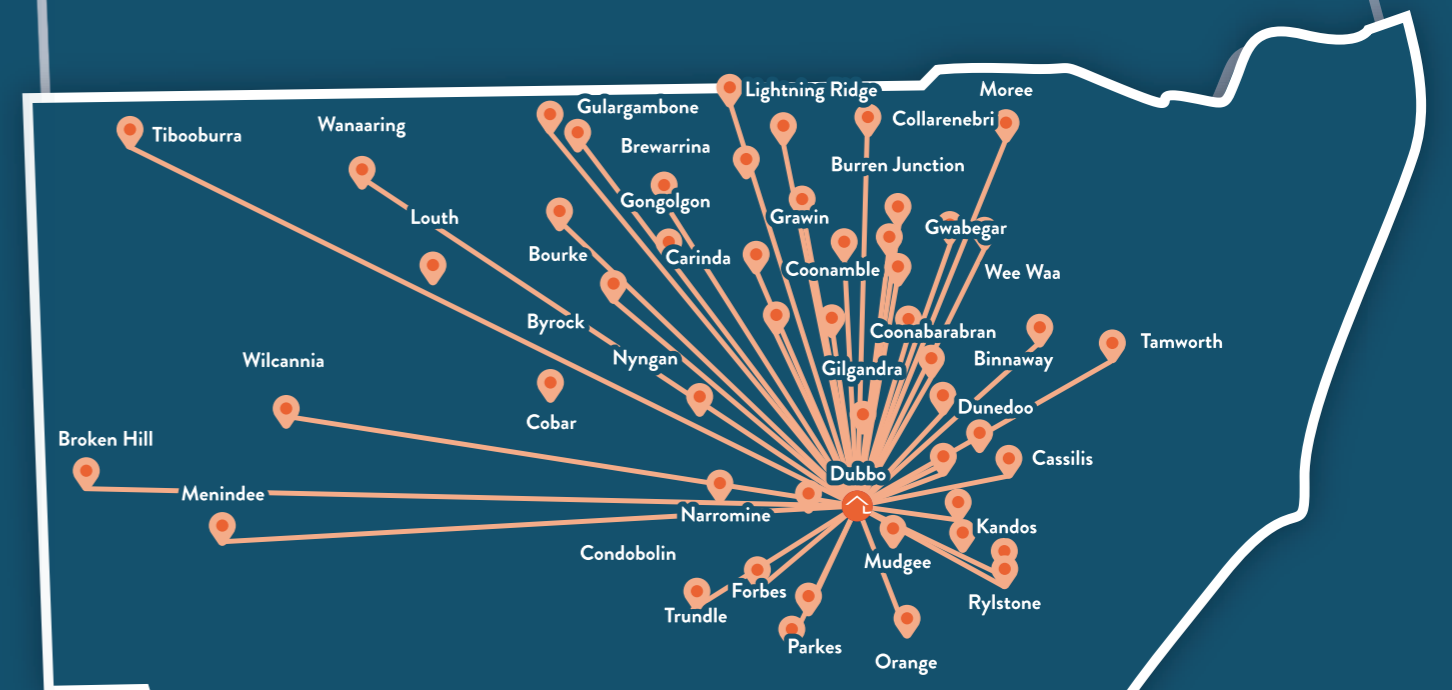


MATERNITY - NICU
(JANUARY 2019 - JUNE 2022)

KEY
 Aboriginal and Torres Strait Islander peoples
 Non Aboriginal and Torres Strait Islander peoples

WHERE OUR GUESTS ARE FROM

Map reflecting where patients have traveled from, who stayed at Macquarie Home Stay and received specialist medical treatment in Dubbo.



“ All the staff were sensational and helped me beyond measure. It made my week long stay in hospital that little bit better knowing my partner was just down the road and close by and had somewhere safe to stay. Thank you for providing this service to the Central West it really is an absolutely necessary service to our region and one that makes a massive difference to families that are in need of medical care and have to travel hundreds of kilometres for treatment. Thank you for everything.

“ Keep up the awesome work. I get goose bumps every time I think of you guys and the wonderful work you all do.

“ I can't express enough what a different MHS made to me. My husband was airlifted from Lightning Ridge for an emergency procedure when we were holidaying. I spent several days in a Dubbo Motel before learning about MHS. I felt isolated and depressed and not being near the hospital made it difficult for me to go back and forth to my husband. I was living on take away food (and wine!), which combined with the motel charges became very expensive. When I moved to MHS I was able to connect with other patients and families, and it was a relief to be able to make breakfast, do laundry and go back and forth to the hospital with ease. Rod showed such kindness and flexibility when I checked in and the facility felt so home like and safe. It truly felt life changing. I can't imagine how rural patients manage without a service such as this.

“ It made an unpleasant medical procedure much more bearable with less stress all around.

“ At a time of great stress, the staff at Macquarie Home Stay were like a safety net beneath me, and gentle arms around me saying, “it's ok, you'll get through this”.

“ Can't find words to tell you how great it all was. Thanks a million.

“ Just amazing support. I stayed 43 days due to my prem bub, I had mental health support for my partner and I as well as we were both very young and going through ALOT! These guys helped me through so much and were so understanding.

“ Living rural and remote and not having any birthing facilities within 300km, it is extremely hard for pregnant mothers to plan/afford the arrival of their babies. For my 1st 2 pregnancies I spent over \$3000 in motel fees each time, awaiting their arrival as I went by my midwives advice of getting out of town 2 weeks before the due date and both ended up being overdue. For my third pregnancy the Macquarie home stay was up and running and was such a blessing for me as I ended up being a high risk pregnancy which meant I had to leave my hometown asap and stay closer to a hospital that was better equipped if something happened. If this option wasn't available I don't know what I would have done and would have considered staying home a little longer as paying thousands of dollars in accommodation just before the arrival of a new baby and a long stretch of leave would have added a lot of financial pressure on our family. Forever grateful for this service!

“ Great friendly atmosphere, always felt safe being on my own. I have highly recommended it to everyone, they provide a wonderful service.

“ This is the best thing that has happened for people in western NSW.

“ God bless you and your work. If I didn't live 4 hours from Dubbo, I would volunteer as much time & effort to your organisation as possible. Losing my husband so quickly after his diagnosis was devastating and I know at times had I not the care and attention you gave me, I would have been in an even worse state than I was.

“ With the help and friendship provided to all made my visit to hospital so much easier knowing my family were in a safe environment.

“ This is the most wonderful facility and relieves the stress of travelling for medical treatment. We were extremely grateful to have the option of staying there. It reduced so much worry and stress for us. The rooms are so comfortable and have everything you need. A huge thank you! Loved the garden area. Very relaxing.

“ With the help and friendship provided to all, it made my visit to hospital so much easier knowing my family were in a safe environment.

TREASURER'S REPORT

We have continued to operate successfully in the 2022 year.

Covid 19 impacted on our income at the start of the financial year as we were unable to qualify for additional funding payments for staff costs. This impacted on our profits and cash flow at the start of the financial year. Once the lockdowns ceased, we were able to get back to normal trading conditions

Our occupancy has continued to increase with many guests now having limited access to accommodation in Dubbo. The opening of the cancer centre has increased our bookings for longer times, and we have less rooms available for emergencies and other returning guests

Our focus for this year has been to get ready to commence the next building stage. We have applied for government funding which was unsuccessful. We are pushing forward with our efforts to raise the

funds ourselves through donations and borrowing to finance the next stage. Tour de OROC have once again raised a large sum of money to support our next development stage. We are hoping to commence the next stage in this financial year. Any support will be greatly appreciated

Thanks to everyone who has contributed to make it a successful year, including staff, supporters and volunteers.

Sharon Portelli
Treasurer



MACQUARIE HOME STAY ALUMNI

The Board of Macquarie Home Stay recognise that substantial contributions are made by members of the community to our organisation. As a volunteer based charity, we rely heavily on the outstanding service, dedication and time provided by individuals in seeing our mission and objectives being achieved.

As a result, they have helped support the residents of Northern and Western NSW in times when they are away from home whilst managing their health care needs.

In recognition of the contributions made to our organisation, the Macquarie Home Stay Alumni has been established as a way to honour these efforts and recognise these community members in an official way.

WE RECOGNISE THE MACQUARIE HOME STAY ALUMNI;



Mrs Fiona Prentice
Inducted 2022
In recognition of her years of service to the organisation.



Mrs Dawn Collins
Inducted 2022
In recognition of her years of service to the organisation.



Mr Ray Nolan
Inducted 2021
In recognition of his years of service to the organisation.



Mrs Elizabeth Allen OAM
Inducted 2020
In recognition of her years of service to the organisation.



Mrs Nola Honeysett
Inducted 2020
In recognition of her years of service to the organisation.



Mrs Lorna White
Inducted 2020
In recognition of her years of service to the organisation.



Mrs Dot Martin
Inducted 2020
In recognition of her years of service to the organisation.

EXPANSION PLANS

We have done all we can do to make our next stage of accommodation a reality.

The community, patients and their treatment teams have clearly communicated that the greatest need is for accommodation that supports patients attending the new Western Cancer Centre. This has led us to formalise the construction certificate documentation for this specific accommodation precinct in readiness to proceed to Tender for construction.

Macquarie Home Stay's facilities are in such high demand due to not only the increased treatment options in Dubbo but resulting in the word of mouth, recommendation and return visits of guests to our facility.

The Australian and NSW Governments invested \$35 million in developing the Western Cancer Centre that includes 16 chemotherapy spaces, a bunker for radiation treatment plus a PET CT scanner for cancer diagnostics - delivering life-saving care much closer to home. These new facilities are drawing patients and their families from high population centres north, south east and west of Dubbo (for the PET CT scanner there is nothing available west of the Blue Mountains) creating significant demands on accommodation services.

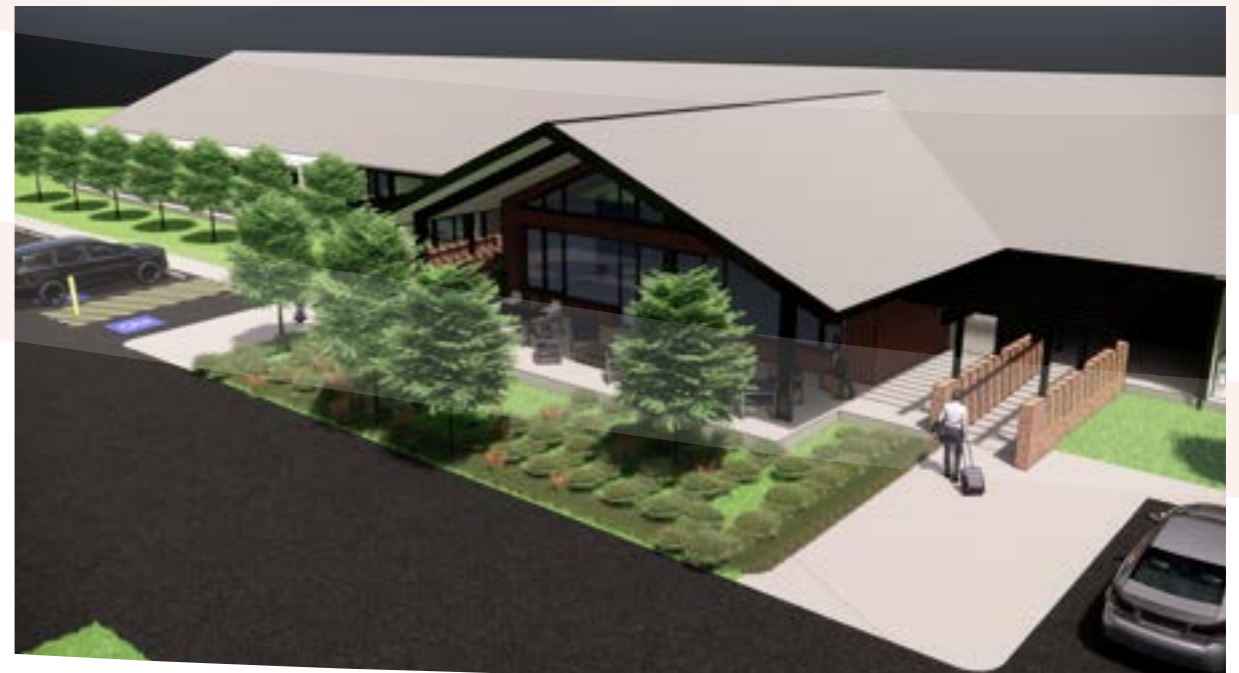
Our accommodation master plan reflects the treatment needs of patients along with their carer and family. The accommodation precincts have been adjusted to include:

A 26 unit Cancer Centre guesthouse with a mixture of family rooms, 2 bed units and 1 bed units accessing large common areas and outdoor spaces

A 14 unit guesthouse that includes a mixture of 1 bed and 2 bed units along with a shared common area (similar to the existing Stage 1 guesthouse).

A 5 unit family accommodation guesthouse. These will be self-contained and support families who are here while the patient is receiving their medical treatment.

Office, administration, and laundry area - the demand on our administration services will grow as the number of units increases. Housekeeping services, storage etc increases proportionately and a commercial laundry is also included to enable on site laundering of linen.



THE YEAR AHEAD

We are looking forward to what lies ahead of us this coming year.

Our 2020-2023 strategic plan will be reviewed by the board, ensuring we maintain our focus on core activities, our short, medium and longer term goals.

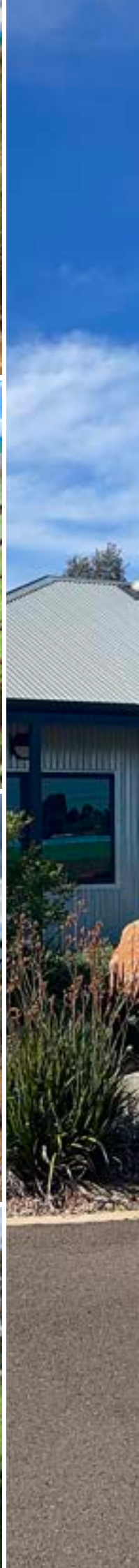
We have seen first hand how things such as the covid pandemic and floods impact patients capacity to attend and manage their medical needs. The opening of the Western Cancer Centre along with many additional specialist treatments available right across Dubbo has established Dubbo as a specialist medical hub.

Macquarie Home Stay has a key role to play in supporting the Western NSW Local Health District and other providers when patients come to Dubbo. Patients accessing affordable and appropriate accommodation when they have to come to Dubbo is key to supporting healthy residents of our regional, remote and isolated communities.

We ask for your continued support as we undertake our day to day activities and embark on our critical expansion program.

Our team turns up every day of the year, knowing the profound impact that Macquarie Home Stay makes to each and every one of our guests.





 **Macquarie** *Dubbo*
HomeStay REGIONAL PATIENT &
FAMILY ACCOMMODATION

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