

SNAPSHOT

Year in Review

2015-2016

Visit **achgroup.org.au**
for the whole story!

20,192
customers
accessed
services



2015/16 has been another very successful year for ACH Group, with our 1727 staff and 439 volunteers combining to support our 20,192 customers.

Many of our efforts have focused on the necessary planning and capacity building to see us thrive in the face of changing customer needs and wants, and changing market conditions.

2017 will see us enter a new world of customer expectation, coupled with government reforms, new competitors and our growing aspiration. We focused on getting Home Care ready while building organisational capability and creating the new and unique products that will address emerging market expectations, while enhancing our ability to compete in a deregulated market.

Our Strategic Plan 2015-2020 articulates how we are going to achieve this in an environment of growing opportunity, but one that also comes with uncertainties.

Geoff Holdich
ACH Group
Chairman



The ACH Group Board comprises eleven members representing a wide range of skills and expertise in the areas of healthy ageing, aged care, finance, law, health, business development, local government, property, public policy, media, quality, risk, housing and governance.

Our Board:

Geoff Holdich (Chairman), Mary Patetsos (Deputy Chair), Mark Goddard, Brent Blanks, Marjorie Schulze OAM, The Hon John Hill, Michael Luchich, Celine McInerney, Julie Mitchell, Graeme Percival and Professor Brenda Wilson.

Visit achgroup.org.au/about/our-board to find out more.

What we did

Strategic Plan

We've invested time in understanding our current and future customers better, and what it is that people will want from us in the future.

Customer

We increased the depth of our customer knowledge on our journey to become a truly customer-centric organisation.

Quality Accreditation

All Residential Services sites maintained their five year accreditation status. All 18 expected outcomes were met during our Home Care and Commonwealth Home Support Program Quality Care review. Our Health Services, Veterans Home Care Assessment Agency, Veterans Home Care Service Provision and Residential Transition Care Program at ViTA received an additional three years ISO 9001:2008 certification.

Innovation Approach

We adopted an approach to Innovation that is driving meaningful value adds, and new business opportunities.

Advocacy

We continued to challenge the stereotypes associated with ageing.

Repat

We are leading the 'Open Daws' consortium to redevelop the Repatriation General Hospital site which will deliver a unique health, education, ageing and Veterans' precinct.

ViTA North Precinct

We are also leading a project to develop a restorative health and wellbeing precinct in Elizabeth Vale, adjacent the Lyell McEwin hospital.

Housing Solutions

We have created new housing models with real points of difference, based on the research we have done with our customers.

High Care Anywhere

We offered a range of High Care solutions to meet the individual needs of our diverse customers including Home Care 17, Respite, Transition Care and Healthy Ageing.

Health Capabilities

We grew our range of Health products to enable people to maintain their independence.

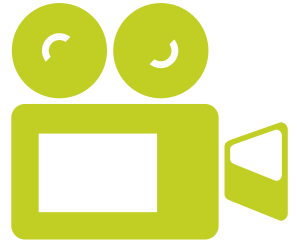
Community Benefits

NEWS
ARTICLES

72



WISDOM



video attracted more than

700 likes + **200** shares

REACHING **57,187**

people - and counting!

100

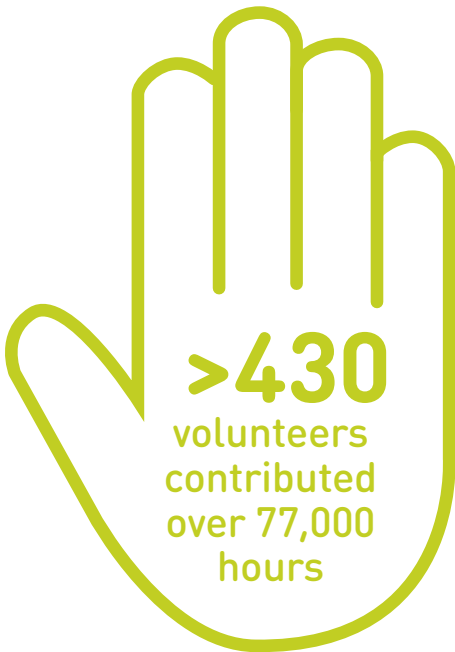
choir
members

6 performances



>430

volunteers
contributed
over 77,000
hours



130

EXCHANGE
MEMBERS



86

artists
& 5 venues
participated
in SALA



HEALTHY
AGEING

Over **60%**
of residential
customers
use the gym
regularly



"Since participating
in Good Lives on Film,
I have produced and
directed three films
about issues close to
my heart."

Exchange Member

20,192 Customers

1,194

RESIDENTIAL, RESPITE & TRANSITIONAL CARE CUSTOMERS

847 RESIDENTIAL & RESPITE CUSTOMERS - 683 PLACES

347 TRANSITIONAL CARE CUSTOMERS - 50 PLACES

3,664

HEALTH SERVICES

449 FEE FOR SERVICE

486 FAST TRACK TO GOOD HEALTH

281 COMMUNITY TRANSITIONAL CARE PACKAGES

2,448 THERAPY SERVICES

7,057

HOME CARE & COMMUNITY SERVICES

1,008 HOME CARE PACKAGES

3,141 HOME SUPPORT

74 UNDER 65 HACC

1,414 ONKAPARINGA HOME ASSIST

435 PRIVATE

21 DISABILITY

485 RESPITE

479 VETERANS' HOME CARE SERVICE PROVISION

1,023

HOUSING

7,254

VETERANS' HOME CARE ASSESSMENT AND COORDINATION AGENCY

1,727 Workforce



OUR STAFF
PARTICIPATED IN

30,440
HOURS OF TRAINING



27 people participated in
the 'train the trainer'
SAHMRI

Wellbeing & Resilience course



157
CITY TO BAY
PARTICIPANTS



MORE THAN
400
STUDENTS
UNDERTOOK
53,756
hours
OF WORK
EXPERIENCE



217 staff
members were
supported by our
EARLY INTERVENTION
PROGRAM



The best in you brings out the best in us



LOVE WHAT
WE DO



TAKE
ACTION



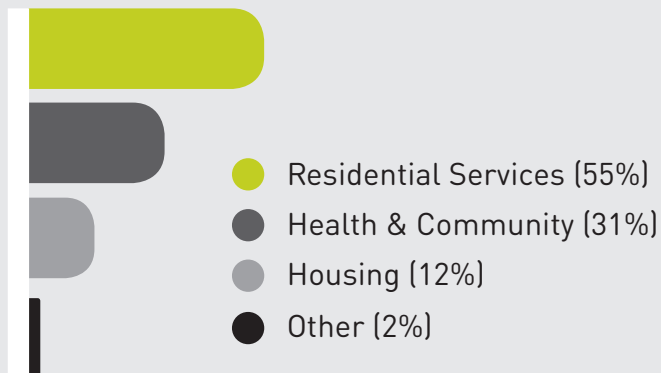
CELEBRATE
UNIQUENESS



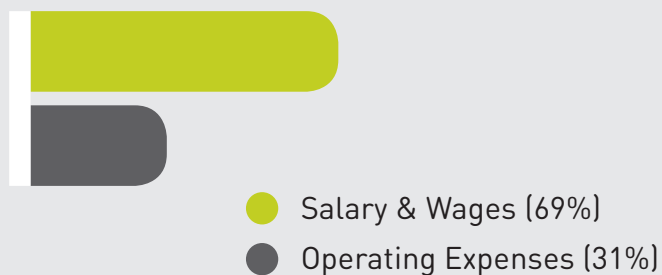
PUT OUR HANDS UP
FOR CHALLENGES

Financial Snapshot

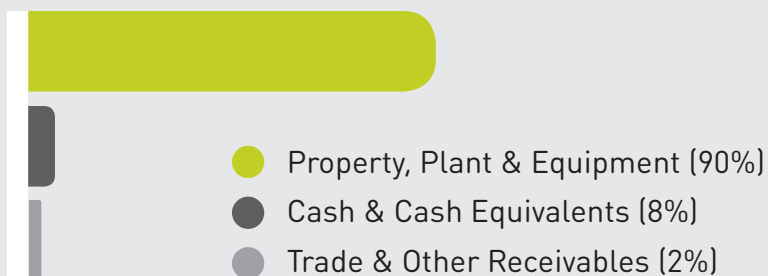
Money received
\$117m



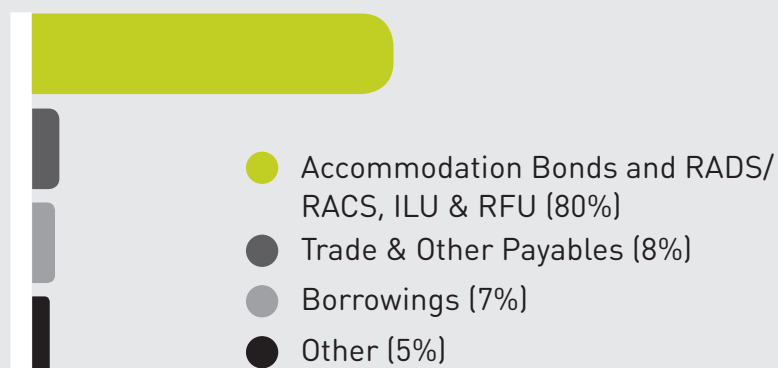
Where the money goes
\$110m



What we own
\$484m



What we owe
\$283m



Locations

South Australia

- Health and Home Support Services
- Retirement Living Units
- Residential Living Homes
- Transition Care
- Head Office

ACH Group

22 Henley Beach Road
Mile End SA 5031
ach@ach.org.au

Health and Home Support Services
1300 224 477

Retirement Living Units
(08) 8159 3480

Residential Living Homes
(08) 8159 3530

Aged Care & Housing Group Inc.
ABN 99 437 071 895

Melbourne

- Health and Home Support Services
- Retirement Living Units

Box Hill ● Forest Hill
● Burwood East

ACH Group is a not-for-profit community organisation promoting opportunities and services to support good lives for older people.



achgroup.org.au



1300 22 44 77



ACH Group



@ACH_Group