

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

ANNUAL REPORT 2020-21



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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 2021 annual report.

The year has further cemented the importance of our role in supporting the people of rural NSW who rely on accessing the Dubbo Health Service for medical care. 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 2021

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.

Our mix of experiences and knowledge is from a wide range of industries including marketing and legal, property development and accounting, health and government, not for profit sectors, strategy and policy.

The impacts of the COVID19 pandemic didn't stop our momentum, and 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** Dawn Collins

**Managing Director** Rod Crowfoot

**Secretary** Fiona Prentice

**Treasurer** Sharon Portelli

Ray Nolan (passed away October 2021)

Steve Guy (resigned September 2021)

Pip Job

Trudy Behsman (resigned September 2020)

Ailsa Graham (resigned AGM 2020)

Susie Hill (appointed AGM 2020)

Peter Woodward (appointed April 2021)



# Presidents Report

It is with much pleasure to present the Macquarie Home Stay Presidents Report for 2020 - 2021. This year has seen many challenges with Covid 19 and the Board has had to undertake several changes with how we meet and to continue the progress of the future of Macquarie Home Stay.

There has also been challenges for our Managing Director Rod Crowfoot and his staff in maintaining a safe and progressive operation to accommodate the clients that utilise Macquarie Home Stay. These challenges have been met enthusiastically.

The Macquarie Home Stay Board continue to progress on achieving Strategic Goals in creating Management Structures, revise Position Descriptions and undertake Constitutional Reviews. These processes will continue for next few years as a part of our developing future for the organisation.

After consideration of what skills and attributes would enhance the capacity of the Board to meet challenges in the future, expressions of interest for membership were invited through public advertisement. During this year the Board, with gratification welcomed new board members Susie Hill and Peter Woodward. They both bring skills and attributes which will be advantageous to Macquarie Home Stay. I hope they find their positions rewarding.

During this year we unfortunately farewelled Steve Guy who made a considerable contribution to the organisation and we thank him for his support to Macquarie Home Stay and wish him well for his future endeavours.

I would like to thank Rod and his staff team for their consistent great work. Apart from the implicit challenges of continuing to

develop the business, COVID-19 has added further challenges for them all. I would like to acknowledge their commitments to the organisation in assisting clients during concerning times in regards to their health requirements, especially when they need to be away from their homes. I wish to congratulate all in the manner which they have implemented the ongoing changes to their work practices. It is sincerely appreciated by the Board as well as our grateful clients - who delightfully share accounts of their stay with friends and acquaintances and so provide one our strongest sources of new bookings.

The occupancy rates have been maintained to a high level which demonstrates the need for this type of accommodation for people from outlying areas seeking medical assistance in Dubbo. We continue to seek further financial assistance for the expansion of accommodation, especially now that the Western Cancer Centre at Dubbo Hospital is well underway. Our aim is help these patients with affordable and comfortable accommodation in their hour of need.

I would also like to thank the Board for their continued commitment to the organisation for the provision of a service to our fellow citizens from afar. I hope the Board has many years of growth and development. I wish to thank my fellow Board members for their support during my time as a Board member / Chairperson of Macquarie Home Stay. As I am retiring at this Annual General Meeting after approximately ten years, I hope the organisation of Macquarie Home Stay continues to grow and develop for the benefit of those who utilise the facility.

*Dawn Collins - Chair*



# Managing Director's report

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 in their experiences during this time. Stage 1 of our accommodation facility was made a reality thanks to the following contributors:



NSW Government



Tour de OROC and Rotary Club Dubbo South



Dubbo Regional Council



Newcastle Permanent Charitable Foundation



An Australian Government Initiative



Can Assist Nyngan Branch



Rotary Club of Dubbo West



Can Assist Dubbo Branch



Rotary Club of Dubbo Macquarie



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



Mazda Foundation



Rotary Club of Dubbo South



Rotary Club of Dubbo West



Rotary Club of Dubbo Macquarie

West Dubbo Diggers & Friends

Alan and Diedre Walker

Family of Toni Wells

Dempsey/Dunsha golf day

St Johns Class of 92

# Managing Director's report

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 to develop this reputation that 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 thank you 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, the Lions and the Pink Angels have 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 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 others 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 past 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. As 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 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, and not a sprint. Over the next decade there will be many opportunities for support. We propose that our next stage of accommodation to be built will be to support the patients receiving their treatment at the Western Cancer Centre. This is a wonderful addition to the treatment options at the redeveloped Dubbo Hospital.

“  
**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.**

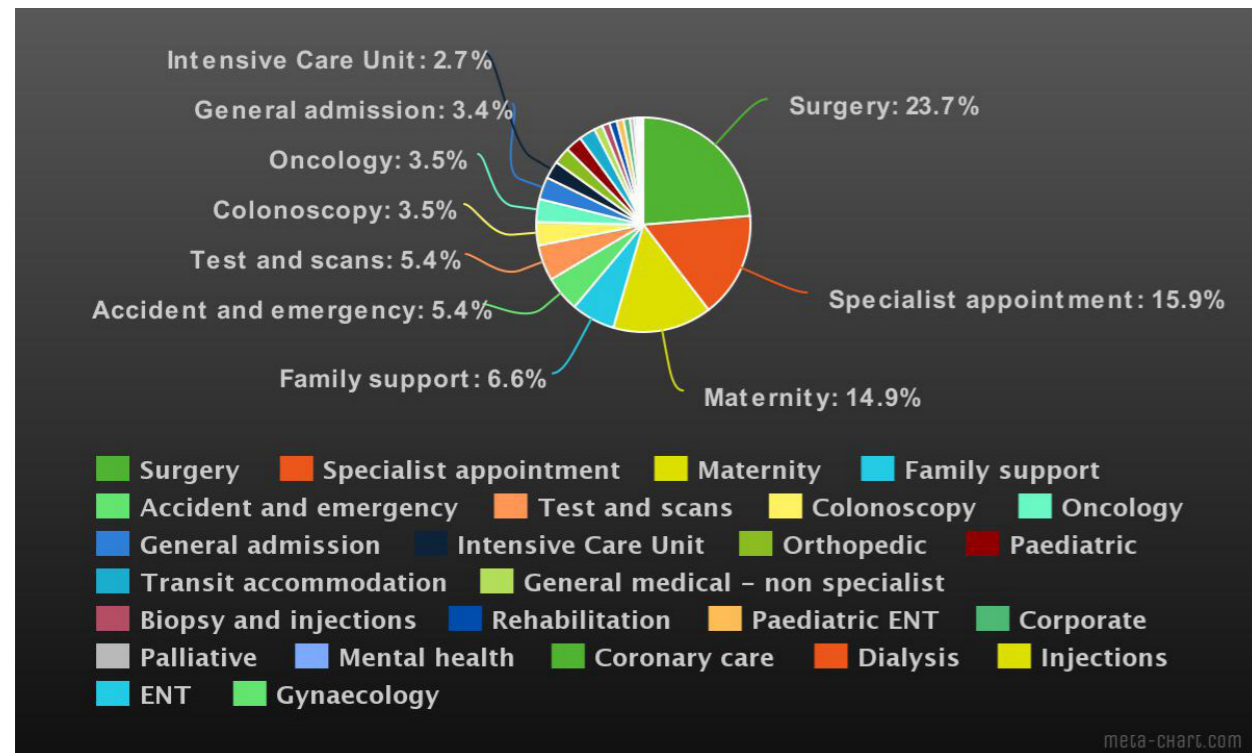
One of our guests recently said 'I had cancelled my last surgery as I was so worried about coming to Dubbo by myself. After finding out about you on line, the advice you gave on the phone was very comforting, your help with the IPTAAS paperwork has been great and the amazing accommodation you have has taken my worries away. If it wasn't for you I probably would have delayed my surgery again, and I'm so glad that I found you. I'll be telling all my family and friends about how wonderful you are'

Once again, this is a great compliment to our team, whether 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.

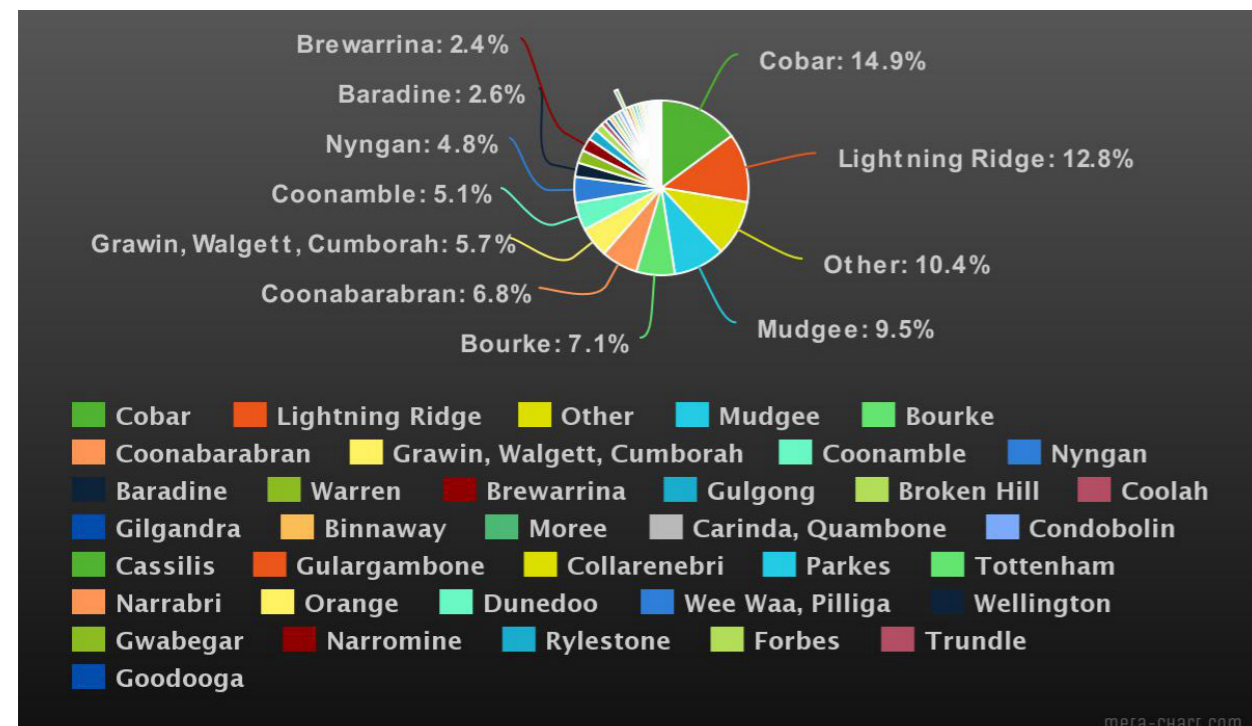


# What the numbers tell us

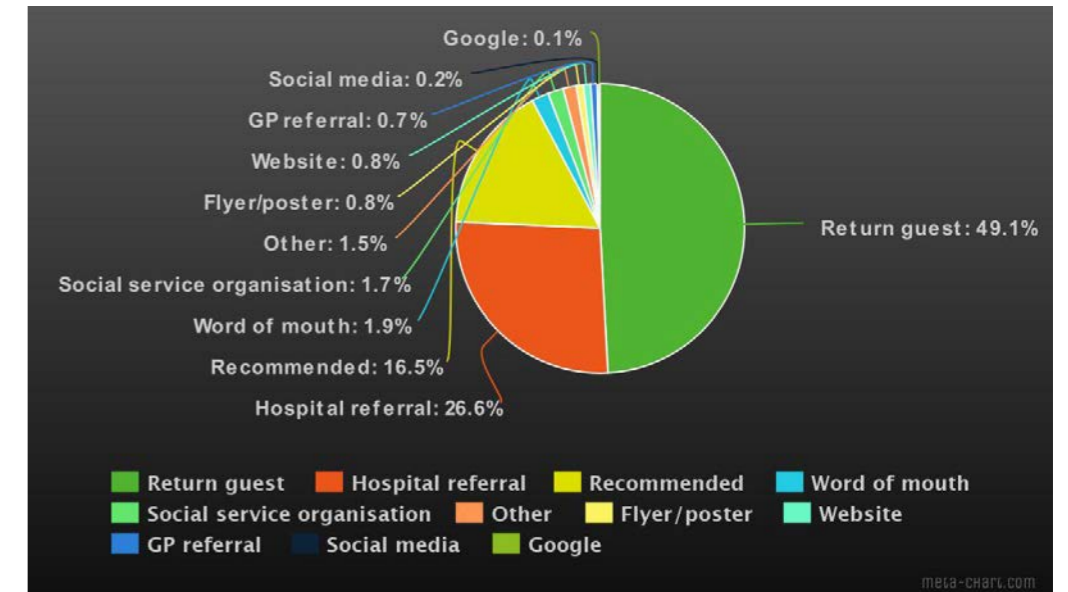
## TREATMENT TYPE 2020/2021



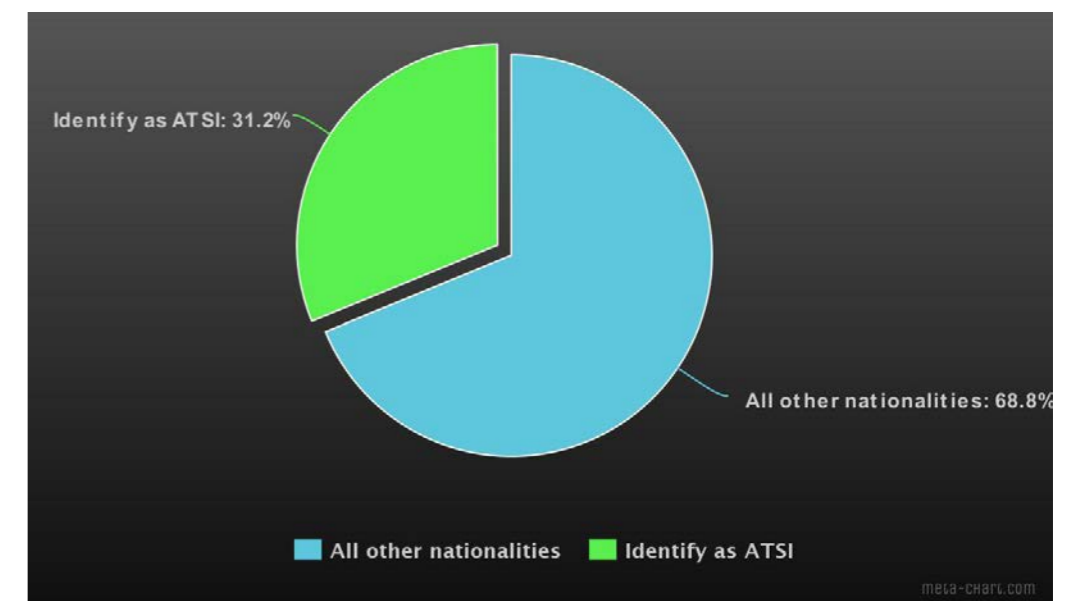
## PATIENT TOWN OF RESIDENCE 2020/2021



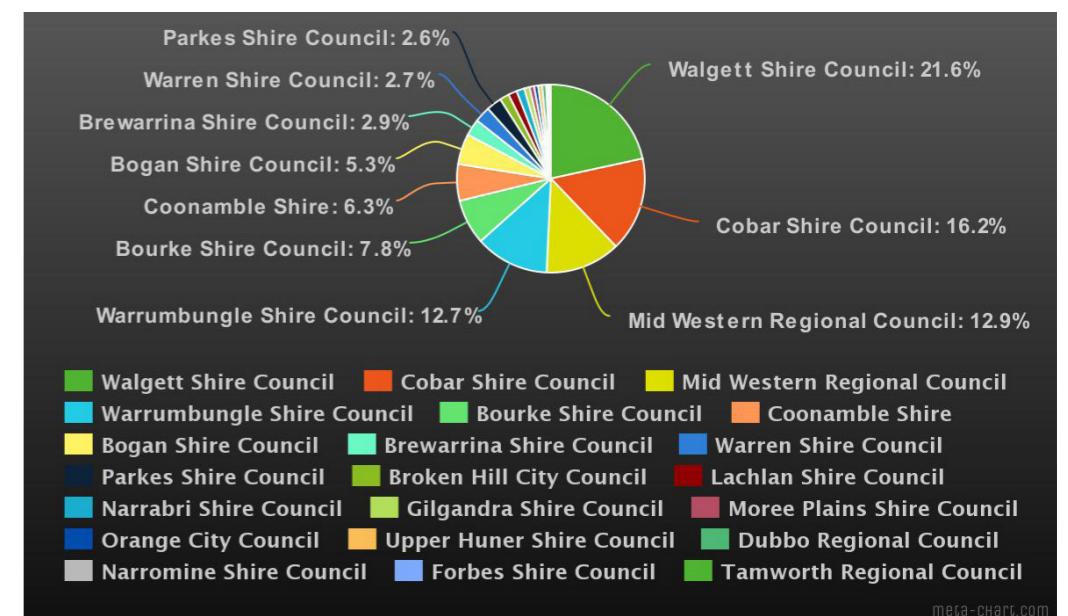
## BOOKING SOURCE 2020/2021



## ATSI MATERNITY 2020/2021



## PATIENT LOCAL GOVERNMENT AREA 2020/2021



# Treasurer report

We have had continued to operate successfully for the 2021 year. The financial year was strong with Jobkeeper payments supporting us through the first Covid 19 lockdown. Our occupancy was continuing to grow in the 2021 financial year increasing our room income on the previous year.

Covid 19 has again presented its challenges with reduced income after the end of the financial year. Our occupancy decreased substantially during this period. We were able to stand down staff during this period so staff could access emergency funding payments. This allowed us to continue operating with minimum staff and costs during this challenging period. Once we were out of lockdown, we were able to return to normal operations and our occupancy has continued to increase and expected to continue to improve back to pre-lockdown levels.

We are looking towards funding for stage 2 of our development. With the opening of the new cancer center in Dubbo we anticipate increased demand with longer stays for guests, so this stage is critical for our development.

We have had many donations and grant funding for specific projects that allow us to continue to develop. These donations have allowed us to develop the landscaping and gardens which will be a tranquil place for guests to visit during their stay.

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*



# 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;



**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.



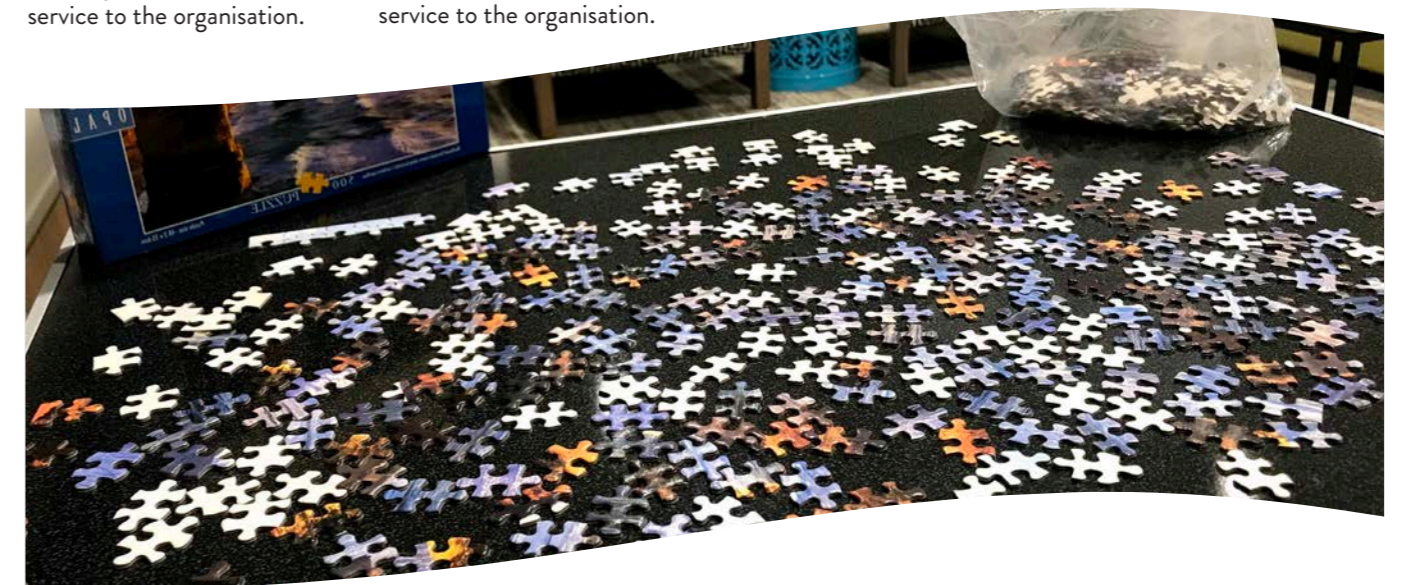
**Mrs Lorna White**  
Inducted 2020

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

Following extensive consultation and planning we are pleased to share the plans for our future stages of accommodation. These designs have taken on board the various treatments patients are receiving, the family dynamics of those needing to stay and the length of stay for our guests.

You may ask what's the evidence that supports the need to expand. There are 2 key reasons:

1. Peak occupancy rates result in customers being turned away.
2. Completion of Dubbo's new Western Cancer Centre
  - Since January 2019, Macquarie Home Stay has had more than 3,500 bookings
  - The average stay is 3.28 nights
  - The longest stay so far has been 201 nights
  - We are experiencing an occupancy rate of 100% for over half of every month
  - May 2021 saw an occupancy of 98% - the envy of most motellers
  - On average, we turn away more than 3 bookings a day
  - 21% of all guests are indigenous, for maternity purposes this number increases to over 30%
  - 38% of our guests are from remote, lower socio-economic communities
  - 13% of our guests are supported by social service organisations
  - 21% of guests stay for maternity-based purposes
  - 44% of our guests receive the benefit of subsidised bulk billed accommodation through IPTAAS

Macquarie Home Stay's facilities will be in high demand as patient numbers increase in Dubbo. The Australian and NSW Governments have invested \$35 million to develop the Western Cancer Centre. The new centre 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 will draw 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 new demands on accommodation services.

These stages of accommodation will include:

1. A 26 unit Cancer Centre accommodation precinct with a mixture of family rooms, 2 bed units and 1 bed units accessing large common areas and outdoor spaces
2. 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).
3. 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.
4. 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

There is so much to achieve this year. The board adopted the 2020-2023 strategic plan that provides a focus across a number of areas, of note that we will build our organisational capacity, progress our funding support to deliver on our expansion plans and provide the necessary accommodation for our guests each and every day. The opening of the Western Cancer Centre at Dubbo Hospital has been highly anticipated and this will place greater pressures on our accommodation facility.

We are part of a small yet integral group of not for profit accommodation providers who provide essential patient accommodation across rural and regional NSW. On behalf of the patients who access the subsidy called Isolated Patients, Travel and Accommodation Assistance Scheme (IPTAAS), we have provided feedback directly to the Health Minister and the Ministry of Health on the scheme's effectiveness, and in particular, we have highlighted areas that have been identified by patients where adjustments can be made to improve the outcomes IPTAAS is trying to achieve. These have included things such as reducing form complexities, the subsidies paid, increasing the treatment types covered by the scheme and establishing a regular review process for the scheme. We are ideally placed to provide accurate information from a large portion of the community directly to the Ministry and we will continue to work with them this year.

We have also received financial support to start our Home Stay parkland and playground space. We have designed a number of areas where our guests can play, walk safely along paths, sit under shaded areas and in garden spaces and enjoy the colour, sounds and calmness these areas will provide. This is an exciting development and it will make a wonderful difference for the people who stay with us.

During the turmoil of the covid pandemic, we were able to support many guests who required urgent medical treatment in Dubbo. They were away from the comfort of home, their loved ones and employment. We hope to never see these lockdown situations and restrictions again, however during these times it reinforced the need for our service and the support provided by Macquarie Home Stay. We support the health practitioners and hospitals in allowing patients to stay in safe, clean and appropriate accommodation close by to the health services.

The team at Macquarie Home Stay turn up every day knowing we make a difference. We are looking forward to the many people we will meet this year, sharing in their experiences and supporting them as best we can.



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