



Helping Hand

AGED CARE



2006/07 ANNUAL REPORT

An Agency of the Uniting Church in Australia





2006/07 ANNUAL REPORT



Table of Contents

Chair's Report	2
CEO's Report	5
Organisational Growth	9
Financial Statements	10





CHAIR'S REPORT

I am very pleased to report on behalf of the Board another year of substantial progress in the life of Helping Hand Aged Care.

The Board's principal responsibility is to ensure high quality services are provided to our clients, carers and their families in an effective and sustainable manner within the context of the organisation's various accountabilities to its founding, funding and regulatory entities. In so doing, the Board also supports the staff of our organisation in providing high quality care and services, ensuring effective stewardship of resources, and planning our future directions.

That future direction is embodied in the Organisational Plan 2006-2010, developed jointly by the Board and senior staff. The Plan defines three areas of focus which are guiding our development over the next few years: Developing our Organisation, Meeting Community Needs, and Leading the Sector.

In the course of this year, the Board has actively contributed to each of these focus areas. At the same time as we are seeking to establish a more robust business infrastructure, the Board has been further developing its own governance capability and capacity, commencing with attention to organizational Key Performance Indicators. The Client Care Subcommittee has engaged in the early developmental stages of exploring our understanding of the spiritual needs of clients and the implications for service delivery and meeting community needs. We have also supported the organizational restructure to take a more integrated approach to service delivery, providing leadership to the sector in mirroring the changes we expect will need to be made across the industry.

Helping Hand's ability to innovate, to influence policy and to build collaborative service arrangements depends on good relationships with other providers, peak advocacy bodies and government. Our senior staff are involved in a very wide array of consultative processes, including membership of the Australian Government's Ministerial Advisory Committee on Community Care, the National Aged Care Alliance, the NDS National Ageing and Disability Committee, four advisory committees of Aged and Community Services (SA/NT) and the SA Mental Health Coalition. The Board also began a formal reassessment of the ways in which Helping Hand acknowledges its historical and continuing relationship with the Uniting Church in Australia.

The Australian Government's Aged Care Approvals Round of December 2006 saw a record allocation of 63 new Community Aged Care Packages to Helping Hand, to support people at both Low and High Care levels to remain in their own homes. The \$12 million redevelopment of Rotary House at North Adelaide continued, with completion anticipated before Christmas 2007, and the Board made the significant decision to replace all of the now-dated independent housing at Buxton Street, North Adelaide, starting from 2009. Land was also acquired at Clare for the development of a 19-unit Retirement Village which will open in mid-2008.

The work of the Board is carried out not only at its monthly meetings but also through its three sub-committees which, with the involvement of appropriate staff, monitor activity and support development in the areas of Finance and Property, Client Care and Community Relations. The Board's capacity has been further enhanced by its annual visits to Helping Hand's country locations, and by the presence of occasional visitors to our meetings who are able to provide helpful perspectives on the wider aged care and health environment; during this year we were pleased to welcome the Director of the State Office for the Ageing, Ms Anne Gale.

The Board is highly conscious of the challenging environment within which our services are provided. Whilst we currently enjoy a strong balance sheet and balanced cash flow, the growing trend for clients' first point of residential support to be high care services rather than low care services will place significant stress on our capacity to access appropriate capital resources to sustain these services. The other key challenge we face is that the shortage of appropriately skilled staff is making it increasingly difficult to attract and retain staff within the aged care sector. We continue to advocate for appropriate responses by government and to explore alternate strategies to ameliorate two significant future risks to the sustainability of our organisation and the industry in general.

I am indebted to my fellow Directors for the strength of their participation and contribution in fulfilling our collective responsibilities. During the course of the year we reluctantly farewelled Elizabeth Percival - Chair of the Client Care subcommittee - as she relocated to the United States, and were pleased to welcome Kim Leane to the Board.

Finally, I would want to record my thanks and those of the Board to our hardworking staff and volunteers, whose dedication to their varied roles is the essence of Helping Hand's commitment to high standards of care and professionalism in the delivery of our services to clients, carers and their families.

Peter Murchland

Board Chair



Peter Murchland



Historically, government policies, and the way in which aged care providers manage their services, have seen residential care and community care as quite separate service types, catering to different groups of people. Under those policies, more than 80% of funding for long term care in Australia is spent within residential services.

Helping Hand sees a future in which clients will have much more personal freedom to choose whether they would like to receive continuing care in a residential facility or at home. Helping Hand also believes that as policies and funding change to allow greater choice, residential care homes will play a greatly increased role in providing respite and short-term rehabilitation services for people who wish to continue living in their own homes.

We believe the preferred future for the aged care sector, and the ways in which it supports clients, should be based on integrated service planning, service information, client entry processes, staffing and funding. So Helping Hand decided to “model” that preferred future within our own management structure, with effect from 1 July 2006.

In common with other care organizations, Helping Hand's services have traditionally been arranged within a Residential Care Division and a Community Services Division. From the beginning of the 2006/7 year, three geographically-based regional divisions were formed: a Central Metropolitan Division incorporates the North Adelaide residential care site together with Housing, In Home Support, Healthy Lifestyles, GP & Health Services, and Mental Health). A Northern Division comprises Parafield Gardens, Ingle Farm and Mawson Lakes residential sites, plus Long Term Home Care, the Community Transition Rehabilitation Program, and Respite & Carer Support. In the Mid North, the residential care sites at Port Pirie, Clare and Jamestown, together with the Northern Areas Community Care Program and our Veterans' Home Care are grouped within a Mid North Division.

Each Division combines management responsibility for both residential and community care operations, and we look forward to this model leading to more holistic care solutions for our clients in the years ahead.

Service Development

As part of the announcement of new Commonwealth-funded aged care places in December 2006, Helping Hand received a total of 63 new community services packages – the largest allocation to a South Australian provider. The new packages are for both city and country clients.



Ian Hardy

CEO's REPORT

In the metropolitan area, new Home and Community Care (HACC) funding has allowed us to continue our Interlink (ageing/disability) packages which had originally been funded for three years only, and the Community Transition Program (CTP) was expanded into the eastern metropolitan area, providing a service to 100 clients.

New Commonwealth funding also enabled us to set up a "24/7 Community Respite House" in Woodville to provide flexible overnight respite to carers of older people in the western metropolitan area, and our "Grandparents as Parents" program was established with Commonwealth funding to support older people who become carers of their grandchildren.

We were, of course, disappointed at the state government's decision not to accept our tender (with partners ACH Group and RDNS) for continuing Metro HomeLink hospital substitution services. The high quality of service provision, and the impact which the service (and its predecessor GP HomeLink) has had on the state health system, is a great credit to all involved. Also discontinued was our management of Veterans Home Care client assessment in the northern areas of the state.

Quality

During the year our Residential Care Services continued to meet all required outcomes of the Commonwealth's accreditation process. Six of Helping Hand's HACC - funded Community Services were independently evaluated, and we were very pleased to be awarded a score of 18.6 out of a possible 20. The assessors wrote "the organization is to be congratulated on the quality of the services it runs and on a high level of compliance with HACC National Service Standards" - an outcome which brings great credit to all our staff working on these services.

Workforce

Helping Hand recognises that in the context of an ageing population, the availability of a qualified and motivated workforce is one of the most significant challenges in the years ahead.

In addition to advocacy at federal and state levels for increased training capacity, Helping Hand is partnering extensively with tertiary and vocational institutions to ensure that curricula are appropriate and that students are informed of the career opportunities and satisfaction which the aged care sector can offer. We also provide extensive placement opportunities for students in virtually all disciplines relevant to aged care.

Environmental Awareness

"Helping Hand Goes Green" is the name we've given to a set of environmental initiatives to minimise our organisation's environmental impact. We have instigated reviews of our office and clinical waste management practices, electricity and water consumption, purchasing practices and staff education. Some of the resulting actions include recycling programs in offices for paper and drink containers, changed purchasing practices for light globes, toilet cisterns and continence products, and the development of a "Environmental Challenge" to our 1100+ staff to achieve reductions in power consumption of 5% per annum for the next three years.

Research

Much of what we do in aged care - apart from the professional accountabilities involved - happens intuitively. Broadly speaking, the aged care sector, and the governments which fund and regulate aged care, don't always have an evidence base for what we do and how we do it.

So we initiated the formation of the Centre for Aged Care Studies, a collaboration between Helping Hand, UniSA's Centre for Research into Sustainable Health Care and the Group for Elderly Care Research based at the University of Oslo in Norway. The Centre undertakes research specifically oriented towards the practice of aged care and the experience of those whom it supports. It was launched at our Mawson Lakes site on 25th January 2007 by Professor Warren Hogan, Emeritus Professor of Economics at Sydney University, who is well-known for his major Commonwealth Government aged care Review.

Business Awareness of Ageing

In what is believed to be an Australian first, Helping Hand joined forces with TAFE SA and UniSA to develop training materials to assist employees in supermarkets increase their awareness and understanding of the needs of older customers when they go shopping. Called "Are You Being Served?", it consists of a staff workbook and interactive CD together with a lecturers' manual, and we hope it will be taken up by the retail sector around the country.

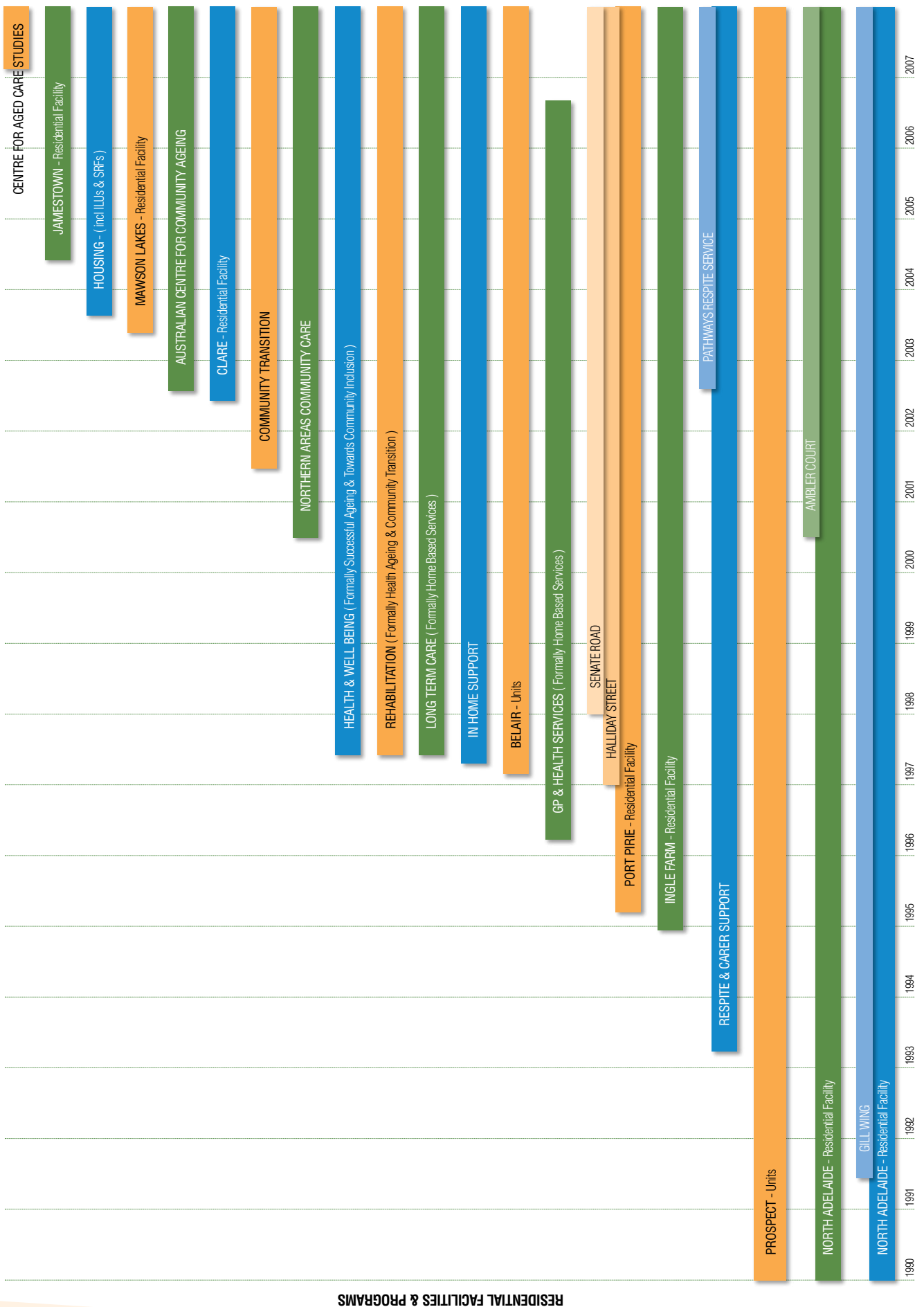
Staff Recognition

At a series of nine functions in October 2006, I was able to pass on directly to members of our staff the appreciation and thanks of Helping Hand for the work they do in providing care and support to our thousands of clients. As usual, I also presented certificates to staff members who have been with Helping Hand for 10, 20, or 30 years - in this year alone these certificates represented a total of 380 years' service! It is through partnership with staff of such experience and commitment that Helping Hand is able to offer the high standards of care and support for which it is well known.

Ian Hardy
CEO



ORGANISATIONAL GROWTH FROM 1990



FINANCIAL REPORT

Helping Hand Aged Care Incorporated Income Statement for the year ended 30 June 2007

REVENUE	2007	2006
	\$	\$
Government funding	33,326,978	32,065,152
Resident contributions	11,740,164	11,758,592
Interest & dividends received	933,352	1,064,763
Rent received	68,208	21,544
Bequests & fundraising	226,232	347,640
Profit on sale of property, plant & equipment	374,467	106,478
Other revenue	1,012,832	719,642
	47,682,233	46,083,811
EXPENDITURE	2007	2006
	\$	\$
Staffing & on costs	36,356,498	33,438,968
Catering	1,497,351	1,392,232
Medical, housekeeping & activity related costs	2,786,378	2,635,459
Maintenance & gardening	1,125,644	1,357,635
Utilities, rates & taxes	918,443	973,831
Depreciation	2,262,348	2,178,920
Interest on bank loan	321,413	316,195
Administration costs	1,619,644	1,624,422
Other	1,595,249	1,111,474
	48,482,968	45,029,136
NET PROFIT / (LOSS) FOR THE PERIOD	(800,735)	1,054,675
Revaluation of Accommodation		
Bonds & investments	(310,221)	979,487
TOTAL CHANGE IN EQUITY	(1,110,956)	2,034,162

Helping Hand Aged Care Incorporated Balance Sheet as at 30 June 2007

	2007 \$	2006 \$
Current assets (cash, investments & other)	9,327,166	12,480,028
Fixed assets (land, buildings, plant & equipment)	81,020,980	74,856,021
Non current assets (investments & secured loans)	3,726,549	3,067,913
TOTAL ASSETS	94,074,695	90,403,962
Current liabilities (creditors, provisions & loans)	15,014,236	14,163,353
Non current liabilities (payables, provisions & loans)	33,691,492	30,367,948
TOTAL LIABILITIES	48,705,728	44,531,301
NET ASSETS	45,368,967	45,872,661
EQUITY		
Accumulated funds	25,555,518	26,666,474
Reserves	19,813,449	19,206,187
TOTAL EQUITY	45,368,967	45,872,661