

2009 Annual Report

Good Lives
For Older People

www.ach.org.au


ACH Group
Leading Choices for Older People



Good Lives For Older People

- Vision** We have a vision of older people who are active, valued and contributing members of family, community and society.
- Mission** We will constantly move towards our vision for older people by supporting and valuing staff to work together in providing services.
- Values** We believe all older people have unique strengths and values. By respecting and equipping staff and volunteers we increase our effectiveness in doing the best for older people. Participation and contribution by all involved creates trust and results.

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ACH Group 2009 Highlights

- We commenced using and promoting a one-stop-shop phone number for Community Care that makes access easier for older people and their families.
- We undertook the first Consumer Directed Care (CDC) trial nationally that gives older people choice and control over their home care.
- We had a greater focus on affordable housing through 2 successful National Rental Affordability Scheme (NRAS) projects. We acquired the 110 unit Elkanah Retirement Village and upgraded 9 Independent Living Units.
- We completed Menzies Marden, 15 beautifully located retirement villa homes with a club room at Marden.
- We developed 2 Aged Care Facilities. Milpara Stage 1 (at Magill) and Highercombe (at Hope Valley) to be completed in November 2009.
- We set up a variety of fitness programs as part of an organisation-wide strategy to improve the fitness of older people, an initiative of the Foundation for Older Australians.
- We launched ACH Group Home Health Services.
- We fully established our 3 Respite Cottages that are now in high demand from carers.
- We increased our range of services for Veterans with the inclusion of DVA Nursing and the commencement of the redevelopment of War Widows Guild Hewitt Avenue Cottages.
- We achieved a high level of external accreditation in 6 Aged Care Facilities and 10 community services, and continued our commitment to quality that focuses on quality of life.
- We provided over 6500 staff training spots for the year, averaging 4.5 training spots per staff member.
- Over 500 staff received training during the year to improve their skills in supporting people with dementia.
- We achieved a net operating surplus and expended \$40 million on various stages of capital projects to provide accommodation for older people.

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Contact Details Back Cover

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"We love cooking for our family!"

Jeffery and Marjorie Moy

ACH Group 2009 Chair's Report

In 2008/2009, the year of the Global Financial Downturn, we saw pensions go up but self funded retirees income go down, and there was general uncertainty about the future for older people, ACH Group staff and the organisation. Governments focused their efforts on income, choice, health, affordable housing and work for older people. ACH Group also embraced these interventions as a way of supporting good lives for older people and demonstrated this through initiatives presented in this report.

This year ACH Group signed off on a new Strategic Plan that focuses on better access and choices for older people and greater support of good lives, good health and quality care. The Strategic Plan responds to rising demand in all areas, and particularly with well located and affordable housing. Information Technology-enabled systems will be installed that are consistently easy to use across the organisation and are accessible to older people and staff, with the aim of connecting people to information and opportunities.

1. Our Core Belief In Good Life Values

In a year where many nationally promoted messages about aged care seemed to be negative or very ordinary, we started to refocus the whole ACH Group team on what is the essence of our daily work, and what are the values that unite us to aspire, to strive and to treat people well.

We consulted widely as part of the new Strategic Plan, through Board Conversations with older people, through a variety of other feedback mechanisms and in our daily interactions with people. Key messages were:

- Even in frailty, life should continue to be interesting and fully engaging.
- Genuine choice and control are important.
- Health and fitness are no less important than when you are younger.
- Relationships with friends, family, volunteers and staff are imperative.

One of the strongest messages from staff and volunteers has been that they are attracted to ACH Group because of its 'Good Life Values'. They have a deeply held belief in being treated well, treating others well and wanting to be part of an organisation that takes leadership on these issues.

This year we created a number of new efforts to continue to revitalise our 'Good Lives For Older People' mantra:

- Highercombe Aged Care Facility at Hope Valley is requiring all staff and residents to connect actively to one of the 8 'Good Life' themes (exercise, art, music, literature, gardens and pets, film and tv, dancing, food and wine).
- The Foundation for Older Australians funded a number of fitness programs as part of an organisation-wide fitness drive.
- Social Links now offers support for people with dementia who live in their own homes, to do whatever it is that interests them.
- People are now able to choose what they want and when they want it as part of the new Consumer Directed Care (CDC) trial in Eastern In Home Care.
- We are engaging all staff in training that will give them skills and enable them to take 'Good Life' initiatives in their own daily work.

We remain committed to measuring the impact of ACH Group's services on older people with the use of the Service Impact Project (SIP). 2008/2009 saw SIP in its fourth year and is gaining depth in promoting positive practices as well as identifying areas for improvement both personally and across ACH Group. SIP also offers opportunities for leadership development for all staff in applying 'Good Life Values'.

SIP reviews have highlighted the need to align practice in volunteering with the ACH Group 'Good Life Values'. This has led to the development of the 'Good Lives Framework for Volunteers' and the setting up of a local 'Communities of Practice' model in the Southern Region trialling the framework.

“ We launched the first Consumer Directed Care (CDC) trial nationally that gives older people choice and control over their home care. ”



"Our veggie patch is thriving!"

Eileen Freeman

2. Developing Our Future Approach To Better Health

ACH Group has grown its links with the health system over the last decade as a way of supporting people to keep healthy and restoring them to good health after an illness or adverse event.

Commonwealth and State Governments are both signalling a major focus on the growth and development of the health system and the roles to be played by aged care organisations in the coming years through their respective reports:

- The Health and Hospitals Reform Commission Report.
- The Health Service Framework for Older People.

Over the last 12 months ACH Group has been pursuing and developing a number of health initiatives including:

- Building on the work of the Foundation for Older Australians to ensure that every older person who has contact with ACH Group will eventually be able to access fitness, dietary and lifestyle programs. In 2008/2009 we trialled offers of a 10 week fitness program.
- Supporting older people to manage their chronic conditions (including dementia).
- Working with the State Government to help people get out of hospital early or to avoid having to go into hospital.
- Supporting people in their transition from hospital to home, many of whom might otherwise have needed to leave their homes to go into residential care.
- Working on the development of a new aged care teaching service near the Repatriation General Hospital.
- Supporting the State Government's mental health system through quality improvement work at Makk and McLeay Aged Care Facility on the Oakden Campus.
- Providing a new comprehensive community health service which specialises in supporting older people which is accessed through a single phone number.

I would particularly like to thank Marjorie Schulze OAM (Chair of the Foundation for Older Australians), for her leadership in a lifestyle approach to good health as we age.

3. Dementia Specialisation

ACH Group has a special service in place that focuses on carers and people with dementia, who have been reporting difficulty in accessing services to meet their needs.

Our new Strategic Plan sets 5 year goals to achieve a unique specialisation in the support of people with dementia and their carers. In the first year of our Strategic Plan we put the following in place:

- Base level and advanced training for staff with 500 staff taking part.
- Appointment of 23 Dementia Champions who will hone their mentoring skills.
- Appointment of Professor Jenny Abbey to lead the incorporation of evidence-based best practice.
- Release of a Palliative Care Guide for people with dementia and their carers.
- Setting up supports for people with dementia to continue activities of interest and maintain fitness.
- Offering more flexible and interesting respite through a range of options including 3 respite cottages.

*“Our 3 Respite Cottages
are now in high
demand from carers.”*



"Every week I try something new."

Jean Griffen

4. Service Growth To Meet Demand

We are currently experiencing high demand for our services. Population growth figures indicate that this demand will grow over the next 40 years. We are responding to this demand by establishing services where population growth will be highest, and in particular developing services that enable people to stay at home, stay fit and healthy and are affordable so that older people and their carers can do as much as possible for themselves.

Over the 2008/2009 year our growth of community services increased by 12%, we offered 140 new Aged Care Facility places and 125 new Housing places, most of these in the affordable range.

The accommodation projects table below sets out our plans for 210 new Aged Care Facility places and 164 new Housing places. In addition, we are continuing to redevelop our own Housing stock and have 2 projects approved which are for rental housing funded under the National Rental Affordability Scheme (NRAS).

ACH Group Locations	Main New Accommodation Projects	Places	Completion Date	Capital Cost
Magill	Aged Care Facility (REBUILD)	90	2009	\$15.5m
	Housing (NEW)	14	2010	To be set
	Housing (REDEVELOPMENT)	55	2010-2013	To be set
Hope Valley	Aged Care Facility (NEW)	120	2009	\$19.6m
Surrey Downs	Aged Care Facility (NEW)	50	2011	\$12.6m
Daw Park	Aged Care Facility (NEW)	50	2012	\$12m
Moana	Aged Care Facility (NEW)	50	2012	\$12m
Murray Bridge	Aged Care Facility (NEW)	60	2012	\$12m
Marden	Housing (NEW)	15	2009	\$3.3m
Payneham	Housing (NRAS DEVELOPMENT)	10	2010	\$1.1m
Northgate	Housing (NEW JOINT VENTURE)	150	2010-2013	\$60m
Reynella	Housing (ACQUISITION)	110	2009	
Yankalilla	Aged Care Facility (EXTENSION)	2	2009	\$0.7m
Port Noarlunga	Aged Care Facility (UPGRADE)	110	2009-2010	\$7m
Rose Park	Housing (NRAS DEVELOPMENT)	12	2010	\$1.1m

“We will extend our affordable housing through 2 successful National Rental Affordability Scheme (NRAS) projects.”



"He's been making me laugh for 69 years."

Bill and Bonnie Holmesby

5. Valuing People As Customers

Feedback from older people throughout the year has been that while they love our staff and value our care, we are sometimes complicated to deal with, and what we deliver doesn't always match what people are after. Our new Strategic Plan requires that the choices of older people should drive the way we deliver and develop our services. This year we worked towards achieving this by:

- Providing information to older people that helped with planning and managing health conditions and life situations.
- Offering a one-stop-shop, single telephone number for all community services, receiving 8500 calls a month.
- Starting a new Consumer Directed Care (CDC) trial, offering community clients control over their allocated budget.
- Preparatory work on an online system that will give older people and families individualised access to relevant information and services.

6. Focus On Quality

ACH Group certainly didn't let up on quality this year with:

- 10 community services and 6 aged care facilities being successfully externally accredited.
- The implementation of new quality systems and client focused service innovation.
- A very low level of critical incidents across the whole organisation.
- Greater personal ownership of each client's service delivery through staff persistence in delivering on quality of life as much as quality of care.
- Three of our facilities, City Views, Veterans' Home Care and the Customer Service Centre, all currently in the process of pursuing ISO Accreditation.

We are now supporting many more clients who have significant or complex health issues, requiring excellence in clinical care, treatment and/or rehabilitation. This has required greater emphasis on clinical governance, clinical standards and risk management in all health and rehabilitation focused units across the organisation.

In 2008/2009, ACH Group established a new process for identifying and managing risk effectively. This process ensures that we meet our moral and statutory obligations and that the highest possible standards for service are maintained, also ensuring our organisation's assets (people, finances and property) are all safeguarded.

Earlier this year, ACH Group recognised opportunities in reporting against organisational goals and objectives. A key performance indicator (KPI) framework was implemented to improve the reporting effectiveness and business-wide visibility in attaining our short-term and long-term goals.

This year, we have been disappointed by the attention the sector has attracted for low quality care in some other Aged Care Facilities. We thank all who have been involved in countering this and achieving the high and consistent standard of care across ACH Group.

7. Brand And Communication

It is becoming very clear to ACH Group that we must no longer hide our light under a bushel. We must communicate so that our services are very easy to access and our unique style of supporting people to age positively is conveyed in all our communications. We are moving towards this by:

- Offering all our services through 5 distinct products – Housing, In-Home Care, Dementia Care, Health Care and Residential Aged Care.
- Offering access to each of these products through a single phone number.
- Continuously updating our website and offering links to current information to help people plan.
- Upgrading the ACH Group brand as a single highly regarded connecting point for all of our information and services.

“ We created a Customer Service Centre for older people and their families to access Community Care more easily. ”



"I look forward to Bootcamp and having a go."

Annie Gronke

8. Implementing Organisational Wide IT-Based Systems

With budget allocations of more than \$2 Million over the next 3 years, ACH Group will implement an organisational wide IT-based system that will give staff, volunteers, clients and families easy access to individual program and organisation information and communication.

This year we focused on streamlining management systems in preparation for the commencement of a new single IT system implementation in 2009/2010. We now have over 500 regular computer users in ACH Group. However, we recognise that the greatest challenge in the next 3 years will be the training of people and providing access to computers.

In 2008/2009, we set up 8 IT kiosks for staff and/or older people and commenced the use of mobile wireless broadband laptops for community staff on the move. We also trialled a variety of new technologies that will make it easier to live independently or to work more efficiently. More on this will be available over the next 3 years.

9. Our All Important Workforce

This year saw a 9% increase in staff numbers from 1373 to 1494. This compared to a 15% increase in revenue. The 9% increase in staff numbers was across the organisation.

Staff forums/focus groups

Results of staff surveys showed that there is a high level of commitment to the organisation and its work, that staff take pride in their work and most are proud to work for ACH Group.

Staff indicated that they would like more opportunities for career development and ongoing learning, value a variety of experiences, like to be engaged in innovation projects and seek reinforcement of values and leadership. They also showed interest in improving their work life balance, having flexible employment conditions, improving and utilising IT skills, being engaged in their own health and wellbeing and being consulted in regard to improved pay and conditions.

Focus on Careworkers

The feedback from older people and their families about ACH Group's Careworker workforce has been sensational. With more than 800 Careworkers, it was decided to make 2008/2009 a year for focus on communication, skills development and recognition of Careworkers, steered in part by the Community Careworkers Advisory Group. ACH Group's Careworkers took up training opportunities towards formal qualifications in Aged or Community Care, and also embraced learning skills to enhance the lives of people living with dementia. New evidence-based techniques around Montessori and Namaste methods of care were keenly embraced.

Training

During 2008/2009 staff engaged in ongoing personal and professional development, as well as continuous improvement in service delivery. Key training highlights included:

- Most team members participated in various OH&S or other mandatory training on an average of 3 times during the period.
- More than 140 Careworkers participated in training that led to accredited units or to the full certificate in Aged or Community Care.
- More than 500 staff participated in Dementia education.
- More than 260 new staff completed one full day of induction to ACH Group which includes Workforce Culture, Code of Conduct, Introduction to 'Good Life Values' and Dementia.
- 180 staff completed advanced training in relation to 'Good Life Values'.
- 24 staff completed Disability studies in order to expand their skills to better deliver services to clients with complex care needs.

“ We provided over 6500 staff training spots for the year, averaging 4.5 training spots per staff member. ”



"There is always something to sing about!"

Lily Willets

- 120 staff undertook training in relation to the implementation of Regional Care Worker teams under the Community Care Service Redesign project.
- 200 staff enhanced their IT literacy through individual or group coaching in MS Office applications or CIM database.
- 50 staff undertook management training, including 20 who commenced internal management training for new or emerging managers.

Workforce developments

Our workforce development this year focused on safety, attraction, traineeships and IT skills with the following highlights:

- We were commended by the Equal Opportunity for Women in the Workplace Agency for initiatives in leadership and information technology training.
- We developed and implemented a highly successful new recruitment and training approach for new employee recruitment and development for Highercombe at Hope Valley. This was achieved in a joint venture with Hosana RTO and will become our approach for all new services.
- We established an accurate and meaningful WorkCover claims reporting system.
- We reduced injury rates and return to work times.
- We achieved 95% closure on long term and costly WorkCover claims.
- We employed a dedicated IT trainer to support new systems and future skill needs for better utilisation of information technology.
- We developed a new Exit Survey Form that captures relevant information to better guide the organisation on how best to attract, retain and recall excellent staff.
- We accessed more traineeships and more training placements for nursing and allied health staff.
- We established partnerships with several RTOs to deliver diverse training including clinical skills and personal effectiveness.

10. Alliances

At ACH Group we believe that “go it alone” and “everyone is the competition” is old thinking. We now actively work with others to create better services and combine services that clearly benefit older people. We particularly acknowledge the following alliances:

- Central Northern Adelaide Health Service (CNAHS) and Southern Adelaide Health Service (SAHS).
- Campbelltown, Yankalilla and Onkaparinga Councils.
- Masonic Homes, Resthaven, Helping Hand, Italian Benevolent Foundation, Meals on Wheels, Netherlands Australian Aged Services Association, Cambodian Community, War Widows Guild and Baptist Community Services (SA).
- Bedford and Minda.
- COTA Seniors' Voice.
- Aboriginal Home Care and Aboriginal Elders Council.
- Department of Health and Ageing, Department of Veteran Affairs, Department of Health, Department of Families and Communities.
- Hosana RTO.
- Vivium Zorggroep (Holland) and Sunlife Aged Care (Japan).

“More than 500 staff received training throughout the year to improve their skills in supporting people with dementia.”



"My budgies need a bit of care – but they're worth it!"

Fay Martyn

11. Financial Viability

The finances of a not-for-profit organisation are always a challenge. Long term sustainability and mission are deliverables which are not always compatible.

This year, each of the service divisions and the organisation achieved an operating surplus, whilst also achieving above industry benchmark service levels, quality, innovations and significant support of the unmet need for financially and socially disadvantaged people. This is a significant achievement and indicates the hard work of many to manage revenue and costs without sacrificing quality. Our surpluses are entirely re-used for innovation, development and service subsidies to disadvantaged people.

This year, due to \$40m in capital expenditure, the organisation borrowed money for the first time, making operational performances and management of borrowings critical to the way we worked. At the same time property values dropped, and this has been reflected in our annual financial report.

Next year we budget for a net operating loss as we will be funding upfront major infrastructure developments, which are necessary for the next 5 years planned development of client and staff support, quality and growth. We anticipate full recovery of this net operating loss by 2011.

ACH Group will continue to borrow at manageable levels to fund both the critical growth of new services to meet demand, and the innovation costs of developing some quite different approaches to services.

Our greatest financial challenges are, and continue to be, viability in developing new Aged Care Residential Facilities and Affordable Housing. Both are in high demand but require greater capital for a quality product than we can generate from all sources. It will be critical for older people that Governments work with not-for-profit organisations to resolve these issues.

I would particularly like to thank Geoff Holdich (Treasurer and Chair of the Corporate Services Committee) and Mark Elliott (General Manager, Corporate Services) who have worked very hard to lead our financial management.

12. Not For Profit Governance

The Board this year focused on strategic planning, access and choice, growth and major capital projects, IT, Health, Dementia, Affordable Housing, Brand, Government Reforms and Governance.

I would like to thank the ACH Group Board for the pivotal leadership role that it has played, both in the development of ACH Group as an organisation and in the way we are supporting older people. I would like to particularly thank Office Bearers Marjorie Schulze OAM (Deputy Chair, and Chair of Foundation for Older Australians), Geoff Holdich (Treasurer, and Chair of Corporate Committee) and Liz Blieschke (Chair, Client and Services Committee). In addition to being the Chair of the Board, I also chair the Property and Development Committee.

This year the Board approved a new Strategic Plan. The 2009-2014 Plan has a focus on the continuation of our 'Good Lives For Older People' theme, developing and leading in some areas of Strategic Excellence, a contemporary recognition and support of our workforce and a number of strategies to ensure sustainability.

My thanks and appreciation to all of the ACH Group team, but particularly to the Senior Managers and Executives with whom we worked during the year. We have greatly appreciated the leadership and management of CEO, Mike Rungie, and General Managers, Greg Adey, Mark Elliott, David Moran, Jane Mussared and Jim Raggatt. This is a strong and uniquely expert leadership and management team and well placed to achieve the challenges of the 2009-2014 Strategic Plan.

Brent Blanks
ACH Group Chair
26 October 2009

“ We achieved a net operating surplus and spent \$40 million on the development of accommodation for older people. ”



"The students installed raised garden beds and were great to work with!"

Jan Christie

Foundation For Older Australians

The Foundation for Older Australians is an initiative of ACH Group for the Board to take leadership in pursuing positive opportunities for good lives for older people in South Australia.

The Foundation works with older people to identify initiatives that improve health and well being. Over the last 12 months the Foundation has targeted two areas in particular:

- Exercise, diet and lifestyle.
- Staying connected and involved.

The work the Foundation has done in these areas has helped in shaping the direction of the ACH Group Strategic Plan 2009–2014. ACH Group is now moving to supporting all older people in accessing exercise, dietary and wellness information, as well as access to exercise and dietary programs.

In the past year, the Foundation has received \$33,696 in income, donations and bequests and acknowledges all generous donors.

The Foundation provided grants of \$38,184 to 8 successful projects last year – 3 exercise programs and 5 programs that helped older people stay involved with others around interests developed throughout their lives.

Last year, 2 Foundation projects received COTA (Council on the Ageing) Every Generation Positive Ageing Awards:

- The Pots of Cheer Program, a gardening project which brings older people and primary school students together, with the students growing bright pots of seasonal flowers for older people in the local area.
- The Young Ones Men's Photography Group (in conjunction with Alzheimer's Australia) that promotes the maintenance and development of a life hobby amongst a group of men with early onset dementia.

The Yards and Gardens Project is a finalist for the 2009 Awards.

Malcolm Montgomery retired as the Chairperson of the Foundation during the year and is to be congratulated for his work in steering the Foundation through its development.

It is the goal of the Foundation that by 2013 every person supported by ACH Group will have the opportunity to participate in an exercise program if they choose. We hope that with generous donations and strategic partnerships we will achieve this goal.

The Foundation for Older Australians is a deductible gift recipient under Australia's Income Tax legislation. Further information, donations and bequests can be made to Mr Jeff Fiebig on (08) 8414 4600.

Marjorie Schulze OAM

Chairperson

Foundation for Older Australians

32 Halifax Street Adelaide SA 5000

“The goal of the Foundation for Older Australians is that by 2013, every person supported by ACH Group is able to participate in an exercise program.”

ACH Group 2008/2009 Finances

Simplified Statement of Financial Performance and Financial Position for the Year Ended 30 June 2009

	2009	2008
What We Earned And Received	\$'000	\$'000
Federal, State & Local Government	51,351	49,725
Rents, Tariffs & Resident Contributions	11,340	10,410
Sundries	3,410	5,201
Building & Reallotment Donations	1,280	1,145
Fundraising, Donations and Bequests	37	57
Interest/Dividends on Investments	964	1,501
Total Earnings	68,382	68,039
What We Spent		
Salaries & Related Expenses	46,858	44,407
Depreciation	3,253	3,275
Energy Expenses	585	505
Food & Catering (Excluding Wages)	1,709	1,595
Medical Supplies	334	310
Motor Vehicle Expenses	866	731
Domestic Supplies & Laundry	1,053	964
Repairs & Maintenance	2,862	2,502
Administration & Other Expenses	8,556	7,531
Total Expenditure	66,076	61,820
Surplus/(Deficit) Before Capital Contribution	2,306	6,219
Operating Surplus/(Deficit)	2,306	6,219
Net Increase/(Decrease) in Asset Revaluation Reserve	(12,590)	56,323
Net Increase/(Decrease) in Building Upgrade Reserve	(21)	-
Adjustment to Year End Profits	-	(3,914)
Total Change In Equity	(10,305)	58,628

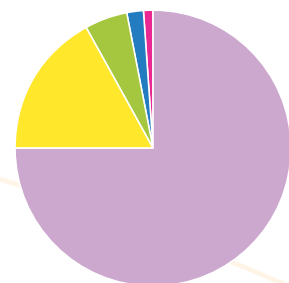
Simplified Statement of Financial Performance and Financial Position for the Year Ended 30 June 2009 (continued)

	2009	2008
What We Own	\$'000	\$'000
Land, Building & Capital WIP	229,829	192,275
Plant, Equipment & Vehicles	6,678	5,832
Debtors, Prepayments & Minor Stocks	6,305	5,066
Cash & Deposits	3,057	9,855
ACH Foundation	359	363
Investments	3,510	8,178
Total Assets	249,738	221,569

What We Owe	2009	2008
Subsidies in Advance	3,126	4,210
Sundry Creditors & Accrued Expenses (Including Self Insurance Liability)	7,255	5,869
Hostel & Resident Funded Unit Entry Contribution Loans	87,164	64,814
Provisions	6,534	5,912
Borrowings	15,200	-
Total Liabilities	119,279	80,805

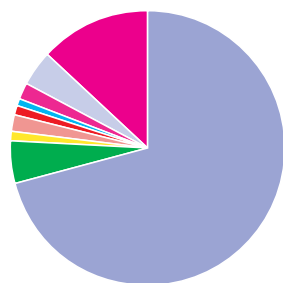
Leaving What The Organisation Has Built Up Over The Years (Reserves)	130,459	140,764
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What We Earned And Received



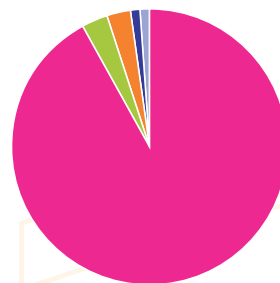
Federal, State & Local Government	75%
Rents, Tariffs & Resident Contributions	17%
Sundries	5%
Building & Reallocation Donations	2%
Interest/Dividends on Investments	1%

What We Spent



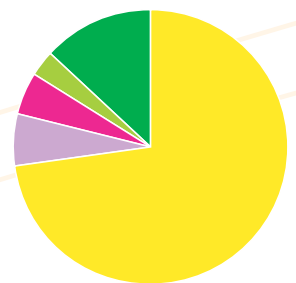
Salaries & Related Expenses	71%
Depreciation	5%
Energy Expenses	1%
Food & Catering (Excluding Wages)	2%
Medical Supplies	1%
Motor Vehicle Expenses	1%
Domestic Supplies & Laundry	2%
Repairs & Maintenance	4%
Administration & Other Expenses	13%

What We Own



Land, Building & Capital WIP	92%
Plant, Equipment & Vehicles	3%
Debtors, Prepayments & Minor Stocks	3%
Cash & Deposits	1%
Investments	1%

What We Owe



Hostel & Resident Funded Unit Entry Contribution Loans	73%
Sundry Creditors & Accrued Expenses (Including Self Insurance Liability)	6%
Provisions	5%
Subsidies in Advance	3%
Borrowings	13%

This is a true and correct extract from the full audited financial accounts. A complete set of audited financial statements is available upon request.

Geoff Holdich
ACH Group Treasurer

ACH Group 2008/2009 People

Program	Number Of Places	Number Of People Served
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Aged Care Facilities

Kapara	137	172
Perry Park	115	156
Milpara	92	114
West Park	60	82
Colton Court	39	53
Yankalilla	64	99
Daw Park	60	
Surrey Downs	50	
Hope Valley	120	
Moana	50	
Murray Bridge	50	
Makk & McLeay (Joint Venture)	55	55
Total	892	731

Transition Care Services

City Views	41	275
CNAHS TCP		54
SAHS TCP		36
SAHS Short Term Packages		300
Total	41	665

Health Services

Therapy Services West		745
Therapy Services South		1486
Therapy Services East		809
DVA Community Nursing		77
CNAHS – Community Lifestyle Packages		268
Private – Fee For Services		229
Minimising Functional Decline Program		35
Chronic Diseases Community Program		61
Total		3710

In Home Care Packages

In Home Care North	80	194
In Home Care South	266	412
In Home Care East	249	384
In Home Care West	197	535
In Home Care Regional	53	62
Total	845	1587

Program	Number Of Places	Number Of People Served
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Community Services

Customer Service Centre		316
Respite Services North		620
Respite Services South		835
Respite Services East		659
Respite Services West		374
Respite Services Regional		57
Dementia Services North		95
Dementia Services South		136
Dementia Services East		166
Dementia Services West		229
Dementia Services Regional		15
Veterans' Home Care Service North		54
Veterans' Home Care Service South		43
Veterans' Home Care Service East		75
Veterans' Home Care Service West		187
Veterans' Home Care Service Regional		46
Campbelltown Home Assist		1249
Onkaparinga Home Assist		3101

Total		8257
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Veterans' Home Care Assessment and Coordination Agency		17904
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Housing

Resident Funded Units	311	394
Independent Living Units	404	385
Stay at Home		1107

Total	715	1886
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Total		34740
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Staff and Volunteers

In the last financial year, ACH Group has:

- Employed approximately 1500 full time, part time and casual staff.
- Worked with almost 600 volunteers who performed over 12,500 hours of invaluable service.
- Included approximately 250 staff who participated in staff forums to give feedback on staff satisfaction.
- Provided for 6500 staff training spots for the year.
- Provided 'Good Life Values' training to over 400 staff and Dementia education to 500 staff.
- Supported over 40 staff to achieve their Certificate III in Home and Community Care.
- Employed a dedicated IT trainer, who has helped train 200 staff to enhance their IT literacy through individual or group coaching in MS Office applications or CIM databases.
- Assisted 24 staff to complete Disability studies in order to expand their skills to better deliver services to clients with complex care needs.
- Supported 50 staff who undertook management training for new or emerging managers.
- Appointed 23 Dementia Champions who will work to hone their mentoring skills and lead by example.
- Recruited a total of 50 new staff for the opening of Highercombe Nursing Home and they undertook a tailored induction training program.

ACH Group Board & Management

Board Members



Mr Brent Blanks
Chair

Mr Brent Blanks is the Principal of Heygrove Consulting, providing strategic advice to the construction and property development industry. He is a director of FMG Engineering, a consultancy providing engineering, forensic and soil testing analysis, and a registered Architect and past president of the Property Council of Australia (SA).



Ms Marjorie Schulze OAM
Deputy Chair

Ms Marjorie Schulze brings to the Board considerable experience in the governance of not-for-profit organisations in health and human services organisations. She is particularly interested in how not-for-profit organisations contribute to the ongoing development of public policy and appropriate service delivery options for older people.



Mr Geoff Holdich
Treasurer

Mr Geoff Holdich is a Principal of BRM Holdich. He is a Fellow of the Institute of Chartered Accountants, a registered tax agent and has financial planning qualifications. He was previously Managing Partner of PKF where he was responsible for 5 offices in SA and NT, and served on PKF's National Council.



Ms Liz Blieschke

Ms Liz Blieschke has extensive experience working with Federal Government ministerial staff, developing communication strategies and working with media on aged care issues. Her inside knowledge of strategic thinking and media has led to successful outcomes including producing a DVD on quality standards in aged care.



Mr Mark Goddard

Mr Mark Goddard is a founding Director of leading Adelaide merchant bank and corporate advisory practice, Equity and Advisory Ltd. Prior to Equity & Advisory Ltd, he has worked extensively in the accounting and financial services industries.



Mr Brian Hayes
QC

Mr Brian Hayes is a QC and a nationally and internationally recognised environmental lawyer. He is also an associate professor at the University of South Australia and the National Chairman of the Australia India Business Council.

Executive Staff



Dr Michael Rungie
Chief Executive Officer



Mr Greg Adey



Mr Mark Elliott



Mr David Moran



Ms Jane Mussared



Mr Jim Raggatt

Senior Managers



Ms Karen Barwick



Ms Lyn Bertram



Ms Julie Bonnici



Ms Trish Bowie



Ms Jo Boylan



Mr David Brittain



Ms Ivy Diegmann



Mr Jeff Fiebig



Ms Bronwyn Harding



Ms Anne Higginson



Mr Shayne Hilton



Mr Frank Kerr



Ms Joyleen Thomas



Ms Lucille Tribelhorn



Ms Kasha Wencierz

New Appointments:
Ms Camilla Kinnane
Ms Virginia Pedlar

ACH Group Board & Management



Ms Helen Janetzki

Ms Helen Janetzki is Managing Director of Proxima Financial Planning. She is a Certified Financial Planner, has a Bachelor of Business (Banking and Finance) and is a Senior Associate of the Financial Services Institute of Australasia.



Mr Malcolm Montgomery

Mr Malcolm Montgomery is a lawyer specialising in commercial law. He has been a Council member of the SA Law Society and is currently a member of the Legal Practitioners Disciplinary Committee. He is past chairman of the Foundation for Older Australians.



Ms Mary Patetsos

Ms Mary Patetsos has experience in numerous policy areas including Local Government, Economics, Aged Care and Housing. Her academic background ranges from Social Work, Psychology and Economics, and she has extensive practical experience with private, government and community sectors.



Mr Graeme Percival

Mr Graeme Percival is a Company Director and retired Trust Officer. He is a Member of the Executor and Trustee Institute and Australian Institute of Company Directors. He is also a Member of the Property and Development Committee, Foundation for Older Australians and Corporate Services Committee of ACH Group.



Prof Paddy Phillips

Professor Paddy Phillips is the Chief Medical Officer for South Australia, Chair of the South Australian Clinical Senate and Chair of the South Australian Statewide Clinical Network in Cardiology. He was previously Professor and Head of Medicine, Flinders University, Flinders Medical Centre and Repatriation General Hospital in Adelaide.



Ms Pauline Button



Ms Selina Carmody



Ms Ruth Carpenter



Ms Lynn Coleshill



Mr John Deally



Ms Lenore de la Perrelle



Ms Susan Kerrigan



Mr Stuart Merrylees



Mr Peter Mirasgentis



Ms Rosetta Rosa

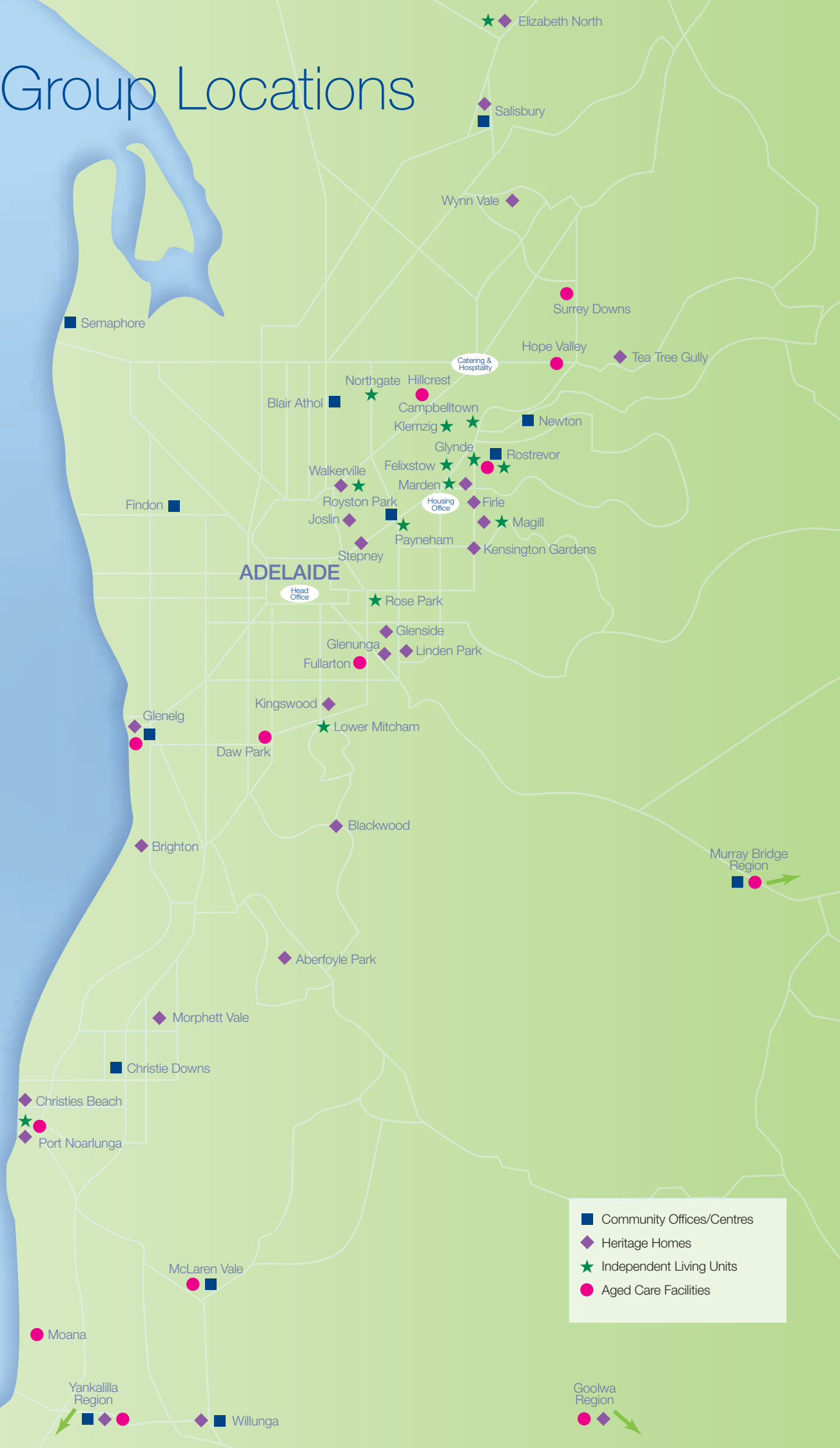


Ms Sally Strzelecki



Ms Trudy Sutton

ACH Group Locations



ACH Group Housing

Site Name	Suburb	No Of Units
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Resident Funded Units

Angove Park Drive	Tea Tree Gully	10
Bridge Street	Salisbury	10
Brighton Parade	Blackwood	11
Broad Street	Marden	9
Cator Street	Glenside	3
Cornish Street	Stepney	6
East Terrace	Kensington Gardens	3
Elkanah Retirement Village	Morphett Vale	110
Hampden Street	Firle	9
High Street	Willunga	3
Hub Drive	Aberfoyle Park	3
Ian Wilson Court	Walkerville	1
K C & Betty Wilson	Joslin	6
Kapara Mews	Glenelg	12
Knighton Road	Elizabeth North	11
Loveday Street	Goolwa	4
Main Road	Blackwood	9
McKay Avenue	Christies Beach	5
Menzies Marden	Marden	15
Moir Court	Magill	8
Penzance Street	Glenelg	3
Princes Road	Kingswood	8
Riverview Drive	Port Noarlunga	7
Strathmore Terrace	Brighton	3
Sturdee Street	Linden Park	5
Sydney Street	Glenunga	6
Taeuber Court	Wynn Vale	16
Third Street	Magill	6
Waite Street	Blackwood	4
Yankalilla Mews	Yankalilla	4

Independent Living Units

Breamore Street	Elizabeth North	7
Elliott Court	Campbelltown	17
Fred McCallum Court	Glynde	11
Fullarton Road	Rose Park	8
Genders Court	Campbelltown	19
Hamlyn Court	Walkerville	8
Hewitt Avenue	Rose Park	16
Hewitt Avenue	Rose Park	12
Ian Wilson Court	Walkerville	20
James Evans Court	Magill	73
Mackie Court	Lower Mitcham	16
Manson Court	Rostrevor	14
Millikan Grove	Marden	21
Payneham Cottages	Payneham	10
Perry Park	Port Noarlunga	51
Pickering Court	Felixstow	19
Pullin Court	Rostrevor	4
Sir Keith Wilson Court	Magill	26
St George's Court	Magill	52

ACH Group Enquiries

General

(08) 8414 4600

Email ach@ach.org.au

Web www.ach.org.au

Head Office

(08) 8414 4600

32 Halifax Street Adelaide SA 5000

Housing

(08) 8130 3900

25 Lower Portrush Road Marden SA 5070

Residential Services

(08) 8350 3850

Colton Court Aged Care Facility

(08) 8329 4900

84 Valley View Drive McLaren Vale SA 5171

Highercombe Aged Care Facility

(08) 8397 1600

11 Sirius Street Hope Valley SA 5090

Kapara Aged Care Facility

(08) 8295 9900

80 Moseley Street Glenelg SA 5045

Milpara Aged Care Facility

(08) 8366 8000

147 St Bernards Road Rostrevor SA 5073

Perry Park Aged Care Facility

(08) 8329 7777

26 River Road Port Noarlunga SA 5167

West Park Aged Care Facility

(08) 8555 7100

7 Partridge Street Goolwa SA 5214

Yankalilla Aged Care Facility

(08) 8558 0020

175 Main South Road Yankalilla SA 5203

City Views Transition Unit

(08) 8273 0100

7th Floor, 103 Fisher Street Fullarton SA 5063

Health Services

1300 300 811

Community Services

(08) 8349 3515

East Metro

163 Montacute Road Newton SA 5074

Inner South/West Metro

22 Gordon Street Glenelg SA 5045

North Metro

20 Ann Street Salisbury SA 5108

South Metro

17 Elizabeth Road Christie Downs SA 5164

Murray Bridge

1 McHenry Street Murray Bridge SA 5253

Veterans' Home Care

1300 550 450