# Cooinda Fast Facts 2018

**Cooinda profile:**

- Fully accredited by Australian Aged Care Quality Agency
- Employs in excess of 115 people local people, all in permanent or contract roles
- Annual financial turnover in excess of $8.46 million
- Major employer and financial contributor to Benalla community
- 99% occupancy in residential care
- Community Support person to assist in the wellbeing of residents and staff

**Community connection**

- Actively involved in development and advocacy for the aged care sector in Hume region
- Let's Find Our Voice – concert, memoirs and lip sync clip on social media (+250k views)
- Walk and Wake Up to Dementia, community dementia awareness event attracts 300 people
- Age Friendly Communities project auspice with Benalla Rural City and Central Hume Primary Care Partnership to deliver projects to make Benalla more age friendly.
- Partnering with The Centre to deliver on site training to develop a pool of job-ready candidates

**Staff satisfaction results (2018):**

- 89% overall staff satisfaction (benchmarked 7 from 125 facilities in Aust. & NZ)
- 96% of staff are proud to work at Cooinda
- No job advertisements placed in 6 months. Resumes are handed into Cooinda, based on positive reputation and word of mouth from current staff

**Resident/ Relative satisfaction results (2017-18):**

- 95% residents were positive when asked "taking everything into account how you would rate living at Cooinda?"
- 100% of family members of people living with dementia believed care staff helped their family member to maintain their dignity
- 94.5% of family would recommend Cooinda to others
- 92% of residents believe care staff are kind, supportive and helpful

**Accommodation/Services – Cooinda provides a continuum of care**

- (65) Independent Living Units - 1, 2 or 3 bedroom units from $130,000 to $270,000
- (82) permanent residential dementia specific care, high care and ageing in place rooms
- Short term respite available
- Cooinda in the Home - Home Care Packages and Fee for Services home care services

**Cooinda Board**

- Volunteer members from the Benalla community offering diverse experience and skills
- Monthly organisation board meeting. Development, finance and audit sub-committees
- Organisational governance training undertaken

**Strategic Direction** (planning implemented each 2-3 years)

- Cooinda Master Plan Stage 1 – 28 room high care Ledger Wing construction underway due for completion September 2019
- Has a large parcel of land available for future ILU development

**Awards and Accolades**

- Winner 2018 Leading Age Services Australia (LASA) Organisation of the Year Vic/Tas
- Winner 2018 Benalla Business Network Excellence Awards – four categories including Business of the Year