

# Good Lives for Older People



Good Lives for  
Older People

# ACH Group Key Highlights 2010/2011 At a Glance

- Residents in our Victorian villages benefited from 38 new community care packages. In total, 24 new Consumer Directed Care places were won across Australia.
- Completion of two National Rental Affordability Scheme projects offering affordable, well-located quality housing.
- Establishment of a single Quality Framework. All 16 external accreditations achieved, and five National Quality Awards won.
- New outdoor fitness gyms installed at Rostrevor and Yankalilla as the next stage of our Life Exercises drive.
- Diverse arts programs offered throughout ACH Group, providing opportunities for older people to pursue their passions and hobbies.
- Teaching partnership forged with Flinders University to train and develop a future student aged care workforce.
- Launch of new Human Resource IT system as the first stage of a new organisation IT platform.
- Co-location of a number of key operational functions at 22 Henley Beach Road Mile End.
- Restructure of Board committees and Executive responsibilities in line with quality and innovation initiatives.
- ACH Group employees received 20,000 hours of training.

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# “Innovation Think Tank” to lead the way as we search for better ways to promote good lives for older people.

## Planning the Future

Older people have told us for some time that they want to be able to live a good life, to work and to contribute, to live at home, to make their own choices and to control what services they get and who delivers them. We therefore welcomed the Productivity Commission’s report on aged care, particularly on the back of the important health reforms which are already in active design and implementation.

We are very pleased to see that the directions championed by ACH Group in our submissions to the Productivity Commission were incorporated in the report’s recommendations. These include the focus on good lives, good health and the great potential for aged care to assist people’s recovery; the support for consumer control and choice; the references to the importance of housing and workforce (notwithstanding that more work is needed in these areas); and the opportunities for greater flexibility while maintaining a focus on quality and viability.

To help us respond to the anticipated changes in the sector, we undertook an external review of our governance arrangements and management capacity. We have realigned both the Board and Management structures to the highest priorities. A new Innovation and Development Division supported by the Board’s “Innovation Think Tank” will lead the way as we search for better ways to promote good lives for people in their 70s, 80s, 90s and beyond.

The Innovation and Development team is dynamic, flexing and developing as we pursue ideas which will serve our mission – good lives for older people. Our new approach is as much about attitude as it is about innovation, and marks an exciting new stage for ACH Group as we work towards shifting the perception our community has about ageing.

A priority of our Innovation and Development team will be the creation of a new Strategic Plan for 2012-17 to interpret the opportunities and directions that consumers want and which were highlighted in a variety of government reforms into new approaches to serving older people. These directions are consistent with the views expressed through our regular Board Conversations, where older people tell us how they want us to reinvent aged care services to be more optimistic, and to provide greater choice and variety about what, when and how they get information and access to services.

# 30,974 people were served by ACH Group in 2010/2011.

## Good Lives for Older People

Over the past 12 months, we have worked with our community of 30,974 individuals to better understand what older people require to live a good life. We have interviewed a wide cross section of older people as part of our unique 'good lives' Service Impact Project reviews, had a total of 174 people take part in our Board Conversations and received feedback from more than 2,000 people through our inaugural organisation wide Client Satisfaction Survey over the past year. Their shared experiences have helped shape the focus of our 'good lives' efforts including:

- Assisting people to keep control of their own lives and decision-making particularly through our Consumer Directed Care initiative
- Supporting people with dementia to maintain everyday lives through our 'cognitive stimulation' programs
- Expanding our arts programs as one initiative to ensure older people have the opportunity to pursue their passions and hobbies
- Good health and exercise, with the continuing development of our Life Exercises programs and our outdoor gyms as well as the expansion of our transition from hospital to home program
- Planning for our 'Teaching Nursing Home' (based on the concept of a teaching hospital) which will be co-located with the Repatriation General Hospital.

To ensure we are delivering on our 'good lives' promise, we continue to review our services and programs through the Service Impact Project — a peer review process unique to ACH Group which measures the impact of our services on the lives of older people. This year we have undertaken five reviews. SIP is also a part of ACH Group's unique 'good lives' leadership development with 19 members of our senior leadership group now involved.

This year we underwent external accreditation of our Customer Service Centre, Veterans' Home Care Assessment and Coordination Services, and Health Services in the west, south, north and east of Adelaide. Our Residential Services sites have all passed the unannounced audits undertaken by the Accreditation Agency, along with food safety inspections conducted by local councils.

Milpara Residential Services site achieved a full three-year accreditation through the Accreditation Agency and was awarded three Better Practice Awards for its innovative programs that focus on art, good lives and health promotions.

2,114 people participated in ACH Group's Client Satisfaction Survey in November 2010, with 92 per cent satisfied with our services.

#### Client Satisfaction Survey

"Respecting my right to be me" and "Being supported to stay independent" were some of the compelling comments we received when we conducted the first ACH Group wide Client Satisfaction Survey in November 2010. The survey, which measured client outcomes against our unique 'good lives' aspirations, received more than 2,000 responses with a very strong satisfaction rating of 92 per cent.

Older people tell us that they would like more information to help make decisions about the services which are on offer. As a result, we have reviewed and are improving our Customer Service Centre (a telephone information service) and our electronic information with a fresh new website.

In response to the survey results, our Residential Services rolled out the "Weekend Interests" project to improve lifestyle opportunities, and we also reviewed meal preparation and presentation to enhance people's meal enjoyment.

Within Health and Community Services, our ongoing commitment to a customer focused culture has resulted in a substantial review of our service model to enable us to consistently deliver services that are customer controlled. Our home care services will have a greater focus on what people want, and our health services will extend their focus on recovery, restoration, fitness and prevention.

Our Housing Services have also changed their gardening service with our teams moving between sites which enables us to provide more timely gardening services.

Feedback is important to us, and we consult with our customer advisory groups on an ongoing basis to ensure that we are continuously using the survey results to improve on our services. Our Board Conversations at Yankalilla, Hope Valley, Melbourne and the Repatriation General Hospital lent new insights into what a good life is, and assisted us with our quality improvement initiatives.

**\$49M to be spent  
by ACH Group,  
SA Health and  
Flinders University  
to develop the  
proposed Teaching  
Nursing Home at  
the Repatriation  
General Hospital,  
resulting in  
120 new places  
for restorative  
approaches to care.**

#### **The Teaching Nursing Home at RGH**

For many older people, it can be a difficult and confusing experience negotiating between various health and aged care services. Providing seamless support options for older people was one of the driving forces behind the proposed development of the Teaching Nursing Home that will be located at the Repatriation General Hospital.

This innovative facility will include 40 places that will be owned and funded by SA Health and managed by ACH Group to allow people to be discharged from hospital earlier and to move back to their homes or residential care. An additional 60 aged care places funded by the Australian Government through the Department of Health and Ageing will be made available, with a further 20 subacute rehabilitation places to be operated by SA Health. All 120 places will work as a single service and have a strong focus on restoration to ensure older people have every opportunity to recover, renew passions, restore health and tackle new challenges.

Planned for completion in the latter half of 2013, the proposed new facility will be built on the hospital grounds by ACH Group, SA Health and Flinders University and will form the hub of a new virtual teaching and research approach across ACH Group.

In line with ACH Group's Workforce Plan around innovative ways to attract and develop our workforce, a teaching partnership with Flinders University was forged to train and develop a future student aged care workforce including general practitioners, nurses, allied health workers, care workers, and hotel services and clerical staff. Over time, other learning institutions will also be part of the partnership, that will support workforce developments in many different settings.

Dedicated teaching facilities that support lecture and tutorial capacity, teaching simulations, access to robotic-based teaching therapy and student-led care services will cater for around 400 students a year. With a focus on online teaching, these facilities will also be linked to South Australia's rural areas.

# 1,585 people used our Stay at Home program in 2010/2011.

## Choice and Control

We are constantly looking for ways to support older people to keep control of their lives and in 2009 we started the first ever Consumer Directed Care (CDC) service for older people in Australia. We have been building on it ever since to provide older people with choice and control over their services.

Over the last year, our CDC service option was expanded through the allocation of new CDC packages by the Australian Government. This provided an opportunity for us to extend this style of service to other South Australian regions and to offer it as part of our new services in Victoria.

We are committed to providing 70 CDC packages over the next 12 months. By mid-2012, we will offer 20 CDC style packages in partnership with disability provider Cara, using funding provided through the Home and Community Care program to trial a CDC approach with our respite services. This is a very important next step as older people and their carers say that respite services are desperately needed but yet underused throughout Australia. Through our partnership with Cara, we look forward to building a whole new approach to respite services.

We are also partners in a three-year research project led by Flinders University to develop and apply a health economic model to the evolution, implementation and evaluation of CDC in a community care setting. The study will compare the changes which are part of CDC (including to health and quality of life outcomes) with more traditional models of service delivery.

To help people stay longer in their homes, we continue to find new ways to provide support and this year, we launched a permanent display at the Home Improvement Centre to showcase simple and affordable examples of technology and design which can be used to adapt old homes to new needs. Through our Stay at Home program, we have provided home modification advice and support to well over a thousand people, including offering professional health assessments to assist people in selecting modifications that work for them. We have now adopted universal design principles to redevelop our own housing to ensure that the houses are adaptable and contemporary in meeting changing needs.

In early 2011, our Board Conversation held with residents of Bedford Heights and St Thomas housing in eastern Melbourne strongly reinforced residents' preference to have support available to them as and when they need it in their homes. Our new health and community services office in Bedford Heights integrates our housing and community services under one roof. The community service hub in Melbourne offers 38 community care packages. This service will be further extended to people living in the eastern suburbs.

Easy access and straightforward information are the foundations of good choice and this year 17,034 people were supported with information, services and referral through our improved Customer Service Centre. We have also updated our website to offer faster, easier and more comprehensive introductions to all of our services.

500 people  
with dementia  
benefited  
from specially  
supported art,  
music and  
fitness groups.

## Dementia Specialist

At ACH Group, we are committed to supporting people with dementia and their families to live good lives as they manage the changes that dementia brings. Retaining every day roles and adapting activities to suit the abilities of people with dementia can help achieve a sense of control.

The focus of our 'cognitive stimulation' programs has been on engaging people who are withdrawn, unable or unwilling to participate in activities. Our partnership with UniSA in an evidence-based group program offers "Cognitive Stimulation Therapy" for people with dementia across our services, and enables people to enjoy a challenge, a sense of achievement and the opportunity to use the abilities that remain intact. The program runs yearly from July to October, involving 20 Occupational Therapy students from UniSA.

Other cognitive stimulation programs include our unique "Brain Gym" which combines mental and physical exercise, "Montessori-based" activities which promote participation, opinions and feedback from participants, "Personal Life Story" recordings which stimulate reminiscence of life experiences, and "Multi-Sensory Approaches" using tools such as Namaste, massage and music to stimulate the senses.

For people with memory loss, our 'Sing for Joy' community choir provides an avenue for learning and performing live music. Funded by ACH Group Foundation for Older Australians, choir members experiment with a range of music genres and learn new skills in a lively atmosphere shared with other music lovers.

We have also been able to maintain housing tenancies for people with dementia by adapting our housing to be dementia-friendly based on universal design principles. These principles will also be used in the design of the proposed Teaching Nursing Home to be located at the Repatriation General Hospital.

Following 12 months of discussions and consultations with Aboriginal people, the Council of Aboriginal Elders and the Elders Advisory Group of Tumake Yande, ACH Group produced an educational DVD to raise awareness on the benefits of planning end-of-life care for Aboriginal elders and their families in the Lower Murray.

With more than 50 per cent of ACH Group's clients experiencing some form of dementia, one of our strategic goals has been to become a specialist provider of services for people with dementia. To support this commitment, we have developed the "ACH Group Strategic Dementia Six-Pillar Framework" and a Dementia Champion network involving 40 staff members to lead our learning and service delivery.



# 21 years of opportunities for older artists through Riverside Artists.

## The Arts

Older people tell us that a good life is one where opportunities exist to pursue passions and hobbies. For people needing support with daily tasks, such opportunities often fall away. This year, ACH Group has provided a number of diverse options for older people to fulfil their aspirations to make a contribution to family, community and society based on their unique talents.

Participation in the arts has been prolific at ACH Group this year. Through the sharing of personal life stories, 16 older people with a life connection to Norwood created a series of large street banners which were displayed along The Parade during the Every Generation Festival. Aptly named "Banners on My Parade", the project was guided by local artist Helen Crawford.

This idea of reminiscence and shared artwork has inspired a similar project in Murray Bridge named "In The Flow" where local artists are working with older people with dementia to capture their memories for a public display.

Our Riverside Artists Group which turned 21 years old this year, provides an opportunity for older artists living in the Noarlunga community to come together through art. Our artist in residence works with a group of passionate artists at the Port Noarlunga Arts Centre every Friday. These artists have once again showcased their talents with a public exhibition titled "Down by the Seaside".

Also in the South, ACH Group McLaren Friends have joined hands with Cardijn College to work on a project called "If These Hands Could Talk" to connect generations through the sharing of life experiences. At the end of the project, artwork featuring the hands of the older person and students holding something important to them will be displayed at the Aldinga Library and Cardijn College.

It was also a year where history was made, with 12 residents from Milpara exhibiting their artworks as part of the South Australian Living Artists (SALA) Festival - the first time ever that a Residential Services site has been involved in SALA.

90 per cent of people are still exercising 4 times a week, 3 months after participating in Life Exercises.

## Good Health

People tell us that they want to stay fit and healthy so they can maximise independence, remain connected, enjoy a high quality of life and continue to do things that they enjoy. This has led to the creation of our “Good Health Framework” to deliver holistic, evidence-based services that focus on optimising the health and well-being of older people.

A partnership between staff and residents, with both parties sharing responsibility for achieving improved mental health and physical outcomes is thriving at our Highercombe and Milpara Residential Services sites. Central to the model are seven key understandings which residents and staff pledge to follow. These include exercising regularly, maintaining strong personal relationships, being open to learning, performing acts of kindness and adopting positive communication strategies.

Our Community Transitional Care Packages continue to support early discharge from hospital with 297 people supported this year. On the back of the success of our Residential Transitional Care places at City Views, we have extended restorative programs in our Residential Services sites to include additional places at Highercombe and Perry Park. During 2010/2011, almost 350 people were able to leave hospital earlier than may otherwise have been possible, with the majority being able to return to their own homes.

An innovation grant of \$120,000 from Home and Community Care (HACC) has enabled us to realise our aspiration to further develop our restorative model of care to promote wellness, independence and enhance the health status of older people.

Life Exercises, an ACH Group program which supports older people to take the first step back to exercise and set goals for a healthy lifestyle, helps people to stay healthy and avoid hospitalisation. Integral to this program is a partnership forged with Port Power, which has resulted in the introduction of the Power Movers exercise group aimed at Life Exercises graduates who make use of the facilities of Alberton Oval, generously made available by the Port Adelaide Football Club. Based on the success of the program and partnership, ACH Group and Port Power are working together to broaden the program to build a sustainable approach to wellness and community capacity building.

Working with the Campbelltown and Yankalilla Councils, we have installed new outdoor fitness gyms at Rostrevor and Yankalilla, thanks to the generous support of ACH Group Foundation for Older Australians. Additional outdoor gyms are planned in other council areas and discussions are well underway with the City of Onkaparinga.

557 people  
volunteered a  
total of 93,132  
hours at ACH Group  
in 2010/2011.

## Our Vital Workforce

We recognise that our people are our most important asset who help us deliver on our 'good lives' promise to older people. We place great emphasis on welcoming new staff into our 'good lives' culture and work practices and have inducted 433 new employees through 14 induction programs over the past year.

Our staff told us in a climate survey conducted in 2009/2010 that their health and well-being was a priority to them. Our early intervention physiotherapy service supported 216 staff, in what is a novel approach to preventative health. In addition, our physiotherapy partners helped prepare our 218-person strong 2011 City to Bay team.

We also received recognition from the Aged Care Accreditation Agency in the form of a highly acclaimed Better Practice Award for "Healthy Ageing at Work" at our Highercombe Residential Services site. Some of the measured outcomes of the program have been an overall increase of well-being, motivation and personal growth, which stimulated engagement, social and interpersonal interaction, and better relationships with others.

It has always been one of ACH Group's strategic goals to set the industry benchmark in attracting and retaining staff. As the sector experiences an older workforce and a diminishing pool of appropriately qualified and skilled staff, we have established a pilot traineeship program across the organisation as part of our recruitment and retention strategies. In March 2011, the ACH Group Good Trainees Delivering Good Lives for Older People employment project commenced.

Trainees are employed and trained locally in partnership with a registered training organisation to work across our Residential Services sites and Community Services.

As a recognised leader in innovation within the aged care sector, ACH Group has continued to focus on ways that we can motivate and reward our staff. This year we continued our exchange program with SunLife in Japan. Eleven of their staff members visited us in September 2011, following the visit by ten ACH Group staff to SunLife in 2010 to learn about the host country's aged care approach. ACH Group care workers will visit SunLife in Japan again in 2012.

As part of our employee development plan, each ACH Group employee received on average 11 hours of training in the last 12 months, which translated to 20,000 training hours. Training involved individual development programs, workplace health and safety, clinical care, good lives, dementia learning and development, and quality, among other topics.

Volunteers continue to be an important part of our ACH Group community and their contribution is crucial to helping older people live good lives. Our volunteers contributed 93,132 hours of service last year, supporting older people through various activities including driving and companionship.







As a marriage celebrant for 17 years, I've performed wedding ceremonies for over 5,000 couples. Spring and Summer have always been my busiest time, averaging a wedding a week. Being diabetic, I found it challenging to manage my condition and my busy schedule until I started attending exercise at ACH Group's Newton site. I find the exercise really helpful as it helps bring down my sugar level and keeps me going. I've now progressed from rehab exercise to the Strength for Life exercise program once a week. I'm happy that my condition is now under control, as I'm not only able to continue my practice, but also pick up my grandchildren from school twice a week!

**Pamela Schultz**  
Health Services



Teaching English literature at the University of the Third Age for the past 20 years has been a hugely rewarding experience for me. When I'm not teaching, I love to read. I'm part of a book club set up by fellow residents at Bedford Heights. I also like to surf for new books from my iPad. Thanks to the Community Care package I receive which provides me with domestic and shopping assistance, I am able to live independently. This also enables me to enjoy outings with my daughter and friends.

**Frankie Ryder**  
Bedford Heights







At the recent City to Bay Fun Run, I took part in the 12km walk which I managed to complete in 2 hours and 42 minutes. It was a huge achievement for me because only four months earlier, I was so physically unfit that I was prevented from getting a guide dog despite being diagnosed as clinically blind. My closest companions then were fatigue and depression until I moved to Highercombe. Thanks to Highercombe's gym, I've rediscovered myself through exercising. My long-term goal now is to maintain my fitness level and well-being. The sense of wellness that you get after exercising is something that you need to experience to believe.

**Bob Scrutton**

Highercombe Residential Services Site



Drinking cappuccinos at local cafes is one of my favourite things to do. Fortunately, I am still able to get out and about despite the fact that neither I nor my husband drive anymore. Our care worker takes me out and helps me with the grocery shopping which is becoming increasingly more difficult with my arthritis. I also enjoy going to the community library to get my books. I really can't imagine living at home without the support of the ACH Group Community Care package!

**Jeanne Haskell**  
Community Care Package







We've become like two peas in a pod since attending ACH Group's Social Links program. Over the past four years, we've been on holidays, been involved in a walking group, joined the craft group and we enjoy shopping together. The new outdoor gym at Yankalilla has encouraged us to get outside and exercise, and we're feeling much better because of it! Our hands and legs are stronger now and we're even able to jog for short distances without feeling out of breath. Being healthy has made us feel younger and more confident, and we've now decided to take a cruise around New Zealand!

**Maureen Stone (left)  
and Gwyneth Gallagher**  
Social Links



I love to sing and I enjoy the quiet moment right before each performance to compose my thoughts. Last year alone, I performed with my choir members in more than 20 concerts at various retirement homes. Music has always been a big part of my life and being able to continue doing what I like is very important to me. That's why the help I get as part of my Consumer Directed Care package is so invaluable. It gives me more time to focus on my singing commitments. Standing for long periods during choir practice can be tough on my back so I also visit an ACH Group physiotherapist at Newton. The physio has made such a difference and I always look forward to it!

**Margaret Dutschke**

Consumer Directed Care



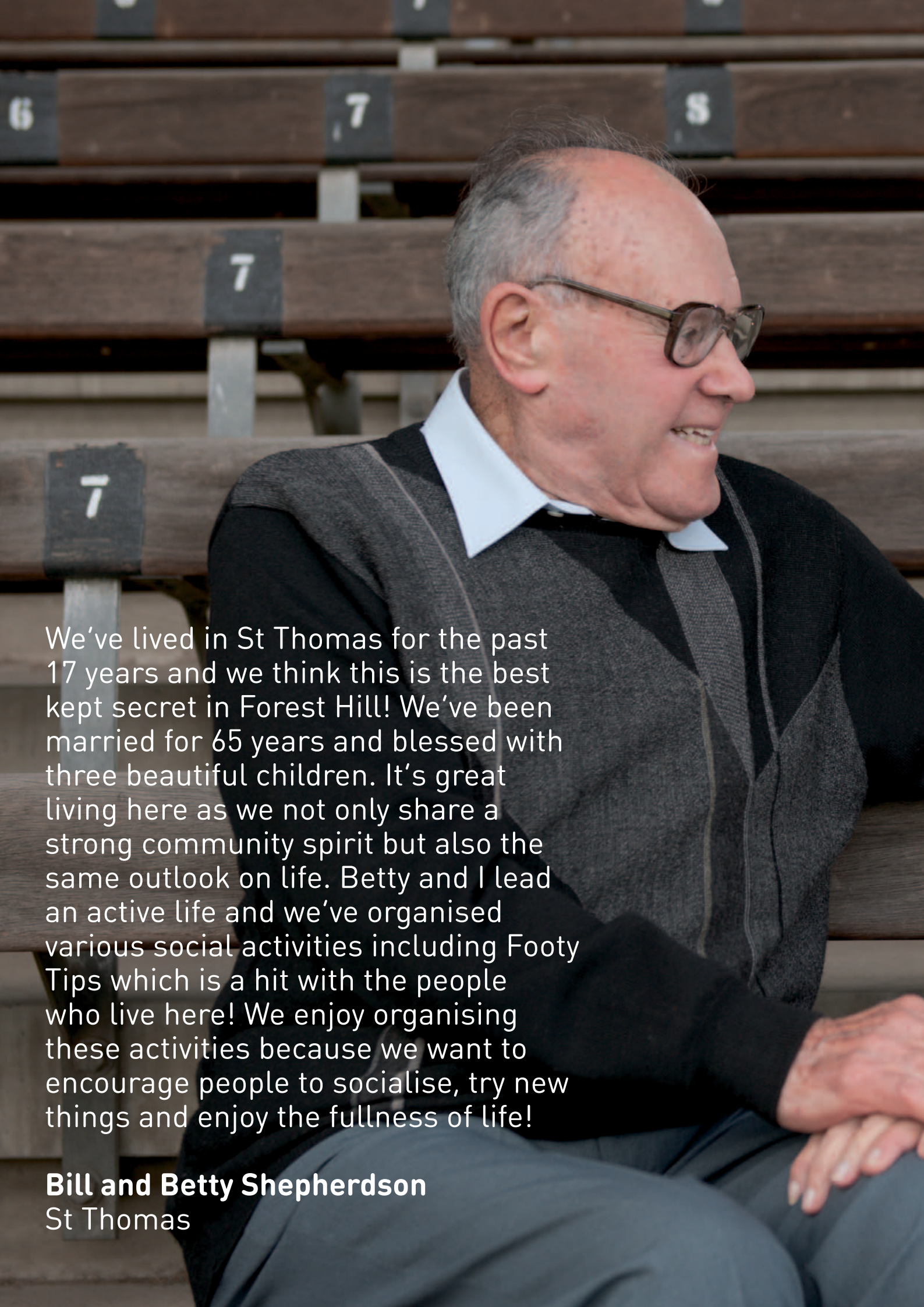




Social Links has made such a big difference to my life over the past three years. I no longer feel depressed or restricted by my memory loss. Through this program, I am actively involved in activities four times a week. I get to meet new people and do things that I enjoy, like playing pool and cards at the Munno Para City Soccer Club. We also go out for lunch, walks or have picnics at the beach. I appreciate the support provided by ACH Group because I can do the things I like and at the same time, it gives my wife Leslee some respite or a break from caring for me.

**Bill Barber**  
Social Links



A photograph of an elderly couple, Bill and Betty Shepherdson, sitting on wooden bleachers. Bill is in the foreground, wearing glasses and a dark sweater over a light blue shirt, looking towards the right. Betty is partially visible behind him. The bleachers have numbers 6, 7, and 8 visible on them.

We've lived in St Thomas for the past 17 years and we think this is the best kept secret in Forest Hill! We've been married for 65 years and blessed with three beautiful children. It's great living here as we not only share a strong community spirit but also the same outlook on life. Betty and I lead an active life and we've organised various social activities including Footy Tips which is a hit with the people who live here! We enjoy organising these activities because we want to encourage people to socialise, try new things and enjoy the fullness of life!

**Bill and Betty Shepherdson**  
St Thomas

#### E-care

Considerable progress has been made with the implementation of a program to modernise our systems and business processes to enable us to honour the uniqueness, life experiences and strengths of older people.

We have selected and started implementing various new information technology systems including our new human resources, rostering and payroll system which will support our staff more effectively and enable them to focus on delivering services.

Work has also commenced on tailoring our new corporate system to improve the responsible financial management of our organisation and invigorate all aspects of service delivery.

The rollout of 21st century application platforms is a journey that will include new Residential Services and Community Services support systems. Our IT systems will better connect and interact with staff, volunteers, clients, family and other care providers.

This will prepare ACH Group for the future, and in particular enable us to respond to Government and market-driven initiatives related to secure electronic aged care records and Consumer Directed Care.

While we recognise that IT systems have the capability of improving our interactions with the people who use our services, we also recognise that our people need to be connected and able to share information with each other. This year our staff access to our IT services grew from 680 to 770, as our campaign to achieve 100 per cent staff IT access and literacy continued.

In what has been a year of consolidation which has seen the relocation of our Corporate, Business Support Services, Customer Service Centre, Housing and some of our Residential Services and Community Services functions to 22 Henley Beach Road Mile End, we are making headway in becoming more connected.

This strategic consolidation has enabled us to create greater synergy and team interaction across our key business functions, and allowed us to better mobilise our resources to improve the accessibility of our services. It has also enabled us to dispose of a number of assets as part of our key strategy to manage borrowings while maintaining tight cost controls to ensure the long-term sustainability of ACH Group.



# ACH Group received 5 national awards in recognition of our innovative approaches to aged care.

## Quality

Providing consumer-focused care is central to ACH Group’s philosophy. In order for us to deliver on this, we have adopted a “Quality Framework” which is both dynamic and evolving to enable us to respond to changes internally, within the sector and within the external environment. The Quality Framework provides us with a basis to embrace continuous improvement and integrate the principles of quality in our governance, operations, corporate systems and culture.

ACH Group has enjoyed an award winning year. As well as our three Better Practice Awards won by Milpara Residential Services site, three ACH Group staff members also received outstanding recognition. Our CEO Mike Rungie won the National ACSA 2010 Individual Award for Excellence, while our new General Manager Health and Community Services, Anne-Marie Gillard, won two awards for her outstanding results in the Master of Health Administration offered at Flinders University. The coordinator for our Cambodian Respite Services, Chamnarn Chan, was a finalist for the South Australian Fair Go Medal “for a permanent resident or citizen, born overseas, who has enriched Australia through their honesty, hard work and willingness to embrace their new home.”

ACH Group was also awarded the 2010 COTA Every Generation Physical Activity Award for our “Walk for Life” program, which involved people with dementia, volunteers (some of whom have dementia) and others taking part in walking groups. A manual has been developed so the program can be replicated. ACH Group is proud to partner with the City of Salisbury, the Italian Benevolent Foundation and UniSA in the “Walk for Life” program.

## Governance

As a result of a governance review, our Board has created three new committees to better reflect our directions and priorities.

The newly established Governance Committee is chaired by Mary Patetsos, and it oversees Board performance and membership, succession planning, client engagement, workforce planning, staff satisfaction, volunteers, and marketing and communications.

The revamped Audit and Finance Committee is chaired by our Treasurer, Geoff Holdich. The Committee monitors long-term cash flow, major purchases and borrowings, growth, monthly reporting, property development, financial audit and broad IT planning, strategy implementation and expenditure.

The Quality and Risk Management Committee chaired by Mark Goddard focuses specifically on quality, safety and risk management. It will ensure that we measure these key quality indicators, report them and create a system to deliver them.

These committees replace the previous Board committees. We particularly recognise Liz Blieschke for her dynamic guidance of the former Client Services and Innovation Committee since 2007.

<b>Brent Blanks</b>	<b>Mike Rungie</b>
Chair	CEO
ACH Group Board	ACH Group

# 26 projects totalling \$158,547 were funded by ACH Group Foundation for Older Australians in 2010/2011.

## ACH Group Foundation for Older Australians

The Foundation for Older Australians is driven by a vision to create opportunities for older people with a focus on healthy ageing, independence and emotional well-being. Our success is measured by the high participation of older people accessing a broad range of healthy living opportunities; and increased motivation of older people to self-manage their general health and well-being.

This year, the Foundation concentrated its funding effort on projects that have the capacity to grow and become self-sustaining through an integrated approach with community, ACH Group and external partnerships. This included:

- The Yards and Gardens program involving over 30 students from Norwood-Morialta, Christies Beach and Seaford High Schools. This program assisted residents living independently at Rostrevor, Morphett Vale, Perry Park and Noarlunga
- The Milpara Visual Arts Exhibition as part of the South Australian Living Artists (SALA) Festival involved over 80 individuals
- Life Exercises programs and the purchase of fitness equipment
- Walking groups, Tai Chi, and impaired mobility yoga programs attracted an average of 20 participants in each session
- The Sing for Joy Community Choir gives participants a choir experience and contributes to the community through performance.

A commitment to establish a third outdoor community gym follows the success of established fitness facilities now available at Yankalilla and Rostrevor. The construction costs of the Perry

Park Men's Shed included a generous donation of \$5,000 from Kennett Pty Ltd. The Foundation for Older Australians also received \$15,230 through other donations and bequests and we acknowledge these generous donors.

In collaboration with the War Widows' Guild of South Australia, the Foundation for Older Australians established the Kate Rhodes OAM Memorial Scholarship in recognition of the significant role played by Mrs Rhodes to champion the needs of war widows in South Australia. The inaugural winner of the scholarship, which is valued at \$2,000, was Mrs Pamela Judge who is using the award to research and promote the well-being of war widows in South Australia.

In 2011 and beyond, we aim to raise the profile of the Foundation for Older Australians both internally and externally, building a positive and enduring support base with donors, sponsors and partners.

The following Foundation for Older Australians committee members have made valuable contributions to our achievements:

- Marjorie Schulze OAM (Chair)
- Richard Viner Smith
- Malcolm Montgomery
- Graeme Percival
- Mary Patetsos
- Mike Rungie

ACH Group Foundation for Older Australians is a deductible gift recipient under Australia's Income Tax Legislation.

For more information on how to donate to ACH Group Foundation for Older Australians, contact Jeff Fiebig on (08) 8159 3600 or email [JFiebig@ach.org.au](mailto:JFiebig@ach.org.au).

ACH Group 2010/2011 Finances

Aged Care & Housing Group Inc. Simplified Statement Of Comprehensive Income And Statement Of Financial Position For The Year Ended 30th June 2011	<b>2011</b> <b>\$'000</b>	<b>2010</b> <b>\$'000</b>
<b>What We Earned and Received</b>		
Federal, State and Local Government	65,339	58,452
Rents, Tariffs and Resident Contributions	15,922	13,311
Sundries	5,163	5,282
Building and Reallotment Donations	1,066	1,375
Fundraising, Donations and Bequests	56	8
Interest/Dividends on Investments	497	429
<b>Total Earnings</b>	<b>88,043</b>	<b>78,857</b>
<b>What We Spent</b>		
Salaries and Related Expenses	59,843	53,281
Depreciation	5,752	4,786
Energy Expenses	1,056	769
Food and Catering (Excluding Wages)	2,344	2,000
Medical Supplies	308	345
Motor Vehicle Expenses	997	929
Domestic Supplies and Laundry	1,554	1,377
Repairs and Maintenance	3,309	2,480
Administration and Other Expenses	11,898	9,969
<b>Total Expenditure</b>	<b>87,061</b>	<b>75,936</b>
<b>Surplus/(Deficit) Before Capital Contribution</b>	<b>982</b>	<b>2,921</b>
Add: Gain on Recognition of Licences	-	4,800
<b>Operating Surplus/(Deficit)</b>	<b>982</b>	<b>7,721</b>
Net Increase/(Decrease) in Asset Revaluation Reserve	5,128	4,878
Net Increase in Building Upgrade Reserve	46	15
Adjustment to Prior Year Profits	-	-
<b>Total Change In Equity</b>	<b>6,156</b>	<b>12,614</b>

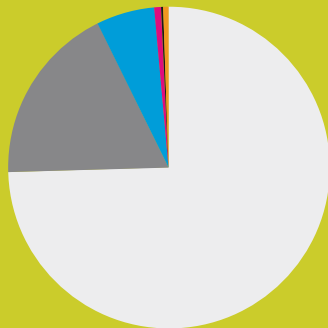
ACH Group 2010/2011 Finances

Aged Care & Housing Group Inc. Simplified Statement Of Comprehensive Income And Statement Of Financial Position For The Year Ended 30th June 2011	<b>2011</b> <b>\$'000</b>	<b>2010</b> <b>\$'000</b>
<b>What We Own</b>		
Land, Building, Investment Property, Intangibles, Leasehold, JV and Capital WIP	353,082	343,465
Plant, Equipment and Vehicles	8,469	9,049
Debtors, Prepayments and Minor Stocks	12,272	10,881
Cash and Deposits	2,687	3,339
ACH Group Foundation for Older Australians	293	358
Investments	-	-
<b>Total Assets</b>	<b>376,803</b>	<b>367,092</b>
<b>What We Owe</b>		
Subsidies in Advance	1,274	1,226
Sundry Creditors and Accrued Expenses (Includes Self Insurance Liability)	9,339	7,205
Hostel and Resident Funded Unit Entry	187,961	174,492
Contribution Loans		
Provisions	7,700	7,196
Borrowings	21,300	33,900
<b>Total Liabilities</b>	<b>227,574</b>	<b>224,019</b>
<b>Leaving What the Organisation Has Built Up Over The Years</b>		
<b>Reserves</b>	<b>149,229</b>	<b>143,073</b>

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**  
**Treasurer**

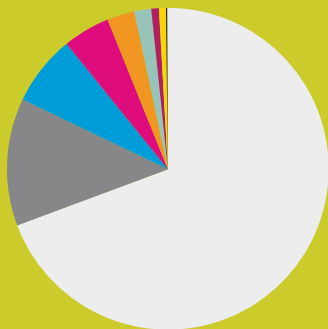
What We Earned and Received

Federal, State and Local Government	65,339
Rents, Tariffs and Resident Contributions	15,922
Sundries	5,163
Building and Reallotment Donations	1,066
Fundraising, Donations and Bequests	56
Interest/Dividends on Investments	497



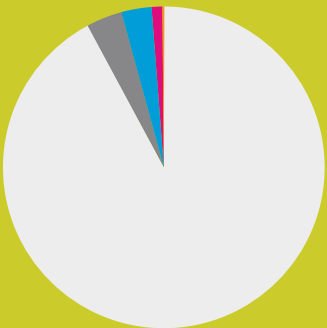
What We Spent

Salaries and Related Expenses	59,843
Depreciation	5,752
Energy Expenses	1,056
Food and Catering (Excluding Wages)	2,344
Medical Supplies	308
Motor Vehicle Expenses	997
Domestic Supplies and Laundry	1,554
Repairs and Maintenance	3,309
Administration and Other Expenses	11,898



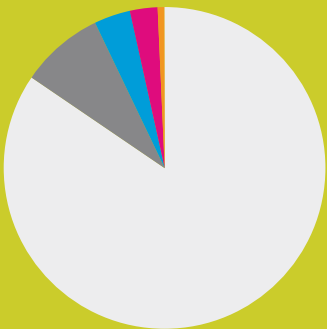
What We Own

Land, Building, Investment Property, Intangibles, Leasehold, JV and Capital WIP	353,082
Plant, Equipment and Vehicles	8,469
Debtors, Prepayments and Minor Stocks	12,272
Cash and Deposits	2,687
ACH Group Foundation for Older Australians	293



What We Owe

Subsidies in Advance	1,274
Sundry Creditors and Accrued Expenses (Includes Self Insurance Liability)	9,339
Hostel and Resident Funded Unit Entry Contribution Loans	187,961
Provisions	7,700
Borrowings	21,300





	Number of Places	Number of People served
<b>Residential Services Sites</b>		
Kapara	137	207
Perry Park	115	199
Milpara	90	125
West Park	60	81
Colton Court	39	54
Yankalilla Centre	64	94
Highercombe	120	170
<b>Total</b>	<b>625</b>	<b>930</b>
<b>Transition Care Services</b>		
City Views	40	283
Highercombe	6	37
Perry Park	1	5
CNAHS TCP (Transitional Care Packages)		73
SAHS TCP (Transitional Care Packages)		61
SAHS STP (Short-term Packages)		163
<b>Total</b>	<b>47</b>	<b>622</b>
<b>Health Services</b>		
Therapy Services West		675
Therapy Services South		1,041
Therapy Services East		637
DVA Community Nursing		179
CNAHS - Community Lifestyle Packages		211
Private - Fee for Services		438
Minimising Functional Decline Program		116
Chronic Diseases Community Program		80
Life Exercises		80
<b>Total</b>		<b>3,457</b>
<b>In Home Care Packages</b>		
In Home Care North	133	389
In Home Care South	259	638
In Home Care East	269	681
In Home Care West	266	691
In Home Care Regional (Fleurieu and Murray Mallee)	39	89
In Home Care Victoria	25	6
<b>Total</b>	<b>991</b>	<b>2,494</b>

	Number of Places	Number of People Served
<b>Community Services</b>		
Customer Service Centre		967
Respite and Social Links North		382
Respite and Social Links Outer South		395
Respite and Social Links East		426
Respite and Social Links Inner South/West		318
Respite and Social Links Fleurieu and Murray Mallee		97
Dementia Services North		35
Dementia Services Outer South		80
Dementia Services East		77
Dementia Services Inner South/West		185
Dementia Services Murray Mallee		14
Veterans' Home Care Service North		105
Veterans' Home Care Service Outer South		52
Veterans' Home Care Service East		82
Veterans' Home Care Service Inner South/West		207
Veterans' Home Care Services Fleurieu and Murray Mallee		64
Campbelltown Home Assist		293
Onkaparinga Home Assist		1,038
<b>Total</b>		<b>4,817</b>
<b>Veterans' Home Care Assessment and Coordination Agency</b>		<b>16,067</b>
<b>Housing</b>		
Resident Funded Units - Small Sites	198	255
Independent Living Units	353	353
Elkanah Retirement Village (SA)	110	143
Bedford Heights Estate (Vic)	147	196
St Thomas Community Retirement Village (Vic)	50	55
Stay at Home		1,585
<b>Total</b>	<b>858</b>	<b>2,587</b>
<b>Total</b>		<b>30,974</b>

## Board Members

### 1. Brent Blanks (Chair)

Brent 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. Previously he was Executive Chairman of Woodhead International — a multi-disciplinary design consultancy operating throughout Australia, South East Asia and the People's Republic of China. He is a registered Architect and past president of Property Council of Australia (SA).

### 2. Marjorie Schulze OAM (Deputy Chair)

Marjorie brings to the Board considerable experience in the governance of not-for-profit organisations in health and human service organisations. A former Pharmacist with tertiary qualifications in Public Policy and Management, Marjorie is the Chairperson of the ACH Group Foundation for Older Australians and the Innovation Think Tank. Marjorie was awarded an OAM in 2002 in recognition of her services to Local Government and the community particularly through health and human service organisations.

### 3. Geoff Holdich (Treasurer and Chair of Audit and Finance Committee)

Geoff is Chairman of BRM Holdich. He is a Fellow for the Institute of Chartered Accountants, a registered tax agent and has financial planning qualifications. Geoff was previously the Managing Partner of PKF where he was responsible for five offices in SA and NT and served on PKF's National Council. He remains associated with PKF by providing them with practice management advice and acts as Chairman of three other professional services firms.

### 4. Liz Blieschke

Liz has extensive experience working in the aged care sector, with Federal Government Ministerial staff, developing communication strategy, business development, and working with media on issues and concerns in the rapidly growing aged care sector. Liz's inside knowledge of media and strategic thinking has led to successful outcomes as varied as scripting and producing a DVD on quality standards in aged care homes to working as a Ministerial adviser in the fields of education, economic development and infrastructure.

### 5. Mark Goddard (Chair of Quality and Risk Management Committee)

Mark was a founding Director of a leading Adelaide merchant bank and corporate advisory practice having previously worked extensively in the accounting and financial services industries. Mark currently manages his own consulting practice specialising in financial, liquidity and management problems. He provides advice to corporations across a broad range of industries including the building and construction, property, retailing, manufacturing and rural based industries.

### 6. Helen Janetzki

Helen 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. Helen has a diverse background across law enforcement, real estate and financial services. She specialises in providing investment and strategic financial planning advice.

### 7. Malcolm Montgomery

Malcolm is a retired lawyer who specialised in commercial law during his career. He has been a Council member of the Law Society of SA and is currently a member of the Legal Practitioners Disciplinary Committee. He has served on the Board of ACH Group for 11 years and is past chairman of the ACH Group Foundation for Older Australians.

### 8. Mary Patetsos (Chair of Governance Committee)

Mary has experience in a range of areas, especially in Local Government, Aged Care and Housing. Her roles include governance and audit responsibilities and she has knowledge and skills in managing cultural diversity. Her background ranges from academic studies in Sociology, Social Work, Psychology and Economics to extensive practical experience with government, community and private sectors. She is currently on a number of Boards including SA Social Inclusion Board, SA Housing Trust, National Housing Supply Council, Common Ground and is Chair of the SA Local Government Grants Commission. She is also a Director of Power Community Limited.

### 9. Graeme Percival

Graeme 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 Audit and Finance Committee, and the ACH Group Foundation for Older Australians.

**Brian Hayes and Professor Paddy Phillips retired from the Board in 2010/2011**



Our Leadership Team

Our Leadership Team

Executive Staff



Mike Rungie, CEO



Anne-Marie Gillard



Gerald Ward



Greg Adey



Jane Mussared

Senior Managers



Anne Higginson



Bronwyn Harding



Camilla Kinnane



Ivy Diegmann



Jani Baker



Jeff Fiebig



Jo Boylan



John Deally



Joyleen Thomas



Karen Barwick



Kasha Wiencierz



Lenore de la Perrelle



Lyn Bertram



Lynn Coleshill



Pauline Button



Peter Mirasgentis



Rosetta Rosa



Sally Strzelecki



Selina Carmody



Shayne Hilton



Steve Farrall



Stuart Merrylees



Susan Kerrigan

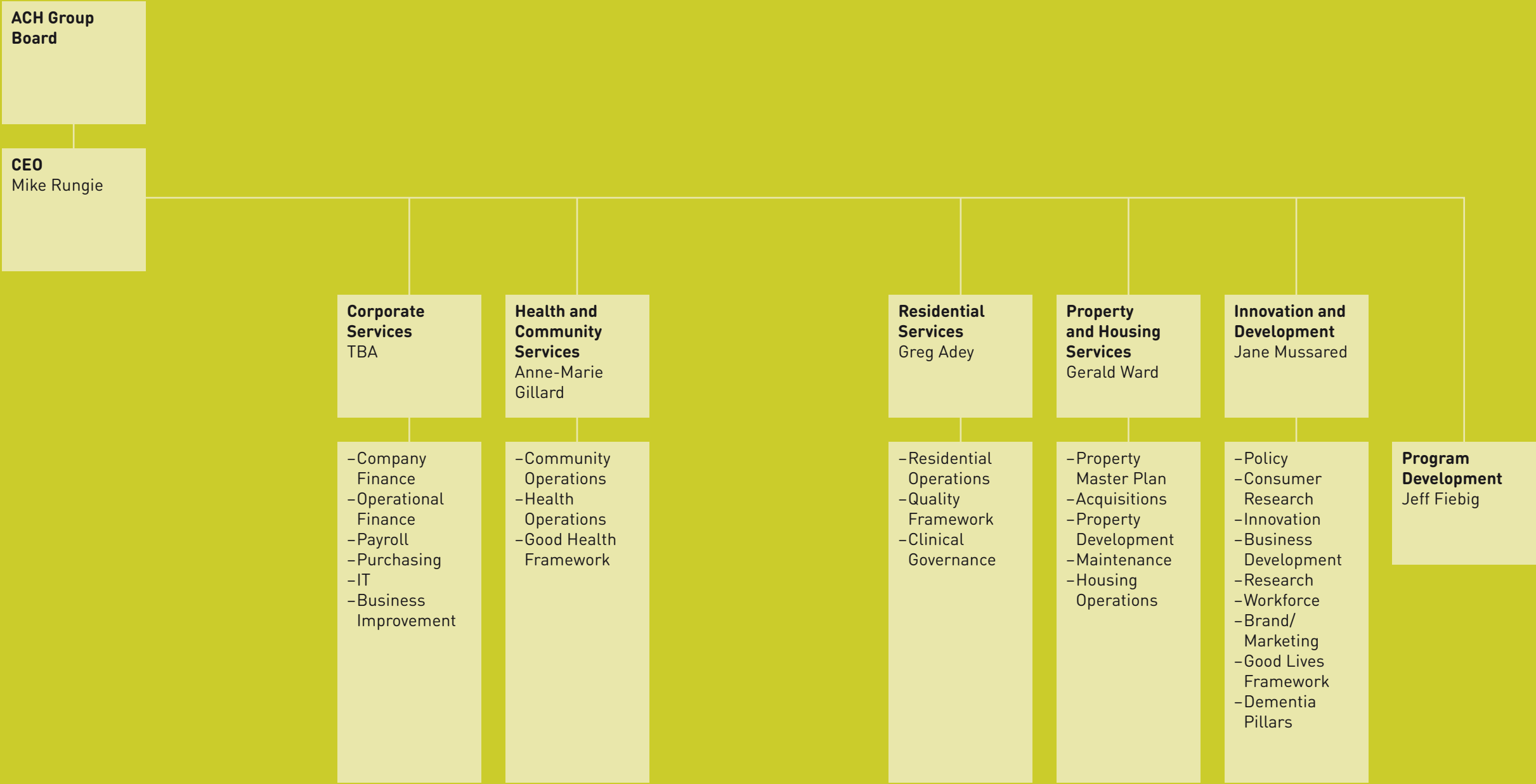


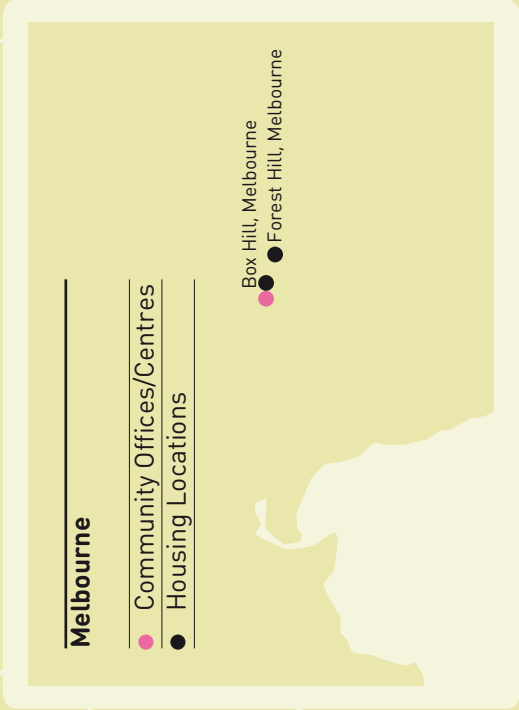
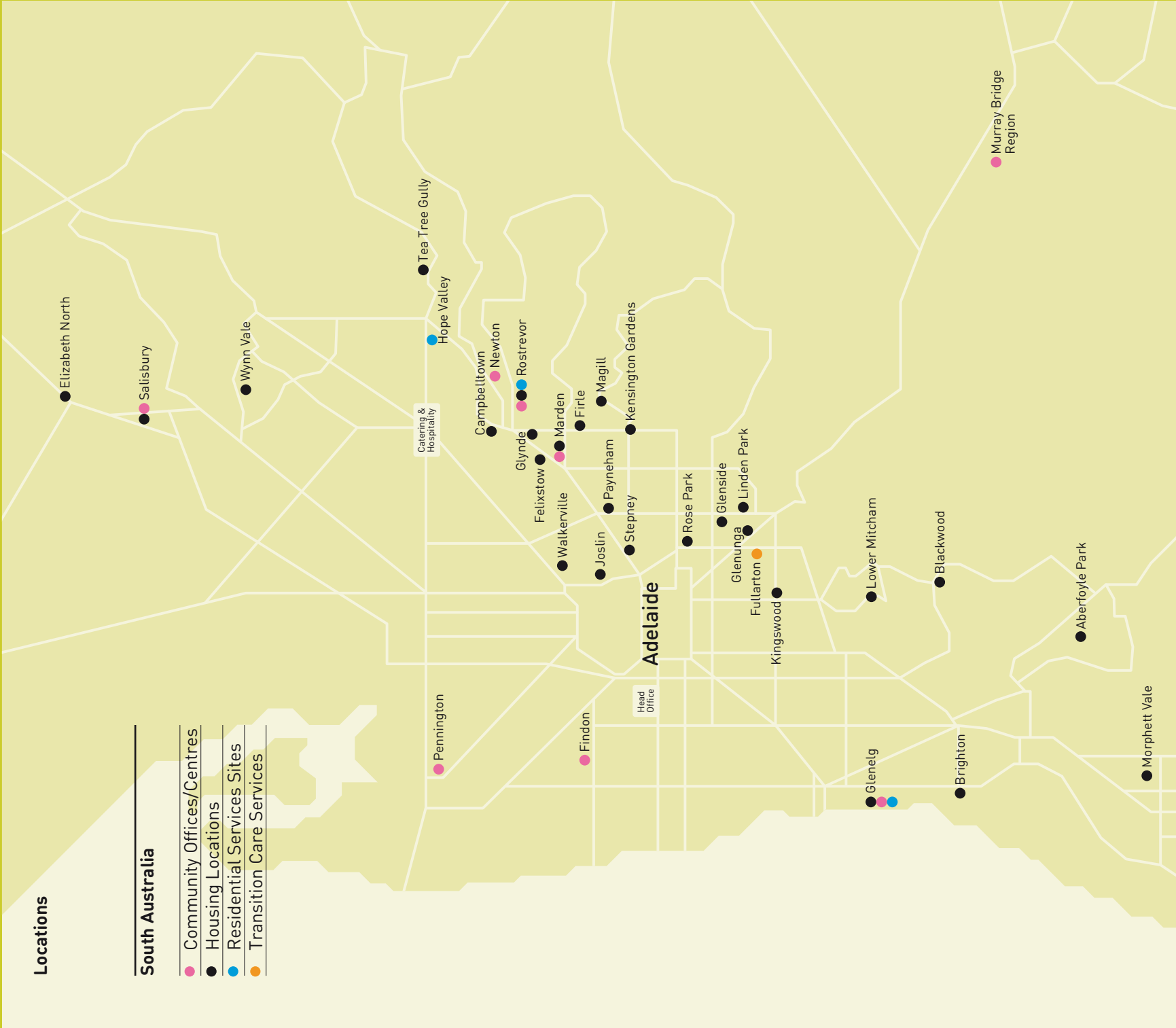
Trish Bowie



Trudy Sutton

Organisation Chart





ACH Group Housing and Residential Services Sites

Housing		
Site	Suburb, State	No. of Units
Angove Park Drive	Tea Tree Gully, SA	10
Bedford Heights Estate	Box Hill, Vic	147
Breamore Street	Elizabeth North, SA	7
Bridge Street	Salisbury, SA	9
Brighton Parade	Blackwood, SA	11
Broad Street	Marden, SA	9
Cator Street	Glenside, SA	2
Cornish Street	Stepney, SA	6
East Terrace	Kensington Gardens, SA	3
Elkanah Retirement Village	Morphett Vale, SA	110
Elliot Court	Campbelltown, SA	17
First Avenue	Joslin, SA	6
Fred McCallum Court	Glynde, SA	13
Fullarton Road	Rose Park, SA	6
Fuller Street	Walkerville, SA	1
Genders Court	Campbelltown, SA	17
Hamlyn Court	Walkerville, SA	8
Hampden Street	Firle, SA	9
Hewitt Avenue (2/2A)	Rose Park, SA	10
Hewitt Avenue (35)	Rose Park, SA	12
High Street	Willunga, SA	3
Hub Drive	Aberfoyle Park, SA	3
Ian Wilson Court	Walkerville, SA	18
James Evans Court	Magill, SA	30
Kapara Mews	Glenelg South, SA	12
Knighton Road	Elizabeth North, SA	11
Loveday Street	Goolwa, SA	4
Mackie Court	Lower Mitcham, SA	17
Main Road	Blackwood, SA	9
Manson Court	Rostrevor, SA	14
McKay Avenue	Christie Downs, SA	5
Menzies Marden	Marden, SA	15
Millikan Grove	Marden, SA	21
Moir Court	Magill, SA	8

ACH Group Housing and Residential Services Sites

Housing continued		
Site	Suburb, State	No. of Units
Payneham Cottages	Payneham, SA	10
Penzance Street	Glenelg South, SA	3
Perry Park	Port Noarlunga, SA	51
Pickering Court	Felixstow, SA	21
Princes Road	Kingswood, SA	8
Pullin Court	Rostrevor, SA	4
Riverview Drive	Port Noarlunga, SA	7
Sir Keith Wilson Court	Magill, SA	27
St Georges Court	Magill, SA	50
St Thomas Community Retirement Village	Forest Hill, Vic	50
Strathmore Terrace	Brighton, SA	3
Sturdee Street	Linden Park, SA	5
Sydney Street	Glenunga, SA	6
Taeuber Court	Wynn Vale, SA	16
Third Street	Magill, SA	6
Waite Street	Blackwood, SA	4
Yankalilla Mews	Yankalilla, SA	4
Residential Services		
Site	Suburb, State	No. of Units
Colton Court	McLaren Vale, SA	39
Kapara	Glenelg, SA	137
Highercombe	Hope Valley, SA	120
Milpara	Rostrevor, SA	90
Yankalilla Centre	Yankalilla, SA	64
West Park	Goolwa, SA	60
Perry Park	Port Noarlunga, SA	115

**ACH Group**

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Mile End SA 5031  
Tel (08) 8159 3600  
Fax (08) 8159 3777  
ach@ach.org.au  
www.ach.org.au

**Housing**

(08) 8159 3400

**Residential Services**

(08) 8159 3530

**Health Services**

1300 300 811

**Veterans' Home Care**

1300 550 450

**Community Services South Australia**

(08) 8349 3515

**Community Services Victoria**

(03) 9890 8514

**Aged Care & Housing Group Inc.**

ABN 99 437 071 895