

ViTA means 'life'; and embodies everything that ACH Group stands for. By joining up health, aged care and education we have breathed new life into the possibilities for people in their 70s, 80s and 90s to restore health and continue to live the life they want to live, where they want to live it.





The Sea of Knowledge photoshoot depicted people in their 70s, 80s and 90s portraying their varied lives and careers, challenging the community to think beyond stereotypes surrounding older people and to discover the 'Sea of Knowledge' they have to offer.

Photos by Andrew Baines

The year in review 2013/2014

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ViTA the concept became ViTA the reality and with it came the announcement of the Chair in Restorative studies, the first in Australia, which will be jointly funded by Flinders University and ACH Group.

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Our focus on re-enablement has seen us develop new initiatives so people can continue to live in their own homes — including the establishment of the CHASE Program and Home Again — a short term stay offering at ViTA.

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We exceeded industry benchmarks in the staff response rate to an organisation-wide culture survey. We're building on this high level of engagement to explore, with staff, new ways of taking the lead from staff on things that are important to them.

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More than \$300,000 was invested in the Healthy Ageing Approach for people living in residential services, improving access to gyms and fitness-promoting activities including walking and riding.

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Involvement in the SALA Festival and Sing for Joy Choirs gave more than 400 people the opportunity to stretch their creative talents and discover new ways of sharing them.

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We joined with nine other progressive aged care organisations in South Australia to form the Innovation Hub. Working closely with the Department of Social Services and Minister Kevin Andrews, COTA and other Government Agencies, we are proud to be at the forefront of reducing red tape to produce more flexible service delivery options to improve outcomes for older people.

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We adopted new technology that will free up our home care staff to be with their customers. The rostering and deployment system will support customer choice and control, and mobile technology means the care team is able to be proactive, connected and up to date.

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We completed Stage 1 of the James Evans Court affordable housing development at Magill; and purchased land from Renewal SA on the Linear Park at Klemzig to develop an entirely new concept in integrated, affordable housing that promotes engagement and good lives.

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Introduction

2013/14 was the year of ViTA.

Along with the 18,368 customers we supported to live in their own homes, the 1,077 people who lived in independent living units, the 775 people who accessed residential services, and the thousands of people we touched at events or through the media, the coming to life of ViTA was indeed the jewel in the crown.

ViTA has been so important. Its realisation has been the culmination of eight years in the making of a concept that joins up health, aged care and education. It has opened our eyes wider to what is possible when we look at current practices with fresh thinking and really involve the people who will benefit from new approaches. Along with our partners Flinders University, SA Health, The Repatriation General Hospital and the Commonwealth Government, we have been able to see things through a new lens, and focus on the things that really matter.

What ViTA has also done, is shine a light on the innovative approaches that are occurring elsewhere in ACH Group that we are now able to bring together under one roof. Approaches such as peer learning, where older people support and mentor their peers; healthy ageing, where people take personal responsibility to live an active, involved life; volunteering roles that are matched to the volunteer's skill set and customer's needs, and Interprofessional Learning, where a variety of health and aged care disciplines are brought together in an environment to learn from each other and our customers.

ViTA, and our other innovative approaches, don't just happen by chance. We have been listening to older people who tell us that they want greater choice over their services, to access them more easily and to have a greater focus on initiatives that support their quality of life. Government is telling us the current supports to older people aren't sustainable and they want to encourage a country where older people are able to stay healthier, make greater contributions, and choose how they do this. You will see throughout this report that ACH Group is gearing up for this new world, knowing that we will only get there if we are all involved and work together to develop opportunities.

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Now that ViTA is up and running, it is estimated that hundreds of millions of dollars will be saved by enabling older people to remain in their own homes for longer, which is where they want to be.



Dedicated teaching facilities within ViTA will support approximately 600 students each year.



Changing the Face of Aged Care

Signalling a new approach to rehabilitation by joining up health, aged care and education, ViTA's hotel-like environment promotes optimism and speeds up recovery. ViTA questions the way we currently think about aged care, opening new avenues for people to live productive lives in their own homes and communities well into old age, so that they can achieve greater community contribution. For those who need it, ViTA also offers premium long term care.

With access to extra services such as physiotherapy, massage and exercise, residents have every opportunity to restore health and wellbeing.

Quality Approach

Although ViTA offers a brand new approach to aged care, we have embedded Quality Principles and a Continuous Improvement structure throughout the service to ensure that success can be replicated elsewhere. With future plans to develop more ViTA centres, our quality approach allows us to plan, implement, measure and assess the impact of our services, using emerging evidence to strengthen the experience.



Innovation

Smart technology in each room offers an important health and safety net. For example, if a refrigerator door is left open for too long, or a customer has been immobile for longer than usual, staff will be alerted. This offers people the privacy to go about their lives with help at hand if needed. Social connections are encouraged by wi-fi connectivity throughout ViTA; this enables customers to communicate with family and friends through email and video calls as well as the wider world through social media. Leading edge rehabilitation and teaching technologies throughout the centre will further the skill base of staff and benefit the customers who will visit the centre.

Customer Voice

Core to designing ViTA — both the physical building and the services on offer — was listening to current and future customers about what mattered to them and what would best promote their recovery and support their return to their own homes and communities. We used a co-design approach to develop the ViTA model where customers will have more control over the types of services they access. An ongoing advisory board has also been established to ensure that they continue to have control in an environment which often diminishes control.

Rehabilitation/Health Restoration

Access to state of the art equipment and staff specialising in supporting older people to return to optimal health will slice, on average, 11 days from a person's stay in hospital following an accident or illness. The early interventions offered at ViTA will see an additional 100 people return to their homes and communities each year, rather than move into residential care.

Teaching and Learning

A key consideration in the development of ViTA has been an opportunity to forge a new teaching and learning style suited to training the future aged care workforce. As demand for services rises, ViTA is well positioned to train students using an Interprofessional Learning approach for a wide range of students — many from partner organisation Flinders University — including medical, nursing and physiotherapy students, through to disability and aged care workers, and even interior design and horticulture students. Dedicated teaching facilities within ViTA will support approximately 600 students each year; and online teaching facilities will enable teaching to be provided to country areas of South Australia and beyond. We also learn from our customers — as they are the experts on their own health and wellbeing.





Quality of Life



10 years of peer review has seen almost 300 staff involved in review teams to shape and improve our services.



Four of our services achieved Preferred Standard status in their CIMPACT review.



All of our services maintained their accreditation, or were re-accredited.



Over 80% of customers are satisfied or very satisfied with the services we offer.





ACH Group has focused on supporting customers to have an improved quality of life, as well as outstanding quality of care.

Quality of Life



CIMPACT

Our peer review system, CIMPACT, turned 10 this year. It is a unique process with review teams made up of customers, their family members and staff. CIMPACT measures the value of our services for older people in achieving good lives, retaining roles and enjoying life.

Over the past 10 years, more than 50 services have been reviewed with almost 300 staff involved in review teams.

This year four ACH Group Services achieved the Preferred Standard status: Onkaparinga Home Assist, Respite Options East, Swan Cottage Pennington and Kapara Unit 6.

An inaugural workshop was conducted this year to introduce members of the Commonwealth's Department of Social Services to the CIMPACT approach as they strive to find ways to measure quality of life and not just quality of care.

Accreditation

All of our residential sites maintained accreditation, with Milpara, Highercombe, Perry Park and Colton Court being re-accredited this year. All Health and Community Services maintained their accreditation status following audits against the ISO Quality Management System, and a number of Community Services were also reviewed against the Home Care Standards (formerly Community Care Common Standards) and were successfully re-accredited.



Quality of Life

Customer Satisfaction

We continue to achieve outstanding customer satisfaction results through traditional methods of surveying, with 83% of Housing Customers satisfied or very satisfied with the service we offer. 84.5% of Health and Community Services Customers report that ACH Group services are meeting their expectations. Advisors and Support Workers received a pleasing score for their competency, with 82.7% of respondents rating them 'Very High'; 93.71% of people in residential services told us that they experienced an extremely high level of satisfaction overall; with quality of care and quality of life scoring 97.28% and 91.47% respectively.

Beyond these surveys, we have also gained a greater understanding of our customers through an in-depth customer research program. This program, known as CX1, extensively explored our customers' expectations and experiences of the organisation. Along with the customer satisfaction survey results, we are responding to the research in a variety of ways to ensure our service offerings are consistently improving.





Innovation



30 older people volunteered to share experiences that will inform our Peer Learning Network.



15 members of the Encore Network graduated from the year long scholarship program.



We partnered with RDNS and SA Health and are ready to Connect Health and Ageing Systems Effectively through a new program affectionately known as CHASE, which aims to reduce the number of hospital admissions for older people at risk.



More than 1,200 staff and 150 volunteers will participate in Free to Be training over the course of the project.



As we celebrate people's rich diversity of backgrounds, cultures and identities, our community feels free to be who they are.

Innovation

Innovation Fronts

The main innovation effort this year was on continuing to invent ViTA, responding to new opportunities as they arose, and starting work on the next iterations of ViTA for ACH Group in northern Adelaide, and with other interstate providers.

We also focused on other innovations including: embracing technology so that staff, customers and our community can easily connect with us and one another; researching the customer experience so that we can be more responsive to customer expectations and experiences; and rethinking our housing to be more integrated to support life engagement. Extensive work also focused on three growth areas — Recognising Diversity, Good Lives and proactive health interventions known as CHASE.





Innovation

Knowledge Sharing

People have told us they value learning from the experiences of others — there is nothing like learning from someone who has been there, done that and then reflected and learnt from it. We have talked to 30 older people to kick off a three year project to put into action a peer learning network. Together we are designing a network from the ground up that will connect people with their peers to share experiences and practical tips for living a good life. This is one of several projects which aims to back service design on customers' research and co-design.

The inaugural Encore Network group completed their year-long transition course in July 2014. Fifteen of the original 17 completed the year with two others moving on to take up new challenges in volunteering and work at the six month mark. Throughout the year members gained a deeper understanding of their personal brand, their own personal learning and development style, and were challenged to set new goals and directions in their lives. A highlight of the year was 'Member Soapbox', when individuals took 15 minutes to present on a topic of interest. We heard from members on issues as varied as volunteering, the power of human touch, selling on Gumtree and planning a world tour.

All 15 members are keen to continue meeting and supporting each other in their various new endeavours, from volunteering to travel, new social networks to the ongoing search for new work opportunities.

Joining the Dots

Keeping at home older people who have been identified as being at risk of moving to higher levels of acute or residential aged care is the aim of a partnership between ACH Group, SA Health and RDNS. Known as the CHASE project (Connecting Health and Ageing Systems Effectively), it identifies the older person at critical "transaction points" in their health journey such as, at GP presentations, hospital emergency areas, ambulance transfer, and in community based programs or services. Once identified, assessments determine what sort of interventions can be activated to support a return to good health. Some of the early work of the project has been to better understand local enablers and barriers by establishing improved health care connections, particularly in the western suburbs of Adelaide where gaps in primary health care access for older people have been identified.

Recognising Diversity

An important part of a good life is a customer experience that celebrates the rich diversity of backgrounds, cultures and identities of the people we support. We are working with communities such as the Cambodian and Muslim communities to improve our awareness, availability and responsiveness. Our 'Free to Be' project develops and builds on the skills and knowledge of our staff and volunteer teams to deliver inclusive, accessible and non-judgemental services for and with all older people, including those from the LGBTI community. A range of resources has been developed to stimulate discussion, challenge values and beliefs and ensure that all older people are valued. More than 1200 staff and 150 volunteers will participate in training exercises during the life of the project.





Customer Voice



More than 80 customers and staff were consulted as part of the Customer Experience Program (CX1) to ensure our services match current and future needs.



An approach to give customers more choice and control has seen more than 400 people access a new Home Care model.



150 residents and customers were involved in advisory committees.



Through the Customer Experience Program our customers are sharing their experiences and expectations of life and services.

Customer Voice





Customers Have Their Say

We are building on our already robust consultation processes with an organisation-wide program (CX1) that is mapping what customers experience on their journey with ACH Group — from that first enquiry phone call or email, to becoming a customer and accessing services. We have met with more than 80 customers and staff to explore their experiences and expectations of life and services, with the view to redesigning their experience from the bottom up.

Customer Voice

Easy Access

We have worked alongside more than 400 customers to align our service offerings more closely with their expectations in a move to increase the control and choices our customers have in their lives. Our Advisors are experts in aged care who join with their customers to invent solutions that fit each person. Whether it is using funds to buy equipment and care to support independent living, or swapping cleaning services to join a club, our Advisors are committed to working with people to find out what will help them to live a good life. They are also gathering the learning to make sure the design of home care is fit for the future.

Hearing from the Experts

Recognising that our customers are the experts in what it is they want and expect from ACH Group, we have harnessed their expertise in a variety of ways. All of our residential services have a committee comprising residents with real business decision making power; customers accessing services in their homes have formed Advisory Boards and our Board members regularly engage with our community through a series of Good Lives Conversations. We are listening — and responding.





Restoring Health



Our Healthy Ageing Approach supports residents to be more active, with customers visiting gyms regularly across our sites.



147 customers took part in our Good Health Occupational Therapy Service to learn new ways to restore their health and wellbeing.



725 customers improved their chances of living in their own homes after a period in hospital, by accessing Transition Care Programs.



13 customers accessed respite services in the Foundation Room — with no assessment required.



70% of residents participated in Healthy Ageing activities.

Restoring Health

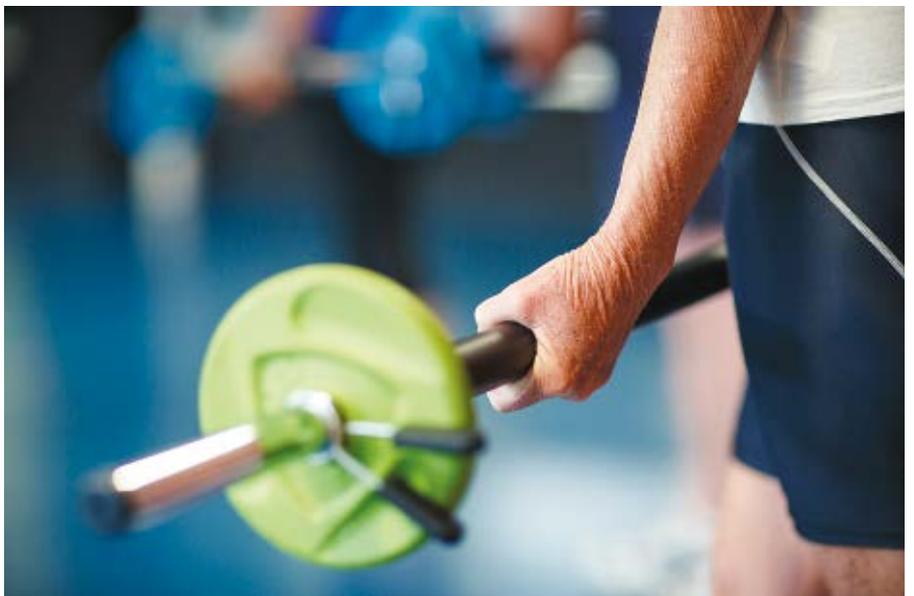




Good Health Approach

Our Good Health Occupational Therapists worked with 147 customers in their homes, introducing new strategies and services to promote wellbeing, independence and control. This was achieved through a focus on doing “with”, not “for”, recognising the individual’s strengths, and building on them to achieve their goals.

Our Healthy Ageing approach supports residents to be more active, with 70% of our customers visiting onsite gyms across our residential services each week. The gyms are key to being as healthy as possible, improving balance, mobility, flexibility and assisting in falls reduction. Access to walking groups and cycling has seen residents clock up thousands of kilometres in their quest to walk and pedal around Australia.





Restoring Health



Transition Care

More than 725 customers made the most of transition care programs to restore their health and return to their homes and communities after a stay in hospital. The range of available services, including allied health and nursing support, assists older people to regain independence. Transition care is offered in a residential setting or in the community, depending on what works best for the person.

Foundation Room

Thirteen customers accessed services at the newly established Foundation Room, located within our Perry Park residential service. Developed with funds from ACH Group's Foundation for Older Australians, it offers emergency or planned respite; and restorative and rehabilitative services. People have loved the easy access to the Foundation Room, which does not require a formal aged care assessment. We have been able to help customers in all sorts of circumstances including during times of crisis. A short stay in the Foundation Room offers time out for guests and carers and helps them to establish sustainable routines that support their good lives when they return home.

Learning Leaders



We surpassed industry benchmarks in response rates to an all staff survey with 60% of our staff telling us what they think.



88 staff have graduated from our Dementia Champions program, contributing to Good Lives for people living with dementia.



More than 500 people applied for 44 trainee careworker positions, recognising the opportunities for great careers in aged care.



More than 300 students underwent more than 6000 hours of placement in a range of health disciplines.



We have focused on developing strong leaders to continue to deliver on our promise of Good Lives for Older People.

Learning Leaders



Staff Had Their Say

We have created an appetite for learning with more than 1000 of our 1700 staff responding to an organisation-wide culture survey; with many of them telling us that education is a key expectation of their employment with ACH Group. This demonstrates that the learning culture we are nurturing has been embraced by staff — and they want to be the best they can be. The majority of staff also said they are committed to improving the way things work in the organisation, they are proud of ACH Group's achievements and they are optimistic about our organisation's future.



Learning to Lead

We developed and implemented an awareness campaign for our staff, students and volunteers, asking them to consider the opportunities they have for learning beyond formal training and to think about how they are learning every day on the job. Our staff will have the confidence, skills and knowledge to lead, not because of their position, but because of their actions. They want to lead the revolution of new possibilities for people in their 70s, 80s and 90s.

Dementia Champions

Now in its 5th year, 88 ACH Group staff have graduated as Dementia Champions — hands on service providers who are passionate about implementing best practice dementia services and who can influence their service and resource their local colleagues about good lives for people with dementia.

Dementia Champions undergo a minimum of 25 hours of specialised dementia and personal skills development to become dementia leaders. Each champion also implements a project in their service that has positive outcomes for people living with dementia.



Good Trainees Delivering Good Lives

Forty-four trainees out of a pool of more than 500 applicants were selected and trained as careworkers through our partnership with Campbell Page, a not for profit employer services organisation, and TAFE SA. Many of the trainees have come from shrinking industries such as manufacturing and have embraced the opportunity to reinvent themselves in a career where they want to make a difference. Most of the trainees have launched their new careers at the brand new ViTA — what a way to start!

Learning Leaders

Future Workforce

More than 300 students underwent more than 6000 hours of placement in disciplines ranging from Social Work to Nursing, Physiotherapy and Oral Health. The Interprofessional Learning environment we have fostered, that pairs health professionals from different disciplines during their placement, will be consolidated at ViTA. Interprofessional Learning Facilities dedicated to student learning, including a simulation suite, have been developed to enhance the student experience.

Emerging Leaders

Leaders in a range of roles have taken the next step — with Paul Harris as Tour Leader on the Sun-Life exchange to Japan; Kirsty Marles has taken to the speaker's circuit to promote ACH Group's Interprofessional Learning approach; Rebecca Burns built important partnerships to develop the Good Trainees for Good Lives program; and Katie Otto took on more fancied rivals to win the Tasting Australia cooking challenge. We have focused on developing strong leaders who are creative and passionate promoters of good lives.



Panasonic

Good Life

= Unique
Being in control
Optimistic
Belonging
Contribution & Ev
Healthy



Good Lives Cause



We continue to search for ways of ensuring older people have meaningful roles.



We are looking at the type of independent housing we offer to ensure it ranges in affordability to meet growing demand.



Almost 100 articles were published in newspapers or online to challenge stereotypes of ageing.



More than 400 customers, their families and our staff submitted artworks for six exhibition venues during SALA.



More than 500 volunteers contributed almost 80,000 hours to support older people to live good lives.



We are always seeking new ways to challenge stereotypes and support our community to lead the life they choose.

Good Lives Cause

Redefining Ageing

ACH Group is using every means possible, from our Facebook page to our customers telling their own stories to redefine life in our 70s, 80s and 90s. The Sea of Knowledge photoshoot held at Henley Beach brought together older people from a rich range of life experiences in one portrait, underlining their influence.

We celebrated National Aged Care Open Day in Rundle Mall, where all sorts and ages of people used our photobooth to tell us what makes a good life for them; and to listen and watch our Sing for Joy Choirs and Life Exercises classes.

Our CEO Mike Rungie travelled to the UK, Ireland and the USA on a Churchill Fellowship to investigate the new roles people in their 70s, 80s and 90s will take on in the future.

Music Roles

Our Sing for Joy Choirs are drawn from people who live all over greater Adelaide and involve people with varying levels of singing experience. Some choir members want to learn about music, some jump at the chance to be part of a singing “team” and some love the thrill of performing. Much more than a “sing-a-long”, the choirs have hit some important stages including the Adelaide Festival Centre and Rundle Mall. During their weekly rehearsals, choir members learn and perfect a range of vocal techniques, including posture, respiration, resonance, diction and expression. People with no previous experience of singing in a choir are introduced to choir routines and learning to sing in parts and in harmony. The result is an awesome blend of voices.

Artist Roles

This year, more than 400 people, including customers, their families, volunteers and staff were involved in creating artworks for SALA, with 230 works exhibited across six exhibition venues. In recognition of 100 years since the beginning of World War 1, 3,405 poppies have been contributed by customers, volunteers, staff, families, legacy groups, the War Widows’ Guild, regional craft groups and members of the public. Exhibiting at SALA is the highlight of ACH Group’s “Living the Arts” strategy that invites customers, staff and others from a diverse arts community to show their work.

Volunteer Roles

More than 500 volunteers contributed almost 80,000 hours to support older people to live good lives. Their contributions involved traditional roles such as drivers, companions and gardeners, to more complex, project-based volunteering roles. Many of our customers take on a volunteering role within ACH Group, which supports their ability to contribute and be involved — to give and to take. We are also trialling a project where we act as “brokers” for our customers to take up volunteer roles within other organisations.

Initiatives such as the partnership with Uniting Care Bowden will see up to 20 residents at Kapara conduct a “telechat” service where they will make weekly calls to people who find getting out to social activities difficult.





Good Lives Cause

Tackling Challenges

As a not for profit organisation, we are focused on social issues such as finding new ways to meet the demand for affordable housing. We are experimenting with a range of housing products for people who experience financial disadvantage, or will soon transition from paid work with high debt. These options range in price, terms and location from 'traditional' resident funded units to options for low cost lifelong leases and rentals — all in well located, diverse communities with access to transport and services. The James Evans Court refurbishment is a prime example of this.





Services

Program	Number of places	Number of people served
Residential Services including Respite Options		
Kapara	137	160
Perry Park	115	144
Milpara	92	124
West Park	60	66
Colton Court	39	39
Yankalilla Centre	64	90
Highercombe	116	152
Total	623	775
Residential Transition Care Places		
City Views	40	300
Highercombe	10	65
Total	50	365
Housing		
Resident Funded Units	177	268
Independent Living Units	422	389
Elkanah Retirement Village	110	158
Bedford Heights Estate (VIC)	147	203
St Thomas Retirement Village (VIC)	50	59
Total	906	1,048

Program	Actual	Number of people served
Community Services		
Disability Services Australia	2,290 hrs	20
Day Therapy Centres	43,634 hrs	3,082
Home and Community Care	265,843 hrs	4,999
National Respite Carers Program	69,535 hrs	464
Private Customers	15,736 hrs	709
Community Transition Care Programs		275
Veterans' Home Care Assessments	8,303 assessments	8,303
Veterans' Home Care Service Provision	17,149 hrs	521
Total		18,368
Home Care Places		
South Australia	675	675
Victoria	43	43
Total	718	718

Community Benefit

What we are doing to deliver on our Good Lives for Older People promise in addition to what we are paid to do.



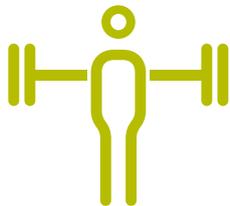
Almost 100 news articles were published, challenging stereotypes of ageing



30 older people shared in peer learning



\$650k in services was provided to Health and Community Service customers experiencing financial hardship



70% of residents benefited from our Healthy Ageing approach



More than 400 members of the ACH Group community were involved in 6 SALA exhibitions



147 customers benefited from a Good Health OT consultation



530 people were involved in our Good Lives events, Forums and conversations



ACH Group contributed \$10.7 million to support over 300 customers through affordable housing initiatives



13 customers benefited from a stay in the Foundation Room

Investing in Leadership

How we are supporting our workforce — staff, students and volunteers — to become good lives leaders.



88 staff graduated from the Dementia Champions program



44 new staff were selected from a pool of 500 applicants to become Good Lives trainees



More than 300 students undertook more than 6000 hours of work experience in a range of disciplines



60% of staff responded to our organisation-wide culture survey



31 per cent of our workforce was born overseas and 22 per cent speak a language other than English



Our staff participated in 30,440 hours of training



39 staff were part of CIMPACT Peer Review Teams



Six staff visited Japan as part of the Sun-Life exchange



More than 500 volunteers contributed almost 80,000 hrs

Financial Snapshot

Capital Works

\$23m

New Borrowings

\$16m

Net Profit

\$4.5m

Residential Services

Income

\$56m

Net Assets

\$73m

Customers

1,140

Housing

Income

\$14m

Net Assets

\$80m

Customers

1,048

Health and Community

Income

\$34m

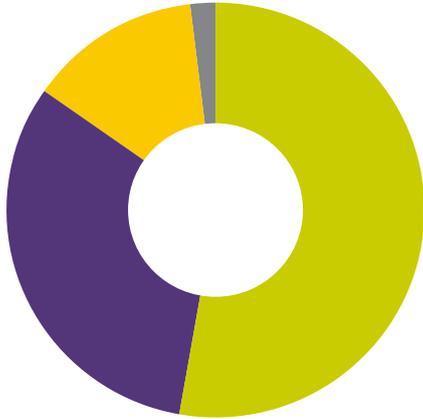
Customers

9,544

Veterans

8,824

\$105m — Money received



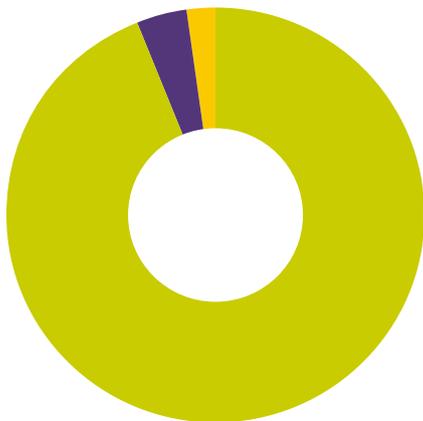
- Residential Services — 53%
- Health & Community — 32%
- Housing — 13%
- Other — 2%

\$101m — Where the money goes



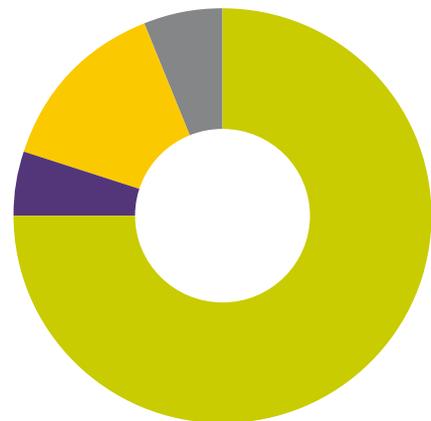
- Salary & Wages — 70%
- Operating Expenses — 30%

\$433m — What we own



- Property, Plant & Equipment — 94%
- Cash & Cash Equivalents — 4%
- Trade & Other Receivables — 2%

\$262m — What we owe



- Accommodation Bonds, ILU & RFU — 75%
- Trade & Other Payables — 5%
- Borrowings — 14%
- Other — 6%

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 also a Director of FMG Engineering, a consultancy providing engineering, forensic and soil testing analysis.



2. Marjorie Schulze OAM, Deputy Chair

A former Pharmacist with tertiary qualifications in Public Policy and Management, 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, as well as a Fellow for the Institute of Chartered Accountants, a registered tax agent and has financial planning qualifications. Geoff also acts as Chairman of three other professional services firms.



4. 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 and provides advice to corporations across a broad range of industries.



5. Mary Patetsos, Chair of Governance Committee

Mary is a Director of Power Community Limited and member of 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. Her background ranges from academic studies in Sociology, Social Work, Psychology and Economics.

6. 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.

7. Celine McInerney

Celine is General Counsel for the University of Adelaide and a Director of several commercial and not-for-profit organisations, including the National Wine Centre and the National Policy Advisory Council for the Internet Industry Association of Australia. Celine was a 2003 State Finalist in the Telstra Business Women's Awards and the South Australian award recipient for the Asia Pacific Business Women's Awards in 2005.



8. Julie Mitchell

Julie is a corporate social responsibility and communication specialist. She has designed and executed complex community investment programs in locations through Australia and Asia. Julie is also the Deputy Chair of Patch Theatre Company, a Director of Common Ground and a Member of the Foundation of the Botanic Gardens of Adelaide.

Strategic Leadership

9. Michael Luchich

Michael Luchich is the State Director of Telstra in South Australia and has extensive experience from diverse industry backgrounds through his executive leadership positions. Michael also serves on a number of Boards in the not for profit sector and has strong knowledge of Board procedures, governance and regulatory compliance reporting.

10. Professor Brenda Wilson

Brenda has worked in the health industry since 1973 in the public, private and not for profit sectors in Australia and the UK. She is the Chief Executive of Cancer Council SA, a member of the UniSA MBA Advisory Board and Director Northern Adelaide Area Health Network. She was the recipient of the 2000 Telstra Business Women's Award: Corporate and Government Sector and the 1999 Johnson and Johnson Wharton Fellowship program. Professor Wilson has recently been appointed Lieutenant Governor of South Australia.

11. John Hill (Appointed July 2014)

John has extensive experience in public life, most notably as Minister for Health and Ageing in the SA Government, which sees him well positioned to help ACH Group respond to the aged care reform agenda. Currently John serves as the Chair of SALA (South Australian Living Artists) Festival and holds board positions in the private, educational and not-for-profit arenas.



1. Mike Rungie, CEO

**2. Anne-Marie Gillard
General Manager
Health and Community Services**

**3. Jane Mussared
General Manager
People and Innovation**

**4. Jeff Fiebig
General Manager
Major Initiatives**

**5. Michael Elias
General Manager
Corporate Services and Housing**

**6. Trudy Sutton
General Manager
Residential Services**

Foundation for Older Australians

The more than 3000 poppies crafted by ACH Group customers, their families, staff and volunteers symbolises the growing arts community across ACH Group.

The poppies featured here were produced as part of the 5000 Poppies Project to commemorate 100 years since the commencement of World War 1 and were also on display as part of ACH Group's SALA Exhibition. This year six venues exhibited works by customers, their families, staff and volunteers to the theme of "Journeys: pride in how far you have come and faith in how far you can go".

The poppies will now be shipped to Melbourne for display on Remembrance Day in November 2014 and will then be on display again for ANZAC Day 2015. A carpet of poppies will adorn Federation Square as a stunning tribute to Australian service men and women.

Poppies were knitted, crocheted, created from tissue and some people were involved using the latest craze in kids' craft — loom bands! Whatever medium they were created in, the impact was profound.



Similarly, we created a profound impact when we engaged surrealist artist Andrew Baines to portray people in their 70s, 80s and 90s in their varied lives and careers. We challenged our community to think beyond stereotypes surrounding older people to discover the 'Sea of Knowledge' they offer. The artwork and the stories of the participants is now proudly on show at ViTA, and was generously donated by several of the subcontractors who constructed the centre, including Trice, Badge, System Solutions, Wallbridge & Gilbert, Walter Brooke, Katnich Dodd, Davis Langdon, Piper Alderman and Custom Tel.

Largely funded by grants from the ACH Group Foundation for Older Australians, arts at ACH Group are an important part of supporting older people to live a good life, by offering them the opportunity to explore their creative side. Arts also provide a vehicle for social inclusion, intergenerational connections as well as the opportunity for all to be involved as equals — teaching and learning arts skills.

Beyond the arts, the ACH Group Foundation for Older Australians supports older people to rediscover their passions and develop new ones in a range of areas.



Some of the programs that were funded this year include:

- The continued development of the Sing for Joy choirs enabling singing and choir performance for well over 100 chorists in all four regions of Adelaide
- Support for lovers of playing musical instruments at Goolwa
- Development of a passion for fishing and companionship through organised fishing trips
- Promotion of fitness and strength in the fresh air using tricycles specifically designed for adults.

These programs are only made possible by generous donations and we thank these donors and supporters.

Our Committee

The following ACH Group Foundation for Older Australians committee members have made valuable contributions to our achievements: Marjorie Schulze OAM (Chair), Richard Viner Smith, Graeme Percival, Mary Patetsos, Julie Mitchell, Malcolm Montgomery and Mike Rungie.

The Foundation for Older Australians attracts deductible gift recipient status because of the status of ACH Group.

Locations

Location	Suburb	State	No. of Units
Housing			
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	10
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
Elliott Court	Campbelltown	SA	17
First Avenue	Joslin	SA	6
Fred McCallum Court	Glynde	SA	13
Fullarton Road	Rose Park	SA	8
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	15
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	72
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
Payneham Cottages	Payneham	SA	10

Location	Suburb	State	No. of Units
Penzance Street	Glenelg South	SA	3
Perry Park	Port Noarlunga	SA	51
Pickering Court	Felixstow	SA	19
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 & Transitional Care Services

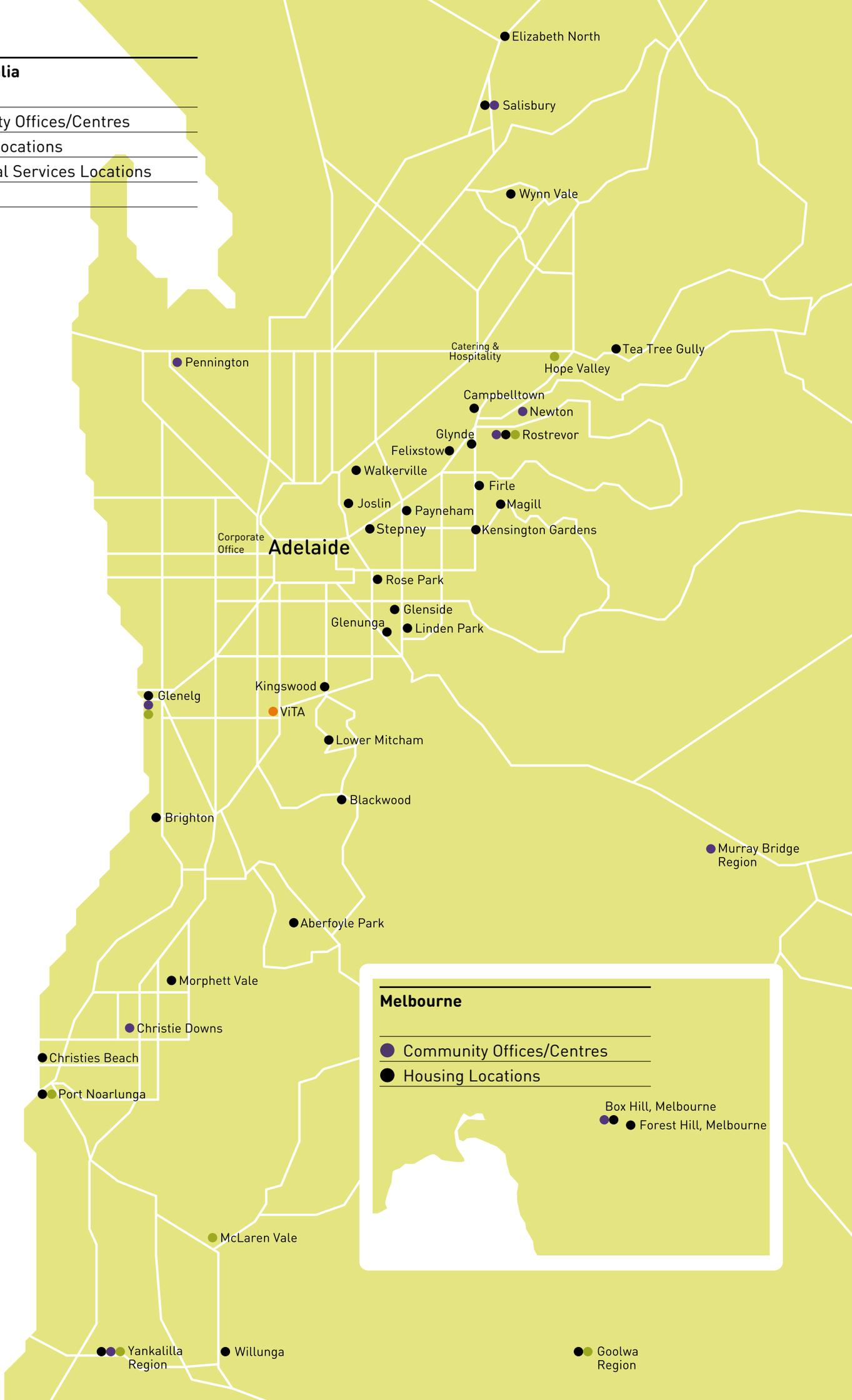
Colton Court	McLaren Vale	SA	39
Kapara	Glenelg	SA	137
Highercombe	Hope Valley	SA	120
Milpara	Rostrevor	SA	92
Yankalilla Centre	Yankalilla	SA	64
West Park	Goolwa	SA	60
Perry Park	Port Noarlunga	SA	115
ViTA	Daw Park	SA	120

Community & Health Services

Health and Community North	Salisbury	SA	
Health and Community South	Christie Downs	SA	
Health and Community East	Newton and Marden	SA	
Health and Community West	Glenelg and Findon	SA	
Health and Community Murray Mallee	Murray Bridge	SA	
Fleurieu Community Services	Yankalilla	SA	
Health and Community Services Victoria	Box Hill	VIC	
Savas Cottage	Rostrevor	SA	
Swan Cottage	Pennington	SA	

South Australia

- Community Offices/Centres
- Housing Locations
- Residential Services Locations
- ViTA



Melbourne

- Community Offices/Centres
- Housing Locations

- Box Hill, Melbourne
- Forest Hill, Melbourne

ACH Group

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Housing

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Residential Services

(08) 8159 3530

Health Services

1300 30 08 11

Veterans' Home Care

1300 55 04 50

Community Services

South Australia

1300 22 44 77

Community Services

Victoria

(03) 9890 0121