

Annual Review

2017/18



Visit achgroup.org.au for the whole story!



FROM THE CHAIR

It was my great honour to be elevated to the position of ACH Group Chair during 2017/18, following the retirement of Geoff Holdich. Geoff served the organisation with distinction, and his influence cannot be overstated, particularly from a financial health perspective, and so we thank him for his service.



There is no doubt that the last twelve months have been challenging for ACH Group, as we continue to respond to significant government reforms to aged care funding, coupled with changing consumer wants and needs.

However, with challenge comes opportunity, and I am very proud of the way that ACH Group has responded. Our dedication to supporting people to live good lives has not wavered, and we continue to develop new products and services to meet emerging needs. Most notable is our move to support people who are living with cognitive and neurological conditions through NDIS funding.

We continue to advocate for older people, endeavouring to bust the stereotypes associated with ageing. One of the ways we do this is through our newly launched Good Lives Magazine for people aged 50+, which showcases stories from our community and demonstrates that our perceptions of ageing and what it means to be "old" are rarely accurate.

Our continued investment in learning opportunities for our workforce is paying dividends in terms of performance and retention, as has our focus on an inclusive environment for staff and customers, where individual needs and cultural traditions are honoured. As the cultural landscape of Australia continues to shift we must continue to respond; supporting opportunities and a good life for all.

Mary Patetsos

Chair

BOARD MEMBERS

Current

Mary Patetsos – Chair

The Hon John Hill – Deputy Chair

John Kerr – Treasurer

Craig Holden

Michael Luchich

Celine McInerney

Julie Mitchell

Prof Brenda Wilson

Retired during 17/18

Geoff Holdich OAM – Chairman

Brent Blanks

Graeme Percival

Marjorie Schulze OAM

HIGHLIGHTS

CELEBRATING 65 YEARS

Throughout the year we celebrated 65 years since ACH Group was founded as 'Aged Cottage Homes' to provide affordable accommodation to Veterans and the disadvantaged with a variety of events and initiatives that demonstrate our commitment to the founding philosophy of supporting older people to live good lives.

WE WELCOMED AN AMBASSADOR

The appointment of well-known and loved local identity Jane Reilly as ACH Group Ambassador had an immediate impact as she invested time in understanding our community, meeting people we support and helping us to demonstrate our Healthy Ageing approach through a series of videos.

ACCREDITATION

We continue to exceed the legislative requirements across all of our sites and programs. All of our residential sites underwent unannounced accreditation visits from the Aged Care Accreditation Agency who focused on a range of areas such as food; resident engagement; clinical standards and complaint management. In the Community domain, HomeCare (VIC) was reviewed, with all standards met. Similarly in SA, our Transition Care, Veterans, and Respite programs were all reviewed under ISO (International Organisation for Standardisation) with all standards being met.

RECORD GRANT FUNDING

The ACH Group Foundation delivered funding for a broad range of initiatives, including the establishment of a library in a residential care home; a customer café; yoga classes; a choir performance at the Adelaide Fringe; Men's Shed equipment; electric kilns; participation in SALA (South Australian Living Artists Festival) and portable mats to help people with mobility issues get to the beach. A record \$43,000 was awarded, made possible by our generous donors.

HEALTH STUDIO LAUNCHED

Our new Health Studio 50+ at the Glenelg Football Club Stadium has attracted a new customer cohort to ACH Group, people aged 50 and over. The Studio is designed for ageing bodies and features world-class equipment that uses air pressure to mimic natural body movement.

STUDENT PLACEMENT GROWTH

More than 550 students completed almost 75,000 placement hours, an increase of almost 40% on the previous year. Students came from a range of disciplines including nursing, social work and allied health. They worked together in an interprofessional learning environment, where two or more professions learn with, from and about each other to improve collaboration and the quality of care. Almost 14% of new starters came from student placements.

CUSTOMER VOICE

We continue to implement the Customer Participation Framework, which provides groups of customers and their families with opportunities to have a voice and assist ACH Group to shape services and service delivery to meet their needs. More than 1000 customers participated in various forms of engagement in the past year, including phone and face-to-face interviews, focus groups and written and online surveys. More than 64% of customers rated their satisfaction with ACH Group as 'very satisfied', reflecting the investment we have made in personnel and systems to deliver a 10/10 customer experience.

HEALTHY FUTURES IN THE NORTH

Healthia, our restorative health and wellness development in the northern suburbs, continues to progress. We have engaged in extensive community consultation to ensure that Healthia will meet the needs of the community now and into the future and we are now progressing negotiations with partner organisations who will help us bring the vision to life.

LIVING WELL WITH DEMENTIA

We expanded services for people with Dementia through our Aged Care Navigator, Dementia Advisory and Planning Ahead services. Dedicated programs supported 45 people.

NDIS

More than 100 people have been supported with expert advice to inform their choices and make the most of their NDIS resources. We have responded to the strong demand for new social experiences and health services for people living with neurological conditions aged 40 to 64 years.

COMMUNITY BENEFITS

Healthy Ageing

69%

of **Residential Care**
customers are regular
attendees at the gym



456

people attended



26

**Exchange
membership
events**

80

artists exhibited
in **SALA** at
six unique venues



\$43,000

Record **small grants** distributed
by the ACH Group Foundation



147

news articles
published sharing
customer stories

114

choir members
performed at their
SELL OUT Adelaide
Fringe Performance



CUSTOMERS

20,170

Total number of people supported

Veterans' Home Care Assessment and Coordination Agency

6,664 total customers

People supported - 6,664

Assessments completed - 12,778

Health Services

558 total customers

Short Term Restorative Care

Community Transitional Care

Private Customers

Home Support

9,236 total customers

Programs:

Onkaparinga Home Assist

Disability (SA HACC)

NDIS

Private Service (Customer Funded)

Veterans' Home Care Service Provision

Services:

Domestic Assistance

Personal Care

Social Support

Allied Health

Food Services

Respite

Home Maintenance

Transport

Home Care Packages

992 total customers

Level 1, Level 2, Level 3 & Level 4 packages

Housing

1,349 total customers

	places	people
Resident Funded Units	307	453
Independent Living Units	389	524
Elkanah Retirement Village	110	125
Bedford Heights Estate	147	193
St Thomas Retirement Village	50	54

Residential Care, Transitional Care, Respite and Foundation Room

1,574 total customers

	places	people
Colton Court	39	49
Highercombe	116	153
Highercombe - TC*	10	88
Kapara	137	211
Milpara	92	112
Perry Park	115	172
West Park	60	98
Yankalilla	64	105
ViTA	60	109
ViTA - TC*	30	372
ViTA CAPS	10	89
Foundation Room	2	16

*Transitional Care

WORKFORCE

1,716

More than

800



staff received a
free flu shot



14,127

hours of **face to face** learning
have been completed



559

students undertook
74,640 placement hours

262

staff members
were supported
by our **early
intervention
physio program**



250



staff, their family and
friends attended our
annual picnic

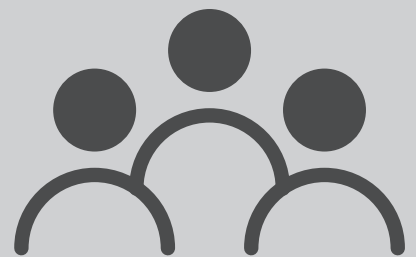


More than

25,000

online learning
modules completed

384

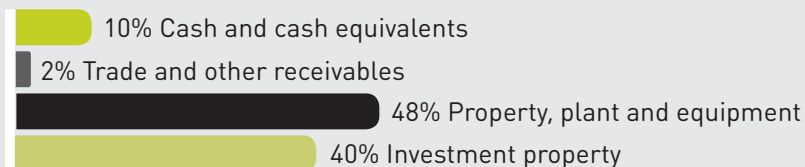


volunteers contributed
89,979 hours

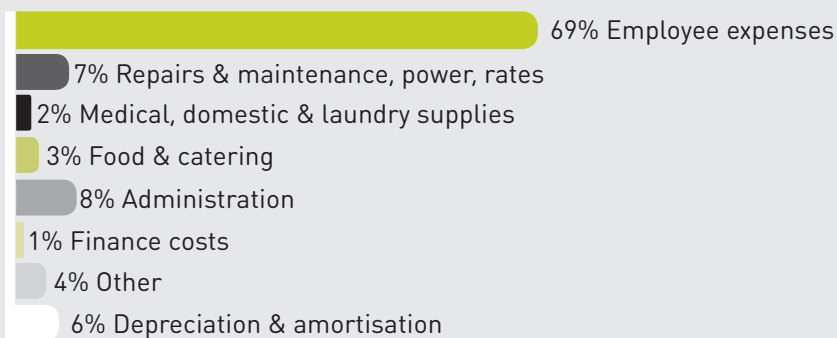
SKIN CHECKS 197
by staff

FINANCIAL SNAPSHOT

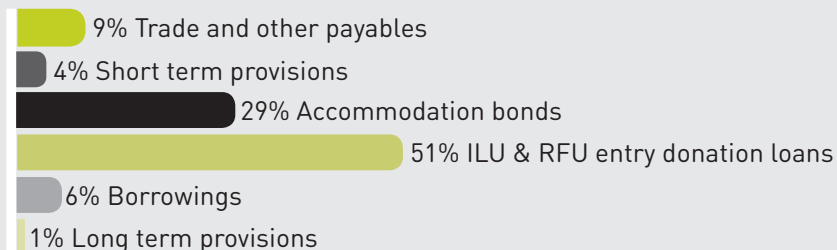
Total Assets
\$552.5m



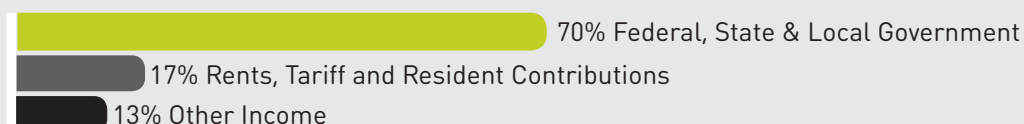
Total Expenses
\$118.4m



Total Liabilities
\$318.5m



Total Income
\$119.2m



Let's talk 1300 22 44 77 Visit achgroup.org.au

Join the conversation      #goodlives #achgroup