Demographic changes, including the ageing of the population, increasing diversity and smaller numbers of people of working age, are changing the nature of both our consumer group and workforce.

Government policy changes for aged care have commenced and are likely to continue quite dramatically over the next few years. The sector faces financial challenges of a kind not seen before. Social factors, including family composition, consumer expectations, and the role of carers and volunteering also impact on what services we provide and how we provide them.

Our Future Directions strategy sets out the strategic and business program for Helping Hand over the next six years to respond to these challenges. It also sets out the approach that we will take in meeting these challenges. That is, we will work together – Helping Hand staff, consumers and other stakeholders – to achieve a better future for older South Australians.

This plan launches us into an exciting new phase of growth and excellence within Helping Hand. We are proud of our achievements to date and look forward to working together over the next six years as we build on this solid foundation.

Ian Hardy AM
Chief Executive Officer
Helping Hand
The Organisation Plan is closely aligned with Helping Hand’s overall direction as reflected in our mission, objectives and principles. The purpose of the Organisation Plan is to identify short and long term goals and set a path to reach them.

Our Mission
To provide an innovative and broad range of residential and community based services to older people, which enable them to have the best feasible quality of life.

Our Objectives
We will assist older people to achieve:
- Independence and wellness
- Dignity of living
- Optimum feasible quality of life
- Choice of services.

Helping Hand’s mission and objectives reflects our commitment to choice for older people. We support choice by providing a broad range of innovative services to meet the needs of individuals within the community.

We believe that excellence in care means adapting the way we deliver our services, as much as we can, to suit the needs of the individual. We continue to expand our services and facilities so that clients can choose to remain in their own home or join us in our home environment.

We acknowledge the important role that families, carers and friends play in the care of older people. For this reason we are committed to being as inclusive as possible in decision making and planning for care.

Our mission and objectives form the foundation of our Plan and drive decisions about new directions and service provision.

Principles of Care
1. We are committed to older people choosing what care they receive and how it is delivered.
2. We believe in older people having a sense of purpose and contribution wherever they choose to live.
3. We believe our workforce is the valuable foundation of excellence in service delivery.
4. We believe volunteers are a valuable resource and enhance the work we do.
5. Consumer participation will be fundamental to service development and delivery, including collaboration with other aged care stakeholders and non-traditional partners.
6. We will explore opportunities to provide new services in new ways to older people.
7. Our operations and service delivery will reflect best practice in the industry based on research and other available evidence.
8. We will ensure long term sustainability and viability by making the best use of our funds while meeting our contractual obligations.
9. We will strive to achieve a positive environmental impact.

Our Principles of Care form the foundation of how we provide our services in meeting the needs of our clients. The Principles recognise and reflect the diversity of our business as well as the changing nature of our services and workforce.
Our Goals and Aspirations

Organisation Plan 2011-2016

Our Organisation Plan sets out the strategic and business program for Helping Hand to respond to and meet the challenges and opportunities faced within the aged care sector.

The Plan has been developed, in consultation with staff and the Board, to deliver on our mission, objectives and principles of care. The Plan outlines our key goals and aspirations over the next six years and will be used, together with an action plan, to map our future activity. The Plan is divided into six domains.

“Best time I can have”

We will:

/ Work with consumers to identify key areas for action, including the internal environment and connections with community, which will enrich their lives and connect them to those intangible elements which add meaning to their lives.

/ Support consumers to have choices and control over the way they live.

/ Build a workforce which understands and supports “the best time” for each consumer.

Flexibility and responsiveness

We will:

/ Have business operations which can respond quickly to change.

/ Grow our existing systems and practices to predict rather than react.

/ Make decisions which are informed and timely.

/ Establish best practice models around emerging priority areas and groups.

Listening and responding

We will:

/ Facilitate environments and situations where people can feel free to tell us what they want and what they think.

/ Find ways to hear the most vulnerable voices.

/ Respond to what we hear and act together to improve what we do.

/ Let our community know our progress and results.

New ways of resourcing innovation

We will:

/ Expand the opportunities we have to provide services to our community.

/ Seek diversified income from different/new sources.

/ Explore products and expertise which we can commercialise.

/ Establish business processes to capture, develop and protect our good ideas and good services.

Staff and volunteers for the future

We will:

/ Research the needs and aspirations of the current and future workforce.

/ Design staffing models which match our service principles and consumer need.

/ Invest in targeted strategies for both a rural and emerging migrant workforce.

/ Design a contemporary volunteer model which best matches the expectations and motivations of volunteers with the needs of the organisation.

/ Provide transitional experiences for students into employment.

Using technology

We will:

/ Build on our current achievements to ensure robust business systems and environments.

/ Build workforce capacity to engage and utilise technology.

/ Investigate new technologies to enhance consumers’ lifestyle and environment.