



Dubbo
Macquarie
HomeStay REGIONAL PATIENT &
FAMILY ACCOMMODATION

ANNUAL REPORT 2019-20

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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 2020 annual report.

This has been a very rewarding year for us. Being our first full year of trading, we have developed a much stronger sense of our purpose. Through supporting over 3,000 guests who have chosen to stay with us this year, we have learnt a great deal.

OUR BOARD IN 2019

The Annual General Meeting of 2019 saw a changing of the guard. A number of our foundation Directors resigned and this allowed for a number of new, enthusiastic Directors to join us and bring their unique skills, experiences and knowledge to the board. Our new mix brings experiences and knowledge from a wide range of industries to help guide our operations and growth - marketing and legal, property development and accounting, health and government, not for profit sectors, psychology and financial planning.

As a board, our meetings have been a great platform for conversations and questions, and we have continued to meet monthly via digital platforms since the restrictions commenced due to COVID-19. The following Directors led our organisation this financial year;

President	Clr Dawn Collins
Managing Director	Rod Crowfoot
Secretary	Fiona Prentice
Treasurer	Sharon Portelli
	Ray Nolan
	Steve Guy
	Ailsa Graham
	Pip Job
	Tom Toohey (resigned June 2020)
	Trudy Behsman

PRESIDENTS REPORT

This year saw a significant evolution in the governance of Macquarie Home Stay with major change to Board Membership. Since 2011 the same team has overseen the development of Macquarie Home Stay from their initial shared understanding of a need to help mitigate some difficulties experienced by guests from beyond Dubbo as they accessed health services in Dubbo to the current thriving accommodation complex that is fulfilling that purpose for many. At the end of last year Elizabeth Allen, Lorna White and Nola Honeysett retired from the Macquarie Home Stay Ltd Board and I would like to acknowledge their commitment and contributions to the journey of realising that dream.

After consideration of what skills and attributes would enhance the capacity of the Board to meet the challenges of the next few years, expressions of interest for membership were invited through public advertisement. We were gratified to experience strong interest in joining us and on the basis of our skill mix, we selected to welcome Sharon Portelli, Pip Job, Tom Toohey, Ailsa Graham, Trudy Behsman and Steve Guy to join the remaining 'originals' - Rod Crowfoot, Ray Nolan, Fiona Prentice and myself. This team has met monthly to support the development of Macquarie Home Stay, albeit virtually in recent months in recognition of COVID restrictions. We are in the process of establishing an agreed comprehensive policy base for the operation and strategically planning the next few years' developmental activity.

During the year we unfortunately farewelled Tom who found it

difficult to fit MHS with his other commitments. We thank Tom for his willingness to support MHS through Board membership and wish him well.

I would like to thank Rod and his staff team for their consistent great work, day to day. Apart from the implicit challenges of continuing to develop a very young business, COVID-19 has added a totally unexpected layer of challenge. I congratulate all on the conscientious manner in which they have implemented the necessary changes to their work practices and the positivity they have shown in the face of adversity. It is sincerely appreciated by the Board as well as by our very grateful clients - who delightfully share accounts of their stay with their friends and acquaintances and so provide one of our strongest sources of new bookings.

The occupancy rates experienced throughout the year have continued to demonstrate that the need we thought existed was definitely both real and ongoing, and we look forward eagerly to the day we can source sufficient finance to expand the facility to meet the evident demand for which planning is now well advanced.

I thank fellow Board members for their continued commitment to Macquarie Home Stay Ltd and its ongoing provision of a much needed service to our fellow citizens of North Western NSW, and look forward to another year of growth and development.

Dawn Collins - Chair

It's been a privilege to be a part of this organisation for another year, especially given the wonderful guests we have met and shared experiences during this time. It has been our desire to ensure every guest feels welcomed, is treated with respect and is provided with a clean and safe place to rest, recover or to use as a base while they support their loved ones whilst receiving their medical treatment. As a result of our guests' stay, when they return home they are confidently sharing their Home Stay experience with friends, family and neighbours. This has led to a fantastic community driven wave of support for our facility, the number of new guests that tell us they have chosen to stay with us as a result of a recommendation by a friend or family member grows every week. There is no greater compliment for us than having past guests recommend to their nearest and dearest that they should stay at Macquarie Home Stay. My team has worked very hard and are very proud of the reputation we are building with our guests.

As news of our facility grows, there have been so many thoughtful individuals, community groups and businesses who have chosen to make a variety of donations to us. These have been used to support guests during their stay, make their stay more comfortable and provide an environment that is their home away from home whether it be for a night or longer. Items such as patchwork quilts and crochet knee rugs, consumable foods and cleaning products, books and DVD's, new mum and baby packs, coffee vouchers, bathroom packs for guests caught out not planning a nights stay away from home, and so much more. The list would be too long to name the donors individually, but can I take this opportunity to say a very heartfelt thankyou from us and on behalf of our guests who wish to express their sincere appreciation for the kindness and generosity shown to them.

During the course of the year, our community dinners have been a welcomed distraction and an opportunity for social connections with other guests over a hearty meal. Sadly, as a result of Covid the format of these have had to change however the Rotary Club of Dubbo West, Rotary Club of Macquarie, Rotary Club of Dubbo South, Rotary Club of Dubbo and the Pink Angels have typically provided a wonderful menu of food once a month each, meaning our guests don't have to worry about cooking that night. Not only is the meal a way to help support the guests with a nourishing

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There is no greater compliment for us than having past guests recommend to their nearest and dearest that they should stay at Macquarie Home Stay.

meal its also an opportunity of meeting other mums to be, patients having similar treatments and so on.

I wish to acknowledge the support we have received this year from the health practitioners in Dubbo and farther afield. Doctors, nurses, administration staff, social workers, midwives and more who actively promote our existence to patients. As a result, more people are aware of us and are able to take advantage of the services and support we provide. This is an important partnership we have with the Local Health District, and our thanks goes to them for your encouragement and support.

We have taken the time this year to listen to our guests, ask the questions and get clarity on what we do well, what needs changing and as we grow what do we need to do to add to our accommodation



mix and design so it best meets the needs of our community. This has been a very worthwhile experience, and is allowing us to make important changes to the masterplan so it best meets the needs of individuals, couples and families who stay with us. An example we have identified that nearly one third of all our guests who stay here do so as 1 person only, so providing single occupant rooms into the future is a wise inclusion.

To this end, we have been actively promoting the value that Home Stay offers to all levels of Government, philanthropic organisations, community groups, business and individuals encouraging them to continue to partner with us as we pursue our expansion plans. We have been truly touched this year with the donations that have been made to us. Large and small, regular and one off, they all have a positive

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Home Stay is like all the other motels, its got 4 walls and a roof, but when I stay here I just feel better.

impact on our capacity to deliver the next stages of accommodation and shows our larger funding partners that we are well supported by our communities. We have big plans for our future, however need support from all areas to help this become a reality. This is a marathon race for us not a sprint and over the next decade there will be many opportunities for your support. We propose that our next stage of accommodation to be built will be to support the patients whilst receiving their treatment at the Western Cancer Centre. This is a wonderful addition to the treatment options at the redeveloped Dubbo Hospital.

One guest recently passed the comment 'Home Stay is like all the other motels, its got 4 walls and a roof, but when I stay here I just feel better'. This in part is to do with the physical environment we provide, but a large part is the people they engage with when they arrive or during their stay. For us that's a huge compliment, and our team, weather it be the girls in the office, our housekeepers they see daily or our gardener, they do all they can to make our guests feel welcome and comfortable.

We have had the great privilege of meeting hundreds of patients who, with their support team, have spent either a small amount or a long time away from home. They have shared with us their joys, and also their sadness, and our lives are richer for the experience. We look forward to each day and what it brings.

SPONSORS

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



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



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



Country Women's Association of NSW



Toyota Tour de OROC



Coonamble Shire Council



NSW Government



Back O' Bourke Bike Ride for Cancer



Officeworks Dubbo



Bourke Bowling Club



Dubbo Stock and Station Agents

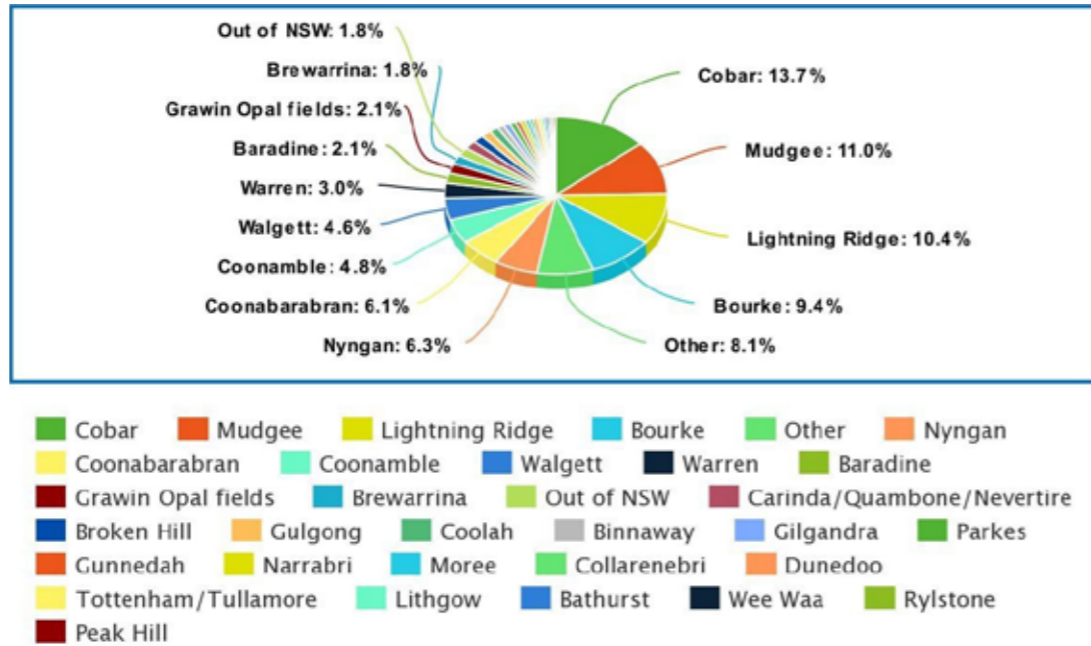
Walgett Floral Affair

West Dubbo Diggers & Friends

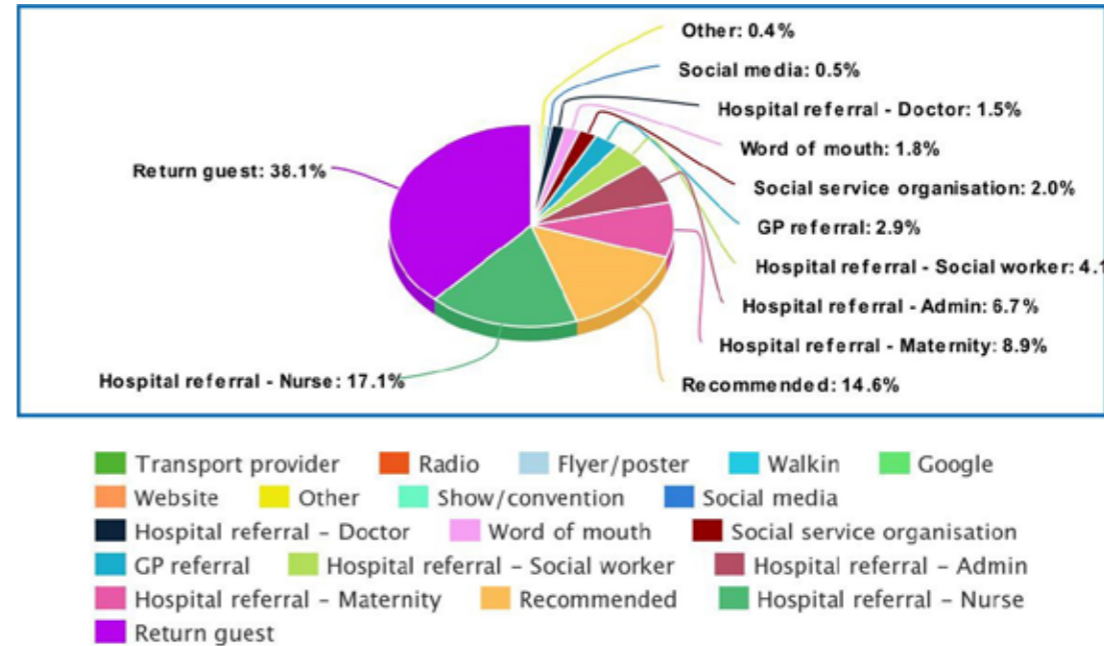
Dempsey/Dunsha golf day

St Johns Class of 92

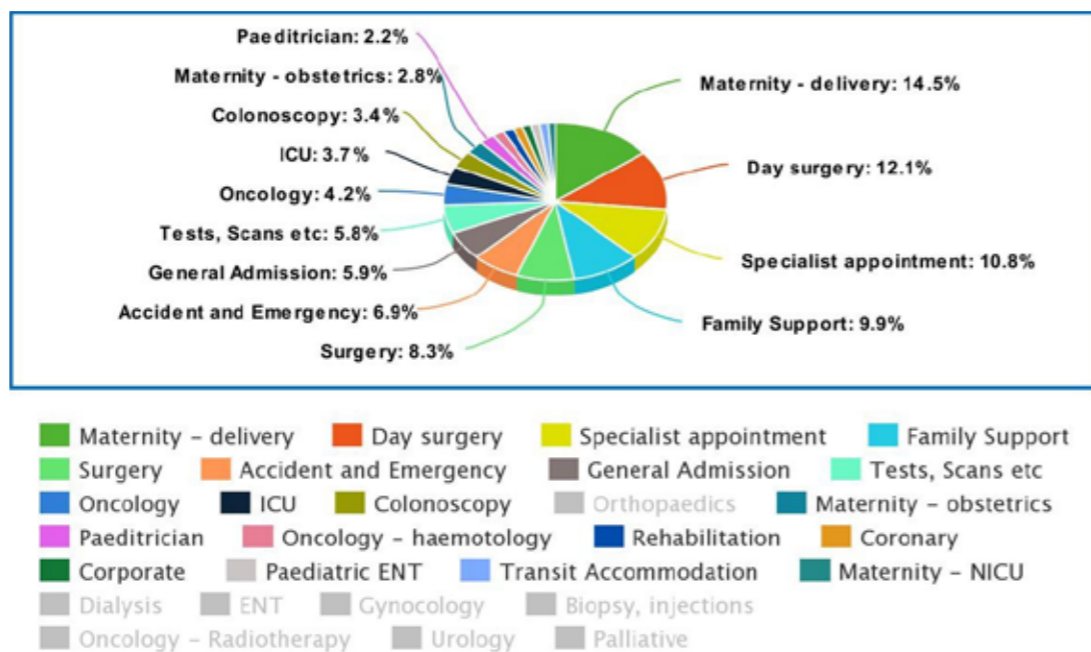
TOWN OF RESIDENCE



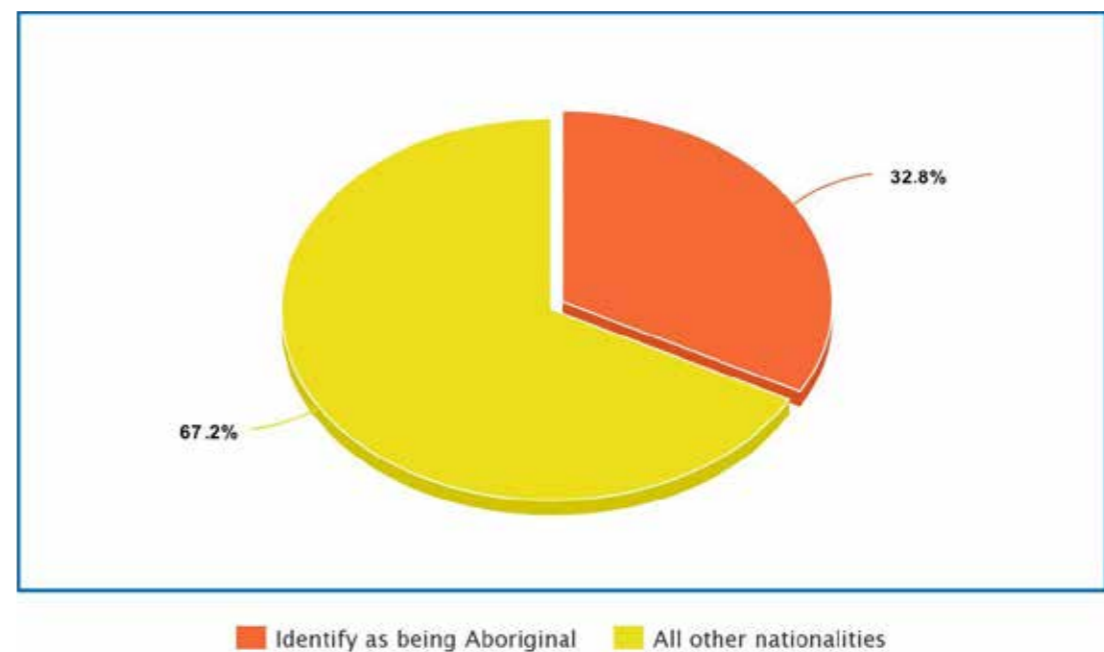
REFERRAL SOURCE



TREATMENT TYPE



PROPORTION OF ABORIGINAL AND TORRES STRAIT ISLANDER MATERNITY GUESTS



TREASURER'S REPORT

It has been a pleasure to join Macquarie Home Stay as a Treasurer and to be part of the continued growth towards the Stage 2 and further stages of development.

We have had our first full year of operation which has had its challenges. We have finished the financial year in a good financial position, with good systems in place to continue to support us into the future.

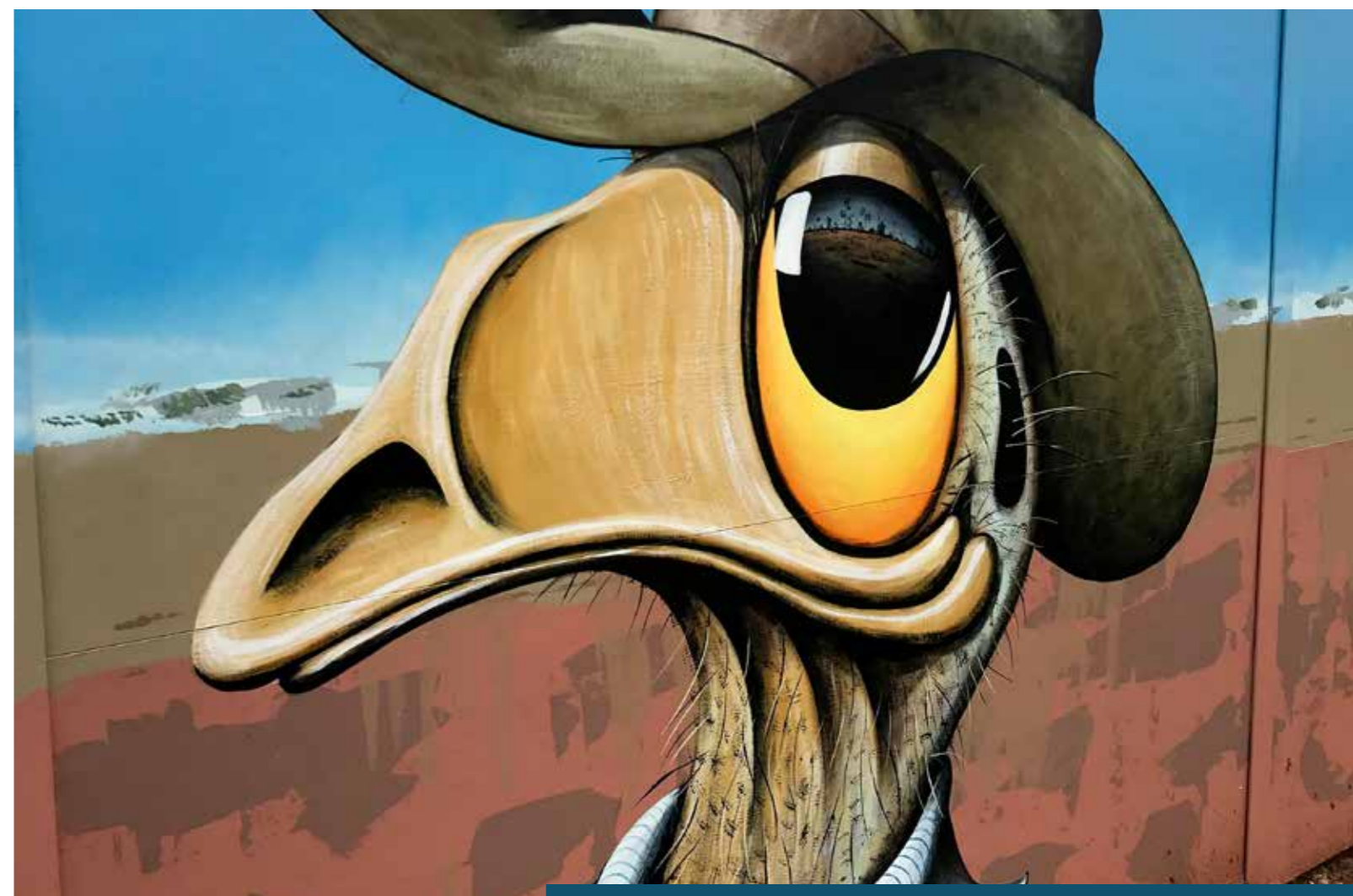
COVID-19 has presented its challenges with reduced income due to hospitals shutting down elective surgery and people staying for shorter periods of time. It has increased our costs particularly cleaning and maintaining the facility during this time. This downturn has allowed us to qualify for Jobkeeper for 6

months helping us to work through these challenges without it being a financial burden.

We have continued to minimise costs where possible so we can have funds to put into further development. Further efficiencies will come over time with the development of the facility.

We have had many donations and grant funding for specific projects that allow us to continue to develop and help us achieve our outcomes. We would like to thank all the people who have contributed financially as well as the volunteers who do many unpaid hours to help us to continue to move closer to Stage 2 of development.

Sharon Portelli - Treasurer



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.

“

A great place run by great people.
- Luke from Cobar

“

Fantastic place to stay if you are caught out with a family member in hospital and have nowhere to stay. Beautiful rooms, fantastic staff can't thank them enough
- Shay from Walgett

“

My wife and I have stayed with you guys on 3 occasions. On the birth of my son, again with appointments for him and recently when he was rushed to Dubbo Hospital. The staff have always gone above and beyond to help us and accommodate us the best they can, including contacting late in the day and Rod making it very easy for us to check in after midnight. I highly recommend Macquarie Home Stay to any travelers needing medical assistance in Dubbo - Tom from Coonamble

“

Very well designed. The facilities were top rate. Thank you, this world needs more people like you - Julie from Lightning Ridge

“

Giving, receiving, happy memories for me. Such a wonderful place for "those who need it". I will always be grateful for being accommodated there! So great to see happy smiles. Dubbo is very 'lucky' to have this great facility ... AND I do know how much "hard work goes on behind the scenes". One day when re-visiting Dubbo I will call in for a cuppa...maybe I will have a donation!! - Louise from Singleton

“

Arriving back to our unit at MHS on Saturday evening, we found a present wrapped and waiting. This is the wonderfully generous and caring gift for Mothers' Day that was left for us - bed socks that fitted perfectly, earrings, bracelets and soap. It was entirely unexpected. And much appreciated. We've stayed with MHS for many weeks this year. It's been home base for my hubby while I've been in and out of hospital since January. We can't express enough what an excellent facility MHS is - a welcoming, clean and friendly home away from home. Our hospital times in Dubbo were made so much more bearable by having somewhere like this to stay. Please don't be offended if we don't visit again for a while
- Toni from Cobar

“

What an amazing facility. I highly recommend staying at Macquarie Home Stay when visiting Dubbo for Medical appointments. Macquarie Home Stay have facilities that definitely will not disappoint, staff that make you feel at home that go above and beyond to ensure you are comfortable and without need
- Michelle from Angledool

“

The best place to stay in Dubbo if you have medical appointments or hospital needs. I recommend it - Ian from Nyngan

“

Would highly recommend you stay at Macquarie Home Stay if you are in Dubbo for medical appointments or surgery. Great friendly staff, immaculate & very comfortable rooms & lovely surroundings. Only place I will stay now if I'm in Dubbo for medical issues. Thanks Rod and staff. - Christine from Collarenebri



**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.

In 2020, we wish to recognise and welcome the first members into the Macquarie Home Stay Alumni;



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



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



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



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



THE YEAR AHEAD

Events such as COVID-19 have not changed the fact that people in our communities still need to seek medical care in Dubbo. It is a priority to ensure the communities of rural and regional NSW increase their awareness of our existence and that they use our facility when the need arises.

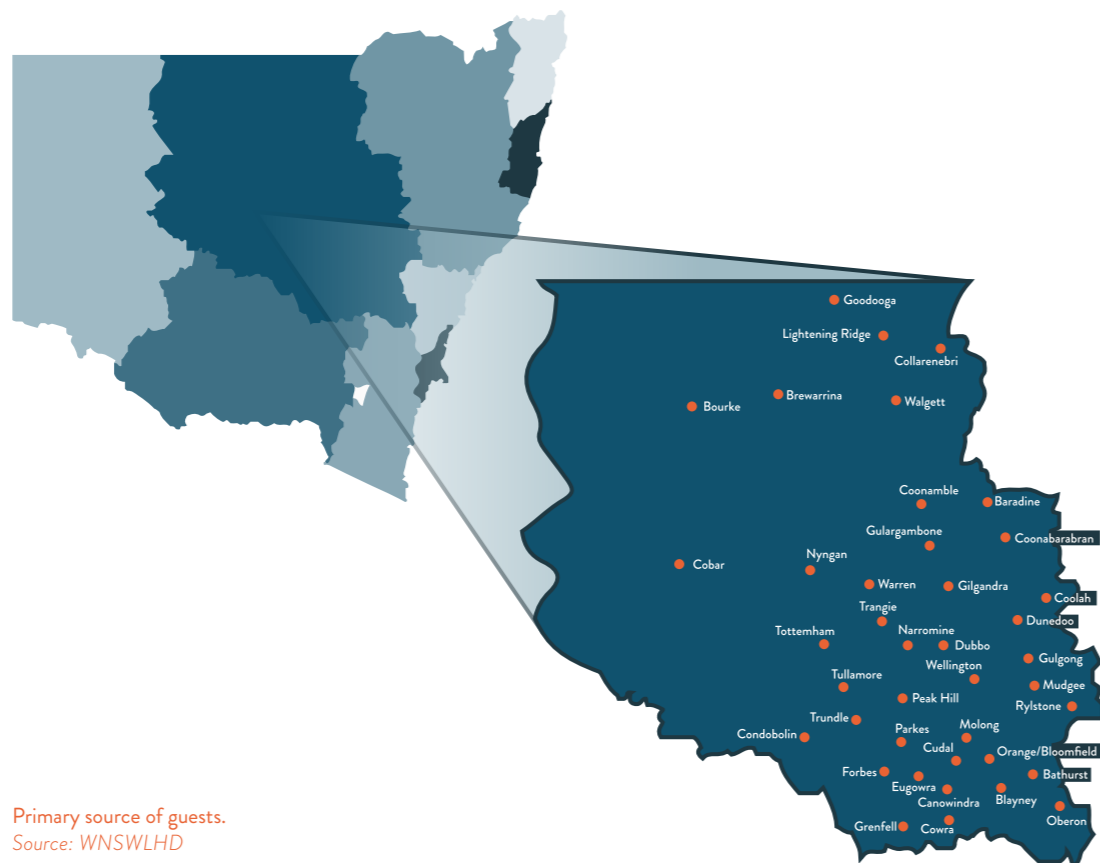
What we have learnt this past year from our guests, community and health practitioners has equipped us to make informed and appropriate adjustments to our master plan accommodation offering and that has been exciting.

Our resolve to see our physical expansion is unwavering. This is supported by our occupancy rates and expansion of the medical treatment options in Dubbo. With the expected opening of the Western Cancer Centre in the latter part of 2021, we will build a specialised cancer centre accommodation precinct. Our efforts have been, and will continue

to be, garnering the financial support we need to allow us to commence that construction. Whether it be from grants, sponsorship, donations or bequests, we will work with our funding partners so that this important precinct is built as soon as possible.

There are other areas we need to expand into, being more general accommodation, administration building, other site improvements and so on, and as various funding becomes available to support these improvements we will actively apply and seek that support that will allow us to grow.

Our team, be it the ladies in reception, our housekeepers, gardener or volunteers, will continue to make Macquarie Home Stay the preferred place to stay when in Dubbo seeking medical treatment, and do all we can to support our guests during their time with us.



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