



PHYSICAL THERAPY

# GOOD LIVES FOR OLDER PEOPLE

ANNUAL REVIEW 2018/19

## **Board Members**

**Mary Patetsos – Chair**

**The Hon John Hill – Deputy Chair**

**John Kerr – Treasurer**

**Craig Holden**

**Michael Luchich**

**Celine McInerney**

**Julie Mitchell**

**Prof Brenda Wilson AM**





## From the Chair

2018-19 has been another year of significant change across the aged care sector, as it transforms to build a more sustainable system for the future. Government-led reforms meant we are continually evolving and adapting to regulatory requirements while maintaining our 10/10 customer experience.

The industry is in the spotlight with constant media scrutiny, new entrants and the Royal Commission into Aged Care Quality and Safety. ACH Group is fully supportive of the work of the Commission and we, as an organisation, are committed to making the aged care system better and to do everything in our power to improve care for all older Australians.

Much of early 2019 was spent in preparation for the 1 July 2019 reforms announced by the Federal Government to create an aged care system that gives older

people more choice and control and easier access to a range of aged care services. These include a new single set of standards, a new Single Charter of Aged Care Rights, pricing transparency for Home Care services and participation in mandatory aged care quality indicator program.

We were excited to welcome Frank Weits to the organisation as our new CEO in January 2019. The combination of Frank's attributes as a problem solver and decision maker, his strategic vision and experience in growing businesses through innovation will enable us to identify new opportunities whilst also strengthening our core business. These qualities will be critical in driving us to transform the way we support people throughout their ageing journey.

**Mary Patetsos**



## From the CEO

In my short time at ACH Group, a real highlight for me has been meeting customers, employees, students and volunteers from across our community. I am truly passionate about making a difference in people's lives, and am inspired by the incredible work of our people who do this every day.

As CEO, I am driven to understand the day to day reality for our workforce and customers, what we are doing well, what we need to do better, and the path to excellence. If we are to succeed as an organisation then we need our people to experience a great working environment, so that they can deliver our customers the highest quality care and support.

We take the reforms that the government has introduced very seriously, especially the Aged Care Quality Standards, applicable to both residential and community aged care

services. With a strong focus on customer outcomes, they are closely aligned to our Good Lives approach, however, it is our intention to set the bar higher and continually improve how we deliver quality services and care.

Looking forward, the focus for me and my team will be developing our new strategic direction for the next five years. In this ever changing landscape we want to bring renewed focus and growth, and be well placed to meet the evolving needs and expectations of our customers.

**Frank Weits**

# At a glance



HELP AT HOME  
**10,289**

HEALTH SERVICES  
**987**

RETIREMENT LIVING  
**1,046**

RESIDENTIAL CARE  
**1,774**

**133**

people participated in free ACH Group 'come and try' activities

**3,000+**

followers on Facebook

**28,000**

Good Lives magazines distributed in the community

**23,091**

people walked through the gates of the new ACH Group Stadium

**219**

customers supported with Advisory Services

**57**

ACH Group organised events

**267+**

hours of intergenerational activities & connections between ACH Group customers and local children

**100+**

Fringe performers aged 60 - 97 with a sold out audience of over 350 people

**500+**

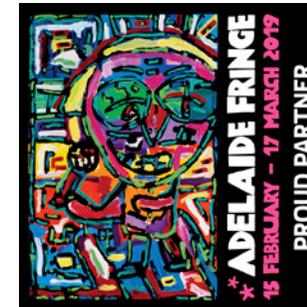
free Fringe Memberships registered by staff

**300+**

pieces of artwork exhibited in SALA across 10 venues by customers, volunteers & staff

**70%**

of residents in ACH Group residential care participate in regular walking



# Highlights

## CUSTOMER VOICE

Providing customers and their families with opportunities to have a voice remains integral to our ability to shape support and service delivery to meet our customers' needs and deliver a 10/10 customer experience.

In 2018/19 we asked, involved and partnered with customers (and/or their advocates) more than 1500 times, including surveying around 650 customers across residential care and home care to gain an understanding of how they felt ACH Group performed against the new Aged Care Quality Standards. This information is being used to develop continuous improvement plans across the organisation and improve the customer experience for all ACH Group customers.

Our Retirement Living residents have taken an active role in designing a number of initiatives such as their Annual Resident Meeting and capital works. People of all ages and abilities were also asked to have their say as part of interior design choices for the development at Healthia.

## AFFORDABLE HOUSING IN THE CBD

Consistent with our long history of supporting older South Australian's through affordable housing options, we entered into a strategic partnership with Housing Choices SA and the South Australian Housing Authority to build a 13-storey affordable housing development overlooking Light Square in the Adelaide CBD, to be known as 'Spence on Light'.

The \$25 million development is being built so that people with limited housing options are able to access new homes, allowing them to comfortably age in a location that is central to work and social opportunities.



# Highlights

## GREATER CONNECTIONS WITH LOCAL COMMUNITY

Extending opportunities to connect people with their local communities in new and interesting ways, ACH Group entered into a naming rights partnership of the Glenelg Sporting Complex. Known as ACH Group Stadium since November 2018, this partnership deepens our presence in the west of Adelaide and brings more opportunity to cement the co-located Health Studio 50+ in the wider community.

Our 2019 partnership with Adelaide Fringe Festival was extended to touch more of ACH Group's community including a Fringe performance, Fringe Night Outs, Staff Picnic at the Fringe and offers. This partnership strongly aligns with our values in creating opportunities for an inclusive and vibrant ageing community.

## EXPANSION IN NDIS SERVICES

As a registered provider of services under the NDIS, 2018/19 saw expansion in the design and development of social and health experiences to support people aged under 65 living with a disability arising from cognitive and neurological disorders such as Parkinson's, stroke and younger onset dementia. This builds on the work already done in conducting pre-planning sessions to ensure people get the most out of their NDIS plans. 105 people were supported through NDIS funded support services in 2018/19.

## BEST PRACTICE DEMENTIA

Broadening our thought leadership in best practice dementia, we lead a project that aims to create dementia-friendly swimming experiences and environments.

Funded by a grant from Dementia Australia, this project sought insights from the help of people living with dementia, their carers and family, along with people who work at swimming pools, to find out what changes could be made to ensure swimming experiences are easier and more accessible for all.

Online surveys and face to face interviews helped shape a series of fact sheets for swimming pool venues, swimming coaches, people living with dementia and their families.



### **GROWTH IN POPULARITY OF HEALTH STUDIO 50+**

In its first year of operation, our Health Studio 50+ at Glenelg has grown from strength to strength, with customer numbers doubling during the course of the year. The Finnish-made HUR equipment has proven very popular with demand for extended opening hours.

Building on the co-design work that went into the creation of the studio, customers have active roles in the development of the types of classes held such as 'move it to music' and 'roller therapy'.

Promotion of the Health Studio to the local community at the Glenelg football club's home games, through the co-located Glenelg Club as well as being a SALA venue is embedding ACH Group and the Health Studio as an important community partner.

### **RECOGNITION AS AN EMPLOYER OF CHOICE**

ACH Group was recognised as an Australian Business Awards, Employer of Choice in August 2018.

The award acknowledges our efforts to maximise the full potential of our workforce through practices that demonstrate effective employee recruitment, engagement and retention.

With the high demand predictions for aged care workers in the future, this award positions ACH Group to attract high calibre, quality staff in the future.

# Highlights

## EMBEDDING OUR BRAND AMBASSADOR

Media identity, Jane Reilly, continued as ACH Group's brand ambassador showcasing a variety of initiatives including our Cambodian program, a 'Beach Access for all' day - where Mobi Mats provided pathways to the sea for people with mobility challenges, one of our Men's Sheds as well as a ceramics class at the Jam Factory featuring customers from our Tailor Made program. Jane also voiced many of our ads on 5AA.

## SUPPORTING OLDER AUSTRALIANS THROUGH FOUNDATION GRANTS

Our community supported The Foundation through various fundraisers including the sale of artwork at ACH Group SALA exhibitions, and ticket sales from the Sing for Joy Choir Fringe concert.

An outcome of this generosity is The Foundation Grants Program, which brings to life innovative ideas that creatively strengthen independence, promote wellbeing and deliver healthy ageing outcomes for older people.

Seven projects were awarded funding:

- Kapara Men's Shed
- SALA Exhibition 2019
- Busy Beez Fairy Garden at Kapara's Rose Cottage
- Sing for Joy Fringe choir performance
- Nao Robot for Milpara and Highercombe residents
- How to Live Well with Dementia videos
- Virtual Garden at Perry Park



# Customers

## Veterans' Home Care Assessment and Coordination Agency

People supported	6,710
Assessments completed	19,487

## Housing

1,046 total customers

	Places	People
Rental Units	44	53
Resident Funded Units	462	621
Independent Living Units	388	372

## Health Services

987 total customers

Short Term Restorative Care  
Community Transitional Care  
Private Customers

## Home Support

10,289 total customers

### Programs:

Onkaparinga Home Assist  
Disability (SA HACC)  
NDIS  
Private Service (Customer Funded)  
Veterans' Home Care Service Provision  
Commonwealth Home Support Program  
Home Care Packages Levels 1-4

### Services:

Domestic Assistance	Personal Care
Social Support	Allied Health
Food Services	Respite
Home Maintenance	Transport

## Residential Care, Transitional Care, Respite and Foundation Room

1,774 total customers

	Places	People
Colton Court	38	55
Highercombe	116	182
Highercombe - Transitional Care	10	94
Kapara	137	231
Milpara	92	144
Perry Park	115	164
West Park	60	104
Yankalilla	64	143
ViTA	60	143
ViTA - Transitional Care	40	388
ViTA - CAPS	10	123
Foundation Room*	-	3

\*Foundation Room was closed on 5 December 2018

# Workforce

**89,000**

hours contributed by our valued 390 volunteers

**746**

students undertook 83,974 hours of placement

**40**

students have gained employment with ACH Group

**462**

staff, family and friends attended annual Picnic at the Fringe

**963**

staff received a free flu shot

**130+**

staff have completed empathy suit training

**21**

staff are aged over 70 years old

**44.9**

years old is the average workforce

**1,790**  
employees

16.7%  
Full Time

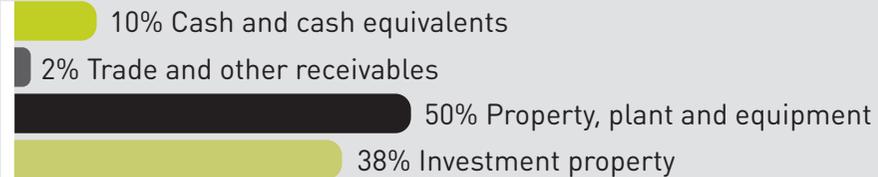
49.27%  
Part Time

34.03%  
Casual

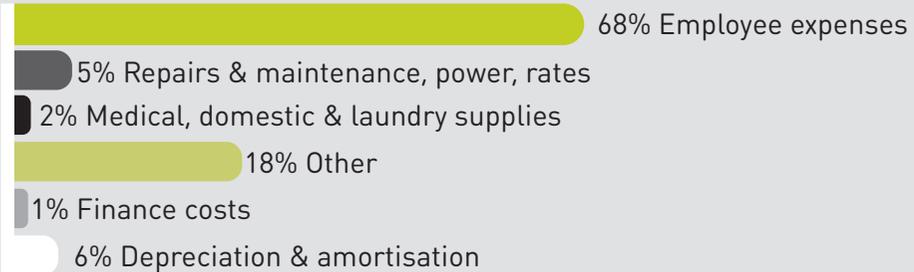


# Financial snapshot

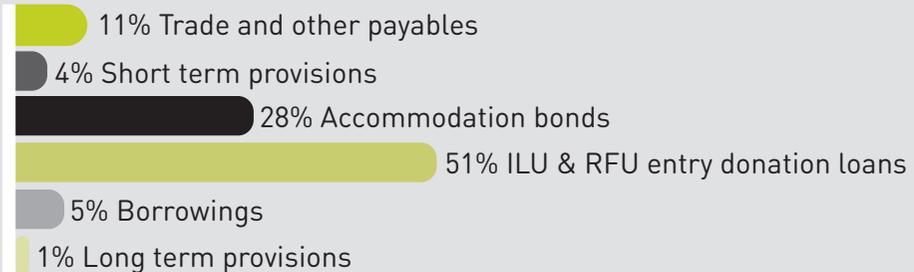
Total Assets  
**\$559.5m**



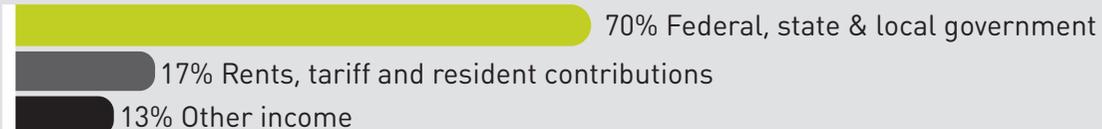
Total Expenses  
**\$128.5m**



Total Liabilities  
**\$327.3m**



Total Income  
**\$125.9m**





Founded in 1952, ACH Group is a not-for-profit community organisation promoting opportunities and services to support good lives for older people.

Let's talk **1300 22 44 77** Visit **[achgroup.org.au](http://achgroup.org.au)**

Join the conversation      **#goodlives #achgroup**