



Helping Hand

AGED CARE



Annual Report 2009/10

Providing residential and community services to older South Australians

At the very heart of Helping Hand Aged Care are the people we care for.
Those we strive everyday to assist in living an independent life,
a fulfilled life, a comfortable life, a dignified life,
and importantly, a happy life.
They are our motivation.
We take this journey, side by side with them and their families,
offering care, support, security, encouragement and comfort.
Our promise... to provide the best possible care through all we do.



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Welcome

Our story at a glance

Helping Hand Aged Care (Helping Hand) is committed to providing innovative solutions that maintain people’s well-being and independence.

We believe that choice of service, independence and dignity are the right of all older Australians and essential in meeting the challenges of the future.

- We are:
- a South Australian, not-for-profit, Uniting Church affiliated organisation, established in 1953.
 - recognised for providing a diverse range of community and residential services to more than 7,000 older people in metro and regional South Australia.
 - supported by more than 1,200 staff and 600 volunteers and growing.
 - recognised as leaders in the field and are well known for innovation in rehabilitation, hospital avoidance, mental health and social support services for older people.
 - leaders in the sector. We built and piloted the first “ageing in place” care facility in Australia and play a crucial role in influencing policy makers.
 - not limited by boundaries, geographical or otherwise. We are the largest provider of services in regional South Australia and actively engage with other sectors to create links with the acute, disability and mental health.
 - always looking for ways to improve, including the investigation of consumer directed care models in 2009/2010.

- We offer:
- Health and community services**
- Community Care Packages are available for low, medium and high care needs. Services include:
- long term support services for older South Australians who choose to remain home
 - short term support services
 - mental health support
 - social and emotional support services
 - rehabilitation
 - therapy services
 - respite
 - hospital to home transition care
 - support groups
 - culturally specific services
 - top up services
 - cooking, cleaning, personal care services

- Residential care**
- Helping Hand owns seven fully accredited residential care facilities providing quality high and low care, respite and secure dementia specific services.
- Locations include:
- Ingle Farm
 - Mawson Lakes
 - North Adelaide
 - Parafield Gardens
 - Clare
 - Port Pirie
 - Jamestown

- Independent living**
- One, two and three bedroom units available at:
- Belair
 - Jamestown
 - North Adelaide
 - Prospect
 - Clare
 - Port Pirie

We recognise a sense of home is intrinsic to the wellbeing of all people. We support people who choose to remain in their own homes as long as possible, and when the time comes, ensure a sense of safety, warmth and belonging in our residential homes.

Our locations



Our services

Enquiries and information made easier

The aged care sector has changed and grown dramatically over the last ten years and will continue to do so. Helping Hand is committed to ensuring we respond to resident and client expectations.

With this in mind we are entering into a new phase of client care with the appointment of the role of Client Liaison Co-ordinator to answer the organisation's central enquiry line. This role is responsible for managing an individual's relationship with Helping Hand when they first contact our organisation, to ensure that they access the right services for their individual needs.

The aged care industry can be confusing and daunting at times, and for people who are investigating options available, it can end up being stressful. By centralising this information we can offer a better range of choices when it comes to providing help and support to people. Our central enquiry line will allow us to monitor and analyse the types of enquiries we receive. This supports us to grow as an organisation, and focus on developing and providing the type of care and services that people want.

Housing

Helping Hand recognises a sense of home is intrinsic to the wellbeing of all people. Our services have developed and expanded to support people who choose to remain in their own homes for as long as possible, and when the time comes, ensure a sense of safety, warmth and belonging in our residential homes.

We offer 160 independent living units throughout the metropolitan and country areas including North Adelaide, Prospect, Belair, Port Pirie, Jamestown and Clare. Short term units are available in Mawson Lakes and supported residential facilities are offered in Glenelg.

Our continued expansion will ensure our care of older people is not geographically limited.

In 2009/10 Helping Hand was provided with fourteen Housing Trust Units in Port Pirie via a competitive tender process. A further opportunity of taking over the ownership of eight independent living units currently owned by Clare & Gilbert Valley Council is being explored. Concept designs have been finalised for the Hoyle Green Affordable Housing Project with Salisbury Council.

This is an exciting area of growth for Helping Hand in the next few years.

Community based services

In 2009/2010 the budgeted income from Helping Hand's Community Programs was \$17.7 million, approximately 30% of the organisation's annual operational income.

In 2009/2010 Helping Hand continued to expand its range of programs and services, increasing the flexibility and choices of older people who wish to remain in their homes longer. These services include:

Services in your home

In-Home Support is a quality service which works with other services to support older people to retain or regain their highest level of independence whilst living in their own homes. Services include:

- domestic assistance
- nursing care
- social visits
- disability support programs
- transition and rehabilitation programs
- carer support programs
- allied health services
- counselling support
- support to overcome social isolation.

Regional services

Our regional community program has grown considerably since its commencement in March 2000, offering a wide range of services devised to assist the elderly living in their own home.

The service currently offers over 170 flexible packages of varying types through metropolitan Adelaide, expanding to lower regional north, Yorke and Barossa Valley regions.

Our partnership with Commonwealth and State Governments allow us to provide a range of services including:

- Home and community care packages designed to provide clients with services to enable them to remain independent in their own home and are at risk of entry to residential care.
- Aboriginal specific packages in the mid north and packages providing low level planned, coordinated and flexible support services to allow clients to remain at home.

- Extended care packages in the mid north and lower north, Yorke and Barossa region. The packages provide planned high care, coordinated and flexible support services including nursing care to allow clients to remain at home.
- Extended dementia care packages in the mid north, providing planned, coordinated and flexible to include nursing care, case management and a focus on behavioural management related to the dementia process to allow clients to remain living at home.

In 2009/10 our new Clare office was opened and the expansion of the Diverse Home Care Program ensures we are accessible and local. Our collaboration with Country Health SA has resulted in the expansion of brokerage services.

Help for carers

Respite

In 2009/10 we continued to grow our respite care services. Respite and carer support is a Helping Hand initiative that is primarily funded by the Australian Government through the National Respite for Carers Program.

Respite services offer individual social and recreational activities, as well as 'time out' for carers. Care can be either in-home, in the community or centre-based. Needs based programs and activities are developed with clients and carers to enhance quality of life and provide opportunities for social and community contact.

Helping Hand offers respite services for carers of people with dementia or a disability, people of all ages as well as support services for older people from Cambodia, Vietnam and the Philippines.

We will create a culture of rehabilitation in all services, to maximise the potential of every client to lead the lifestyle of their choice.



Grandparents as Parents

Jenny Macklin, Minister for Families, Housing, Community Services and Indigenous Affairs has acknowledged the important support provided by agencies like Helping Hand to grandparents providing primary care services for grandchildren. In June 2009 a further \$95k was provided to secure the program in its fourth year of operation.

The purpose of the project is to support and resource grandparents who are full time carers of their grandchildren. Key aims of the program include building effective parenting and relationship skills, strengthening support to families and community and reducing isolation of grandparents.

In Australia, approximately 22,000 families are made up of grandparents caring for children younger than 17 years of age. The initial project was held with a client base of 60 grandparents, who cared for 71 grandchildren. Of the families approximately 50% were single grandparent families.

A review of Grandparents as Parents has found that the project has been most beneficial in reducing feelings of social isolation by providing grandparents with the opportunity to socially connect and provide peer support to each other. Grandchildren have benefited from the social outings by socialising with other children in similar circumstances reducing stigmatization associated with living with their grandparents. The opportunity to socialise with other people also caring for children who may have challenging behaviours, allowed them to feel accepted and not be judged by what the general community may see as unacceptable behaviour.

Regular one to one support visits have been increased to better support those grandparents who were most isolated, most at risk (themselves or their children) or who requested more additional support. The monthly support group meetings have allowed Grandparents to feel more connected and some have made long and lasting friendships outside of the group. The guest speakers have increased grandparents knowledge by increasing awareness about the importance of maintaining their own health and wellbeing.

Case study

Did you know that more than 30,000 children nationally are cared for primarily by their grandparents? Imagine yourself in your sixties, having successfully raised a family and now looking forward to a much deserved retirement after working hard all your life, only to be presented with the prospect of taking care of your grandchild, decades after having cared for your own children.

This harsh reality faced Mick and Faith, who on the cusp of retirement and with a caravan ordered and on its way, were handed responsibility for their 3-month and 15-month old grandchildren. Not surprisingly this was not part of their retirement plan.

Four years on, Mick believes that caring for their two grandchildren, Jack five and Dion four, has been the biggest challenge for he and his wife of 21 years, Faith.

“You face the same challenges as any new parent; only it’s not our doing, it’s not planned for, and we’re about 40 years older than most new parents,” Mick said.

Mick recognised the newfound challenges they faced and decided to go into early retirement.

“We realised we needed to dedicate a lot of time to taking care of the boys so I stopped work, which means we rely on Faith’s pension, a bit of government support and I draw on some of my superannuation,” Mick said.

Many grandparents who find themselves in this situation face similar concerns. The grief of losing their freedom, not being financially prepared and not to mention the new challenges of technology, with the likes of Facebook and Twitter often a foreign concept for most grandparents.

“The beauty of the Grandparents as Parents program is that you meet with people who know exactly what you are going through.”

Grateful for the program, Mick said he and his wife were greatly supported during the first few months of adjustment.

“Any transition like this for children involves some level of trauma and we really were challenged by our situation, but the support from the program really helped us make it through,” he said.

Reflecting on his situation now Mick says he wouldn’t have life any other way. “The rewards are there every single day, while we face the same challenges as new parents, we also receive the many rewards,” he said.

And as for the caravan the Mick and Faith had on order? “We take much shorter trips than what we had planned, but our life isn’t on hold, it’s just different, because now our trips are filled with the inevitable are we there yet?” he laughs.

Health & Wellbeing

Helping Hand’s Health & Wellbeing service provides a range of individually tailored services which support socio-emotional wellbeing by maximizing the individual’s own strengths to develop coping and self-management skills. Services include counselling, health coaching, social isolation support, mental health support, grandparents as parents support, and training and education. Key programs that have operated through 2009/2010 include:

Veteran’s assistance

Helping Hand provides assistance through the Department of Veterans’ Affairs, Home Care Program, enabling Veterans and war widow/ers to maintain their health and wellbeing while living independently.

Service integration

The Transitional Care Program is an innovative approach to the delivery of care for older people who may be having difficulty with everyday tasks. The packages offer rehabilitation support to build and maintain people’s skills, enabling older and frail people to live independently for as long as possible. Residential beds are located in our Mawson Lakes facility, in addition to a range of community packages which offer services to clients within their own homes.

Moving Ahead With Your Health

The \$200,000 program funded by the Department of Health and Ageing aims to help Baby Boomers live a healthier lifestyle. This new initiative aims to facilitate long-term behavioural and lifestyle changes using a Health Coaching Model for 60 people identified as at risk for poor health due to weight management issues. The program specifically targets people within the northern and western metropolitan areas of Adelaide.

The broader project aims are to reduce the impact of ageing, support strategies for improved health and wellbeing and facilitate the experience of positive ageing. It is anticipated that participants will benefit significantly from the interventions due to the health benefits of being in touch with others both socially and emotionally. This model also includes a focus on solutions, goal setting, addressing barriers and supporting motivation to change.

Mental health programs

Our Mental Health and Wellbeing Program is funded by the State Government, Department of Health and provides services for people, aged 60 years and over, who are suffering from a mental illness and living at home. The program covers older persons who may be suffering from dementia, with associated challenging behaviours people with long-standing mental illness or those who have developed functional illnesses such as depression later in life.

Helping Hand is continually looking at the provision of services for those who are in need. One of the unique mental health programs offered in 2009/2010 by Helping Hand is Filling the Gap. This program provides services to ensure vulnerable people, aged over 40 years that are living in unstable accommodation and have complex care needs, are safe and have access to appropriate care and support.

Successful Ageing

This program aims to assist older people in adapting to life transition changes, enhance mental wellbeing and acquire new skills in achieving greater independence.

It provides confidential counselling by experienced professionals in the client’s home on a one to one basis, to assist with support, encouragement, concerns and issues that the client may be facing.

Case study

Tai Chi classes a success

For the past four years Judy Ely, Therapy Assistant at our Healthy Ageing clinic, has been teaching Tai Chi for Arthritis at the Surrey Downs Community Hall. For Judy, the buzz of teaching is to see someone progress from very hesitantly standing and hanging onto a chair for support, to being able to stand on one leg and stretch the other out. Other benefits, apart from increased balance, have also been a reduction in arthritic pain.

The classes usually have between eight and fourteen people attend. They run for an hour, once a week, and participants are encouraged to practise at home which many of them do. Seated Tai Chi classes have recently started at Mawson Lakes, with people staying in the Short Term Unit and permanent residents encouraged to attend. This is working well and gives people the opportunity to exercise safely within their own limitations.

Judy says, “If coming to Tai Chi prevents only one person from a broken hip then it is all worthwhile.”



Year in review

Funding

Helping Hand has had many key achievements over 2009/2010, including securing future funding worth more than \$2m over the next year. This will be used for:

- Safe & Easy at Home service expansion
- Towards Community Inclusion north expansion (inner north)
- Respite Choices (eastern Adelaide, inner south, Onkaparinga)
- Diverse Home Care Support expansion (mid north)
- Minor capital and/or workforce development statewide
- Two retreats for carers
- Activities program for Filling the Gap clients
- Safework SA research- Migrant workers: communicating safety to culturally and linguistically diverse (CALD) workers in the aged care industry
- Petrol reimbursement for volunteers through Commonwealth DFAHSIA
- The Memory Farm Project at Jamestown
- Digital story telling
- Day Therapy Centre funding to continue Healthy Ageing and Successful Ageing
- Growth of our respite, gardening and mental health programs.

Collaboration

Helping Hand is continually looking for opportunities to broaden our service provision to provide the highest possible care to all our clients and residents. To achieve this we are focusing on a number of initiatives, including:

Investigating client and resident attitudes

- Last year Helping Hand conducted a resident satisfaction survey, and the valuable information gained is helping us to fine tune our care delivery.
- We will soon be running a series of focus groups and workshops to talk with our residents and their families about the survey results.

Strategic planning

- Planning is vital for the future of aged care organisations such as ours.
- The current organisational plan was reviewed in 2010 and we are now working on the new strategy to ensure that the organisation's direction for the next three years aligns closely with the needs of the community.
- Some areas that we are exploring at the moment include new approaches to the care of people with dementia and innovative approaches to palliative care.

Students at Helping Hand

- Helping Hand is committed to working closely with universities and other organisations to give students a positive experience in the aged care environment.
- We accept students from a diverse range of areas including healthcare, arts and architecture, computing and business studies.
- Our hope is that positive experiences will help break down stereotypes and inaccurate perceptions of the industry.
- This will encourage students to consider working in the aged care sector or in the field of research in aged care.
- Helping Hand hosted five students from Flinders University, who participated in a pilot clinic involving nutrition and dietetics. Initial feedback suggests that the trial was very successful and may lead to further student nutrition and dietetic clinics in the future.

Research and development

Admissions customer satisfaction survey

A project to determine levels of client satisfaction with respect to the admissions process, the explanation of accommodation bonds, resident agreements and the chart of residents rights and responsibilities was undertaken.

Research findings show that the majority of participants were seeking accommodation for either one or both parents. People felt that Helping Hand admissions staff have a good understanding of the process and that the client was satisfied with the admission process.

The highest satisfaction levels were in regards to information provided in the admission package, including what type of accommodation options were available. Questions related to the Resident Agreement were clearly explained and the client was provided with the information to take away and read.

Overall satisfaction of the admission process rated very high, with 95.7% of participants saying they would recommend Helping Hand to others. 100% of participants said they would select Helping Hand for future services.

Brand and positioning study

The objectives of the project were to understand the value of our brand in the marketplace, what the future needs of clients and residents are, and most importantly, how we can ensure we are best placed to meet these needs.

Supporting people with Parkinson's Disease

In Australia 25 people are diagnosed with Parkinson's disease each day. Parkinson's disease is a progressively degenerative neurological disorder which affects the control of body movements. There is no known cause or cure.

As a new initiative, Parkinson's SA and Helping Hand have established support groups in Adelaide's north west, offering those diagnosed with Parkinson's disease an opportunity to share their experiences, learn more about their disease and manage it in creative ways.

Information sessions had guest speakers Dr Karyn Boundy from the Queen Elizabeth Western Neurology Specialist Centre, Ruth Withey, Clinical Nurse specialising in Parkinson's disease and Alexandra Hayes from Parkinson's SA. Their knowledge and expertise of Parkinson's disease enabled a wide range of topics to be discussed.

The information sessions achieved very positive results, with a significant number of people attending. Positive feedback supported the development of further support groups in the near future.

Workforce

Leading the way

In 2009 Helping Hand successfully negotiated a Health Professional Collective Workplace Agreement (CWA) for nurses and allied health professions.

This new agreement provided additional benefits in parental leave, a 12% pay increase over three years, incentives for further study and education and efficiencies in allowances and penalties.

This will ensure that Helping Hand remains competitive in the sector and can offer incentives for recruitment and retention of workforce.

My learning

The development of 'My Learning' is designed to encourage the ongoing learning and development of staff members. It complements the performance review processes and supports ongoing professional development for those who maintain professional registrations.

My Learning is a program where staff earn points for learning in their role. Over a 12 month period, staff will earn points for attending sessions such as workshops, conferences, staff meetings, compulsory education sessions, presentations of in-service sessions, mandatory training sessions, committee meetings, tertiary and TAFE education.

Cultural diversity

Helping Hand has recently reviewed its Cultural Diversity Position Statement which forms the foundation for how we respond to cultural diversity in our community. The review was undertaken to ensure that our approach reflects current community needs.

Helping Hand serves a broad cross-section of the community and we place great emphasis on meeting the varied cultural needs of our clients. Our sites and services bring together a diverse range of culture and backgrounds, including Vietnamese, Cambodian, Spanish and Filipino to name a few. Our staff recruitment strategy reflects this diversity as it allows us to better understand and respond to our clients needs.

To ensure our services are relevant we regularly consult with our residents, the community and other organisations. We make an effort to learn more about our clients and tailor our services accordingly. Our staff training includes various learning days throughout the year that focus on different international cultures. We are participants in the Chinese Community Aged Network, which seeks to assist with the cultural needs of Chinese residents. We also sponsor health tips on ethnic radio 5EBI in a variety of languages.

At Helping Hand we offer services based on the principles of access and equity that are respectful of the needs of people across our community. We believe everyone deserves to be treated fairly and gain information to help make choices which assist in maintaining health and wellbeing.



A leadership culture

Helping Hand is excited to tell you about Leading the Way, a program designed to meet the current and future needs of leadership within Helping Hand.

In partnership with Leadership Learning Dynamics, the program has been developed to suit Helping Hand, the aged care industry and the individual's learning style. 'Leading the Way' will encourage, develop and refine leadership skills at Helping Hand. This program is being offered to the middle management group. A similar program for supervisors and potential leaders will follow in the near future.

Leading the Way has been designed to be a nationally recognised and accredited qualification. On completion participants will receive a Diploma of Management in addition to the valuable peer support and leadership skills that they have developed along the way.

This program will allow Helping Hand to 'lead the way' and set a benchmark for leadership in the aged care industry. Leading the Way will build an innovative team of leaders who take responsibility for creativity and development within Helping Hand and who will become the mentors of the future supervisors and leaders program.

Team STEPPS

Team STEPPS is a dynamic team building programme developed for a wide range of health settings. Its aim is to improve quality and safety of care through strengthening a team's capacity to communicate and coordinate its work more effectively.

During 2010 and 2011 'TeamSTEPPS in Aged Care' is a topic of research within Helping Hand. Our aim is to understand ways in which the TeamSTEPPS programme can be used most effectively to promote teamwork in residential aged care. Topics include ensuring everyone knows their role, how team members are effectively updating and informing each other of ongoing items, giving mutual assistance and ensuring areas are 'safe to work.'

We will implement a new approach to the provision of housing to ensure that client's needs for accommodation are met in a way which fosters independence.

Capital

Stretching our hand out into the north

Helping Hand is pleased to announce the development of a new multi-million dollar, two-storey, 110 bed residential care facility in Northgate by 2013. The new residential care site complements Helping Hand's current suite of residential care facilities and community services in northern metropolitan Adelaide and supports the growth of services further into the northern areas of regional South Australia.

The development of the new multi-story residential site reflects Helping Hand's strong commitment to older South Australians and ensuring quality and professional care is delivered in a safe and inviting surrounding, where residents can live the lifestyle of their choice.

The design of the site offers a good sense of balance between personal and public spaces for residents and encourages community and social engagement. A range of green initiatives have also been developed to work in harmony with our service delivery, ensuring our client and environmental responsibilities are both met.

This multi million dollar development will be completed by the year 2013 as part of Helping Hand Aged Care's capital development plan.

A fresh face

Helping Hand will also be undertaking extensive capital works on three of its existing residential care sites over the next couple of years. The Board has committed to the expansion of the Mawson Lakes site, where an additional 13 rooms will be added. Refurbishments are also currently being designed for the Parafield Gardens and Jamestown sites.

Mawson Lakes expansion

The Mawson Lakes Residential facility has commenced capital work to expand the North Eastern side of the site. The extension includes 13 additional residential rooms, new dining areas, a courtyard garden and therapy treatment space. The expansion means Mawson Lakes now has a total of 98 resident rooms. The facility has established itself positively within the Mawson Lakes community with increasing needs and demands prompting the extension of the facilities.





Essington Mews, Clare

Stage one of the Essington Mews retirement village, located in Clare, was completed in February 2009. The independent living units complement the range of residential and community services already offered by Helping Hand in regional South Australia.

The village offers opportunities for older persons living in the region to move into more manageable accommodation and maintain independence and care in their home for as long as possible. Clare presents excellent long term market opportunities, as the population ages and smaller dwellings and land are in demand.

Belalie Lodge redevelopment

A multi-million dollar redevelopment plan for Jamestown has been endorsed by the Helping Hand Board. This major investment into Jamestown reflects Helping Hand's strong commitment to the community.

Capital works will include opening up access within the site, enlarging small bathrooms, creating a flexible special care unit, upgrading security systems and hot water supply, expanding dining, lounge and activity spaces, development of therapy rooms and providing office space for Northern Areas Community Care. This major redevelopment will commence in late 2010.

The redevelopment builds on the foundations provided by the local community, prior to Belalie Lodge becoming part of the Helping Hand Aged Care organisation. Belalie Lodge has been providing high quality aged care services to the Jamestown community and surrounding districts since 1978.

Achievements

Greater service to the community

In 2009/2010 we successfully obtained 76 Commonwealth licences which will be used in the new 110 place residential care facility at Northgate. Our Home and Community Care Packages grew by 40%, allowing us to continue to diversify our programs within the community to meet the changing needs of our clients. Helping Hand also committed, in 2010, to deliver 20 wheelchair friendly houses, in partnership with Wheelchair Homes.

Inaugural Gerontology Student Prize awarded

At the South Australian Gerontology Conference, the inaugural SA Gary Andrews Student Prize was awarded to Samara Zubrinich, Research Assistant from the Centre for Aged Care Studies, a partnership between UniSA, University of Oslo and Helping Hand.

Her winning paper was titled "The Lived Experience of Australian Carers of Persons with Dementia: Giving the Carers a Voice". The award aims to encourage students who undertake research in the field of ageing. The prize includes a certificate, cash and membership of the Australian Association of Gerontology.

Helping Hand Aged Care is proud to be associated with the Centre for Aged Care Studies which focuses on research activities regarding the practice of aged care and the experience of those whom it supports. Our congratulations go to Samara, as well as our best wishes for her ongoing Social Work Masters studies.

Country Community Care celebrates 10 years of excellent service

Over the past decade our regional program has established itself as the largest leading private provider of care in regional South Australia.

Our program supports people with both low and high care needs including specific care packages to cater for the needs of people with dementia. The high quality care provided makes a positive difference to their lives.

Over 10 years the services provided have expanded and increased to a total of 129 Care Packages. The quality of care provided gives satisfaction, and piece of mind, to both clients and their families.

"Providing the care and support needed to help a loved one stay living at home is a vital service both to the individual and the community," said Syd Farrell, General Manager, Country Division.

Helping Hand offers a variety of services to the Yorke Peninsula, Lower North, Mid North, Barossa Valley, Copper Coast and Barunga West regions.

APAC conference

Our Parafield Gardens site has five large banners in the entrance. The banners express greetings of peace and harmony from five different communities living in the north of Adelaide: the indigenous Kurna people and South East Asian immigrants from Laos, the Philippines, Vietnam and Cambodia. Created by elders of these communities, the banners are the most visible expression of an exciting program Helping Hand established with these communities, with the help of Commonwealth funding: Asian Partners in Aged Care, or APAC.

In 2009, APAC celebrated four years of collaboration with the participating communities at Parafield Gardens. The exciting event included information about the APAC journey since 2005 and music, dancing and food from our partner communities.

A core component of the APAC program are the Peer Support Workers, who visit elders and carers of their communities to inform them about aged care related services available for them. Speaking both their local language and english fluently, their task is to help bridge gaps and overcome barriers in accessing services.

APAC also organises tours for Asian elders to residential sites, gives educational sessions on issues regarding health and ageing, organises intercultural and intergenerational encounters, and holds arts and music events.

APAC offers training for Helping Hand staff on how to deal with language barriers, how to gain a better understanding of the cultural background of the elders and provides general information in print and online.

Working in our community

Sensory garden

In 2009 Salisbury Downs Primary School Science Co-ordinator, Domenica Thompson, collaborated with Manager Belle Kerr and Resident Liaison Officer Sandra Morgan, to develop a sustainable, water-efficient garden within the grounds of the Ingle Farm facility.

The aim of the garden was to create an environment that would assist in maximizing the health, wellbeing and quality of life of older and younger people in our community. The project was sponsored by the Premiers Industry Award for Teachers of Science and Mathematics, and Helping Hand was awarded a certificate of recognition for their contribution to the project.

It was with the generous donation of the Ingle Farm Auxiliary that Helping Hand was able to establish the sensory garden in March 2010. The creation of the garden has had a number of positive outcomes for both residents at Ingle Farm and the surrounding community. The garden is year-round water-wise and provides therapeutic benefits to all involved through relaxation and active involvement in planting and tending the garden.

"Providing the care and support needed to help a loved one stay living at home is a vital service to both the individual and the community".



One of the aims of the garden was to create a space that would stimulate the use of all five senses - sight, smell, sound, taste and touch. The Development Unit and Ingle Farm are now investigating further development in the garden to incorporate a rehabilitation trail, which can be used by community clients and the establishment of a community space in the courtyard, to encourage utilisation of the external environment by families.

Art exhibition

Helping Hand and Endeavour College launched their first cross generational art exhibition titled 'When words are not enough.' The art therapy project has provided a creative and alternative means of communication for our residents who suffer with moderate to severe dementia. The idea hinged on offering alternative methods of being creative, and modifying the techniques to residents' abilities rather than their disabilities.

Case study

Men's group

Two volunteers and members of the Helping Hand's Men's Group travelled to Perth to present at the 2009 Aged and Community Services National Conference. They presented a paper titled "From Bread Winner to Invisible Man".

Both men gave personal accounts of what Helping Hand's Men's Group has meant to them on their journeys through life's ups and downs – stressing the importance of this group in offering the support of other men to overcome hurdles and thrive in challenging times.

Richard Howell

"Now we have a new place to go to thanks to the XMRC (Ex Military Rehabilitation Centre) and our numbers have grown. There are a lot more guys doing woodwork, a computer room and a rest room for guys who just want to sit and relax. I will continue to be a part of this for a long time to come as it is what is needed for the men out here".

Ron Hoad

"After a very serious workplace accident in August 1986 I was confined to the house. With lots of operations to contend with I found that my previous active life had come to a complete standstill. I felt dejected, bored, angry, depressed and worthless. I found immediate comfort, acceptance and companionship at the Men's Group. I liked it so much that I became one of their volunteer drivers. To this day I get much pleasure from what I do. Being involved has given my life purpose and meaning which was not there before. I am very content".

The fun, enjoyment, laughter and completed results exceeded our expectations. The benefits have been many. For some it has brought back skills that previously had long been forgotten and unused for many years. For others, it has been the involvement with the students.

The program has filled Tuesday afternoons with much enjoyment and has given all participants the ability to express and share their emotions with young people who are often of similar ages to their great grandchildren. The Mawson Lakes Community Centre has recently invited Helping Hand to make the Art Show an annual event.

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Industry partners

Industry partners

Helping Hand is proud to be involved in the following partnerships and committees:

- Better Oral Health for Older People Steering Committee
- Adelaide North Eastern Division of General Practice Board of Management
- Adelaide North Division of General Practice Board of Management
- TAFE SA Council

- Nurses Board of SA Professional Practice & Strategic Initiatives Advisory Committee
- National Evidence Based Aged Care Unit (JBI)
- National Palliative Care Alliance (on behalf of Geriacion)
- National NDS Ageing and Disability Committee
- SA National Disability Services Ageing and Disability Committee
- ACS SA/NT Community Committee
- ACS SA/NT Residential Committee
- ACS SA/NT Retirement Accommodation Committee
- ACS SA/NT Finance Committee
- ACS SA/NT Workforce Committee





We will refine our quality systems across the organisation, to ensure clients receive services of the highest standard.

A word from our Chairperson and Chief Executive

2009/2010 has been an exciting year for Helping Hand as we continue to grow and develop our aged care services.

However, the challenges facing providers and our ageing population must provide a catalyst for change within the sector.

The current aged care system, while claiming flexibility, is prescriptive in regard to what can be provided, who can provide services and the location in which services can be offered. Consumer choice and control is the way for the future. There are current practices, both in Australia and overseas, which demonstrate how this can be achieved and we believe that a consistent, home grown Australian model which reflects our culture and context should be developed.

The current inquiry, Caring for Older Australians being undertaken by the Productivity Commission will hopefully assist us in taking steps towards meeting these needs, as it investigates and develops options for structural reform within the aged care system. We look forward to reviewing the findings in 2011.

We are working hard to build a strong foundation for the expansion of our residential and community services into the future and we are now in the forefront of service innovation across community aged care services.

Our new multi-million dollar, two-storey, 110 bed residential care facility at Northgate will complement Helping Hand's current suite of residential care facilities and community services in northern metropolitan Adelaide.

Additional investment in capital will be seen in the multi-million dollar redevelopment plan for Belalie Lodge in Jamestown, which has now been endorsed by the Helping Hand Board and the expansion of our Mawson Lakes residential site.

In 2009/2010 our Home and Community Care Packages grew by 40%, allowing us to continue to diversify our programs within the community to meet the changing needs of our clients and offer services across a broader geographic area.

Helping Hand also secured future funding worth more than \$2m over the next year. This will be used to expand our aged care services including Safe & Easy at Home and Respite Choices as well as other services such as retreats for carers and our growing range of community services to name just a few.

These investments and the continuing expansion of our services reflect Helping Hand's strong commitment to older South Australians to ensure quality and professional care is delivered in safe and inviting surroundings where residents can live the lifestyle of their choice.

We have also invested towards the development of stronger systems to support our growing and diverse business. Our business application project, which commenced roll out in 2009/10, will assist in providing more efficient services to our residents, clients and better support our staff both now and in the future.

This project, involving a significant investment over a period of three years, supports a long term vision for our organization and the outcomes will cover the areas of people management, workforce management, clinical care and finance. It is anticipated that the project will be completed by 2012. The adoption of new technologies to better service our clients is part of our commitment to our community.

This year has been one where we have been 'planting the seed' for our future growth and expansion. We have committed to and commenced a number of new and exciting initiatives that will set us apart as a leader within the sector.

In all we have enjoyed a very successful year of growth and achievement, with yet more exciting developments around the corner.

I congratulate our Board, staff and volunteers for their commitment, passion and continued hard work to ensure the quality of life of our residents and clients is enhanced every day.



David Filby
Chairperson



Ian Hardy
Chief Executive

Our Board and Executive Team

The Board and CEO provide corporate governance as well as manage and assist the furthering of the organisation's strategic direction and coordinating the quality improvement approach.

The objective of the Helping Hand Board is to give an independent view of governance. Members ensure operations including finances, acquisitions; clinical governance and corporate identity demonstrate high performance while meeting the needs of our clients. The Board consists of nine members who volunteer their time.

We will create and respond to opportunities to deliver new and existing services in innovative ways to expand the range of choices for older people

Meet the Board

Carlien Coultate

Member since October 2009



A member of the Client Care Sub Committee. Carlien is currently the Delivery Manager for EDS Credit Service. Her strong strategic, leadership and delivery skills are a valuable asset to the Board. Carlien is also a Director on the Board of SA Landscaping and has been a Board Member and Chair at

Alwyndor Aged Care and Defence Teaming Centre. Carlien has particular expertise in service delivery and looks forward to making a difference at Helping Hand Aged Care.

Dr David Filby

Chairperson - member since July 2007



As well as being a member of the Finance & Property sub-committee, David has been the Executive Director of Policy and Inter-government Relations within the SA Department of Health since August 2002. He has previously held various executive positions in the SA Health Commission

and the SA Department of Human services. David is an active member of the Rosefield Uniting Church, and is a member of Church Council.

Mr Len Frankham

Deputy Chair - member since March 2004



Recently retired, Len was the Commercial Manager of Channel 7 Adelaide. His expertise is in the areas of finance and business administration.

Mr Ian Hardy

Chief Executive Officer



As CEO Ian has built numerous new residential facilities as well as lead extensive growth of community and residential care services in metropolitan Adelaide as well as high need areas of regional South Australia. Current memberships include the board of Adelaide Northern Division of

General Practice and Chair of Co-Opera (SA based touring Opera Company) board.

Ellen Kerrins

Member since 2005



Ellen has a nursing background and following her move to Adelaide after specialising in Cancer Care at the Peter MacCallum Cancer Institute in Melbourne she accepted a role in cancer control at the Cancer Council of South Australia. Recently she has joined the Southern Division of General Practice managing the population health programs.

Rev Gayle McClimont

Co-ordinating Chaplain and member since 2002



Gayle has been a Uniting Church Minister since 1997 and was previously the minister of the Flinders Congregations in the mid-north of South Australia. Gayle served on the Mt. View Homes Board while in the mid-north and has represented the church on the Department of Human Services

Ethics Committee since 2003.

Chris Stewart

Member since September 2009



A member of the Finance and Property Sub Committee. Chris is currently the Head of Corporate Development at Solar Shop Australia; Councillor for the SA division of the Australian Institute of Company Directors and Chairperson of their Emerging Directors Committee. He was previously a member of the Medical

and Science Advisory Committee of the Asthma Foundation of SA. He has developed a significant depth and breadth of corporate expertise and governance knowledge across the property, renewable energy, financial services and health care sectors. Chris has a strong interest in making a tangible and positive impact to the community.

Dr Craig Whitehead

Member since January 2008



Craig is a Helping Hand staff specialist in geriatric medicine and a member of the client care sub-committee. He is also a member of the Flinders University Department of Rehabilitation and Aged Care and an active clinician in both public and private practice. He has research interests in falls, residential aged care and health services for older patients.

Meet the Executive Team

Helping Hand is managed by an Executive Management Team who:

- Facilitate the development, implementation, monitoring and evaluation of the Organisational Plan.
- Take a leadership role in actioning and progressing the goals of the Organisational Plan objectives.
- Generate and discuss new ideas related to the future directions of the organisation and growth in service areas.
- Utilise the intellectual capacity of the leadership group to develop innovative ways to respond to care and service delivery.
- Develop an identity within the organisation to promote organisational pride and cooperation.
- Establish and actively utilise communication and feedback mechanisms to communicate with all levels of the organisation.

Members of the Executive Management Team in 2009/2010 were as follows:



Ian Hardy
Chief Executive



Darren Young
Metro Division
General Manager



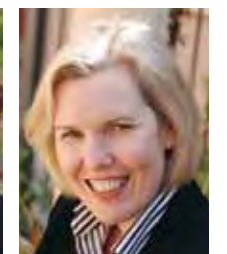
Adrian Ware
Chief Financial
Officer



Megan Corlis
Development Unit
Executive Officer,
Director R&D



Julie Goods
Corporate Support
Manager



Susan Emerson
Director Care,
Environments &
Service Strategy

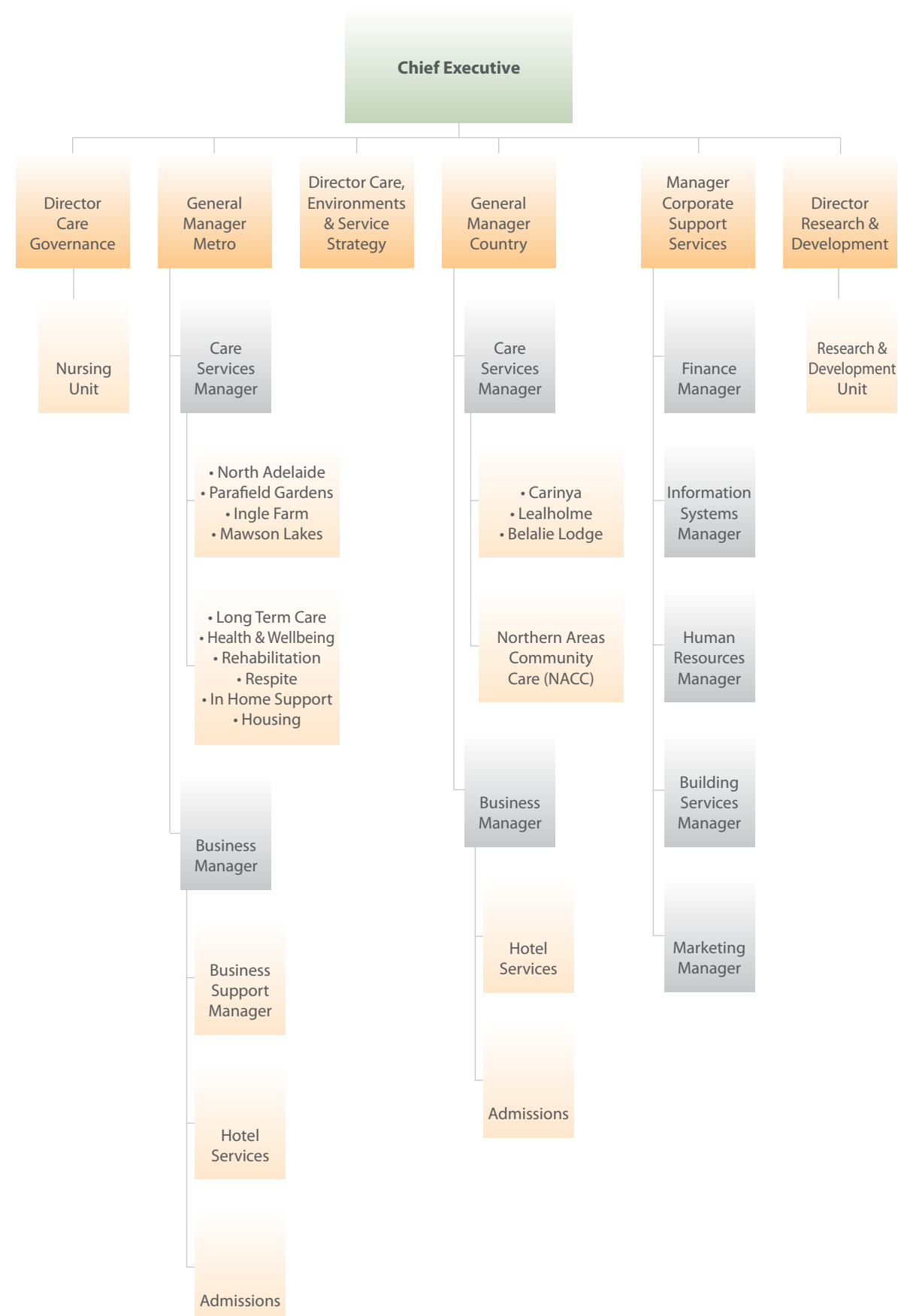


Syd Farrell
Country Division
General Manager



Meg Phythian
Director Care
Governance

Organisational structure



Organisational plan

Key result area 1

Developing our organisation
2010 outcomes

- 1.1 We will have a clearly defined and well communicated statement of our core business and of our core approach to providing.
- 1.2 We will have consistent, principle based processes for making decisions about organisational change and growth.
- 1.3 We will have both a paid and a volunteer workforce with the capacity as well as the skills and attributes necessary to meet the changing needs of our consumers.
- 1.4 Our business systems will be simpler, more reliable and more efficient as well as adapting to meet contemporary corporate governance requirements.

Key result area 2

Meeting community needs
2010 outcomes

- 2.1 We will have a culture that encourages and supports our 'communities of interest' to be involved in changing and improving how services are delivered.
- 2.2 Our service development strategy will be based on research and analysis, with identifiable influence by current and potential consumers.
- 2.3 We will have introduced a simpler and more unified entry process which helps consumers make more informed choices.
- 2.4 We will have generated new and/or improved responses in the areas of dementia care, mental health and housing options.
- 2.5 We will have implemented a range of initiatives that have demonstrably addressed the spiritual and 'quality of life' needs of our consumers.
- 2.6 We will be flexibly positioned to respond to any changes in the way services are funded, including changes which affect our business relationship with consumers.

Key result area 3

Leading the sector
2010 outcomes

- 3.1 We will have participated in research and in the trialling of new and innovative approaches to service delivery.
- 3.2 We will have built and sustained strategic alliances which optimise our individual and collective contributions, with demonstrable benefits for consumers.
- 3.3 We will have had an identifiable influence on aged care policy development at all levels.

Our Staff

Helping Hand employs approximately 1,200 staff members located across South Australia. Labour costs are the most significant cost in our organisation and absorb approximately 70% of every dollar of income we earn.

Working at Helping Hand is a rewarding and challenging experience. We seek a workforce that is committed to the values of the organisation: choice, high quality, client focused and committed. We deliver our services in both the client's home and our home. The majority of our workforce is part-time and work in roles such as nursing, catering, personal care, project management, information technology, management, administration and domestic services.

Employees and volunteers at Helping Hand come from broad social, cultural and educational backgrounds. As each member of the team makes a unique contribution, it is important that we work together effectively and efficiently to ensure the individual needs of the residents and clients are always our first priority.

Helping Hand is committed to being a caring and equitable employer, supportive of diversity, continuous learning and recognising the importance of a balance between work and daily living activities.

Case study

"I love Helping Hand. Everyone is so kind lovely and always eager to help. There is a wonderful team effort. Residents' families can't say enough about how happy they are that their loved one lives here. It's so well set, especially over here in the dementia unit. Management do a great job at picking staff and looking after them. They choose the right person for the right area: the blend is beautiful. I love it here and tell everyone about how wonderful Helping Hand is".

Eileen Gregory, Personal Carer and State Semi-finalist, Trainee of the Year

Volunteers

For more than 50 years, volunteers have played a crucial role in our success and have contributed to our recognition as one of Australia's leading aged care providers. The thousands of hours provided each year by volunteers assists us to maintain an excellent service and improve the quality of life for many of the 7,000 South Australians who receive our services.

National Volunteer Week provided an opportunity for Helping Hand to thank our volunteers for their hard work.

Helping Hand residents, community clients and staff are thankful to all volunteers who donate their time to our organisation. For more than 55 years, volunteers have played a crucial role in the success of Helping Hand.

Services provided by our volunteers include assisting with activities and social functions at our residential sites, support for community based clients by providing transportation to external activities and appointments, and participation in fundraising initiatives by becoming auxiliary members.

Case study

Volunteer, Bruce McLeod

I've been a volunteer for Helping Hand for 19 years - volunteering is a big part of who I am. I became involved in volunteering when my step-father moved into Helping Hand at North Adelaide (Melrose House). I would come in and cook weekly BBQs, help with activities and take residents to appointments. I began to build relationships with all the residents and enjoyed having a special connection with them. When Helping Hand Ingle Farm was opened in 1995 some residents from Melrose House moved into the new site. I was asked to help with the transition as I was such a friendly, familiar face. I then became a founding member of the fundraising group, now known as the Ingle Farm Auxiliary. I helped organise many fetes, craft markets, BBQ's, movie nights, casual days, wine tasting and the list goes on. It is a humbling experience to be a volunteer.

Bruce has been awarded Life Membership in the Auxiliary at Ingle Farm - a great achievement.

Our special thanks

Our success does not come without significant effort and contribution from many people; our management and staff, volunteers, residents and clients of services as well as our industry partners and authorities. Helping Hand is supported by both State and Commonwealth Government for the provision of a range of core services and facilities. Special thanks must go to all those who so kindly recognise the services provided by Helping Hand and its staff.

Our auxiliaries

Our wonderful auxiliaries who continue to support us and fundraise on our behalf. Auxiliaries are currently in operation in North Adelaide, Jamestown, Clare and Ingle Farm and have raised a total of \$47,710 in 2009/2010.

Our generous donors

Fundraising also gives us an opportunity to add value to people's lives by offering additional services, opportunities and experiences. This may be in the form of new equipment, excursions, education to our clients and their carers or research into new services and care.

These 'extras' make a difference to the quality of life of our residents and clients and is only made possible by the generosity of our supporters and patrons. We would like to take this opportunity to thank the many people who supported us in 2009/2010 through fundraising activities, donations and volunteering their time.

How you can lend a helping hand

There are many ways that you can support Helping Hand deliver the services and care:

- volunteer your time to one of our many programs
- participating in an Auxiliary
- making a donation
- considering us with an In Memoriam
- bequests.

Your contributions help us make a big difference. If you would like to find out more please contact us on 1300 653 600.

We will create funds for development purposes and allocate those resources according to priority.

Financials

Income statement

For the year ended 30 June 2010

	2010 \$'000	2009 \$'000
OPERATING INCOME		
Government subsidies	34,085	31,402
Resident fees	9,213	8,824
Community care services fees	2,343	2,040
Interest and dividends received	1,072	940
Non operating income	5,187	5,419
Other income	8,134	6,322
Total operating income	60,034	54,947
OPERATING EXPENDITURE		
Employee expenses	47,405	42,883
Finance costs	445	516
Administration expenses	1,795	1,899
Depreciation and amortisation	3,309	3,364
Repairs and maintenance	1,348	1,248
Other expenses	7,193	8,137
Total operating expenditure	61,495	58,047
Net surplus/(deficit) from operations	(1,461)	(3,100)
OTHER COMPREHENSIVE INCOME		
Equalisation reserves		
Resident funded unit - revaluation	896	660
Resident funded unit - realised profit	(559)	(747)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(1,124)	(3,187)

Balance sheet

For the year ended 30 June 2010

	2010 \$'000	2009 \$'000
CURRENT ASSETS		
Cash and equivalents	19,586	15,959
Trade and other receivables	2,019	2,686
Accommodation bonds due	3,288	898
Inventories	32	44
Prepayments	211	152
	25,136	19,739
NON CURRENT ASSETS		
Financial assets	2,704	2,430
Property, plant and equipment	68,275	67,969
Resident funded unit licences	16,295	16,507
Loans secured	0	25
	87,274	86,931
Total assets	112,410	106,670
CURRENT LIABILITIES		
Traded and other payables	3,833	3,192
Resident funded unit liabilities	0	933
Entry contribution	276	510
Accommodation bonds	9,296	7,281
Provisions	5,153	4,679
Financial liabilities	460	460
	19,018	17,055
NON CURRENT LIABILITIES		
Trade and other payables	2,431	2,535
Resident funded unit liabilities	12,346	12,825
Accommodation bonds	33,187	27,388
Provisions	481	337
Financial liabilities	2,637	3,097
	51,082	46,182
Total liabilities	70,100	63,237
NET ASSETS	42,310	43,433
EQUITY		
Accumulated funds	21,927	23,388
Asset revaluation reserve	708	708
Trust and ID funds	2,440	2,440
Capital grants reserve	13,651	13,651
Equalisation reserve	3,584	3,246
Total equity	42,310	43,433

Statement of cashflows

For the year ended 30 June 2010

	2010 \$'000	2009 \$'000
CASHFLOW FROM OPERATING ACTIVITIES		
Receipts from operating activities	58,760	53,173
Interest and dividends received	1,075	833
Bequests, donations and fundraising	131	798
Payments to suppliers	(56,529)	(55,641)
Interest paid	(445)	(516)
Net cash provided by/(used in) operating activities	2,992	(1,353)
CASHFLOW FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	307	317
Payments for purchases of property, plant and equipment	(3,813)	(2,363)
Proceeds from sale of shares	562	524
Payments for purchase of shares	(641)	(1,040)
Net cash (used in)/provided by investing activities	(3,585)	(2,562)
CASHFLOW FROM FINANCING ACTIVITIES		
Increase/(decrease) in bonds	5,516	3,906
Increase/(decrease) in RFU licences	(861)	1,015
Proceeds from borrowings	25	0
Payments for borrowings	(460)	(460)
Net cash provided by/(used in) financing activities	4,220	4,461
NET INCREASE/(DECREASE) IN CASH HELD	3,627	546
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	15,959	15,413
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	19,586	15,959

Statement of changes in equity

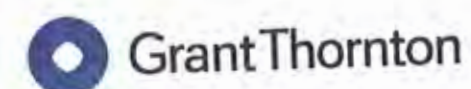
For the year ended 30 June 2010

	Accumulated funds	Reserve				Total
		Asset revaluation	Trust and ID funds	Capital grants reserve	Equalisation	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 30 June 2008	26,488	708	2,440	13,651	3,333	46,620
Total comprehensive income for the year	(3,100)	-	-	-	(87)	(3,187)
Balance at 30 June 2009	23,388	708	2,440	13,651	3,246	43,433
Total comprehensive income for the year	(1,461)	-	-	-	337	(1,124)
Balance at 30 June 2010	21,927	708	2,440	13,651	3,584	42,310

We will refine ways in which information flows throughout the organisation to ensure commonality of understanding and to draw on the knowledge and creativity of all staff and volunteers.

Audit report

AUDITOR'S REPORT



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HELPING HAND AGED CARE INC.

We have audited the accompanying financial report of Helping Hand Aged Care Incorporated (the "Association"), which comprises the statement of financial position as at 30 June 2010, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes to the financial statements and the statement by the Committee of Management.

Responsibility of the Committee of Management for the financial report

The Committee of Management of the Association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1985 (SA). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances. In Note 1 the Committee of Management also state, in accordance with Accounting Standard AASB 101: Presentation of Financial Statements, that compliance with the Australian equivalents to International Financial Reporting Standards ensures that the financial report, comprising the financial statements and notes, complies with International Financial Reporting Standards.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards, which require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance as to whether the financial report is free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee of Management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's opinion

In our opinion,

a) the financial report of Helping Hand Aged Care Incorporated

i presents fairly, in all material respects, the Association's financial position as at 30 June 2010 and of its performance and cash flows for the year then ended; and

ii complies with Australian Accounting Standards (including the Australian Accounting Interpretations) and the relevant legislation, and

b) the financial statements also comply with International Financial Reporting Standards as disclosed in Note 1.

GRANT THORNTON AUDIT PTY LTD

Chartered Accountants



Philip Paterson

Director - Audit & Assurance

Adelaide, 26 October 2010



Helping Hand

AGED CARE

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An agency of the Uniting Church of Australia