



## 2014/2015 Annual Report

KEY HIGHLIGHTS



ViTA, a new concept in restoration that joins up health, education and aged care opened and is enjoying high demand from older people and service providers. To ensure that we capture and share the extensive learning opportunities at ViTA, a Flinders University Chair of Restorative Care has been appointed and will be located on site.



We expanded our Health Services offerings by creating packages of health services for people with particular health conditions and service needs. These services have a strong restorative approach, which is a preference of older people who want to get on with their lives.



Innovation activity centred on ViTA, and delivering health and high care, and affordable housing. The \$2.2M of Healthy Ageing Innovation Grants enabled us to extend innovation work to areas such as health, CALD, early onset dementia, LGBTI and learning. We have also commenced an important partnership with the Muslim Communities around Home Care services for older Muslim Australians.



All Home Care customers now control how Government funds, allocated to their care, are spent. The implementation of a new IT platform will enable: customers to interact with us conveniently; us to match staff to customer needs, and support staff to work cleverly and efficiently.



All Residential Care, Home Care and Health Services were successfully externally audited or accredited. Our Residential Care Services were accredited for five years instead of the usual three, due to our membership of the SA Innovation Hub and long track record of high quality.



Our work to support people to have options not just for good care, but also for good lives, saw us establish The Exchange - an internet based networking approach for older people. We continue to expand people’s involvement in Sing for Joy Choirs and the SALA (South Australian Living Artists) Festival.



In the face of expanding demand for high quality, well located and affordable housing, we developed prototypes that have high customer approval.



We worked with the Premier of SA , the Economic Development Board and the SA Innovation Hub to achieve a united effort in creating a narrative for living well in your 70s, 80s, 90s in SA, and a set of projects that delivered on this narrative.

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## INTRODUCTION



**During 2014/15, the aged care sector has undergone greater change than at any other time; certainly more than what has occurred throughout ACH Group's 63 year history.**

**It has been driven by the recognition that older people and their expectations are changing, and that more innovative thinking must occur to support people to live full and meaningful lives as they age.**

Fortunately for ACH Group, this type of thinking is not new; however it has been a landmark year of change for ACH Group too, as we strive to keep meeting the current demand for services, while building capacity to meet the demands of the future.

One of the ways we have responded to the changing landscape has been through the full implementation of an IT solution to ensure that home care services are delivered to older people by the right person, at the right place and at the right time.

ViTA is another example. Our state of the art centre that joins up health, aged care and education, is attracting national and international interest for its restoration and re-ablement approach. The appointment of the Chair of Restorative Care, Professor Susan Gordon, which is jointly funded by ACH Group and Flinders University, further bolsters the reputation of ViTA as a centre of excellence.

Never content with the status quo, we are exploring new terrain, including: a health precinct at the Repatriation General Hospital site; affordable housing partnerships to meet rising demand; more short term care at ViTA; a partnership with the Muslim Communities; some emerging technology ventures, and opportunities that have arisen in relation to the Premier's Economic Priority that aim to position South Australia as a global leader in health research and ageing. Many of these opportunities have been made possible through securing \$2.2M in Commonwealth Government Healthy Ageing Innovation Grants.

While we continue to keep an eye on the future, we maintained and improved safety and quality in what is always a challenging environment. Our multiple external audits and accreditations were achieved, complaints and critical incidents were minimal and resolved, positive customer feedback was at a high level, and the number of services achieving the "preferred" Customer Impact Statement (CIMPACT) standard increased.

During this period we have also completed the new Strategic Plan in the face of an unclear future, rapid pace of change, disruption and multiple possibilities. Highlights of this new plan are: a much greater focus on, and engagement with our customers; the need to ensure that the ACH Group brand is well known across a range of market segments; a reinvention of Home Care and high care that works for older people wherever they choose to live; and collaboration with a range of partners to create the best outcomes for all older people, not just those who use ACH Group services.





Reg, 90, is always thinking outside the square when it comes to deciding how to spend the government funds that support him to live independently at home. Known as Consumer Directed Care (CDC), Reg chooses the most appropriate service or product to meet his needs.

To maintain his independence and stay connected to friends and family, Reg has used funds for computer lessons, to purchase tech gadgets, and on physiotherapy services.

## REG'S STORY

▶ Watch a short video for more of Reg's story at [ach.org.au/stories](http://ach.org.au/stories)



# Reg

"Not long ago, I decided to buy a computer but then I realised it wasn't as easy to use as I thought, so I used my money to book one-on-one computer lessons through ACH Group."

"The lessons have been very beneficial and I can surf the internet and have been managing well. Having the one-on-one lessons allowed me to take notes which I can read back as I need."

As soon as Reg realised he could use the computer for the things he needed, he found another solution that supported his wife to be more independent.

"My wife is vision impaired and I am her carer. With our money we bought a talking watch so she would not need to ask people what the time was. It seems like a simple thing but it made a big difference in our lives. I am always trying to think of things that will allow us to remain independent."

The Consumer Directed Care approach has brought Reg more choice. "Sometimes the little things make a big difference. I am always working on the next solution that will make our lives better."



**With the knowledge that aged care is changing, driven by the changing expectations of older people, we have invested time in understanding our current customers better and what it is that people will want from ACH Group in the future.**

### Customer in Control

This year the 962 people who used Home Care services did so using the Consumer Directed Care approach (CDC). This means that we have partnered with people to craft services that support them to fulfil their individual goals and to improve their life quality, far beyond just satisfying an immediate need.

As the new world of Consumer Directed Care unfolds, we are working with customers and staff to unleash their creativity to turn what were once just possibilities, into reality. We have invested in taking the time to understand what it is that customers want and need from ACH Group and tuning service design and delivery accordingly.

ACH Group is delighted that the Government has recognised the value in people taking ownership of the services that support them to live a good life. For some, this may be assistance for daily living. For others, this may be support to attend the gym, or take up a new interest.

**The power is with the consumer, and we are excited about the direction we are taking together.**

### Customer Experience

We are also unpacking the journey that a person goes on - from the very first time they come into contact with ACH Group, through to when they commence services and throughout their delivery.

In doing so, we have identified the points along the journey that are critical to ensuring a positive customer experience. We are constantly refining our business processes to reflect this.



Older people are telling us that they want greater choice over their services, to access them more easily, and to have a greater emphasis placed on initiatives that support them to live a good life.

### Quality of Life

2014/2015 has seen some giant leaps forward from the Commonwealth Government around the narrative and intent to support older people to live in their own homes for longer, in line with older people's expectations.

There is also heightened interest from the Government in ensuring that services that support older people do more than just provide quality care; they should also positively impact on a person's quality of life, which is being reflected in broader Government policy. The recently appointed Commonwealth Minister for Health and Aged Care, the Hon Sussan Ley and Assistant Minister for Health, the Hon Ken Wyatt, have put ageing squarely on the national agenda, and with it a focus on supporting older people to live quality lives. We are responding by: closely examining our current service offering from the customer's point of view, then by working with current and future customers to co-design services and initiatives that will fulfil their needs now, and into the future.

For ACH Group, a focus on quality of life is already part of everyday business, along with a restoration and re-enablement approach that stems from our belief that older people should be valued and respected, connected to their communities and in control of their lives. All of the people we supported in some way - including the 22,055 people living in their own homes; the 1,011 people living in independent units, and the 1,210 people who accessed residential services - are supported using a quality of life approach.

This approach hasn't happened by accident; it is a conscious organisation-wide focus that has its basis in understanding what a good life comprises. To do this, we have listened to customers and the broader community to discover six elements that contribute to a good life, and these elements shape how we co-design and deliver services. They are our guide when we consider how our services impact on the lives of older people.

**We are working with current and future customers to co-design services and initiatives that will fulfil their needs now, and into the future.**



Customer Impact Statements

To ensure that our service offerings remain true to the good lives elements, we use a peer review process known as CIMPACT (Customer Impact Statement) that comprises interviews with people who access services, their families, friends and staff, to measure the impact our services have on older people. This year the reach of CIMPACT has grown through the introduction of the CIMPACT Master Practitioner Certificate, which has seen 10 staff members become accredited to lead CIMPACT reviews and strengthen their knowledge of service design.

We strive to ensure that the good lives elements are reflected in the services that we offer, but most importantly, we constantly invite older people to tell us what they need and want from ACH Group; after all, they are the experts in what a good life is for them.

Volunteers

More than 400 volunteers contributed more than 80,000 hours to support older people to live good lives. Our volunteer program continues to challenge common perceptions of what it means to volunteer in the aged care sector, with a range of innovative programs in place, such as fishing groups, computer and iPad groups, groups that explore family history online, movie buff groups and musical bootcamp jam sessions. Many of them have been initiated by volunteers themselves.

Volunteering at ACH Group continues to run full circle, with people entering employment via a volunteering role, and others leaving the paid workforce to undertake a volunteering role. This ebb and flow of skills and experience builds capacity in both groups

What makes a Good Life?

We have listened to our customers to discover six elements that contribute to living a good life. These elements shape how we design and deliver services to ensure we are supporting older people to live a life of their choosing.



UNIQUE

No life has ever been lived before and it won't be lived again. This uniqueness is honoured, including life experiences, strengths, culture, and spirituality.



BEING IN CONTROL

I am in control of my life and I am my own boss and I make my own decisions. My life is mine.



OPTIMISTIC

I have a sense of future and hope, of anticipation about tomorrow and of the things to do and goals to work towards.



BELONGING

It involves me having a variety of relationships with other people and everyday roles and rhythms, routines, experiences and emotions that are part of everyday life.



ENGAGING AND CONTRIBUTING

To give and take and to enjoy the fullness of life with interests and passions like sport, art, music and faith.



HEALTHY

I am as healthy as I can be.



Becoming a filmmaker was not in Mahamati's plans until she crossed paths with ACH Group and became a member of networking group The Exchange.

"A friend had been approached regarding a film making project and as she couldn't do it, she suggested I took her place. I was looking for something to fill my free time that was also personally rewarding and different to the things I have done."

The project, which became known as 'Good Live on Films,' saw seven people with no previous film-making experience develop scripts, and participate in the filming and editing process to produce six short films with the theme of living a good life as you age.

## MAHAMATI'S STORY

▶ Watch a short video for more of Mahamati's story at [ach.org.au/stories](http://ach.org.au/stories)



# Mahamati

"It was great to see the completed films on the big screen at the Mercury Cinema and for the participants and their family and friends to see them as well."

Less than a year after she joined The Exchange, Mahamati successfully applied to undertake the MAPS (Media Arts Production Skills) course offered within Hamilton College. Graduates of the course include Sophie Hyde, who directed the award winning coming of age film '52 Tuesdays.'

"Since participating in Good Lives on Film, I have produced and directed three films about issues close to my heart and I'm currently in pre-production for one about the polio epidemic in Australia, of which I am a survivor."

Mahamati is excited about her future prospects in the film-making arena.

"Forget Los Angeles, MAPS was where I needed to be. Entry is competitive as they only accept 30 students per year. Good Lives on Film was a good experience and led me in a direction I may not have even considered otherwise."





**Our innovation efforts focussed on ViTA, delivering health and high care, and affordable housing. We were able to invest in five new innovation areas through new Commonwealth Government funding.**

### Sharing Learning

The Exchange is a member based network for people aged 55 years plus that capitalises on the power of peer knowledge to build a vibrant community. Members are invited to connect with like-minded people to explore, share and learn new skills, take on new roles, and live a good life in their 70s, 80s and 90s.

Projects have included "Good Lives on Film" where seven people with no filmmaking experience undertook a filmmaking bootcamp to produce six short films offering insights into living a good life. "The Exchange Writes" sees a group of writers meet regularly to share stories about what a good life means to them, using a variety of writing styles and genres including fiction, non-fiction, memoirs, short stories and poems. Technology meetups, habit makeover groups and cooking for one groups, all offer pathways to information sharing among peers.

### Understanding and Appreciating Diversity

ACH Group has embarked on an important journey with the Muslim communities, partnering with the Islamic Society of South Australia (ISSA) and the Islamic Arabic Centre to offer aged care services to older Muslim people.

As caring for older people has traditionally been carried out by their family members, a large part of the project is devoted to working with the Muslim communities to determine how ACH Group can best support them. Gaining a better appreciation of their aspirations will inform service design and delivery to ensure that Muslim beliefs and practices are considered.

## INNOVATION

### Co-designing New Approaches

Tailor Made is a new project that will work with younger people living with dementia; their families, carers and service providers to co-design, trial, evaluate and share learnings of a best practice respite model.

Using a co-design approach, the project will determine the type of support that is wanted and needed, and how it should be offered in a way that is appropriate for this emerging group of people who have different needs to older people living with dementia. The project will develop a resource kit, training modules and an audit tool which will inform everyday best practice in respite services.

### Fast Track to Good Health

The Fast Track to Good Health Program has evolved from the CHASE (Connect Health and Ageing Systems Effectively) partnership with RDNS and aims to identify older people at critical transition points in their health journey. This includes 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 and reduce the likelihood of moving into residential or more acute levels of care.

### Recognising and celebrating uniqueness

More than 300 staff have participated in "Free to Be" training to equip them with the knowledge and skills required to deliver inclusive, accessible services for and with older people from Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities.

This takes the total number of staff trained to date to more than 600. In addition, 10 Health and Community Services staff have been trained as LGBTI Champions to provide peer support and share information and learnings with their colleagues.

The project is already realising positive outcomes, with staff reporting increased understanding and awareness about the history and specific needs of older LGBTI people, which will ensure services are designed and delivered appropriately.

At the heart of being able to deliver on our vision of supporting good lives for older people is the ability to develop strong partnerships. Many of our successes have come from developing productive strategic partnerships with complementary organisations, from a range of industries and from within our own community.

## PARTNERSHIPS



We have developed productive, strategic partnerships with complementary organisations from a range of industries, and from within our own community.

### Customers

Our relationship with customers extends beyond the transactional supply of services to become more of a partnership; we listen and find out what is important to people; we partner with them to navigate through the many options available and to co-design services that are right for them. Consumer Directed Care puts people in the driver's seat and we are there, right alongside them.

## PARTNERSHIPS

### Health Organisations

We have strengthened partnerships with complementary organisations who share our vision. With SA Health and Flinders University, we continue the journey that culminated in the launch of the state of the art ViTA in 2014. Together we are looking for opportunities to embed the ViTA model of restoration and reablement within other services, and expanding on the notion of ViTA with the concept of "ViTACARE", which will see us take the approach nationally and internationally.

We are partnering with others who have an interest in the Repatriation General Hospital precinct to form a "health hub" to improve health outcomes, while ensuring world class integrated health and hospital services in southern Adelaide.

We are pursuing the development of another ViTA in the Northern suburbs of Adelaide, which will have significant economic benefit for the area.

We co-hosted a number of events with our Medicare Local partners to equip their members with information to support the treatment of older patients; in particular with regard to dementia training, pain management and restorative care. We will build on the strong relationships already established as Medicare Locals evolve into Primary Health Networks.

A range of health programs have been developed, which combine exercise and health literacy to improve people's health and wellbeing, and support them to manage ongoing conditions such as diabetes, arthritis and Parkinson's.

### Housing Organisations

Our partnership with Housing Choices Australia, a leader in providing affordable homes across Australia, is informing our strategy to meet the demand for affordable properties when the NRAS (National Rental Affordability Scheme) ceases.

Students from a number of schools have collaborated with our housing teams and residents to design and develop a range of improvements at housing sites.

Internally, we have strengthened links between housing residents, and health and community services customers in Melbourne with a consolidated leadership team.

This will inform future planning to ensure that ACH Group customers experience a seamless journey through our service pathways.

### Students

More than 400 students undertook 50,000 work experience placement hours in residential services, strengthening the capacity of the future aged care workforce to meet rising demand.

During these placements, students focus on healthy ageing initiatives, such as introducing residents to digital exercise tracking devices to help them set exercise goals and motivate them to keep moving.

Our healthy ageing approach continues to be a real point of difference, with more than 50% of residents attending gym sessions each week. Walking programs that encompass opportunities to participate in community life are a major plank in the strategy, along with other meaningful activities such as volunteering roles that promote opportunities for contribution.

**We worked with the Premier of SA, the Economic Development Board and the SA Innovation Hub to contribute to a united effort in creating a narrative for living well in your 70s, 80s, 90s in SA and a set of projects that delivered on this narrative.**

### CALD Organisations

We have strengthened partnerships with CALD (Culturally and Linguistically Diverse) organisations to address cultural, structural and service barriers to the access and use of aged care by people from these communities. With census figures suggesting that the number of people from a CALD background aged over 65 will grow to 30% by 2020, we will continue to grow capacity to serve these people, at the program level and in partnership, to deliver a shared vision and strategy.

### Aged Care Providers

Comprising 10 progressive aged care organisations, the SA Innovation Hub is a community of practice – sharing current best practice and inventing new approaches. Bold thinking includes the exploration of quality of life, governance, Consumer Directed Care expansion and restoration.

To extend the learnings outside the Hub, the Hub partners with the Commonwealth Government Department of Health, the Aged Care Financing Authority, the Australian Aged Care Quality Agency, and the Council on the Ageing (COTA).





Helene has called Milpara home for 12 months and says she feels happy and healthy, having developed great relationships with neighbours, friends and staff.

"I had a great upbringing in Germany and my father has always taught me to be strong, to be positive and to make the most of things in life. I make the most of what I have at Milpara – I am social, I chat with staff and other residents, I am active and I always find ways to keep doing what I love."

## HELENE'S STORY

▶ Watch a short video for more of Helene's story at [ach.org.au/stories](http://ach.org.au/stories)



# Helene

Helene is an avid scrabble player (the best one at Milpara according to her!) and plays every morning. She also helps staff with various tasks and is often seen collecting and distributing the mail at the site. "I am always moving."

At 94, Helene is fascinated by how technology has helped her keep up-to-date on what is happening with her family. "I am always touching base with grandchildren and great-grandchildren through the internet."

"Moving into residential living is a big change, but I have looked at it as a new beginning, and I never thought I would have the opportunity for a new beginning at 94."

## TECHNOLOGY



**14/15 saw us seriously enter the digital age with investment in technology that will support us to meet changing customer expectations, while enabling us to offer greater value.**

### Enabling Home Care Staff

This year we launched the ComCare IT platform. This initially enables all home care staff to have access to current information and arrangements about the people they are serving. The next stage will enable customers to interact with us with ease, at any time, in real time. This offers real value to customers as it will give them more choice and control.

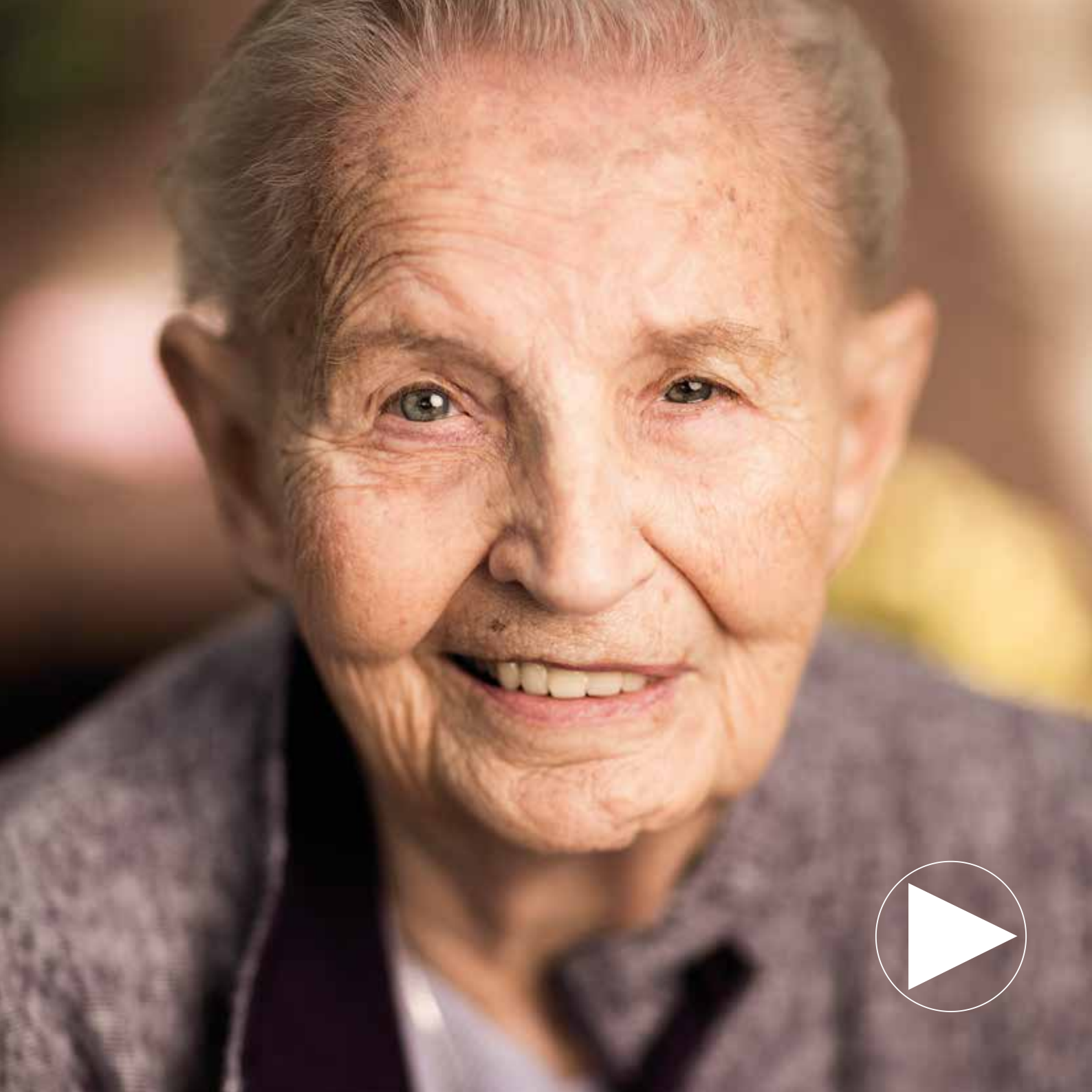
### Enabling Home Care Customers

The successful application of new technologies to serve people living at home has seen us more readily match staff with customers based on locality, skills, interests and attributes, such as language and cultural background. The flexible system provides certainty for customers and equips staff with access to real time information to ensure that we can respond to a customer's changing needs and circumstances on the go.

In line with the philosophy that underpins all of our service offerings, we recognise that equipping staff with the skills, information and authority to make decisions enhances a person's quality of life.

We have listened to customers and staff to enhance the experience of welcoming new customers to ACH Group, by equipping staff with laptops, mobile printers and relevant training. Moving away from inflexible paper forms to an online format has eliminated the need for additional data entry, and enables staff to spend more time on important customer interactions.





Erika, 91, loves the independence of living in her Sir Keith Wilson unit at Magill, which she shares with her little dog Chiba.

Erika loves to cook and often reminisces about her birth country Germany through food. She also looks after Chiba, does her shopping and has regular social outings.

## ERIKA'S STORY

▶ Watch a short video for more of Erika's story at [ach.org.au/stories](https://ach.org.au/stories)



# Erika

"I value my independence, but I do need support in some areas, which is where ACH Group comes in."

Erika is supported to maintain her home and garden. "My backyard needed a little bit of work and it was a pleasant surprise to see young people interested in getting involved."

Thanks to a partnership between ACH Group and Norwood Morialta High School, Erika had students giving her home the facelift she was hoping for. The work included paving, mulching, planting, carpentry, and painting.

"The students came in and did a marvellous job with the landscaping and my backyard looks great. Students were professional, efficient and were no trouble at all. I would look forward to them coming in and would always have some lemonade and cookies waiting for them."



## WORKFORCE

Much of the focus this year has been on equipping staff to adapt to the changing needs of customers and the changing environment in which aged care services operate.

**Staff will work much more in partnership with customers, supported by current technology, particularly in Home Care services where choice and control is retained by the customer, with advice and support offered by staff.**

### Safeguarding our staff

A range of wellbeing initiatives ensure that staff are in the best shape possible to support customers, with staff participating in a skin check program and receiving flu vaccinations.

Subsidised fun run fees, personal training sessions, pilates classes, massage, and access to breast cancer screening are some of the ways we support staff to live good lives and through doing so, bring out their best.

### Building capacity

In conjunction with SAHMRI (South Australian Health and Medical Research Institute), we are developing a resilience training framework to ensure that staff are well placed to identify, manage and bounce back from challenges in the workplace.

Staff will learn and practice a range of skills, strategies, tools and techniques to build resilience to stress and enhance their workplace performance and produce the best outcomes for customers.

### Working better, together

Training that focuses on leadership, teamwork, performance and change has seen more than 152 staff members participate in "United Team" sessions designed to identify and build on the positive behaviours demonstrated by our staff that support good lives for older people.

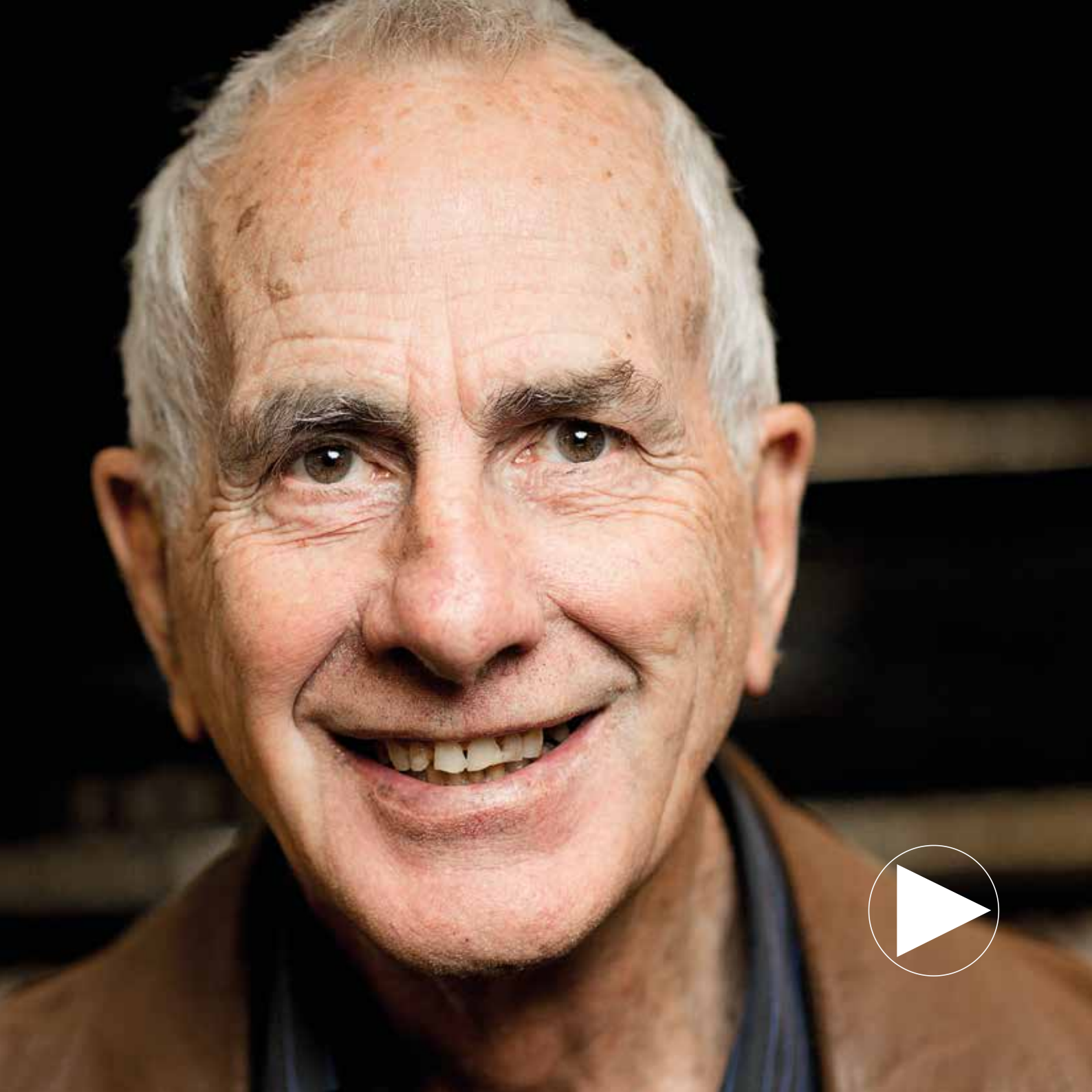
### Defining our culture

Following on from last year's organisation-wide culture survey, a tangible expression of our workplace culture has been developed.

These cultural elements reflect the attitudes and behaviours already demonstrated by our staff and provide a touch point for new staff and customers who are seeking to understand the ACH Group point of difference.

#### At ACH Group we:





Kevin Harvey learned about ACH Group Sing for Joy choirs through a friend whose mother was a member.

"I initially planned to take my wife Gwyn who has Alzheimer's, thinking it would be good for her because she had sung in several choirs over the years. After the first visit, I felt I could not leave.....not out of duty, but from an inner sense of having something to contribute; perhaps less in the singing department and more in the caring role which I knew would be there."

## KEVIN'S STORY

▶ Watch a short video for more of Kevin's story at [ach.org.au/stories](http://ach.org.au/stories)



# Kevin

Kevin had sung in a choir in his late teens but singing was just a passing interest for him, but it had been Gwyn's passion. "There are a lot of benefits from joining Sing for Joy, such as a sense of belonging, usefulness and being part of a community."

Kevin can see the bigger picture when it comes to the choir.

"It is refreshing to know it is not just about performance; rather to sing for joy which brings personal and group satisfaction, camaraderie, and a reminder that we live in a vast connected universe where each of us contributes our little bit to the whole."

"If I could describe my experience of being part of Sing for Joy with one quote, it would be: 'give to the world the best you have, the rest will come back to you'."

## THE ACH GROUP FOUNDATION

The ACH Group Foundation continues to work with older people to empower them to make constructive and dynamic contributions within the community, by funding initiatives that promote healthy ageing, independence and emotional wellbeing.

A range of initiatives continue to challenge the stereotypes and assumptions associated with ageing, as well as supporting participants to contribute to community life.

This past year has seen some firsts for the Foundation: a "Friends of the Foundation" group has been established to widen the Foundation's reach and impact through word of mouth promotion. The group consists of ACH Group customers, volunteers, staff and corporate partners who recognise the potential of the Foundation to change the narrative around ageing.

### Good Lives on Film

Seven people in their 60s, 70s and 80s walked the red carpet at the premiere of the films they produced for the ACH Group Foundation supported "Good Lives on Films" initiative. More than 1000 audience members comprising friends, family and the general public have watched the short films that shared insightful, personal good life stories.

The film-makers had no prior experience and participated in an intensive film-making "bootcamp" that saw them develop a script and take on roles including director, camera operator, film crew and cast member.

### Arts as an ingredient to a good life

ACH Group has developed an arts strategy to support older people to explore their creative side. It's an inclusive approach, so that all people regardless of ability or experience can have a go, learn and contribute.

The arts offer an opportunity for people to learn, to express themselves and to contribute to community life.

The ACH Group Foundation proudly supports ACH Group's participation in SALA, and this year more than 100 people contributed more than 200 pieces of art to exhibitions held at five venues across metropolitan Adelaide and regional South Australia. Artwork was submitted by customers, volunteers and staff members.

### Sing for Joy

More than 100 members of the Sing for Joy Choirs have benefited from their involvement in the choir in a variety of ways – physically, mentally and socially.

This past year has seen them perform for some big audiences – at the Good Lives Event at the Marion Cultural Centre; in bustling Rundle Mall; and at what was the highlight of the year: the opening event of the Come Out Children's Festival at the Adelaide Festival Centre, where they traded tunes with more than 1200 schoolchildren in an intergenerational event on a grand scale.

### Supporting flexible solutions

Situated within the grounds of ACH Group Perry Park, The Foundation Rooms continue to achieve great outcomes for older people who are at risk of moving into residential or acute care, by implementing tailored intensive assistance.

Easy access is a hallmark of the service, with no formal assessment required. This enables the service to flexibly respond to a person's needs, particularly during times of crisis. More than 80% of people who accessed services during a stay at The Foundation Rooms returned to their own homes.

### The ACH Group Foundation Committee

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

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





## SERVICES

Program	Number of places	Number of people served
RESIDENTIAL SERVICES INCLUDING RESPITE OPTIONS AND TRANSITIONAL CARE		
Kapara	137	157
Perry Park	115	125
Milpara	92	103
West Park	60	72
Colton Court	39	40
Yankalilla Centre	64	82
Highercombe	116	139
Highercombe - Transitional Care	10	98
ViTA	60	82
ViTA - Transitional Care	40	312
<b>Total</b>	<b>733</b>	<b>1,210</b>
HEALTH SERVICES		
Fee for Service		539
Community Transitional Care Packages		305
Therapy Services		3,075
<b>Total</b>		<b>3,919</b>

Program	Number of places	Number of people served
HOME CARE AND COMMUNITY SERVICES		
Home Care Level 1	39	10
Home Care Level 2	599	669
Home Care Level 3	84	37
Home Care Level 4	177	246
Home and Community Care (HACC)		3,762
Onkaparinga Home Assist		2,064
Private		103
Disability		18
Respite		523
Stay at Home		2,526
Veterans' Home Care Service Provision		439
<b>Total</b>	<b>899</b>	<b>10,397</b>
HOUSING		
Resident Funded Units	199	263
Independent Living Units	409	360
Elkanah Retirement Village	110	132
Bedford Heights Estate (VIC)	147	196
St Thomas Retirement Village (VIC)	50	60
<b>Total</b>	<b>915</b>	<b>1,011</b>
VETERANS' HOME CARE ASSESSMENT AND COORDINATION AGENCY		
Veterans' Home Care Assessment and Coordination Agency		7,739
<b>TOTAL PEOPLE SERVED</b>		<b>24,276</b>

COMMUNITY  
BENEFIT



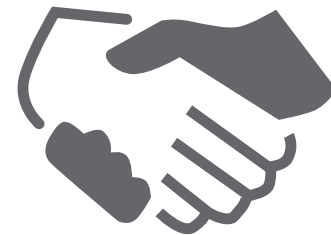
197 pieces of artwork in 5 venues were showcased to over **25,000** people in the community



6 public performances by the **SING FOR JOY CHOIR**



100+ members are part of The Exchange



MORE THAN 400 STUDENTS UNDERTOOK **50,000 hours** OF WORK EXPERIENCE

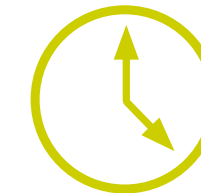


**148 staff** participated in



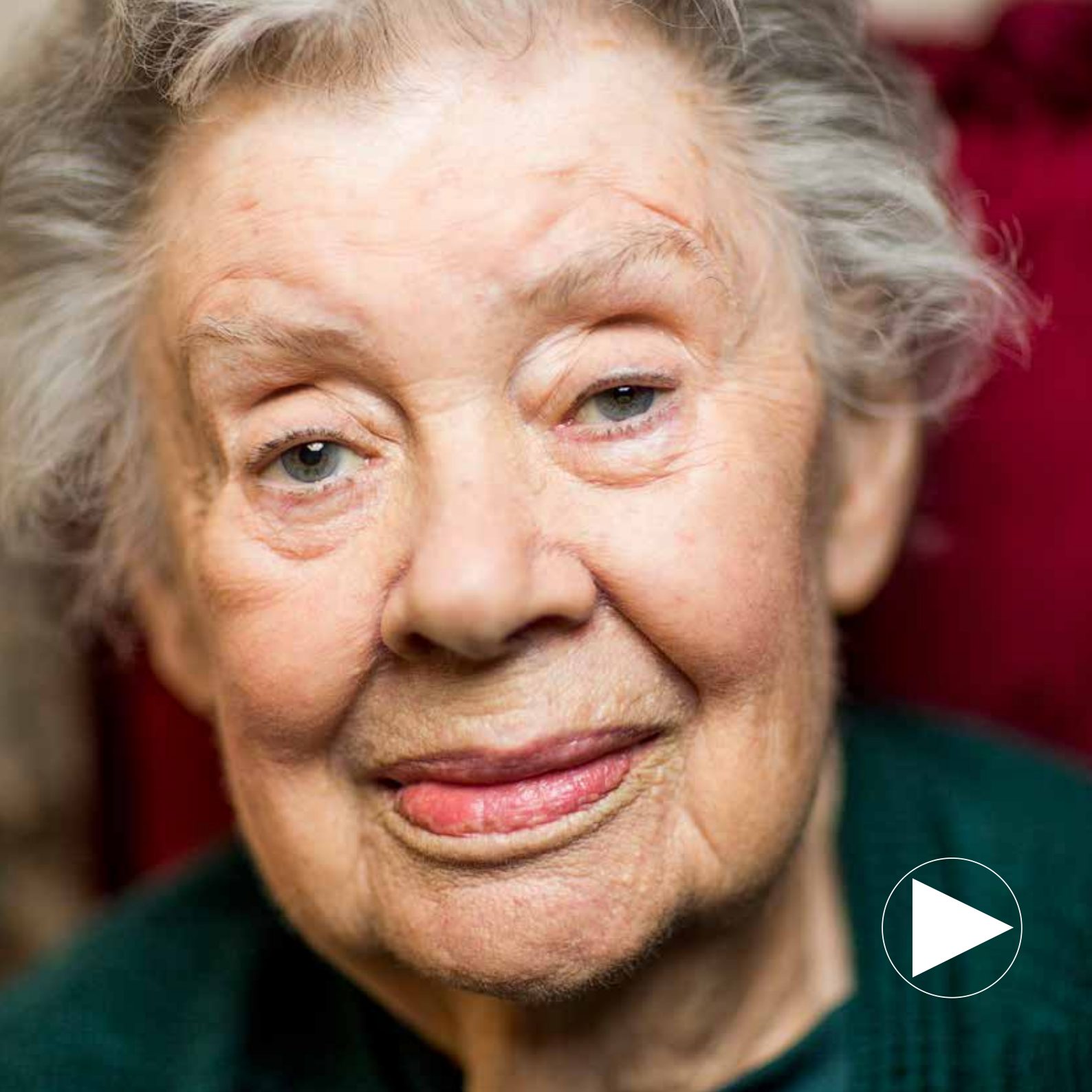
OUR STAFF PARTICIPATED IN **37,597** HOURS OF TRAINING

**232 staff** members were supported by our



**EARLY INTERVENTION PROGRAM**





After having both hips replaced, 88 year old Margaret was happy to leave hospital and return home, but severe back pain sent her back to hospital just a few months later.

Her daughter heard about a service funded by The ACH Group Foundation that offers respite care for individuals or couples without the need for a formal assessment.

## MARGARET'S STORY

▶ Watch a short video for more of Margaret's story at [ach.org.au/stories](https://ach.org.au/stories)



# Margaret

With the support and one-on-one attention from staff at ACH Group's Perry Park, where The Foundation Room is located, Margaret made a great deal of progress quickly. She had plenty of support during her rehabilitation and also had the opportunity to participate in activities and socialise with residents at Perry Park.

"The staff were so helpful, working with me so that I could regain my independence. I feel it was much better going to The Foundation Room than staying in hospital – the atmosphere is different and you have more social interaction."

"While at The Foundation Room I had the chance to get back to doing things for myself; for example, I would make my own breakfast in the kitchen there, which is something I would do at home as well."

Margaret has now returned to live independently in her own home. She continues to participate in community life, by joining in activities at the local community centre and can often be seen browsing the aisles at the library.





# FINANCIAL SNAPSHOT

Capital Works

\$4.7m

Borrowings

\$28.8m

Net Profit

\$5.8m

## RESIDENTIAL SERVICES

Income

\$61m

Net Assets

\$79m

Customers

1,210

## HOUSING

Income

\$14m

Net Assets

\$84m

Customers

1,011

## HEALTH AND COMMUNITY

Income

\$34m

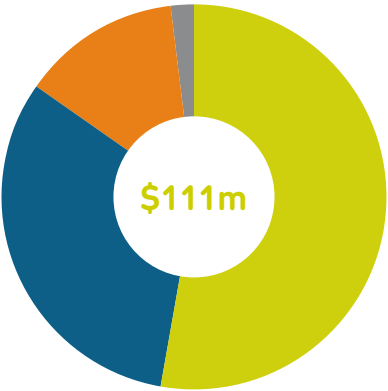
Customers

14,316

Veterans

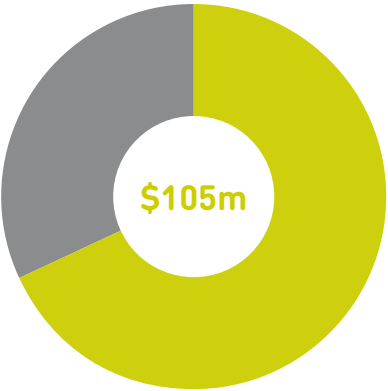
7,739

Money received



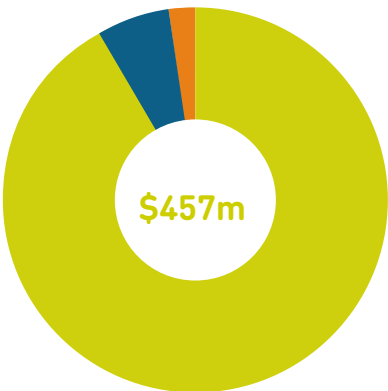
- Residential Services — 54%
- Health & Community — 31%
- Housing — 13%
- Other — 2%

Where the money goes



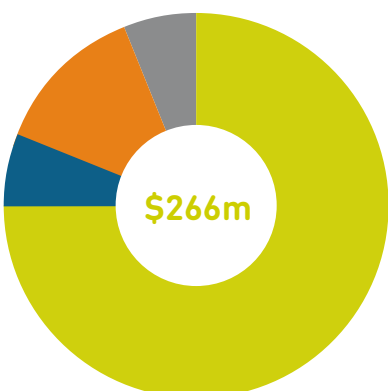
- Salary & Wages — 70%
- Operating Expenses — 30%

What we own



- Property, Plant & Equipment — 93%
- Cash & Cash Equivalents — 5%
- Trade & Other Receivables — 2%

What we owe



- Accommodation Bonds and RADS/RACS, ILU & RFU — 79%
- Trade & Other Payables — 5%
- Borrowings — 11%
- Other — 5%

## BOARD MEMBERS

### Geoff Holdich

Chair  
(from 26 October, 2015)

Geoff Holdich believes in providing meaningful opportunities for older people to live good lives, promoting good health and happiness.

He is Chairman of BRM Holdich, a Fellow of the Institute of Chartered Accountants, a registered tax agent and auditor and has financial planning qualifications. Mr Holdich 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 acts as Chairman of three other professional service firms, is active as a mentor to senior level executives and as a career management consultant. He is a member of the SAHT Audit and Finance Committee. Up to 26 October, 2015 Mr Holdich was Treasurer and Chair of the Audit & Finance Committee of ACH Group.



### Mary Patetsos

Deputy Chair  
(from 26 October, 2015)  
and Chair of Governance  
Committee

Mary Patetsos believes that life is an opportunity not to be missed, regardless of age, gender, culture and capacity.

This philosophy is reflected in Ms Patetsos' membership on a number of boards including Chair SA Housing Trust, Chair of the SA Local Government Grants Commission, member of the Aged Care Finance Authority, Health Performance Council and National Aged Care Alliance. She is also a Chair and non-Executive Director of Power Community Limited and member of AICD.



### Mark Goddard

Treasurer and Chair  
of Audit & Finance  
Committee  
(from 26 October, 2015)

Mark Goddard recognises that every Australian, regardless of their age, should have their rights respected and be considered valued members of society.

Mr Goddard 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. He currently manages his own consulting practice and provides advice to corporations across a broad range of industries.



### Brent Blanks

(Chair to  
26 October, 2015)

Brent Blanks is a strong advocate for older people to have active lives that enable them to contribute to the community.

As Principal of Heygrove Consulting, Mr Blanks provides 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. Mr Blanks was Chair of the ACH Group Board 2006 – 2015.



### Marjorie Schulze OAM

Chair of the  
ACH Group Foundation

As Chair of the ACH Group Foundation, Marjorie Schulze is a strong believer that we all have a responsibility to change the perceptions of what it means to grow older.

A former Pharmacist with tertiary qualifications in Public Policy and Management, Ms Schulze was awarded an OAM in 2002 in recognition of her services to Local Government and the community particularly through health and human service organisations. Up to 26 October, 2015 Ms Schulze was Deputy Chair of ACH Group.



### The Hon John Hill

John Hill's desire to be part of an organisation which puts people first, along with his extensive experience in public life, as Minister for Health and Ageing in the SA Government for seven years, sees him well positioned to help ACH Group respond to the aged care reform agenda.

Currently Mr Hill serves as the Chair of SALA (South Australian Living Artists) Festival, Council Member of UniSA, and holds board positions in the private, educational and not-for-profit arenas.



## BOARD MEMBERS

### Michael Luchich



Michael Luchich strongly supports creating opportunities for older people to live good lives, as well as placing great emphasis on promotion and advocacy for older people in our community.

As State Director of Dimension Data in South Australia, Mr Luchich has extensive experience from diverse industry backgrounds and is specifically focused on driving business performance, operational excellence, customer service, sales and marketing.

He also serves on a number of boards in the not-for-profit sector, including the Carnegie Mellon University Advisory Board, and has strong knowledge of board procedures, governance and regulatory compliance reporting.

### Celine McInerney



Celine McInerney considers herself privileged to be able to influence and promote independent and healthy living for older people based on their choice.

A well known performer in radio, television and film, Ms McInerney 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. She 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.

### Julie Mitchell



Julie Mitchell is a corporate social responsibility and communication specialist who believes in the power of words, and has a desire to change the narrative around describing ageing.

Ms Mitchell has designed and executed complex community investment programs in locations through Australia and Asia including managing the needs of corporate and not for profit clients in her consulting practice. Julie is also the Deputy Chair of Patch Theatre Company, Chair of Common Ground and a Member of the Foundation of the Botanic Gardens of Adelaide, and a Director of Health Choices Australia.

### Graeme Percival



Graeme Percival is a strong supporter of the provision of quality services that support good lives opportunities, and affordable housing options especially for the most vulnerable.

A Company Director and Retired Trust Officer, Mr Percival 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.

### Professor Brenda Wilson



Brenda Wilson's passion is in contributing to healthier lives for older people, having worked in the health industry since 1973 in the public, private and not-for-profit sectors in Australia and the UK.

In addition to her Board position with ACH Group, Prof Wilson is a member of 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. In 2014, Prof Wilson was appointed as South Australia's first female Lieutenant Governor.

## STRATEGIC LEADERSHIP

### Mike Rungie CEO



### Anne-Marie Gillard General Manager Health and Community Services



### Jani Baker Acting General Manager People and Innovation



### Jeff Fiebig General Manager Major Initiatives



### Michael Elias CFO and General Manager Corporate Services and Housing



### Trudy Sutton General Manager Residential Services







Rafael Aragon studied Architecture in Spain which developed his skills in sketching, but his passion for the arts started when he was only 12 years old.

"I kept developing as an artist by experimenting with things. A few years ago, I had the opportunity to be part of an arts group through ACH Group. Because I had the basic skills and knew how to draw, I saw it as an opportunity to support other members of the group who were starting from the beginning, many of whom are living with dementia."

## RAFAEL'S STORY

▶ Watch a short video for more of Rafael's story at [ach.org.au/stories](http://ach.org.au/stories)



# Rafael

"It is a great feeling to be doing something good for the community and for people with Alzheimer's or who were feeling isolated for example. But I would not be able to do it by myself and without ACH Group facilitating it."

Rafael is part of a Social Art Group open to anyone who would like to let their inner artist loose. No experience is required to join the group and Rafael provides mentoring to the less experienced artists. The group participates in ACH Group SALA exhibitions, submitting artwork each year. "It is good to see how happy participants of the group get when we are part of something like SALA and they are able to present something to such a renowned festival."

Rafael had three of this artworks exhibited in this year's SALA Festival. "I have had artwork exhibited a few times in the past. My passion for the arts is what triggers me to continue to paint – it doesn't matter if it is landscape, portrait; as long as it translates a feeling, that is what matters."

## LOCATIONS

Location	Suburb	State	No. of Units
<b>HOUSING</b>			
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	11
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	17
James Evans Court	Magill	SA	77
Kapara Mews	Glenelg South	SA	12

Location	Suburb	State	No. of Units
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
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

Location	Suburb	State	No. of Units
RESIDENTIAL AND 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
HEALTH AND COMMUNITY SERVICES			
Health and Community North	Salisbury	SA	
Health and Community South	Christie Downs	SA	
Health and Community East	Newton	SA	
Health and Community West	Glenelg	SA	
Health and Community Murray Mallee	Murray Bridge	SA	
Fleurieu Community Services	Yankalilla	SA	
Health and Community Services Victoria	Burwood East	VIC	
Savas Cottage	Rostrevor	SA	
Swan Cottage	Pennington	SA	

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**(08) 8159 3600**

**Health and Community Services**  
1300 224 477

**Residential Services**  
(08) 8159 3530

**Housing**  
(08) 8159 3480

**Aged Care & Housing Group Inc.**  
ABN 99 437 071 895







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



[www.ach.org.au](http://www.ach.org.au)



1300 224 477



ACH Group



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