

Annual Report

2024-2025



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Your home away from home.

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Board of Directors

Our Board of Directors are the governing body of Macquarie Home Stay. With their extensive and comprehensive scope of skills, experience, knowledge and business acumen they provide strategic direction to the organisation, ensuring governance, compliance, financial and operational performance are in the best

interests of the company which in line provides the best possible facility for our guests. Directors meet monthly via face to face and across digital platforms depending on their location. Each Director also sits on a variety of sub committees, bringing their commercial experience and knowledge to each one.



Andrew Single
President



Susan Madden
Vice President



Vicki O'Connor
Treasurer



Rod Crowfoot
Managing Director



David Ringland
Director



Marie Russell
Director



Allister Rodgers
Director



Peter Debus
Director



Jessica Brown
Director



Kerrie O'Leary
Director



At a time of uncertainty in my diagnosis of breast cancer, the ability to stay at Macquarie Home Stay in Dubbo so as to attend various appointments and weekly chemotherapy over a prolonged 12-15 week period was a great relief.

The accommodation, amenities, staff and transport facilities were first class and of a standard that met each and every need I could ask.

The volunteer network that provided meals during the week were a credit to those organisations and the people that participate in providing a service to those like me that appreciated a home cooked meal, friendly faces and support.

To everyone associated with Macquarie Home Stay from those that volunteer their time, to those employed in areas from maintenance, gardens, administration staff and management, a big, big thank you and my sincere appreciation to you all.

Mary Wainwright

President's report

On behalf of the Macquarie Home Stay Board of Directors I am pleased to deliver the FY 25 Annual Report.

Growth

FY25 was one of growth in our core activity, providing patients and carers with accommodation while preparing for or post treatment in Dubbo. This growth has been reflected in the completion of the 26 unit CWA of NSW Guesthouse. This facility is a true reflection of the Macquarie Home Stay community working together for a common goal. Funding has been sourced from

- New South Wales Government
- Local Government
- The Business Community
- Community Groups
- Individual families, and
- Debt Funding.

The combination of this support coupled with Board and Management commitment has led to a wonderful outcome.

One of our objectives is to grow our capacity to better service our guests in their time of need. To do this we need to create scale. This larger accommodation capacity, now 51 units in total, will increase our financial viability over the medium term.

Community

The growth that Macquarie Home Stay has undertaken would not be possible without community support. We rely on the communities of Western NSW to see Macquarie Home Stay as the accommodation provider of choice when coming to Dubbo for medical reasons.

Macquarie Home Stay's existing and future infrastructure would not, or will not, exist without the support of the community. Donations come from very diverse sources, from government grants to cake stalls. We must also give special mention to the Tour de OROC,

which continues to do amazing things.

Your Board continues to develop the Friends of Macquarie Home Stay network. Tangible outcomes such as drivers for our concierge service, dinner providers, and functions such as the Long Lunch have been undertaken by our Friends.

A Safe and Supportive Environment

Board and Management continue to focus on creating a safe and supportive environment. No lost time injuries occurred over the past twelve months. Feedback from customers supports the achievement of our objective that customers are made to feel welcome, with our intended home away from home feel achieved as best as possible.

The Board

I am very fortunate to work with a Board of such quality.

All Directors freely give their time to the betterment of Macquarie Home Stay. The attributes of the Board allow planning for the future to be undertaken in an environment of strong governance and an eye on the day to day.

The Team

On behalf of the Board I would like to thank Rod Crowfoot and his dedicated team. Macquarie Home Stay has had a busy year, a second year of growth. I am sure everyone is looking forward to a year of consolidation.

In Conclusion

On behalf of the Board I would like to thank our extended Macquarie Home Stay family for their outstanding commitment to help us support better health outcomes for our broader community.

We look forward to continuing our strong momentum in the year ahead.

Andrew Single, President

Treasurer's report

It is my pleasure to present the Treasurer's Report for another successful trading year at Macquarie Home Stay (MHS).

With the addition of the Christine Griffiths Units, successful completion of the CWA Of NSW Guesthouse and addition of the new administration building this year, both income and expenses increased in the scaling of the business from 17 to 51 units of accommodation.

From an operational perspective, Guest Income increased to \$990,765, and together with interest income, total operational income reached \$1,037,302, a significant improvement compared to \$774,040 last year.

Operating costs increased substantially arising from the expansion of the business and comprised Employee Expenses of \$867,538, Depreciation Expenses of \$144,053 and Other expenses of \$592,256, bringing total operational costs to \$1,603,847, up from \$973,442 in the previous year.

The generous support of our community via donations and grants of \$1,754,940 continues to inspire us. Supported by Regional Australia Bank, bank debt ensured the construction project was completed and we now work to pay that debt down.

With Stage 2 now complete and open and Christine Griffiths Units also open this year the focus will turn to ensuring occupancy rates remain high as the increased units are now all open for use.

Importantly, funding momentum continues to build for future stages, ensuring future growth and sustainability for MHS.

Thank you to all stakeholders for their ongoing commitment and support.

Vicki O'Connor, Treasurer



Board subcommittee reports

Finance, Risk, Governance and Strategy

The Finance, Risk, Governance and Strategy Committee comprises Deputy Chair Susan Madden, Managing Director Rod Crowfoot, Vicki O'Connor and Pete Debus. It has been a positive, collaborative year for the Committee, working with Rod, and supporting the Board with various foundational projects and frameworks, including:

- Review and update of the Macquarie Home Stay Strategic Plan, including future priorities.
- Continuation of the work undertaken by previous Boards, to update the Constitution with the new Constitution to be put to members at this year AGM.

- Implementation of a new budgetary framework.
- Development and approval of a risk assessment framework including identification of strategies to address risk.
- Update and receipt of the company's Charitable Fundraising Authority under the Charitable Collections Act 1991.

In summary, a year of key outcomes, placing Macquarie Home Stay in a stronger position in terms of Finance, Risk, Governance and Strategy.

Peter Debus, Subcommittee Chair.

Partnership and Profile

The Partnership and Profile Subcommittee of Macquarie Home Stay has made strong progress throughout the financial year ending 30 June in expanding outreach and deepening community engagement.

Planning progressed significantly on the development of a comprehensive communications strategy aimed at increasing visibility and referrals, including targeted social media campaigns, local media case studies, and interviews.

The Friends of Macquarie Home Stay (FoMHS) initiative grew steadily, with 40 members registered and further volunteer engagement planned through tailored marketing efforts.

The expanded dinner program saw notable success, with the Long Lunch selling out and raising substantial funds through auctions.

The Guest Concierge Service was introduced to support guest transport needs, following the generous donation of a vehicle by Dubbo City Toyota. Planning also advanced for the launch of the new CWA guesthouse, which is expected to be a major milestone, with over 250 guests anticipated to attend the opening event in September.

These initiatives reflect the subcommittee's commitment to strengthening partnerships and enhancing support for families staying at Macquarie Home Stay during medical treatment.

Jessica Brown, Subcommittee Chair

Friends of Macquarie Home Stay Steering Committee

It is with pleasure that I submit the Friends of Macquarie Home Stay Steering Committee (FoMHSSC) Report.

The "Friends of Macquarie Home Stay" initiative officially launched on August 11, 2024, at The Macquarie Home Stay Race Day at Dubbo Turf Club. The FoMHSSC was formed earlier in 2024, comprising dedicated volunteers: Ginna Brown, Jessica Brown, Kerrie O'Leary, David Ringland, Susan Madden, Yvette McDonald, Jemima Quilty, Pam Sharkey, Rod Crowfoot, and Allister Rodgers. This committed group has consistently worked to organise, support, and assist with fundraising efforts and enhance the profile of Macquarie Home Stay. From its humble beginnings, this cohort has contributed substantially to the ongoing success of Macquarie Home Stay.

The "Friends" have been actively involved in several key projects, including:

- Macquarie Home Stay Race Day
- Friends of Macquarie Home Stay Long Lunch
- Volunteering at the Duck Race Day
- Assisting with Tour De OROC
- Operating a concierge car service at MHS (with a car generously donated by Dubbo

- City Toyota)
- Ongoing coordination of weekly dinners at MHS
- Assisting with the Hospital V Students Annual Cricket Day
- Coordinating fundraising for Stage 3 (MHS 'Village' units)
- Maintaining ongoing liaison between sponsors/donors and MHS (fostering Connection and Community)

Looking ahead, we have several initiatives planned for the future:

- A Garden Party at Macquarie Home Stay
- The 2nd annual Long Lunch at Lazy River
- Continued coordination of fundraising for Stage 3 of MHS
- Ongoing engagement with the public and the MHS community to encourage more "Friends" of Macquarie Home Stay

The FoMHSSC looks forward to 2026 and the opportunity to raise further funds for Stage 3 of MHS, as well as to increase overall awareness and ensure the continued success of this unique place.

Allister Rodgers, FoMHSSC Chair



Expansion and Property

In 2025, the Expansion and Property Subcommittee played a pivotal role in advancing MHS's infrastructure and development agenda. The subcommittee met monthly and provided strategic oversight across multiple projects, supporting the Managing Director and reporting regularly to the MHS Board. Their work ensured alignment with operational needs and future growth.

- Members:
- Andy Single
 - Rod Crowfoot
 - Kerrie O'Leary

Delivering the Stage 2 construction project was in itself a major milestone, along with a wide array of associated works. Lyons Project Management were engaged as our building project manager and they have supported us along the construction journey.

Other key achievements included the resolution of service clashes, design, delivery and commissioning of new office facilities

along with converting the old office into a 2 bedroom family unit and progress on defect rectification.

Planning for next stage developments advanced significantly, with design and compliance considerations underway. The subcommittee explored modular construction options for our Stage 3 project to include 5 family units, identifying cost-effective and time-efficient approaches. Funding opportunities were actively pursued, including engagement with government grant streams and sponsorship strategies.

Operational improvements were also made, including refurbishment of existing units, development of a long-term maintenance plan, and staffing enhancements. The subcommittee's work has laid a strong foundation for continued expansion and improved service delivery in the coming years.

Kerrie O'Leary, Subcommittee Chair



Sponsors and donors

The Toyota Tour de OROC Guesthouse was made a reality thanks to the following contributors in 2019.



Dubbo South



Dubbo West



Dubbo Macquarie



Dubbo Macquarie
Lions Club



Lions Australia
District 201N4



Australian Lions
Foundation Ltd



Australian Lions
Foundation Ltd

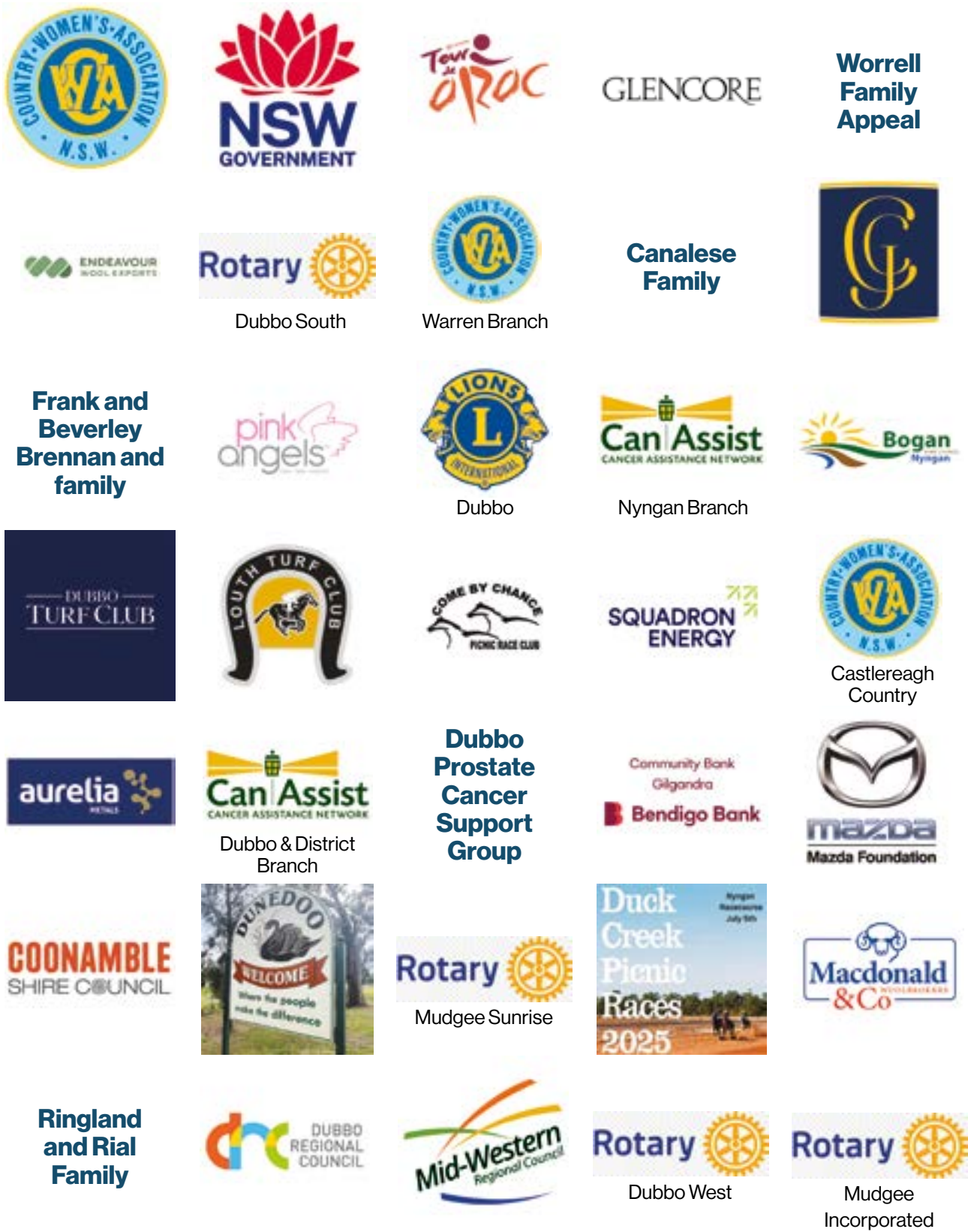


Sorbitimist International
of Lightning Ridge



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

The CWA of NSW Guesthouse, being stage 2 of our expansion has been generously supported by the following organisations who we thank and acknowledge:



- Rotary Club of Coonabarabran
- Rotary Club of Cobar
- Back O Bourke Ride for Cancer
- Walgett Floral Affair
- Handmade in the Bush
- Midstate Shearing Shed Nyngan
- Alan and Deidre Walker
- Moolarben Coal Mines
- Dubbo Kangaroos Rugby club
- Macquarie Sewcialites
- Nutrien Ag Solutions
- The Community Charity Shop (UBL)
- The Eureka Street Coffee Club Walgett
- REI NSW Orana Division
- The Country Club - Dubbo Medical Student's Association
- Dempsey/Dunshea Golf Day
- Dubbo 4WD Club
- Dubbo Stock and Station Agents
- Bourke Bowling Club
- Regional Australia Bank
- Officeworks Dubbo
- Dubbo Motorfest
- Lions Club Nyngan
- Dubbo Community Men's Shed Incorporated
- Astley's Plumbing and Hardware
- Crampton's Carpets
- Simtec
- Dubbo City Locksmiths
- Tilepower
- Snooze
- BBQ Galore
- Eureka Furniture
- Harvey Norman Electrical
- Harvey Norman Furniture





A big thank you for your exceptional hospitality, kindness and flexibility with our stay whilst we waited patiently for our baby's arrival. The facility is beautiful, the dinners were so appreciated and you made our stay comfortable and stress free! Thank you.

Sarah, Huw, Hudson, Remi and baby Harlow.

Managing Director's report

"Never doubt that a small group of thoughtful committed citizens can change the world: indeed, it's the only thing that ever has."
Margaret Mead

The Macquarie Home Stay community, being exactly that - thoughtful and committed community minded citizens makes a positive difference to the people we meet and provide our service to. In doing so, each person's journey as they navigate their health care - physical, social and emotional, is better for it. Our community is extensive, from our volunteers here in Dubbo and further afield, the many people who donate goods and items to us, our sponsors and donors, those who encourage us, our board of Directors, the team who deliver our service and so many more.

At the end of such a big year, from both a board and operational level, it's important to pause and reflect on everything that's happened. I'd like to share some of our highlights for the year:

- Leases were signed allowing us to occupy the Christine Griffiths Units. 7 Ensuite units across the road from us with its own common room. Following a renovation on all units and common room and upgrade of all the furniture, they provide a welcome addition to our suite of units
- In readiness for the completion of the CWA of NSW Guesthouse, the board supported the very practical need for a larger office building and we purchased and installed a modular administration building that now provides ample space for guests to check in, a lunch room for the team, offices and meeting room and sitting areas
- As a result of adding the new office, we converted Unit 1 back into its intended use - a 2 bedroom family unit and it continues to experience peak occupancy
- Our team grew - from 10 to 16, across administration and housekeeping. Many of our guests along with other community members comment about the quality of the people who work at Home Stay. Our team, which is made up of many individuals, have special hearts for what we do. I particularly wish to acknowledge the strength of my leadership team, Nicole, Debbie and Chris who guide each of their teams so effectively in creating our guests experiences
- At the beginning of the stage 2 build, we set ourselves the target of selling sponsorship on every part of the new guesthouse to help provide the financial means to complete the project. With the support of our community, we were fully subscribed by January 2025 in time for the buildings completion
- The CWA of NSW Guesthouse was completed. First guests moved in to occupy the accommodation on 14 February 2025
- On a usual month, we would normally accommodate around 330 people, now with all 51 units in operation that number can swell to nearly 900. Our fantastic housekeeping team feel it!
- The "Friends of Macquarie Home Stay" was established - Our volunteer army who help provide the "Special sauce" we are so well known for. In addition to this, we added:
 - Guest concierge service - Thanks to Dubbo City Toyota for the provision of a RAV 4 motor car, we now provide a free transport service for guests to help maintain their independence and connectivity to services when in Dubbo. A fleet of volunteer drivers run this service for us 5 days a week
 - Guest dinner program - Now 2 teams every Tuesday and Thursday providing a home cooked complimentary dinner for all guests
- We proudly work alongside 9 other not for profit Regional accommodation providers (RAPG) who support patients travelling for medical treatment. RAPG worked

closely with the NSW Government and the IPTAAS team to highlight and represent community feedback around the scheme and subsidies. We were pleased to see the Government make substantial changes with increases to travel and accommodation subsidies and streamlining the forms process to benefit patients. RAPG continue to work with the IPTAAS team to create efficiencies in the scheme and increase access for regional NSW patients

- Fundraising and donations - when our supporters saw stage 2 complete, the question was posed "So whats next?" With this encouragement and the understanding of our growth plan, we commenced the development of our stage 3 project - our Village. 5 individual 2 bedroom units to support the many families who travel to Dubbo to receive medical care. This is the stage of greatest need, and we continue to develop our capacity to deliver the village in the coming years.
- We continue to be well supported by a variety of tangible donations on a regular basis. Hand made knitted craft items, crochet rugs and patchwork quilts, items from our monthly donation list that supports guests during their stay with us. On behalf of the hundreds of people we have been able to share these donated

gifts with this year, we say a very big thank you.

- The Board has provided valued guidance and direction for the organisation this year. Not only have we met monthly, each of the 3 sub committees met monthly also. It's been a very productive year, increasing our governance, improving operational efficiencies and reporting, and encouraging debate with different perspectives. I acknowledge the work load our board chair Andy Single commits each month and the value our board as a whole provide to Macquarie Home Stay.

To think that in 2011 that small group of thoughtful, committed citizens decided to change the world (or at least regional NSW), and look at what has been created and what we now have in 2025. The future is bright and exciting.

Our Macquarie Home Stay community is alive, active and vocal and we wouldn't be here without them.

It has been a remarkable year for Macquarie Home Stay.

Rod Crowfoot, Managing Director



Strategic plan 2025 - 2028

Vision:
Better health outcomes for people and communities in rural, remote and regional NSW

Mission:
To provide patients and their carers with accommodation while receiving health care in Dubbo – providing a home away from home

We value our integrity
We will maintain this by being:

- Empathetic and respectful, valuing culture and diversity
- Accountable, reliable, ethical and efficient
- Community minded

Grow

Objective
To grow to better meet our vision

Goals

- We harness opportunities to create scale
- We leverage support to enable future growth
- We are a service, employer and charity of choice

Provide

Objective
To provide a safe, supportive and inclusive environment

Goals

- Our patients and their families have access to bespoke facilities
- We foster our home away from home 'special sauce'
- We deliver the highest safety and quality standards
- We embrace culture and inclusivity

Connect

Objective
To connect with our communities

Goals

- We provide volunteers with access to a meaningful experience
- We expand referral pathways through meaningful relationships
- We grow our fundraising capabilities by expanding our connections with the community
- We tell our story through many channels

Enable

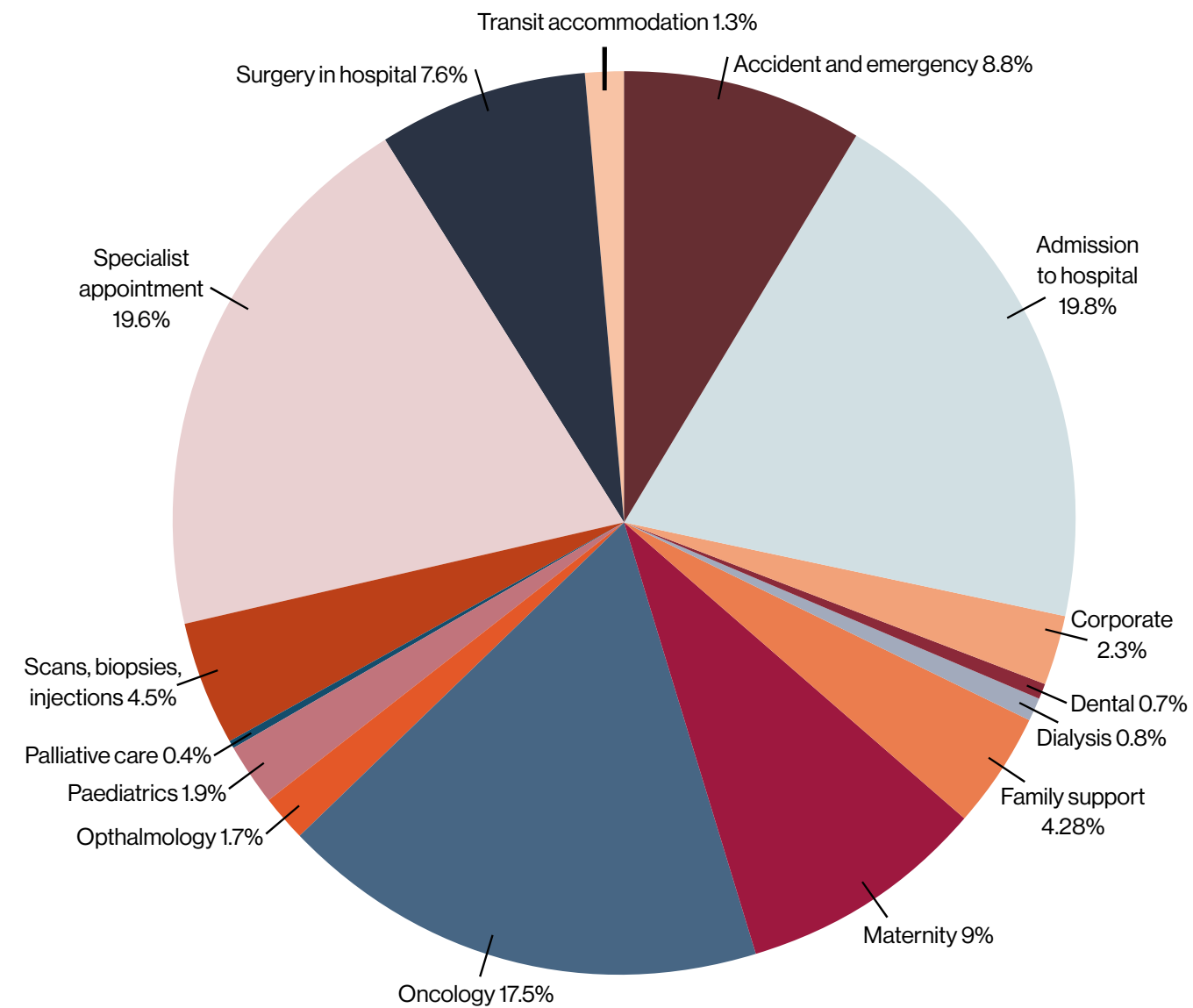
Objective
To enable a healthy organisation

Goals

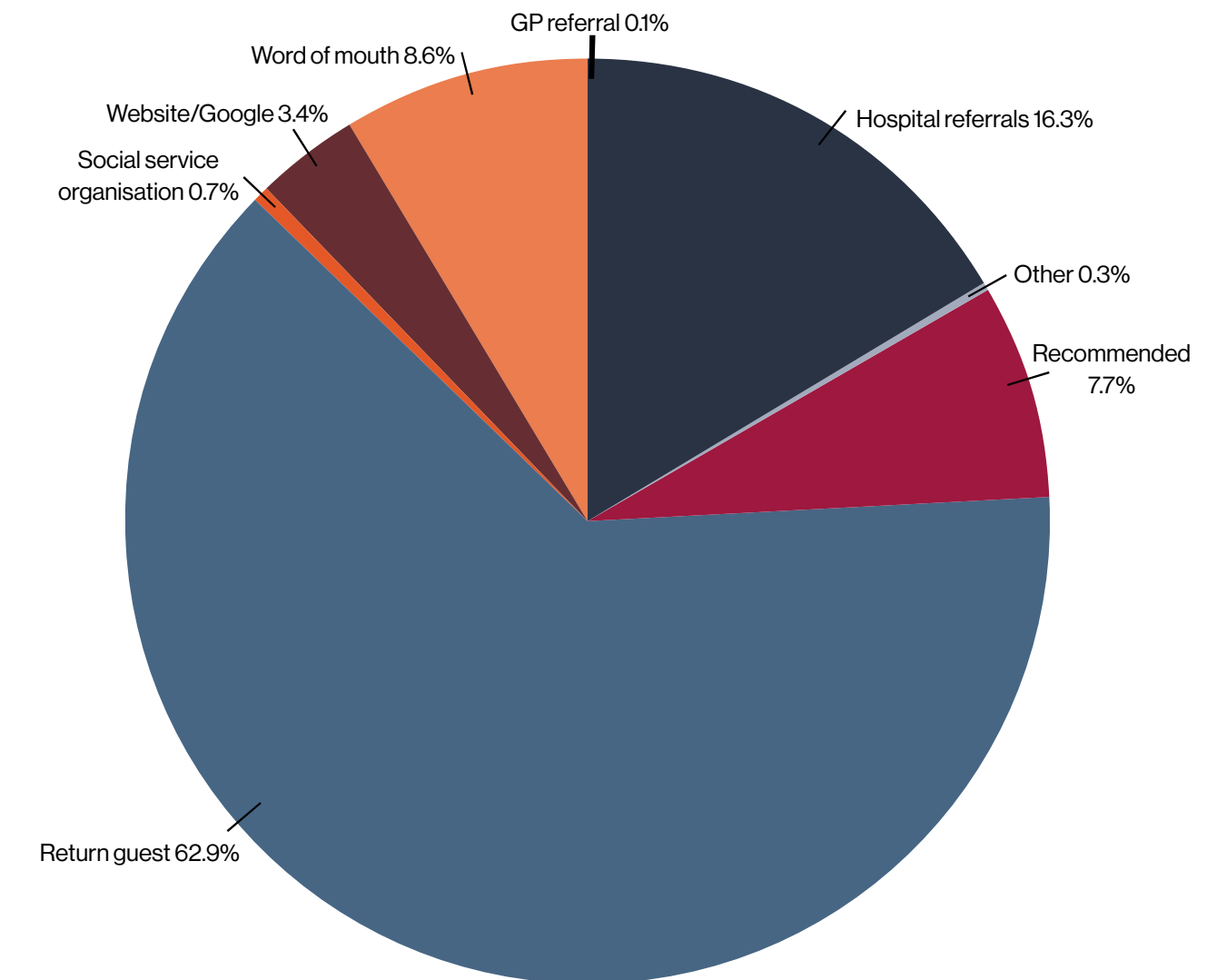
- We are financially sustainable
- We strengthen governance and operational delivery
- We develop a capable and compassionate team
- We measure our impact and success

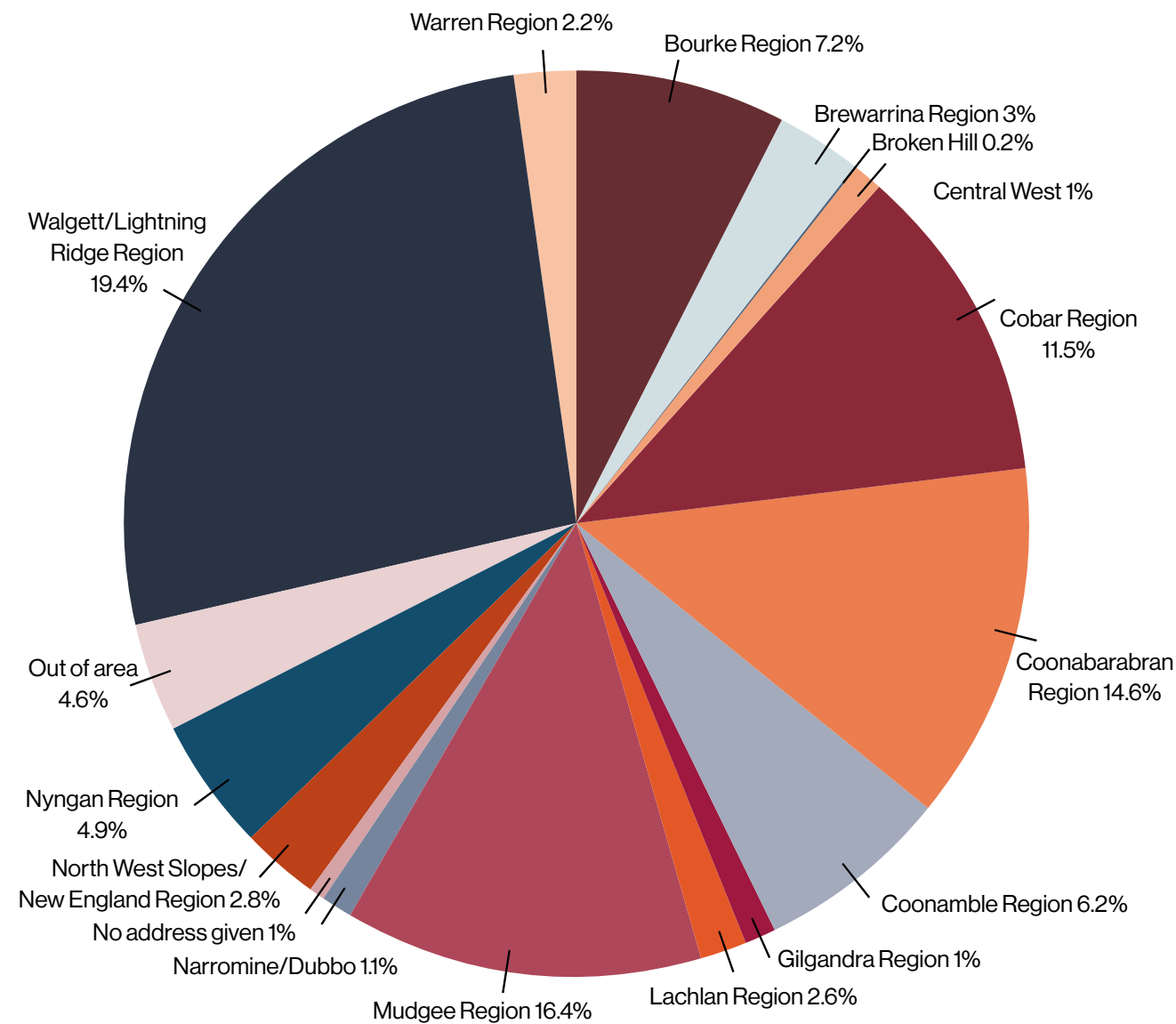
What the data tells us

Treatment type

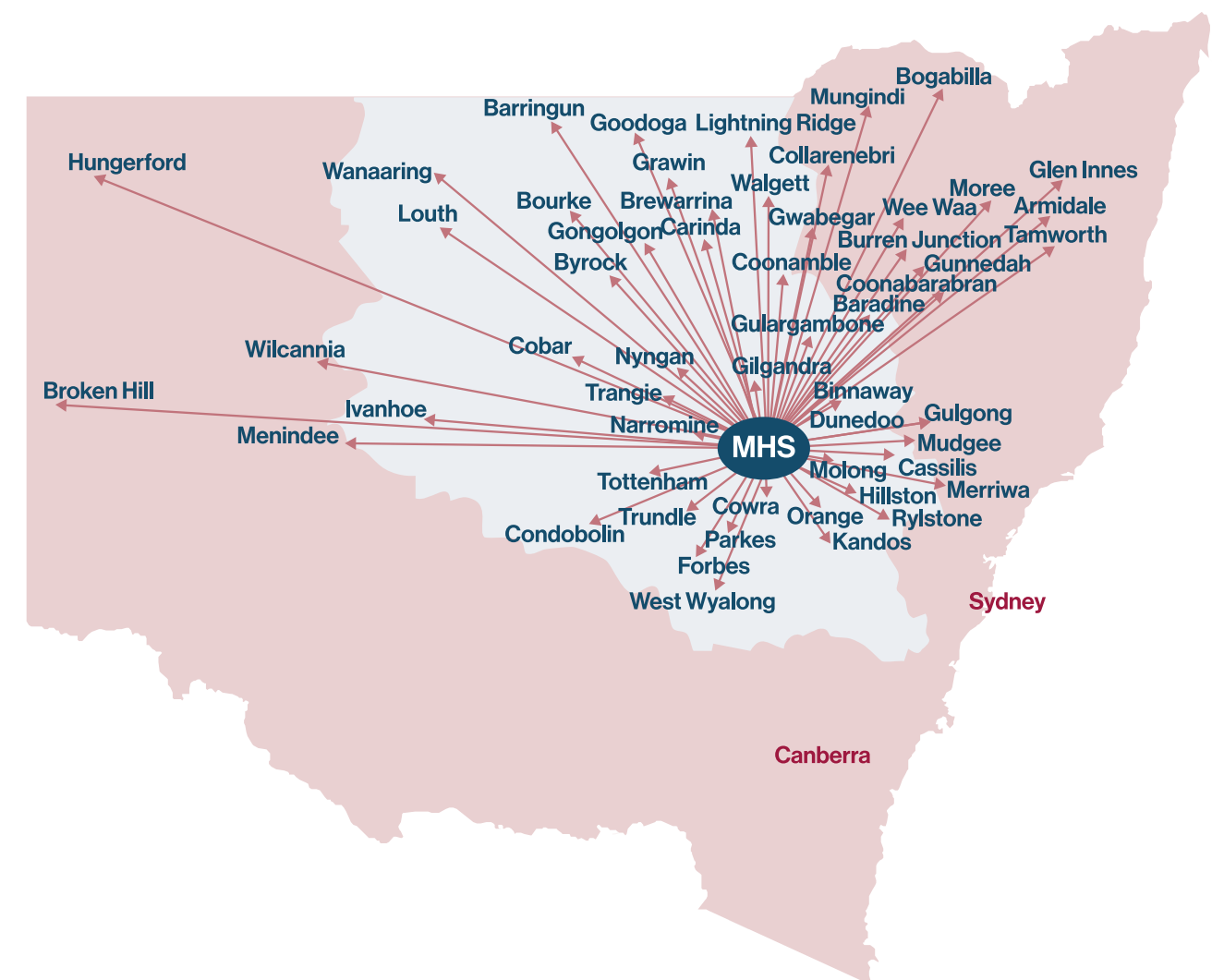


Referral sources





Our guests come from near and far to attend specialist medical treatment in Dubbo and more often than not, they stay with us at Macquarie Home Stay. From the NSW map, in pink you can see the distance travelled and location of where our guests have travelled from. This area equates to over 50% of the geographical area of NSW. In comparison, to the Local Health District, shown on the map in white, provides a great overview of the extent of medical accommodation assistance we provide for our guests when attending Dubbo for specialist medical treatment.





When my husband became ill, Macquarie Home Stay has become a home away from home for us. All the staff here have gone above and beyond. We would be lost without Macquarie Home Stay.

Angela and Conrad.

Concierge service

Since Macquarie Home Stay opened back in 2019, we noticed a real need for patients to use public transport and taxi services to and from hospital and other medical appointments. Macquarie Home Stay, through consultation with Dubbo City Toyota and Gilgandra Toyota soon formed a partnership where both dealerships were very proud to offer a Toyota RAV4 vehicle as the new concierge service for Macquarie Home Stay.

Patients are now able to get to and from hospital and medical appointments at ease with the new service which is now offered five days a week.

The service can drop off and collect patients from regional bus stops, the train station or the airport. Patients may need to purchase some groceries or collect items from the chemist. The concierge service has regular drop offs and pickups to shopping centres around town, the car leaves at 11am and again at 2pm (subject to bookings).

The Macquarie Home Stay concierge service is run by our wonderful volunteers whom we are always grateful for their unwavering support.



Friends of Macquarie Home Stay Guest Dinners

Macquarie Home Stay Guest Dinners are offered twice weekly by volunteers across both guesthouses from many groups, clubs and individuals who generously donate their time, supplies and culinary skills to our guests.

Home cooked meals, barbecues, casseroles, quiches, fresh salads and desserts are provided for our guests. The guest dinners produce an opportunity for not only a nourishing meal which is free of charge but a chance to catch up and chat with other guests. This is particularly encouraging for guests especially those going through weeks of medical treatment and staying away from home.

The guests' dinners sometimes have 30 or more attendees and all report how delicious the meals are but more so the comradery and friendships they've made through sharing a meal with strangers who then become friends.

For 2024/2025 a total of 21 organisations provided dinner for our guests on 134 evenings over the year, a tremendous achievement.



Travelling from Bourke with my husband and four kids for the birth of our baby is 4 hours travel one way and time away from school, support network and home. It's important to make sure remote and rural mothers feel comfortable, safe and cared for when away from their homes for the birth of their baby. At Macquarie Home Stay the staff are friendly and caring, the rooms are excellent, clean and well equipped, especially when you have other little children. The open space on the grounds makes it more enjoyable and relaxing for families. The common spaces and kitchen are a great way for people to cook good food and connect with others from out of town. I appreciate the opportunity to stay somewhere safe and calm as I await the birth of my baby. Many thanks,

K. O'Connell and family.

Expansion plans

Since the completion of our stage 2 project and the installation of our new administration centre, it was appropriate to pause and consider where the greatest impact would be for our next expansion stage.

Just as we did with the stage 2 project, the opening of the Western Cancer Centre identified the need for bespoke facilities to be provided for patients and families while attending Dubbo for cancer treatment and that is what we have delivered.

And so to provide a practical solution to where we see the next greatest need, our “Family room Village” will be stage 3. While we have Development consent to build these 5 units, we wish to adjust the layout slightly to deliver the most appropriate accommodation and also best manage the cost and logistics of such an expansion given the regulatory environment we must adhere to. These units are planned to be freestanding in design using popular modular construction techniques and will allow us to install each unit as our budget permits. Fundraising to develop the Village has already commenced, with individuals, community groups, businesses and others

making donations and taking up sponsorship opportunities. We welcome the opportunity to discuss how everyone can support our Village infrastructure project.

Whilst we continue to work on the Village, we continue to look into the future where we will seek the capital funding to bring Stage 4 to life. We are actively engaging with both the NSW and Australian Governments to help share in this investment for the betterment of Regional NSW residents. This stage will provide 14 units incorporating a mixture of 1 and 2 bed units. These are the “bread and butter” of our accommodation offering, and will be a welcome addition to our suite of diverse unit designs.

We continue to improve our parkland and playground areas, some 8.5 acres in total which our guests enjoy daily. With destination spots around the site that we have created and a variety of landscaping themes and activities that can be undertaken in each area, there’s plenty of space to enjoy the outdoors at Home Stay.

Rod Crowfoot, Managing Director



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 honor these efforts and recognise these community members in an official way.



Mrs Nola Honeysett
Inducted 2020



Mrs Dawn Collins
Inducted 2022



The late Mr Ray Nolan
Inducted 2021



Mrs Elizabeth Allen OAM
Inducted 2020



Mrs Fiona Prentice
Inducted 2022



Mrs Lorna White
Inducted 2020



Mrs Dot Martin
Inducted 2020



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