

GOOD LIVES FOR OLDER PEOPLE

ANNUAL REVIEW 2019/20

Board Members

Mary Patetsos – Chair

The Hon John Hill – Deputy Chair

John Kerr – Treasurer

Brenda Wilson

Celine McNerney

Craig Holden

Julie Mitchell

Michael Luchich





From the Chair

From the continual external scrutiny to the threat of COVID-19, I am immensely proud of the way ACH Group's management and staff responded so we can continue our role in supporting older people to live good lives. This meant all sorts of change – the way we deliver our services, where we work, and the type of work we can do.

The safety, health and wellbeing of our customers, residents and workforce has been our highest priority and the attitude of our staff to adapt their thinking and persist despite the uncertainty and impact on wellbeing is to be commended.

In September 2019, the Board was pleased to endorse ACH Group's 5-year Strategic Plan focussing on being fit for growth and allowing us to move to a Connected Communities model. Our Connected Communities strategy is the catalyst to make significant and real difference by recognising our social purpose and what makes a good life as people age.

The industry continued to be in the spotlight through the Royal Commission into Aged Care Quality & Safety with 19 hearings and workshops and the interim report released in October 2019. We welcome the final report in late February 2021 to position the sector into the future to deliver better outcomes for older people.

Mary Patetsos



From the CEO

Despite the current and emerging pressures of 2019-20, the ACH Group community showed extraordinary levels of resilience and tenacity as well as kindness to each other. We all experienced our world become more local and our sense of community grow. Our Connected Communities strategy has never been more relevant.

March 2020 saw the organisation deploy a highly skilled and capable pandemic team to directly address the threat of COVID-19. Our workforce was remarkable in their response to keep our residents and customers safe.

COVID-19 had an unavoidable impact on resources to deliver our Strategic Plan as they were diverted to respond to the pandemic. Whilst some services were cancelled and health and social groups were suspended, for others more support was received as the impact of self-isolation and border closures was felt. Pleasingly, despite COVID-19, the organisation kept working on the first horizon of our 5-year strategic plan and finished 2019-20 in a strong position.

We remain committed to and vigilant in keeping our community safe. I feel confident with the extensive outbreak planning that we have undertaken, and am proud our customers and residents are always at the core of everything we do.

Frank Weits

Highlights

LICENCE TO OPERATE

In 2019-20, all residential care homes and home care services maintained their accreditation or were reaccredited.

Providing transparency and readiness, a new quality tool, an Aged Care Accreditation Platform was rolled out across all residential care homes. The tool allows us to evidence that we are 'accreditation ready' and gather insights on areas for improvements. A clinical benchmarking tool was acquired to compare our clinical indicators to thousands of other providers within the Asia Pacific region.

A 'Report to Support' Incident, Risk and Audit Management system progressed in readiness for launch in Q1 2020-21 as did our new NurseCall project, which commenced its rollout at Kapara. This project aims to provide safety benefits and reassurance to residents and families.

FIT FOR GROWTH

During 2019-20 significant progress was made in modernising our technology infrastructure from updating end of life devices, upgrading networks and increasing mobility through to improving cyber security. The benefits of this was demonstrated during our response to COVID-19 and our ability to rapidly move the ACH Group workforce to a 'work from home' model of operation.

The establishment of best practice technical governance, the significant adoption of new collaboration tools such as Microsoft Teams, and major software upgrades to existing critical systems have created the technology foundation on which to undertake digitally enabled Service Transformation.

With the pressures of workforce supply shortages, it is imperative that ACH Group is an Employer of Choice to attract high quality employees. Our Employee Value Proposition was refined to ensure it resonates with different cohorts of the existing and potential workforce.

Partnerships with Universities and Registered Training Organisations (RTOs) to attract high quality students and future workforce were strengthened with the launch of the first integrated placement program through Open Colleges and a Diploma in Aged Care through UniSA. For their work attracting nurses to the sector, ACH Group's Student Placement Program was awarded the Innovation Award in the 2019 HESTA Aged Care Awards. In 2019-20, the number of students employed with ACH Group more than tripled to 150 demonstrating the attraction of aged care, post placement.

To complement our presence at ACH Group Stadium with the Health Studio 50+, we opened a new learning centre in the same venue with a commercial kitchen and learning facilities to ensure we have well trained and competent staff to deliver a consistent and high-quality catering and hospitality service.



OUR RESPONSE TO COVID-19

COVID-19 drove us to adopt remote network access very rapidly through Microsoft Teams with the majority of the desk-based staff working from home for an 8-week period. Flexible working arrangements were used to great effect and have continued, now as very much the norm with no discernible impact on productivity. Overall employee engagement continues to be measured through our Teamgage tool which saw both participation and engagement levels increase.

During COVID-19 restrictions, volunteers were unfortunately not permitted in our residential care homes, however some did stay in touch with residents via phone and attended a virtual 'Voluntea' morning tea to say thank you as part of National Volunteers Week. 377 volunteers still worked in a variety of roles across ACH Group contributing 60,078 hours of time as they give back to our organisation, customers and their community.

Check-ins with customers, residents and their families were conducted during COVID-19 and the response was exceptionally positive. The vast majority felt safe and comfortable with the infection control measures in place. Moreover, both customers and representatives felt they have been provided with enough information to put their mind at ease with regard to ACH Group's response to the COVID-19 pandemic. Most of the positive comments were compliments on the quality of service provided.

COVID-19 challenged us to think differently to support our customers and keep them connected and engaged, particularly during self-isolation. Very quickly, our popular weekly choir session was moved to a virtual platform and Let's Chat and Get Connected products were launched. The Advisory suite of services also grew with Memory Rehab and Nursing Advisory.

As the negative publicity about aged care continued throughout the Royal Commission and COVID-19, ACH Group successfully generated substantial positive media coverage across a range of topics including job opportunities for COVID-19 affected industries and interesting ways that our residents and customers were keeping connected during self-isolation. An ANZAC Day partnership with the War Widows Guild, supporting an initiative to sell the original Soldiers Oat Biscuits and a virtual connection of two veterans 'across the ditch' (one whom was a resident at Kapara) also received media attention during this period.



Highlights

CONNECTED COMMUNITIES

Early 2020 saw the delivery of the design of a Connected Communities pilot with Flinders University ethics approval and evaluation in place. The pilot is testing the development of Connected Communities mindset and skill competency with staff and customers in the City of Onkaparinga.

ACH Group secured two Ageing Well SA grants to deliver projects aligned to our Connected Communities vision. The first is a Dining Co project based in Onkaparinga to engage with local businesses to promote social connection and aged friendly dining experiences. The second, inspired by the ABC 'Four Year Olds in Aged Care' TV series has ACH Group leading a partnership with City West Child Care, UniSA and Office for Ageing Well to undertake due diligence and design a model informed by our 4 R's (Real experiences, Roles, Right Relationships and Reablement).

As part of our commitment to 'real experiences', ACH Group had a record number of pieces submitted from staff, residents and customers in its 2019 SALA Festival exhibition at 10 venues across metropolitan Adelaide and the Fleurieu. Over 300 works were showcased by 100 artists, in a range of mediums, from jewellery and ceramics to photography and painting. As a participant in SALA for over eight years, it truly encompasses the essence of ACH Group's philosophy, supporting people to live a good life and the promotion of valued roles for our customers.

We have reimagined our service model and built form concept for the Healthia development in Adelaide's north as a small-scale house model. This will be ACH Group's latest residential care project and respond to the need for more intimate care and familiarity in a domestic and familiar setting. Technology and built form innovation will ensure it is dementia friendly and contains cutting edge infection prevention measures.

ACH Group's partnership with Flinders University and co-sponsorship of the Chair of Restorative Studies continues to strengthen our research reach and capability. Professor Sue Gordon's pre-frailty research was

published and insights are informing our service delivery model. We have 10 research initiatives underway all aligned to our Research Framework which strives to build our workforce capability, commerciality, technology and connected communities ambitions. Notable examples include the evaluation of the Suantha chair, student perceptions working in aged care, empathy suits and a Home Care Assessment App.

As a progressive and innovative provider of services and a strong advocate for older Australians, ACH Group is always looking at new ways to challenge the stereotypes of growing older and provide opportunities to connect people with their local communities in new and interesting ways. This was demonstrated through the continuation of our Fringe Partnership and naming rights partnership of ACH Group Stadium at Glenelg which has been leveraged for benefit to both our workforce and customers. The naming rights partnership of ACH Group Stadium is a strong representation of our Connected Communities strategy and continues to provide opportunities to bring this strategy to life through ACH Group's prominence at community events held at this venue.

In June 2020, we took ownership of 16 apartments in the affordable housing project at Light Square, Adelaide known as Spence on Light. These one bedroom units across the top 3 storeys extend our portfolio of affordable retirement living with a city living vertical offering.

Two of our residential care homes – Colton Court and Milpara received upgrades including a new reception and welcoming entry at Colton Court, McLaren Vale, and a new gym and café that will be open to the public (post COVID-19) at Milpara, Rostrevor. Colton Court residential care home also received an undercover drop-off zone for residents and visitors, refurbished walkways and improved storage units. Our Perry Park community now also benefit from a Dog Park which opened in December 2019 and is enjoyed by both residential care and retirement living residents.



REIMAGINE OUR TOMORROW

As part of our strategic ambition to reimagine how we support our customers in the future, in February 2020, ACH Group took delivery of two Tovertafels or “Magic Tables” installed at Kapara and Perry Park. This leading-edge technology activates and uses parts of the brain that aren’t affected by dementia. Featuring a light projector that beams colour images and interactive games onto a table-top, residents can move the images with their hands in an intuitive way, encouraging engagement and social interaction with others. Games can range from something as simple as popping balloons or sweeping leaves to relatively simple jigsaw puzzles. Feedback has been very positive from residents and their families.

To assist our residents and customers to live safely and independently at home, ACH Group ran a Smart Technology pilot program with 30 retirement living residents funded by the Federal Government. Our Smart Technology Occupational Therapist assessed residents on their needs and matched technology accordingly. Devices included robot vacuum cleaners for an asthma sufferer, voice command technology for a resident with arthritis in his hands, and Apple Watches for peace of mind for residents who enjoyed being part of walking group. The learnings from this pilot have informed ACH Group’s new Smart Technology service.



Customers

Veterans' Home Care Assessment and Coordination Agency

People supported	5,298
Assessments completed	14,003

Retirement Living 1,011 total residents

	Units	People
Rental Units	88	85
Resident Funded Units	505	505
Independent Living Units	309	421

Health Services 3,092 total customers

Short Term Restorative Care
Community Transitional Care
Private Customers

Home Support 7,546 total customers

Programs

Onkaparinga Home Assist
Disability (SA HACC)
NDIS
Private Service (customer funded)
Veteran's 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 and Respite 1,710 total customers

	Places	People
Colton Court	38	51
Highercombe	116	152
Highercombe - Transitional Care	10	194
Kapara	137	207
Milpara	92	139
Perry Park	115	165
West Park	60	98
Yankalilla Centre	64	105
ViTA	60	110
ViTA - Transitional Care	40	351
ViTA - CAPS	10	135
Short Stays Room	-	3

Workforce

60,078

hours contributed
by our valued
377 volunteers

796

students
undertook
placement.
121,160 hours
completed by
students

150

students
have gained
employment
with ACH Group

400

staff, family and
friends attended
annual picnic

1,624

staff
received a
free flu shot

26

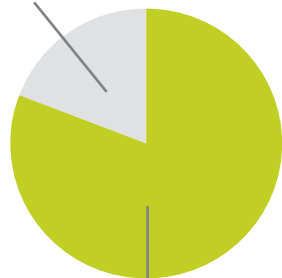
staff are
aged over
70 years old

44.16

years old is
the average
workforce

1,769
employees

19% Male



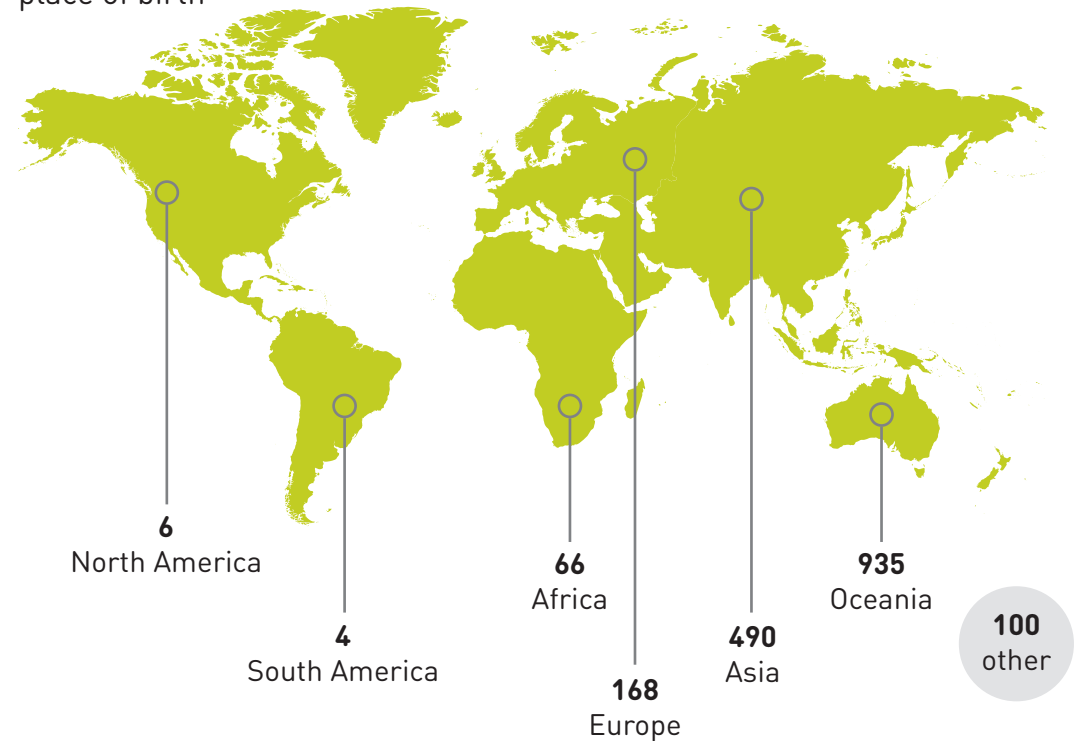
81% Female

15.2%
Full Time

49.3%
Part Time

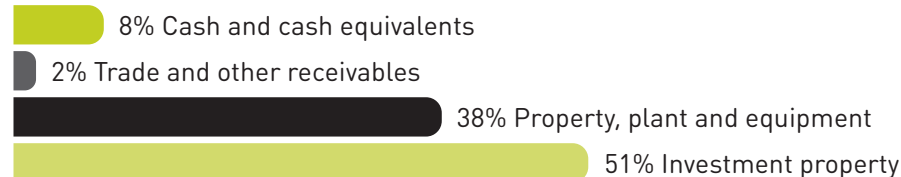
35.5%
Casual

Employee
place of birth

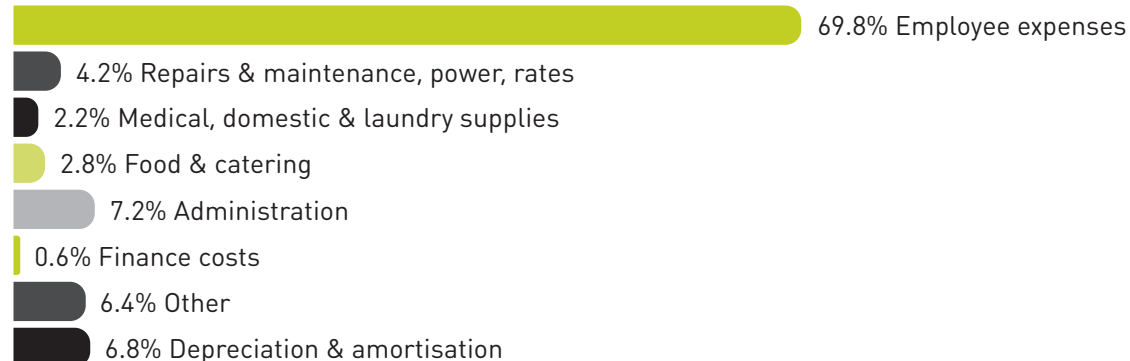


Financial snapshot

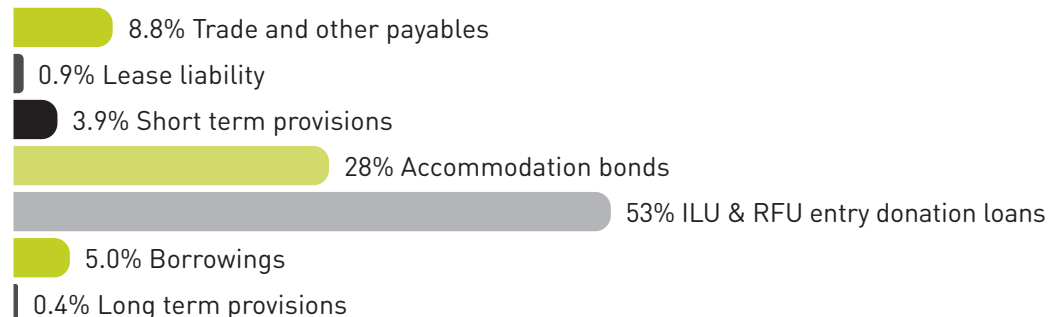
Total Assets
\$570m



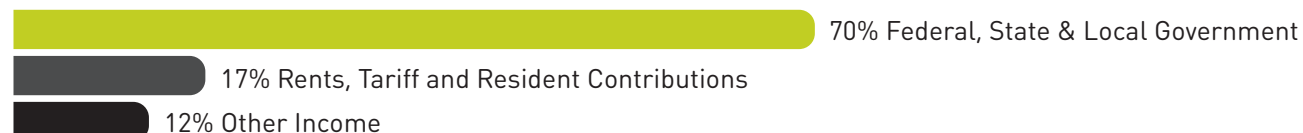
Total Expenses
\$133.6m



Total Liabilities
\$353.5m



Total Income
\$128.3m





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**

Join the conversation      **#goodlives #achgroup**