



# Helping Hand

AGED CARE



**Annual Report 2010/11**

*Providing residential and community services to older South Australians*



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## A message from the Chairman and CEO

### 2010/2011 - The year at a glance

It has been long understood that the needs of older Australians are not adequately met in the current aged care system. In January 2011 the draft Productivity Commission report - Caring for Older Australians, was released for consultation to the public.

The report is imperative in opening conversations between providers, Government and the community in relation to the challenges we are facing and the need for reform to better meet the needs of older people over the next five years. Helping Hand continues to have open dialogue with policy makers in the interest of our clients and residents. We have clearly stated that we believe that change is needed and that consumer choice and control will be fundamental to any model of care in the future.

In preparation of this new model of care, we have commenced work on the alignment of our services and programs to better meet this current and future need. The past twelve months have been a time of significant growth and achievement for Helping Hand Aged Care.

Our capital program has expanded to meet the growing needs of the community. The Northgate development, a new 110 bed residential care home in Lightsview, commenced build and will be completed in late 2012. Mawson Lakes was expanded to include an additional 13 residential rooms, therapy treatment space and dining and lifestyle areas. Belalie Lodge in Jamestown has commenced a \$4.5m redevelopment and minor capital works continue to be completed on our remaining facilities, to maintain them at a high standard.

We have also expanded our community service program, in terms of number of packages and geographical reach. In 2011 we opened new offices in Port Lincoln to service the community care program operating in the Eyre Peninsula.

In 2010 we also partnered with the Accessible Housing Association on the build of 20 new homes for older people who are wheelchair dependent, and established the incorporated body Helping Hand Housing, in response to Housing SA's request for partners in social, affordable and high needs housing solutions.

2011 was also a year of new ideas and innovation. We are delighted to be sponsoring the Thinker in Residence Program, which is seeing us host Dr Alexandre Kalache, a world renowned pioneer of the concept of active-ageing

and aged-friendly cities. Megan Corlis, Director of Research and Development at Helping Hand was selected as the catalyst for Dr Kalache. This recognised the expertise and reputation of our staff and the work that they complete.

In September 2010 we were also chosen in the national Bold Ideas, Better Lives program for our project Aged Care, Digital Lifestyles. This innovative concept sees us partner with the Media Resource Centre on the development of a new generation of aged care services in a digital space.

Our Research and Development Fund is now in place and allows both commercial and philanthropic partnerships to form as we explore better ways of meeting the needs of clients in the future.

Internally, 2011 was an opportunity for us to review our Strategic Plan and consider our place in aged care services in the future. Guided by our values and principles, and in consultation with the Board, the organisation is proud to have developed its Future Directions, an Organisational Plan for 2011-2016 that brings together the aspirations of Helping Hand and our Business Programs. Together with our people - our staff, volunteers, and supporters, Future Directions will set the agenda and guide Helping Hand over the next 6 years, to deliver a better future for older South Australians.

Looking towards the future, we are excited by the opportunities that may be presented through the aged care reform. The diversity of our workforce and our investment into systems, good governance and planning see us well positioned to continue to deliver excellence and choice in our services.

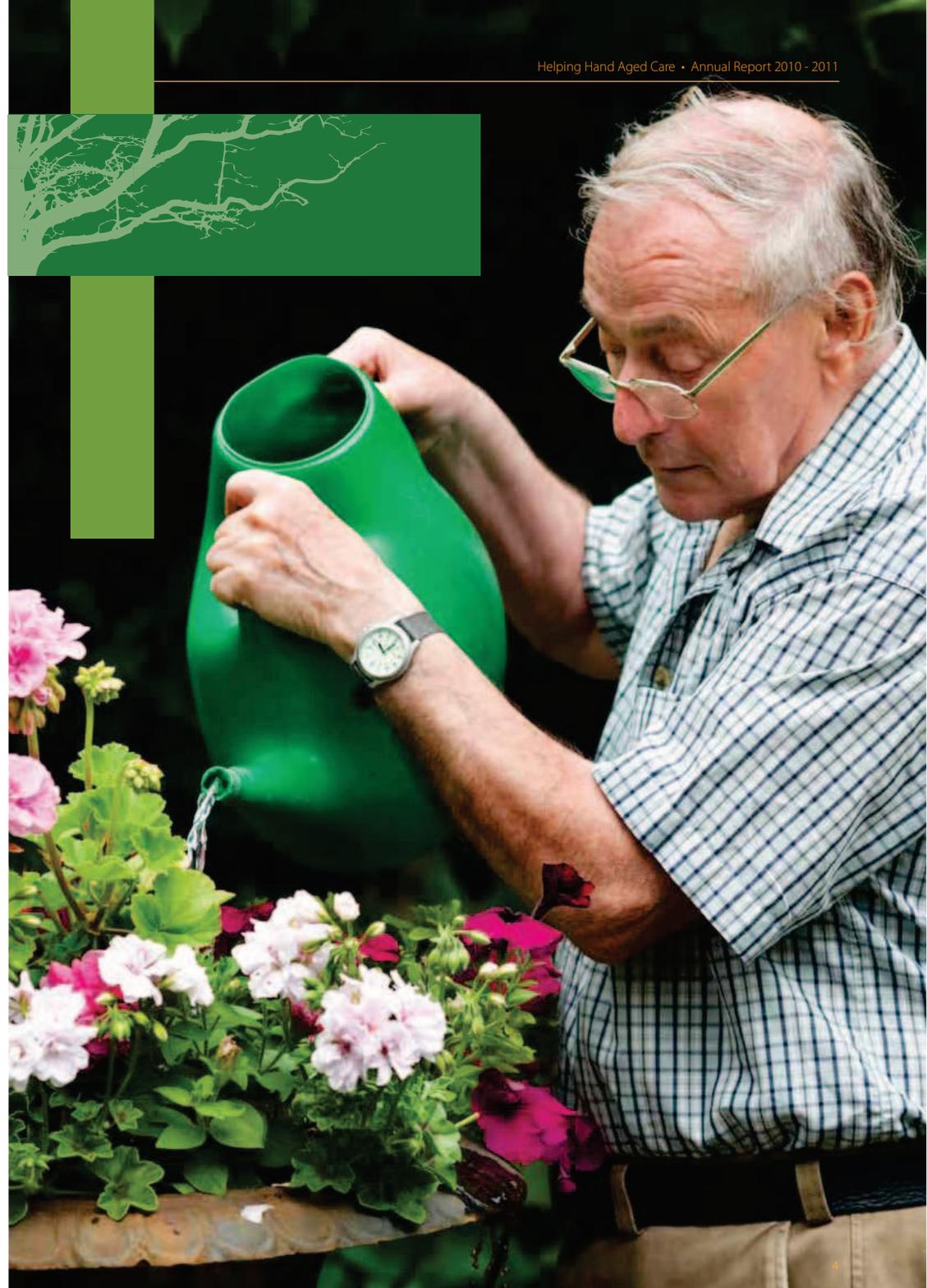
We thank our partners, residents, clients and their families, staff and volunteers for their continued support. We are passionate and committed about providing care and improving the quality of life of older people - it is our motivation.



**David Filby**  
Chairman



**Ian Hardy AM**  
Chief Executive



## Welcome

*Helping Hand Aged Care (Helping Hand) is committed to providing innovative solutions that maintain people's wellbeing 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 1,300 staff and 400 volunteers and growing.
- 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 sectors.

We offer:

### Health and community services

Community Care Packages are available for low, medium and high care needs. Services include:

- long and short term support services for older South Australians who choose to remain at home
- mental health support
- social and emotional support services
- rehabilitation
- physical 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 homes 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

## 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.*

Helping Hand's mission reflects our commitment to choice for older people. We support this through providing a comprehensive range of services unequalled in aged care in South Australia. Coupled with our range of services is our commitment to seek out innovative ways of responding to our clients' needs.

Whether our client chooses to remain in their own home or join us in our home environment, we believe that we must understand the client's point of view and recognise their needs. Our clients and their families are provided with the opportunity to be included in their care and decision-making and planning about their care.

Helping Hand is about choice and client involvement in all aspects of service.

## Our locations



## Future Directions

### Organisational Plan 2011 - 2016

Helping Hand Aged Care's Organisational Plan 2011-2016, Future Directions, 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. Future Directions will drive Helping Hand activity over the next 6 years and will provide the foundation to achieve our vision in providing care and improving the quality of life for older people in need.

## Our goals and aspirations

### 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.

## Principles

Our principles underpin all that we do at Helping Hand. They are what motivate us to provide the best quality of life for older people in the services and programs we deliver. The principles have been established in collaboration with the Board and in consultation with the community and assist the organisation in identifying its strategic directions, strategies and key projects and services that Helping Hand has committed to provide.

### Choice and flexibility

- We are committed to older people choosing what care they receive and how it is delivered.

### Independence and contribution

- We believe in older people having a sense of purpose and contribution wherever they choose to live.

### Our people

- We believe our workforce is the valuable foundation of excellence in service delivery.
- We believe volunteers are a valuable resource and enhance the work we do.

### Relationships and collaboration

- Consumer participation will be fundamental to service development and delivery, including collaboration with other aged care stakeholders and non-traditional partners.

### Growth and innovation

- We will explore opportunities to provide new services in new ways to older people.

### Quality and excellence

- Our operations and service delivery will reflect best practice in the industry based on research and other available evidence.

### Sustainability

- We will ensure long term sustainability and viability by making the best use of our funds while meeting our contractual obligations.
- We will strive to achieve a positive environmental impact.

## Achievements 2010 - 2011

### Principle: Choice and flexibility

We believe that respecting older people's choices and meeting their individual needs is key in being able to deliver the best possible care. Enabling them to make choices and decisions empowers them to lead a fuller and more satisfying life.

### Our services

Helping Hand provides assistance through various programs and services to support older South Australians as they age. From day to day to more extensive services, our programs offer short-term assistance and respite to transition services to effectively assist individuals successfully return home from hospital. In 2010/11 Helping Hand continued to expand its range of programs and services, offering choice and flexibility to older people wishing to remain in their homes longer and receive the care that best meets their needs.

Helping Hand's Community Programs received 44 individual funding agreements in 2010/11, across seven community programs. Eighteen of these are Commonwealth Government Agreements, sixteen are State Government Agreements and ten are other agreements.

At Helping Hand, we continue to effectively manage community assisted packages in both the metropolitan and country areas of South Australia. The total 2010/11 budgeted income from Helping Hand's Community Programs was \$17million. This equates to approximately 35% of the organisation's annual operational income from both Metropolitan & Country Divisions.

Community Aged Care Packages occupancy rates were maintained at over 95% in the year, showing a consistent demand for this service to that of previous years. Our client group is frailer and older with the average client age from 80 to 87 years and some with limited support in the community, representing a high level of intensity of care. In line with industry trends and key findings of the Commonwealth's Productivity Commission, our Packaged Care Programs are in high demand as clients elect to have greater choice offered through community based programs.

Regionally, Helping Hand offers over 170 flexible packages of varying types throughout regional South Australia, including the Lower North, Mid North, Yorke Peninsula, Barossa Valley and Eyre Peninsula regions offering clients the flexibility to remain independent in their own home.

Helping Hand is the only organisation in the State to offer a regular gardening service as part of a Commonwealth funded package and currently has 185 clients. The service provides an affordable solution that overcomes the need for many older South Australians wishing to maintain their gardens, an important aspect of their home lives. The gardening service that Helping Hand provides, offers older South Australians a choice to stay at home longer, giving them a continued sense of home and place.

Our services offered across both metropolitan Adelaide and regionally across the State, provide clients with individually planned care, giving them choice, flexibility and opportunity to stay within their homes longer, enhancing their quality of lives.

### In focus

Paul was becoming exhausted as he was caring for his wife May at home. He would get up to her several times during the night, and during the day May would not let him out of her sight. Paul's greatest wish was to be able to return to his regular golf game on a Friday, which he had been forced to give up in order to give more care to May. Paul reluctantly decided to seek support in the form of respite. Both he and May were invited to come for morning tea at Styles House - one of Helping Hand's community respite houses.

May enjoyed morning tea with the other clients in the group, while Paul was able to talk to the coordinator about what individual respite and support was needed. When Paul returned to May, he found her laughing and chatting with everyone, which surprised him as May was usually shy and wouldn't leave his side. Over the past month May has used regular respite services at Styles House. Paul is no longer exhausted, and is back working on his golf swing every Friday.

Helping Hand Aged Care's Respite and Carer Support Program has a range of respite options available for carers. Our aim is to reduce stress and support carers to look after their own health and wellbeing, while providing the person cared for with a positive experience.

*We are committed to older people choosing what care they receive and how it is delivered.*

### In focus

#### Angela Gorjan, Rehabilitation

After my operation I had no thoughts or expectations on who was going to help me with everyday life at home. The nurses at the hospital rang Helping Hand Aged Care and organised someone to visit me the day I arrived home. I really didn't know what type of support I was going to receive until we all sat down and discussed exactly what I needed. They made sure I was involved in the planning of my recovery which made me feel incredibly at ease. I was so lucky to acquire their service.

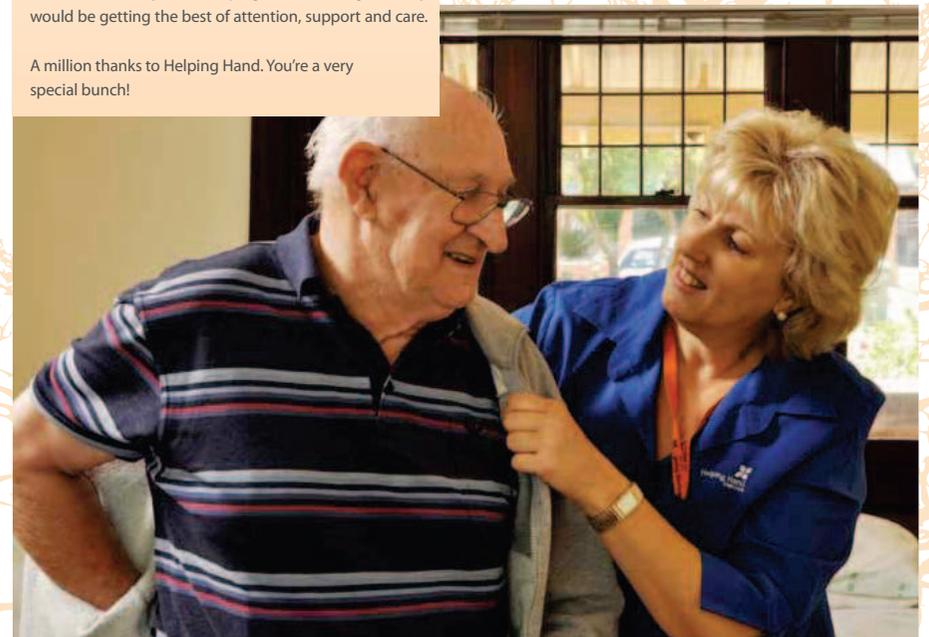
Within 4 hours of being home I had people from Helping Hand organising equipment to help me with showering and generally getting around the house, cleaning and nursing care. They made me feel so worthwhile and confident that I knew my recovery would be a great one and wouldn't take nearly as long as I had first thought.

I can never thank these people enough. I asked and it was there! They were like angels from heaven!

I want to tell all the staff that work for Helping Hand that they are so special and that they made me feel so at ease because of their caring nature and great ability.

I'd recommend anyone to Helping Hand knowing that they would be getting the best of attention, support and care.

A million thanks to Helping Hand. You're a very special bunch!



### Consumer Directed Care

During 2010/11, Helping Hand Aged Care trialled a new and innovative care service model, aimed at giving older South Australians greater choice and flexibility to design how their care and services are delivered, allowing them to achieve their individual goals and enhancing their quality of life. Committed to providing choice and flexibility to older people, Helping Hand was successful in receiving ten packages for South Australia during 2010/11. Packages were piloted in the Mid North and Yorke Peninsula, Lower North and Barossa Valley Regions across both Low and High Care, including High Care Dementia.

Recognising the need to offer greater flexibility in the way services are delivered, Helping Hand initiated the expansion of Consumer Directed Care into its Respite and Carer Support Program, extending the program to clients in the east and inner south of Adelaide during 2010/11.

The trial has been successful in that Helping Hand has worked closely with clients to help make a positive difference in their lives and looking forward, will work in collaboration with the Australian Government in delivering the Consumer Directed Care Program into the future, to offer greater choice to older South Australians.

## Achievements 2010 - 2011

### Principle: Independence and contribution

We value individuality and believe everyone has the potential to achieve goals, to grow, to be independent regardless of age or condition. By giving older people the opportunity to contribute to society, they can achieve greater dignity and self-respect, enhancing their quality of life.

### Recovery quilt

In December 2010, Helping Hand Aged Care's Mental Health Program commenced a six month therapeutic art project to produce a Recovery Quilt that represented 42 individual stories of hope and resilience. The Recovery Quilt depicted life after being diagnosed with a mental illness and staff, volunteers and clients came together to share ideas and positive strategies to help clients in their personal journey to mental health recovery. A symbol of hope and joy, the quilt was created to embrace and celebrate recovery and to reinforce that individuals are not defined by their illness. This project represents Helping Hand's commitment to ensuring that older people have a sense of independence, purpose and contribution in their lives.

### Telling my story

Helping Hand, ECH and the Media Resource Centre collaborated to bring together a group of young South Australian filmmakers to capture the lives and stories of older people with short term memory loss and early stages of dementia. Launched on the 17th of March 2011, by the Honourable John Hill, Minister of Health, at Adelaide's Mercury Cinema, the project signified a unique opportunity for young and old to work together to increase public awareness of the capacity and contribution of older people within our community. Funded by the Australian Government's Dementia Community Support Grant, the digital films celebrated and captured inspiring stories of older people facing dementia and short-term memory loss.

### Supported residential facility

On the 30th June 2010, Lifelinks at the City of Holdfast Bay invited two art therapy students from training organisation IKON Institute to Helping Hand's Supported Residential Facility Glenelg House to assist residents in an art class. The IKON Institute provides hands-on preparation for people working towards a career as therapists. Art Therapy is a popular, innovative therapy which involves using painting, drawing, drama, dance and music. These creative processes help improve and enhance physical, mental and emotional wellbeing, by helping people to use imagination and creativity. Many benefits of art therapy have been identified, including being able to cope with stress, deal with traumatic experiences, improve relationships with family and friends, or just enjoying the creative process.

The residents and staff of Glenelg House who participated in the art class showed enthusiasm and talent, and their finished paintings are on display in the dining room of Glenelg House. Helping Hand is pleased to have been involved in this innovative new therapy and looks forward to future opportunities to improve the wellbeing of residents and clients.

Through our Supported Residential Facilities at both Glenelg and Russell House, Helping Hand provides boarding accommodation and care services to older people and people with intellectual or psychiatric disabilities. The Supported Residential Facilities provide accommodation for people who may have trouble maintaining health and wellbeing on their own. Our aim is to give residents through our Supported Residential Facilities, independence and freedom of choice by treating them with dignity and respect.

### Filling The Gap

The Filling The Gap program provides services to vulnerable people who are homeless or living in unstable accommodation, and who have complex care needs, ensuring they are safe and have access to care and support. Filling The Gap helps people access the support and services they need. The coordinator works with the client and with other agencies in the area to make sure they can use resources and programs that are available. The client is helped to manage changes in health and life circumstances and is assisted to live in a healthy, positive environment.

### Veterans' Home Care

Veterans' Home Care is part of an Australian Government Department of Veterans' Affairs program to ensure that veterans and war widows or widowers maintain health, wellbeing and independence. It gives veterans and war widows or widowers practical help so they can continue living at home.

### Men's Group

A specific program of Helping Hand in conjunction with the XMRC (ex-military rehabilitation centre) is the Men's Group at the Edinburgh base. This program offers activities for older men who may be facing issues associated with significant change in their lifestyle, including ageing, health, retirement, isolation, disability or separation.

*We believe in older people having a sense of purpose and contribution wherever they choose to live,*

### In focus

#### Mick & Faith Steadman, Grandparents as Parents

Mick and Faith Steadman, 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, Mr Steadman 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," Mr Steadman said.

Despite continuing to work for almost a year after taking over the care of the boys, Mick recognised the newfound challenges they faced and decided to go into early retirement.

"We realised that 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," Mr Steadman said.

"The beauty of the program is that you meet with people who know exactly what you are going through," Mr Steadman said.

Grateful for the program, Mr Steadman 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 Mr Steadman 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.

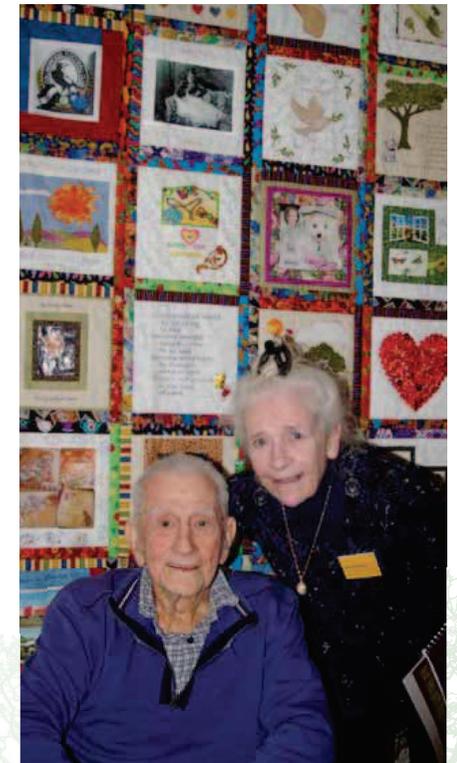
And as for the caravan the Steadmans had on order? "We take much shorter trips than what we had planned, but our life isn't on hold, it's just different, because now our trips are filled with the inevitable are we there yet?" he laughs.

### Grandparents as Parents

In Australia, approximately 35,000 families are made up of grandparents caring for children. Recognising that there is a need for assistance, Helping Hand has successfully supported grandparents for over 4 years through the Grandparents as Parents program, funded by the Department of Families, Housing and Community Services and Indigenous Affairs.

Grandparents are often unprepared for the challenge of being a full-time carer again and may feel isolated, alone and concerned about how other people will react to what has happened in their family.

The Grandparents As Parents program covers the support and co-ordination of core services and programs like group meetings, individual counselling, advocacy, and information and learning sessions. The key aims of the program are to build effective parenting and relationship skills, strengthen support to families and community and to reduce the isolation of grandparents.



## Achievements 2010 - 2011

### Principle: Our people

We value and respect our most important asset - our people - and believe that providing staff with skills, knowledge, training and education gives them the best opportunity to do their jobs well to provide an excellent service to our clients.

### Workforce

Helping Hand employs over 1,300 staff members located across South Australia in roles such as nursing, catering, personal care, project management, information technology, management, administration and domestic services. Almost half of our workforce is employed on a part-time basis, representing Helping Hand's commitment to providing a flexible workplace, offering employees balance and life wellbeing.

Working at Helping Hand is a fulfilling and enriching experience. We recognise that through the commitment and actions of our people, we are able to build a strong foundation of care for residents and clients. Independence and wellness, dignity of living, quality of life and choice of services are what we stand for, and we share the journey with our staff to deliver an excellent service to our clients.

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.

Helping Hand has developed a strategic Human Resources Business Plan for 2010/11 which focuses on workforce retention and attraction strategies, revitalising our recruitment approach and process and improving our induction process to ensure that our staff and volunteers continue to thrive within Helping Hand.

### TeamSTEPPS

As part of Helping Hand Aged Care's commitment to Learning & Development, the organisation participated in TeamSTEPPS, an innovative team development program, focusing on communication within team settings, leadership, mutual support and awareness. Helping Hand is the first to introduce the TeamSTEPPS program to the aged care sector and is excited to be part of this ground-breaking project.

The program was trialled during 2010/11 by staff members, residents and their families within Helping Hand's North Adelaide facility with the objective to create care teams that are harmonious, accountable and provide consistently safe care to residents. A longer term goal of this program is to have residents and staff working together as a team in a mutually respectful and collaborative relationship. Helping Hand has committed to further developing this program and moving forward, will apply the learning's and successes of the trial to inform the development of the model across Helping Hand and the aged care sector.

### My Learning Program

Committed to providing staff with learning and development opportunities, Helping Hand relaunched My Learning Program, an organisational-wide training program offered to all Helping Hand employees. My Learning Program was developed to encourage and support ongoing professional development and supports staff who maintain professional registrations. The program forms part of the organisation's Performance Review process where staff can accrue points over a 12-month period, according to their work roles or professional qualifications. Points are assigned to a wide range of activities including; workshops, conferences, staff meetings, compulsory education sessions, in-service presentations, tertiary and TAFE education.

The next 12 months will be about further embedding the My Learning Program within Helping Hand as part of Helping Hand's Learning & Development program.

*We believe our workforce is the valuable foundation of excellence in service delivery. Our volunteers are a valuable resource and enhance the work we do.*

### Compassion fatigue

Helping Hand is committed to improving the wellbeing of all staff. We have invested in programs that create a positive workplace culture and have developed a Safety and Wellness Plan for the next 3 years. We believe that by developing programs that focus on the wellbeing of our people, we can improve staff health, create high performing teams, effective leaders and inspired and engaged employees. In addition to addressing the physical wellbeing of our staff, we have sought to find a balance of their emotional health and wellbeing.

One area of focus during this financial year has been to attempt to identify the possible presence of "burnout" or "compassion fatigue" and how this can affect individuals, specific to the aged care industry. Compassion fatigue comes from a number of factors including the heavy manual nature of work, the relationships staff develop with clients whose condition deteriorate or they die and outside influences which affect their work.

Compassion fatigue has been investigated for other industries such as Animal Welfare and acute care hospitals but has never been investigated from the perspective of aged care employees. Helping Hand aims to develop a program of support in 2011/12 and apply for funding to develop strategies and trial innovative approaches to assist our staff in the possible effects of compassion fatigue.

In addition to developing a compassion fatigue plan, Helping Hand aims to revitalise its Manual Handling Injury Prevention Program, Emergency Response System and improve the quality and integration of our data and management reporting on safety.



### Staff appreciation

For over 15 years Helping Hand has held annual staff appreciation lunches across its sites and services. They give the opportunity for management and senior staff to thank all staff members for their service, contribution and commitment to the organisation. Service Recognition Awards are presented for staff who have achieved 5, 10, 20 or 30 years of service with the organisation. This year, the number of people reaching milestones in their employment equalled 300 years of dedicated service and commitment from 25 staff members across Helping Hand, a significant achievement of which Helping Hand is extremely proud. Helping Hand also undertakes several Reward & Recognition Programs across the organisation and has in place an Employee of the Month initiative, which recognises the good work of staff on a monthly basis. Each site also recognises its staff through events such as morning teas and luncheon events. Helping Hand thanks its staff and volunteers for their contribution and service during 2010/11.

### In focus

#### Sherran lends a helping hand

"I'm having an absolute ball!" Sherran Rollins exclaims when talking about being a volunteer at Helping Hand Aged Care, "I only wish I had discovered volunteering sooner," says the 74-year old.

After the passing of her husband over 18 months ago Sherran found herself with more spare time and the urge to do something in the community. But it wasn't until granddaughter Jessica suggested she help older people that she contacted the Lealholme facility to offer her time. Eight months on and Sherran can't imagine her weeks without visiting her friends at Halliday Street.

"I love being able to make such a big difference to people's lives by doing something I feel is so easy," she says.

Almost feeling guilty for getting so much enjoyment out of her volunteering, Sherran says the way she helps out is different from one week to the next.

"I could be doing anything from playing games, taking the ladies shopping or going for walks with residents," she says.

But there is one thing Sherran enjoys the more than anything when it comes to volunteering.

"The best feeling comes from walking down the hallway, having a chat with someone and seeing the smile across their face - such a simple thing."

**Volunteers**

For more than 50 years, volunteers have played a crucial role in our success and have contributed to our reputation as one Australia's leading aged care providers. With over 400 volunteers, Helping Hand residents, community clients and staff are thankful to all who donate their time to our organisation. The significant time committed each year by volunteers assists Helping Hand to maintain an excellent service and improve the quality of life for many of the 7,000 South Australians who receive our services.

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.

To better improve the management of our volunteers, Helping Hand in 2010/11 implemented a Volunteer Management System in PayGlobal as part of Project Ngage. This will enable Helping Hand to more effectively and efficiently track the time contribution made by volunteers and improve our volunteer attraction and retention strategies.

Helping Hand thanks its volunteers for their hard work and recognises their efforts through National Volunteer Week and at specific site events throughout the year.

*In focus*

**Bob Hunter, Volunteer Transport & Activities Assistant for Towards Community Inclusion**

I had always been a very busy man, both at work and socially, until I retired. My life then changed noticeably. I also fell ill and took quite some time to recover, but once I was well enough again I went on the hunt for something to keep my brain and body active.

When chatting with friends and family I found out about Helping Hand Aged Care and the programs they run and decided to experiment with a couple of them.

I ended up joining the "Towards Community Inclusion" group at the "Jack Young Centre". I found I had a great bond with the coordinator, who asked if I'd like to become a volunteer and help with transport issues for clients and some activities.

I have been a volunteer with Helping Hand for 2 years now. Not only do I thoroughly enjoy what I do, but I also manage to keep the brain and body ticking over, which is exactly what I was looking for.

As a volunteer I see many success stories of people improving their life in general. Because their confidence levels have improved they have become a much happier bunch; loving the stability of knowing that they have meetings, get together or outings once a fortnight. These meetings are fabulous, especially for the lonely folks because it gives them something to look forward to and some company. I think it's also great that this group has so much trust in Helping Hand. It's a win-win situation for all.



## Achievements 2010 - 2011

### Principle: Relationships and collaboration

We value the importance of relationships and believe that working together with older people, their carers, family and friends, other service providers and Government, helps us to deliver the best possible care.

#### Mobile bus clinic

As part of a \$1.8 million dollar project funded by the Department of Health and Ageing, Helping Hand has collaborated with the University of South Australia to deliver a Mobile Clinical Bus to assist in the provision of country health services to older people in the State's mid north.

Committed to providing services to reach a greater number of older South Australians in rural areas, the Mobile Bus Clinic based at Helping Hand Aged Care's Port Pirie site, will provide nursing care, physiotherapy, occupational therapy, podiatry, pharmacy and exercise physiology. The mobile clinic will travel to regional areas to provide services to Helping Hand sites, other aged care facilities and people in their home.

An exciting component of this venture with the University of South Australia, is that not only will the Mobile Clinic offer greater services to remote areas, it will provide an excellent opportunity for Health Science students of the University to gain valuable hands-on experience in the aged care sector to assist them in better understanding their roles as healthcare providers in the future.

#### Ethnic Link partnership

Committed to fostering partnerships amongst a diverse group of stakeholders, Helping Hand collaborated with Ethnic Link during 2010/11 to work closely with communities in Adelaide where English is their second language.

Aimed at breaking down barriers that older people from ethnic backgrounds can sometimes experience, Helping Hand conducted an awareness campaign during 2010/11 and partnered with other health organisations to provide short health tips and messages that could be broadcasted in several languages on Adelaide's multicultural radio station 5EBI 103.1 FM.

This program helped older people from non-English speaking backgrounds to expand their options in managing their health. Providing the multicultural community with knowledge, enables them to make better health decisions, and live a fuller, more independent life.

This project was funded by the Commonwealth Department of Health & Ageing Sharing Health Care Initiative.

#### Chinese Community Ageing Network

Helping Hand continued to be a participating member of the Chinese Community Ageing Network (CCAN) during 2010/11 as part of the Community Partners Program. This group's purpose is to bridge the cultural differences between the Chinese community and other communities and assists older Chinese to gain access to residential aged care homes and community support service programs. Helping Hand values this partnership and will continue its commitment with this group into the future.

#### Interprofessional learning and development

Committed to education that stimulates interest in working in the aged care sector, Helping Hand partnered with the University of SA during the last financial year to provide the University's Health Science students with valuable, hands-on experience in the aged care sector. The partnership provided clinical education to 110 students undertaking nursing, pharmacy, physiotherapy, podiatry, occupational therapy and exercise physiology degrees at UniSA.

Students were able to experience interprofessional learning and innovative practice when undertaking clinical placements at Helping Hand Aged Care sites in both metropolitan and regional South Australia - at North Adelaide, Ingle Farm, Parafield Gardens, Mawson Lakes, Port Pirie, Clare and Jamestown. They also had the opportunity to practice from a mobile health clinic, based at Port Pirie with outreach into other rural areas.

Made possible by \$1.8 million funding from the Department of Health and Ageing under the Increased Clinical Training Capacity Grant, the project provided opportunities to develop innovative placement options in aged care which help drive changes in practice.

Helping Hand recognises the importance of investing in the training of students and believes this initiative allows students to gain hands on experience to delivering care for the ageing population.

*Consumer participation will be fundamental to service development and delivery, including collaboration with other aged care stakeholders and non-traditional partners.*

#### In focus

##### From farmer to fundraiser

It was a change of scenery that led Jamestown farmer Rob Hammat to volunteer for his local aged care provider - and 13 years on he wouldn't have it any other way.

As Auxiliary Chairperson of Belalie Lodge Rob, 63, leads the 12-strong team of volunteers who are credited with raising around \$20,000 each year, an effort which he says is a demonstration of the team's hard work and dedication.

"Everyone is really committed to raising money for the residents at Belalie Lodge. We work together to make sure that our community stays strong," Mr Hammat says. Catering at local sheep sales is the group's biggest fundraiser, which is fortunate for Rob as he says that's where he enjoys himself the most.

"Working at the sales gives us an opportunity to catch up with everyone - have a laugh and raise a bit of money," he says.

Funds raised from the Auxiliary have been used to purchase additional equipment and furniture for residents. The auxiliary celebrated a key milestone this year after raising more than \$100,000 since its establishment.

#### Research and Development Fund

The Research & Development Fund, an exciting new initiative, was established by Helping Hand in February 2011 to focus on creating sustainable, strategic long-term partnerships with organisations and philanthropic bodies. This outward looking program provides Helping Hand with a unique opportunity to partner with organisations who want to make a sustainable difference in aged care.

There are a number of key areas that will have a major impact on the lives of older people over the next decade, and the Research & Development Fund will be focussed on supporting research and development into areas including:

- **Art and Ageing** - This program will explore the positive emotional benefits of engaging seniors in the arts.
- **Connected Seniors** - This fund will investigate discovering what technology can do to both improve social and health activities for seniors, adding to their quality of life.
- **Intergenerational activities and learning** - This program will focus on developing partnerships and relationships across generations to foster opportunities for health and security.
- **"The best time I can have"** - This fund will explore social issues that impact the ageing population and identify opportunities of how we can best deliver a high quality of life.

The Research & Development Fund will foster new partnerships and relationships and will seek to leverage and capitalise on exciting new developments that will deliver innovative benefits for older South Australians into the future. Helping Hand looks forward to the opportunities and prospects that can be realised through this exciting new program.



## Achievements 2010 - 2011

### Principle: Growth and innovation

We strive to explore new ways to do things better, to grow, to develop and to improve. We continue to explore opportunities to improve care services through creativity and innovation so that we are providing the best possible care to older South Australians.

#### New development in Northgate

Helping Hand has this year begun construction of a new multi-million dollar residential care home at Northgate, complementing Helping Hand's current suite of residential care homes and community services in northern metropolitan Adelaide. Due to open in late 2012, the state of the art facility offers high, low and secure care services within the 110 modern and spacious rooms.

Created by leading Australian architects, Walterbrooke in association with Swanbury Penglase, the Northgate facility is designed to meet residents' changing care needs and provide them with the important sense of security, comfort and consistency.

The Northgate facility will offer the range of Helping Hand's comprehensive onsite services, including:

- 24 hour nursing care and emergency call system
- Personal care
- Therapy services including physiotherapy, podiatry and occupational therapy
- Dietician
- Internet café
- Bar and café
- Provision of all meals
- Laundry and linen services
- Room cleaning
- Social activities
- Hairdresser

#### Mawson Lakes

Helping Hand was pleased to complete the \$2.4 million extension to its Mawson Lakes Residential Care Home in March 2011 and will provide a total of 98 single rooms to residents. The facility has established itself very positively within the Mawson Lakes community since its opening in 2003, and increasing demand has prompted this growth. This extension provides 13 additional residential rooms, a new dining area, a courtyard garden, therapy treatment space and additional landscaping. Helping Hand looks forward to welcoming its new residents and looks forward to continuing to be part of the Mawson Lakes community.

#### Jamestown upgrade

Helping Hand commenced a \$4.5 million dollar capital redevelopment for its Belalie Lodge facility in Jamestown.

The redevelopment to the residential care home will offer 40 well equipped residential rooms and a range of benefits for residents including spacious communal areas for dining, lounge and activity spaces, upgraded security and water systems, a flexible special care unit and therapy rooms. This exciting upgrade is due for completion mid 2012.

The major investment into Jamestown reflects Helping Hand's strong commitment to the community and to ensuring that high quality professional care is delivered in safe and inviting surroundings, where residents can live the lifestyle of their choice.

#### Salisbury South consolidation

In November 2009 Helping Hand reviewed its current lease arrangements, with the intention of co-locating community services into a central site, to assist with integration of service provision. In July 2010 the programs within Community Services consolidated their accommodation from the existing sites of Allenby Gardens, Marden and Salisbury to their new premise at Salisbury South.

This move has allowed us to improve amenities for staff, provide opportunities for better communication, collaboration and relationship building and better utilize our human resources, therefore increasing efficiency and reducing costs. The new site will also be able to accommodate future growth predictions in the community service area.

#### Accessible Housing

In 2010/11, Helping Hand commenced a joint venture with the Accessible Housing Association Inc to build 20 affordable, two and three bedroom houses for older physically disabled South Australians on land provided by Helping Hand adjacent to the Ingle Farm Residential Care Home.

The project has been partly funded by the Department for Families and Communities. Accessible Housing Association Inc will own and manage the housing.

The project is a step to improve the linkages between the aged care, disability and community housing sectors, recognising that individuals with a physical disability can age more rapidly than most of the rest of the population and have very specific needs.

Through the partnership with Helping Hand, low income, high needs, physically disabled older tenants, will have the opportunity to link into social activities in the adjacent residential care home to assist in alleviating the potential issues associated with isolation and loneliness in this vulnerable population. The aim is to also assist eligible tenants to apply for aged related supports and services and to access a broad range of community services for packaged care.

The houses are being built to full disability access code requirements for individuals with physical disabilities who use wheelchairs for mobility, or who are ageing in place and require, or will require, mobility aids. This exciting venture is due for completion in late 2011 and will enhance the lives of many older people in our community and their families.

#### Helping Hand Housing Inc

In 2010/11 the Board of Helping Hand Aged Care Inc decided to incorporate a new association Helping Hand Housing Inc. This was in response to acceptance by Helping Hand of an offer from Housing SA to become a 'Preferred Growth Provider' in support of their strategy to encourage growth of the not-for-profit sector in the areas of social, affordable and high needs housing.

Following incorporation, Helping Hand Housing Inc was registered as a Housing Association under the SA Cooperative and Community Housing Act 1991 in order to focus on opportunities to work with Housing SA in the provision of rental housing solutions for older people. During 2010/11, 14 properties in Port Pirie for older people and 18 new units at Melrose Park for frail aged homeless people were transferred to Helping Hand Housing. The Melrose Park properties are contemporary designed, highly energy efficient housing that have won a number of architectural awards.

Helping Hand Housing operations are quite separate to the retirement housing of Helping Hand which is operated under the Retirement Villages Act 1986.

Helping Hand is looking forward to opportunities to provide significant growth in its housing business in the years to come.

#### Expansion of services in the Eyre Peninsula

As the largest aged care provider in regional South Australia, Helping Hand announced in May 2011 that it would provide a range of in-home package services to residents of Port Lincoln and nearby areas. Offering individually planned and co-ordinated care packages, the services available provide shopping assistance, transport to appointments, showering and/or dressing assistance as well as cleaning and laundry assistance. Helping Hand is committed to expanding its services to support people to live in their own homes for longer and these care packages provide the flexibility and assistance to older people living in the region. The expansion of Helping Hand's services to the Eyre Peninsula also provides excellent job prospects for dedicated and caring locals.

*We will explore opportunities to provide new services in new ways to older people.*



**Aged Care Digital Lifestyles**

Helping Hand in partnership with the Media Resource Centre and Freerange Future, launched an innovative project Aged Care, Digital Lifestyles after being awarded funding at the Social Innovation Showcase in November 2010. The project was one of eight winning entries, announced by South Australian Premier Mike Rann, which shared in \$1 million of funding from The Australian Centre for Social Innovation (TACSI). Over 250 applications were received internationally as part of The Bold Ideas, Better Lives Challenge which invited participants to demonstrate how their project would benefit and provide lasting impact on the Australian social sector.

The project focuses on exploring support services and building relationships in a digital environment, an area that will be a key element in the future of aged care. The future of the aged care industry will be transformed as technology continues to evolve at an unprecedented rate and this vital project will enable Helping Hand to explore what the aged care industry could look like in the future. Digital technology will have a significant impact on the way aged care residents communicate and on their ability to access care and entertainment options.

**About My Age**

During 2010/11, Helping Hand proudly became a principal supporter of About My Age, a national online social networking community for over 50s. The website [www.aboutmyage.com.au](http://www.aboutmyage.com.au) was developed to connect a generation of people who have grown up with a strong sense of community. Research undertaken by Helping Hand and the company, About My Age, reveals that social networking sites have a strong following with the over 50's age group and have become a key factor in overcoming their loneliness and depression. A central finding from the research was that older people experience 'temporal loneliness,' where loneliness can occur at certain times of the day. This website enables people to interact, engage and connect with people their own age as well as interacting with care service providers, fulfilling both their social needs as well as their physical care needs. Since the commencement of About My Age the membership base has grown to almost 7,000 people.

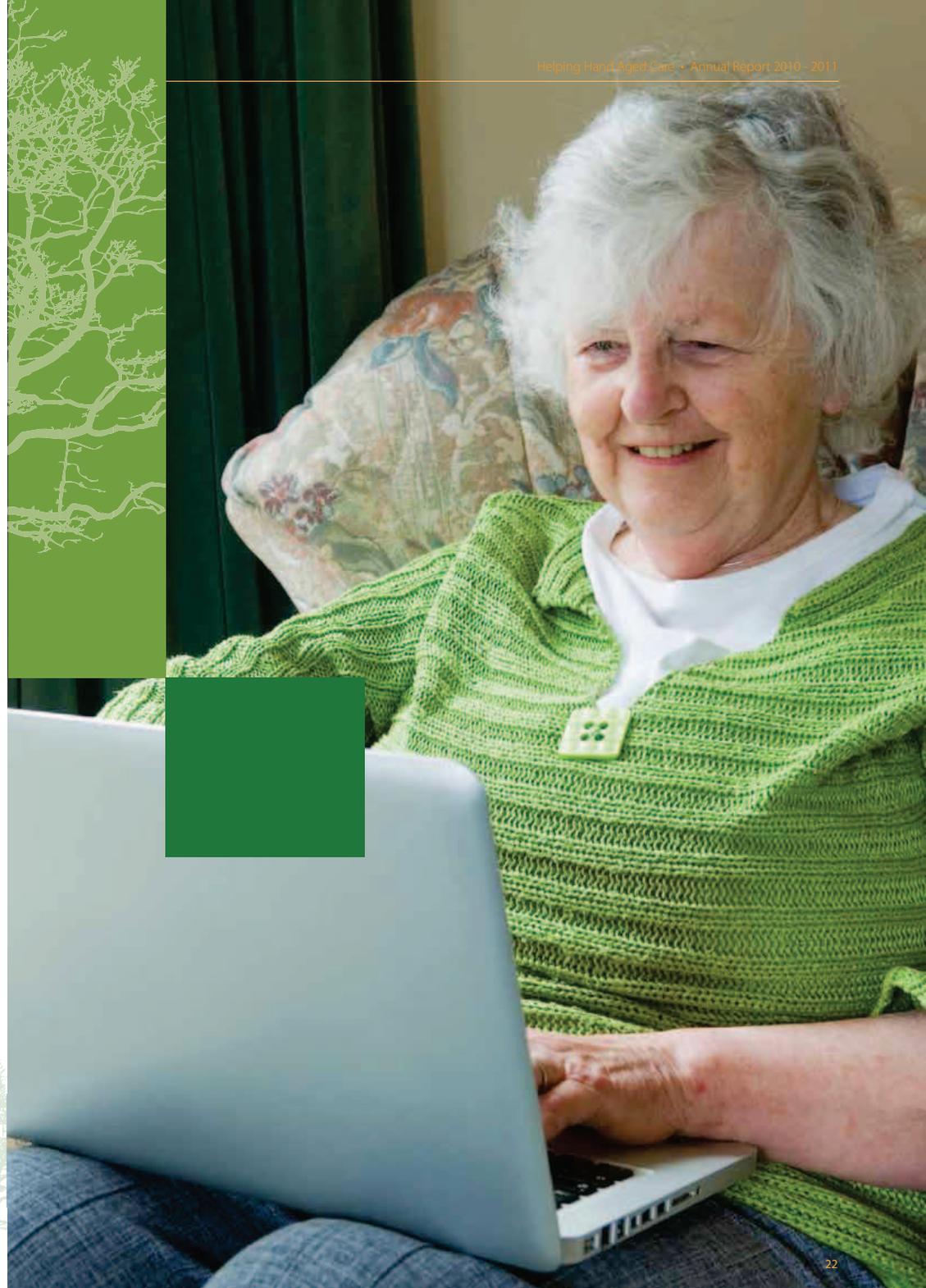
The About My Age website is free to join and use, and is a fantastic way for people in their 50s, 60s, 70s and beyond to embrace new technology in a safe and fun environment.

**Skype pilot**

What commenced as a small scale pilot has progressed into an innovative opportunity for residents to connect with their families and loved ones through Skype. Initially piloted in Helping Hand's North Adelaide Residential Care Home during early 2011, the pilot has triggered possibilities to be expanded across several facilities enabling Helping Hand residents to connect and engage on a medium that is completely new to them.

Residents have gained positively from this trial in that they were able to have access to new technologies and training as well as having instantaneous connection with family members, particularly giving residents whose members lived either interstate or abroad an opportunity to connect. The residents and families involved in the pilot study felt that this trial helped to reinvigorate an improved sense of connectivity with their loved ones.

The Skype project demonstrated the capacity to significantly enhance the quality of life for our residents. Helping Hand is now considering strategies to effectively roll out Skype more broadly to residents across facilities in 2011/12 and is exploring a broad range of partnerships to deliver this innovative initiative.



## Achievements 2010 - 2011

### Principle: Quality and excellence

We believe in maintaining a high level of corporate governance to achieve quality in the delivery of our services. We look to measure ourselves against industry practice and strive to continuously improve in the way we conduct our business. We are committed to managing risk and ensuring the delivery of our services remains consistent with our organisational values.

### Planning For Our Future - Organisational Plan

Helping Hand is committed to ensuring that we continue to provide high quality services that meet the needs of our clients. To support our mission and objectives, we carefully plan our growth, resources and culture to achieve our aims. We commenced our new Organisational Plan, Planning for Our Future in July 2011 to guide the organisation over the next 6 years. A four-phased approach to the development of the next Organisational Plan was endorsed by the Board and Executive Team. Staff, volunteers, residents and clients were involved in the development phases of the Organisational Plan, contributing to the strategies and programs that were developed and incorporated into the new plan. The Organisational Plan will provide the direction and will guide Helping Hand activity over the next 6 years during 2011-2016.

### Advocating for the aged and influencing policy

Helping Hand has a responsibility to advocate and support older people living in South Australia. As part of this responsibility, Helping Hand during 2010/11 provided a formal submission into the Productivity Commission Report, Caring for Older Australians. This inquiry aims to provide a well-founded set of recommendations which will assist the Government to improve access, choice and sustainability with a final report set to be released in June 2011. We believe that our contribution along with the input of many other aged care providers will ensure that outcomes of the Productivity Commission report will become the foundation of a high quality aged care service provided to Australians for generations to come.

### Project 'Ngage'

In 2010/11, Helping Hand Aged Care invested significantly in improving its business systems to support and equip staff to provide an improved service outcome to residents and clients.

Through Project Ngage, Helping Hand has undertaken a process of reviewing and replacing many existing business systems and implementing improved, integrated business systems solutions across the organisation. Using enhanced technologies, Helping Hand is moving towards more effective automated systems and programs to deliver timely managed services. PeoplePOINT Clinical Care has successfully been introduced this financial year to assist in maintaining high quality client care and improved reporting and monitoring capability. Portable technology such as laptops and iPads were also deployed throughout the workplace to nursing staff to deliver improved information for more effective client management.

In the last 12 months, PayGlobal, a new payroll and rostering system went live within the organisation. This new system provided the organisation with a contemporary system that improved functionality, efficiency and data reporting.

Helping Hand will continue to invest in providing more efficient services with further developments planned for 2011/12 that will position Helping Hand to respond to future technological changes and global market-driven initiatives.

### Governance and managing risk effectively

During 2010/11, Helping Hand conducted a major review of its organisational Quality Committee and established new Terms of Reference and new membership to undertake work in priority areas such as the organisation's Quality Improvement Framework, audits, relationship and reporting between internal stakeholders, identification of Key Result Areas and Key Performance Indicators and management of external reviews, including accreditation. Resources will be committed to this work during 2011/12 to ensure that they are successfully progressed and completed.

In April 2011, Helping Hand approved the implementation of RiskMan, an online software system specifically built for health care that collects information to support the improvement of care and services, while assisting in managing risk. Helping Hand intends to dedicate the next 12 months to piloting the system across Clare, North Adelaide, and community services programs, In Home Support and Long Term Care with the view to implementing the system organisationally in 2011/12. RiskMan will integrate all aspects of risk management, allowing a better understanding of our complaints and incidents across the organisation and a better ability to manage risk more effectively. RiskMan will equip Helping Hand to manage risks intelligently, resulting in providing better care for our clients.

### Client Safety & Quality Unit

The Client Safety & Quality Unit (CSQU) was established in October 2010 to promote and support safe, high quality services for Helping Hand clients. Following on from and building on a review of the former Nursing Unit activities and achievements, Helping Hand refocused its direction to be more proactive and ensure that organisational systems and standardisation was embedded into Helping Hand and its culture. The CSQU committed to ensuring a systematic approach to monitoring, reviewing and reporting to improve client care and services. In its first year as a new refocused Unit, the CSQU delivered against a number of achievements including, the development & delivery of an annual staff immunisation program, the development of the Helping Hand Risk Management Framework including tools and processes, an educational program on Infection Control relevant to all staff, and a review of the Helping Hand Complaints Management System resulting in new guidelines for consumer engagement.

### Audits

During the year, a quality audit was conducted across all Helping Hand's programs that use State Government Agreements. In Home Support received the highest rating, a pleasing outcome for the organisation. The annual Veterans' Home Care Service Provider Contractor Assessment Questionnaire was completed, and In Home Support were informed they are low risk and therefore would not be have to undertake a further compliance audit.

Our Packaged Services in the country participated in a Helping Hand audit which was a resounding success. Both reviewers commended Helping Hand's processes and systems, and positive feedback was received from stakeholders, care staff and clients interviewed.

### Carer's Recognition Action Plan

Recognising the crucial role of a carer and the integral role they play in the aged care sector, Helping Hand in 2010/11 focussed on dedicating research and resources to explore the rights, choices and opportunities of carers and examine their valuable social and economic contribution to society. From this research, Helping Hand will develop a Carer's Recognition Action Plan in 2011/12. This plan will deliver on a positive and affirming Position Statement and strategies to assist carers and their unique responsibility in the community. Helping Hand will dedicate resources during the next year to ensure that the Action Plan is successfully progressed as a priority of Helping Hand's agenda.

### Consumer & Carer Engagement Project

In May 2011, the Executive Group of Helping Hand endorsed the Consumer and Carer Engagement Project, which is linked to the Carer's Recognition Action Plan. The Consumer & Carer Engagement Project aims to assist consumers and carers to identify their needs and participate in decision making that concerns their care. The Consumer and Carer Engagement Project has been flagged as a key priority for 2011/12 so that Helping Hand may develop specific strategies that support and reinforce consumer and carer engagement and participation and appropriate service approaches that best meet their needs.

### Thinkers in Residence



Helping Hand became a partner in the Adelaide Thinkers in Residence program by sponsoring the visit of Dr Alexandre Kalache (pictured) in June 2011, a world leading authority on ageing.

Dr Kalache's visit focused on what makes an age-friendly city and Helping Hand's sponsorship of this significant initiative enables us to investigate global strategies and concepts that can improve the way in which aged-care services are delivered in South Australia.

Dr Kalache pioneered the concept of "active ageing" and developed the Global Movement on Age Friendly Cities at the World Health Organization as head of the Ageing and Life Course Programme from 1995 to 2007. He now leads the International Centre for Policies on Ageing, Brazil and is a Special Adviser for Global Ageing to the New York Academy of Medicine and a member of the Advisory Board of the World Demographic and Ageing Forum.

Helping Hand's sponsorship of Dr Kalache's residency in Adelaide has had outstanding success in that it has acted as a catalyst for the way Helping Hand will deliver age-friendly residential homes in the future.

*Our operations and service delivery will reflect best practice in the industry based on research and other available evidence.*



#### Supporting diversity

In our culturally diverse society, Helping Hand recognises the need to provide services that are accessible, respectful and equitable for all older South Australians. We recognise that everyone should have an opportunity to be involved in community life, to have access to high quality services and be treated fairly.

Helping Hand this year, 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 need.

Helping Hand undertook a number of initiatives throughout 2010/11 that displays our commitment to diversity. Through our In Home Support program, Helping Hand increased the pool of culturally and linguistically diverse care workers by 150% during the financial year, in response to the increased number of clients with diverse backgrounds.

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 also provide Aboriginal specific services as part of our Community Aged Care Packages.

#### Awards

Helping Hand was awarded the Dr Margaret Tobin Award for Excellence in Mental Health at the opening of Mental Health Week in Adelaide on Monday 11th October 2010. The award, which was presented by the Minister for Health John Hill, recognised the hard work from Helping Hand's Mental Health team and their commitment to supporting change in the sector.

For over a decade Helping Hand has been focused on raising the profile of older people with mental health issues in our community. Social isolation and loss are often experienced by older people and can have a significant impact on their health and wellbeing. The Award, which was established in 2004, is in recognition of the contribution the late Dr Tobin made to Mental Health reform in South Australia.

Senior Physiotherapist and staff member, Frank Naso was an entrant in the SA Safe Work Australia Awards in April. Frank designed a heavy duty sling which will enable staff to roll bariatric residents in bed as part of their personal care, maintaining dignity, while also ensuring staff are not at risk of injury. Frank was highly commended in the category of "Best Individual Contribution to Workplace Health and Safety".

#### Website review

This year, Helping Hand committed to reviewing and refreshing our website to assist potential clients with a clear understanding of the range of care options available based on their needs. The new, interactive website will enable greater navigation through the site and will better display complex information in meaningful language and in a format for our clients who may not have an understanding of the aged care sector. Expected to be delivered by June 2012, the refreshed website will be accessible, easy to use and informative.

#### Central enquiry review

In response to both the Productivity Commission Report and to the needs of our clients, Helping Hand has committed to investigating an ideal consumer-focussed model that may be considered for future implementation to streamline services, improve service access and provide a simpler and more unified entry process into the organisation. This project aims to help consumers make more informed care choices and will enable Helping Hand staff to effectively connect clients to access information and receive services that appropriately meet their needs.

The project will provide the foundation for transforming service delivery throughout all areas within the organisation and will be achieved through enhanced technology, cultural change programs and learning and development strategies.

#### Branding and positioning review

In 2010, Helping Hand's Marketing Department developed a three year strategic plan with the aim to strengthen our brand presence within the South Australian market. As part of this strategic plan, an outcome was developed to review Helping Hand's brand to ensure that our brand continues to be relevant and responsive to meet the needs of our clients and a continuously diversified and expansive market. Resources will be committed to reviewing the Helping Hand Brand during 2010/11 by undergoing thorough research and effective market testing with the outcomes planned for release in 2011/12.

*We will strive to achieve a positive environmental impact and ensure long term sustainability and viability by making the best use of our funds while meeting our contractual obligations*

## Achievements 2010 - 2011

### Principle: Sustainability

We believe that applying a sound management approach to our business is essential to ensure our programs and services are sustainable and viable for the future. We also believe that finding a balance so that we are respectful of our environment is vital in delivering sustainable and environmentally positive services and programs.

### Reduce, reuse, recycle

Helping Hand has been doing its part to ensure that our projects are environmentally sustainable and that our social and corporate responsibilities are met. Our regional residential sites in Port Pirie, Clare and Jamestown are making a move to greener solutions. Until now, garden waste including weeds, lawn clippings and tree prunings have been recycled off site or ended up in landfill.

In 2010/11, Zero Waste SA provided Helping Hand with a grant of \$10,000 to help us turn our garden and organic waste into mulch. Our sites have now been able to buy mulchers, providing a ready supply of compost and mulch for the gardens that surround our residential sites.

The kitchens have also been composting organic material such as vegetable peelings and using colour coded recycling bins. This project is one of the ways that Helping Hand is working towards becoming a more environmentally friendly organisation.

### World Community Grid

The World Community Grid through a conglomerate of Universities and major sponsor, IBM has formed to create the largest non-profit computing grid available only to public and not-for-profit organisations to use in humanitarian research and undertake projects that benefit humanity. It does this by pooling surplus computer processing power and depends on the unused power of millions of home and business computers across the world.

Helping Hand joined the World Community Grid and concentrated our efforts in 2010/11 to look for new materials that could be used to make solar panels more efficient and affordable, making a significant contribution to that program. Our calculations this year have also assisted in seeking cures for cancer, muscular dystrophy, dengue fever, influenza, malaria and AIDS. In addition, we have also performed calculations to provide clean water and improve rice yields.

Overall, Helping Hand has contributed more than 21 years of full time, powerful computing capacity to these calculations and programs, ranking our organisation at 3,196 out of more than half a million organisations taking part across the globe. In Australia we are ranked 57th out of more than 6,000 organisations taking part.

The World Community Grid is a way for Helping Hand to contribute to a healthier world and a better environment for everyone, and we are very proud to play our part.

## Financial statements



*2010/2011 delivered a surplus of \$1m and continued financial stability. This strong financial position enables greater development and delivery of innovative services to our residents and clients.*

## Income statement

For the year ended 30 June 2011

	2011	2010
	\$'000	\$'000
<b>OPERATING INCOME</b>		
Government subsidies	36,079	34,085
Resident fees	11,111	11,556
Grants	6,800	5,256
Interest and dividends received	1,367	1,072
Non operating income	5,448	5,121
Other income	4,483	2,878
<b>Total operating income</b>	<b>65,288</b>	<b>59,968</b>
<b>OPERATING EXPENDITURE</b>		
Employee expenses	49,911	47,421
Finance costs	461	455
Administration expenses	2,007	2,088
Depreciation and amortisation	3,125	3,309
Repairs and maintenance	1,396	1,348
Other expenses	7,421	6,884
<b>Total operating expenditure</b>	<b>64,321</b>	<b>61,495</b>
<b>Net surplus/(deficit) from operations</b>	<b>967</b>	<b>(1,527)</b>
<b>OTHER COMPREHENSIVE INCOME</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>967</b>	<b>(1,527)</b>

## Balance sheet

For the year ended 30 June 2011

	2011	2010
	\$'000	\$'000
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	15,773	19,586
Trade and other receivables	1,829	2,019
Accommodation bonds	3,278	3,288
Inventories	23	32
Prepayments	423	211
	21,326	25,136
<b>NON CURRENT ASSETS</b>		
Financial assets	2,960	2,704
Property, plant and equipment	77,648	68,275
Resident funded unit licences	16,613	16,295
	97,221	87,274
<b>Total assets</b>	<b>118,547</b>	<b>112,410</b>
<b>CURRENT LIABILITIES</b>		
Traded and other payables	5,631	3,833
Accommodation bonds	10,052	9,296
Provisions	5,534	5,153
Financial liabilities	460	460
	21,677	18,742
<b>NON CURRENT LIABILITIES</b>		
Trade and other payables	1,956	2,431
Resident funded unit liabilities	12,544	11,989
Entry contribution	313	276
Accommodation bonds	35,752	33,187
Provisions	494	481
Financial liabilities	2,177	2,637
	53,236	51,001
<b>Total liabilities</b>	<b>74,913</b>	<b>69,743</b>
<b>NET ASSETS</b>	<b>43,634</b>	<b>42,667</b>
<b>EQUITY</b>		
Accumulated funds	28,835	25,868
Asset revaluation reserve	708	708
Trust and ID funds	2,440	2,440
Capital grants reserve	13,651	13,651
<b>Total equity</b>	<b>43,634</b>	<b>42,667</b>

## Statement of changes in equity

For the year ended 30 June 2011

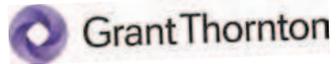
	Accumulated funds	Asset revaluation	Reserve Trust and ID funds reserve	Capital grants	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Balance at 30 June 2009</b>	<b>26,635</b>	<b>708</b>	<b>2,440</b>	<b>13,651</b>	<b>43,434</b>
Impact of change in accounting policy	760	-	-	-	760
Total comprehensive income for the year	(1,527)	-	-	-	(1,527)
<b>Balance at 30 June 2010</b>	<b>25,868</b>	<b>708</b>	<b>2,440</b>	<b>13,651</b>	<b>42,667</b>
Total comprehensive income for the year	967	-	-	-	967
<b>Balance at 30 June 2011</b>	<b>26,835</b>	<b>708</b>	<b>2,440</b>	<b>13,651</b>	<b>43,634</b>

## Statement of cashflows

For the year ended 30 June 2011

	2011 \$'000	2010 \$'000
<b>CASHFLOW FROM OPERATING ACTIVITIES</b>		
Receipts from operating activities	63,276	58,695
Interest and dividends received	1,446	1,075
Bequests, donations and fundraising	175	131
Payments to suppliers	(58,746)	(56,529)
Interest paid	(461)	(445)
<b>Net cash provided by/(used in) operating activities</b>	<b>5,690</b>	<b>2,927</b>
<b>CASHFLOW FROM INVESTING ACTIVITIES</b>		
Net payments for purchases of property, plant and equipment	(12,498)	(3,505)
Proceeds from sale of shares	478	562
Payments for purchase of shares	(616)	(641)
<b>Net cash (used in)/provided by investing activities</b>	<b>(12,636)</b>	<b>(3,584)</b>
<b>CASHFLOW FROM FINANCING ACTIVITIES</b>		
Increase/(decrease) in bonds	3,831	5,515
Increase/(decrease) in RFU licences and liabilities	237	(796)
Proceeds from borrowings	-	25
Payments for borrowings	(935)	(460)
<b>Net cash provided by/(used in) financing activities</b>	<b>3,133</b>	<b>4,284</b>
<b>NET INCREASE/(DECREASE) IN CASH HELD</b>	<b>(3,813)</b>	<b>3,627</b>
<b>CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR</b>	<b>19,586</b>	<b>15,959</b>
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR</b>	<b>15,773</b>	<b>19,586</b>

## Audit 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 2011, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information to the financial report 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 such internal controls as the Committee of Management determine are necessary to enable the preparation of the financial report to be free from material misstatement, whether due to fraud or error. 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 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 and Ethical Standards Board.

#### 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 2011 and of its performance and cash flows for the year then ended; and
  - ii. complies with Australian Accounting Standards and the relevant legislation, and
- b) the financial report also complies with International Financial Reporting Standards as disclosed in the notes to the financial statements.

GRANT THORNTON AUDIT PTY LTD  
Chartered Accountants

Philip Paterson  
Director - Audit & Assurance

Adelaide, 27 September 2011

## Our Executive Team and Board

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 eight 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*

### 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 2010/2011 were as follows:



**Ian Hardy AM**  
Chief Executive



**Darren Young**  
Metro Division  
General Manager



**Adrian Ware**  
Chief Financial  
Officer



**Megan Corlis**  
Director  
Research &  
Development



**Julie Goods**  
Manager Corporate  
Support Services



**Susan Emerson**  
Director Care  
Environments &  
Service Strategy



**Syd Farrell**  
General Manager  
Country Division



**Meg Phythian**  
Director Care  
Governance

### Board

#### Carlien Coultate

Appointed 2009



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. She is also a member of the Client Care Sub Committee.

#### Dr David Filby PSM

Chairperson - appointed 2010 (Member since 2002)



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 - appointed 2004



Recently retired, Len was the Commercial Manager of Channel 7 Adelaide. His expertise is in the areas of finance and business administration. Len also participates on the Finance & Property and Community Relations Sub-committees.

#### Mr Ian Hardy AM

Chief Executive Officer - appointed 1991



Mr Ian Hardy is Chief Executive Officer of Helping Hand Aged Care, former National President of ACSA (Aged & Community Services Australia) 1999-2001 and Chair of Aged and Community Services SA/NT 1997-99. Member Advisory Committee Commonwealth Aged Care Pricing

Review 2003-4, current Member Advisory Committee Community Care Review, Member Advisory Board for Elder Law Review (University of Western Sydney), current Member Minister's Implementation Taskforce (MIT), current Member ACROD/Aged Care National Policy Committee.

#### Ellen Kerrins

Appointed 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

Appointed 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

Appointed 2009



Chris is 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 is also a member of the Finance & Property Sub-Committee. He has significant expertise across the property, renewable energy, financial services and healthcare sectors and a strong interest in making a tangible, positive impact to the community. He was previously a member of the Medical & Science Advisory Committee of the Asthma Foundation of SA.

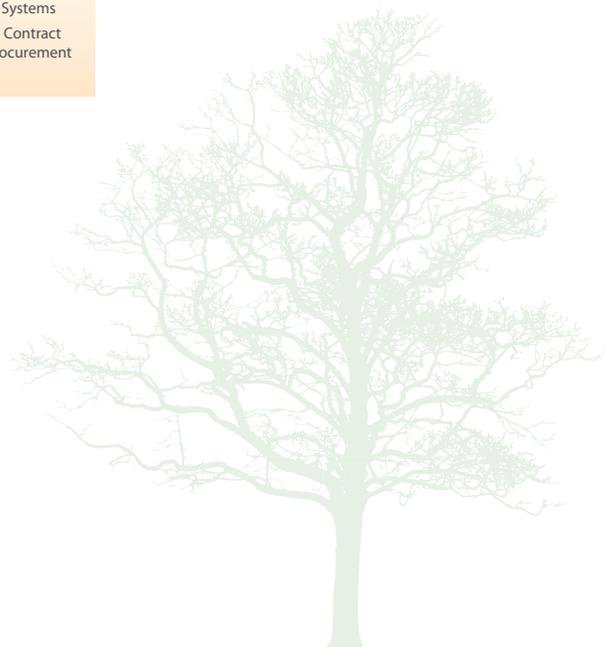
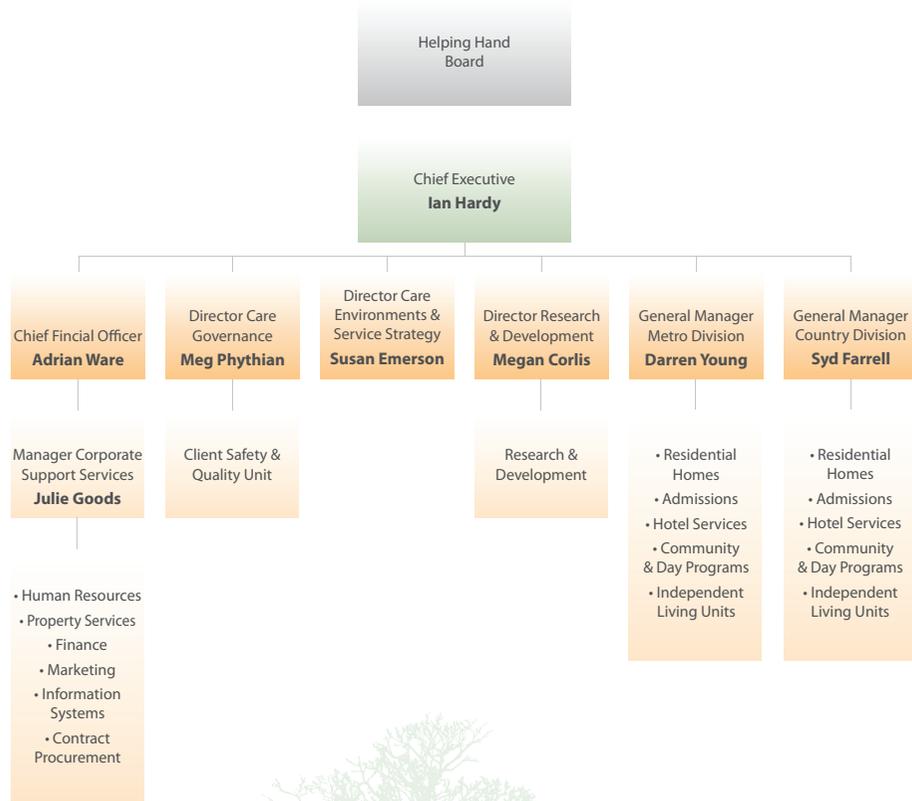
#### Dr Craig Whitehead

Appointed 2008



Craig is Director of the Regional Orthogeriatric Service in the Southern Regional Dept. of Rehabilitation & Aged Care and is an active clinician in both public and private practice. He is also a member of the Flinders University Dept. of Rehabilitation & Aged Care at the Repatriation General Hospital. He has research interests in falls, residential aged care and health services for older patients. He has been involved in the National Demonstration Hospital programs 2, 3 and 4 and most recently in establishing a randomised control trial of a transitional care unit for people awaiting placement in public hospitals. Craig is also a member of the Client Care Sub-Committee.

## Organisational structure





# Helping Hand

AGED CARE

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*An agency of the Uniting Church in Australia*