

Helping Hand Annual Report 2011–2012



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Message from the CEO

In April 2012 the Commonwealth Government announced the Living Longer Living Better aged care reform package. Featuring a comprehensive 10 year plan to reshape aged care, the package focuses on delivering a fairer, more sustainable and nationally consistent aged care system.

The development of our nine Principles of Care, as part of our Future Directions strategy, reflects our commitment to meeting the needs of our clients and moving ahead with developing our workforce in an industry which continues to evolve. Expanding Consumer Directed Care and our growing fee-for-service offering is a notable alignment of our services to the future sector model. This alignment with the Commonwealth Government's idea of aged care services in the future means we will continue to be at the forefront of care provision and workforce capability.

This year has seen continued investment in major building projects at our residential care homes at Parafield Gardens, North Adelaide, Jamestown and Northgate. This development provides us with a portfolio of very high quality residential sites which are competitive in an environment where clients will have more choice than ever before. Throughout the past year Helping Hand has once again invested in projects that challenge the idea that aged care is just about managing the needs of older people, but also focuses on the valuable contribution older members of our community have to offer. Just some of our exciting initiatives this year included:

- / Free internet workshops for people over 60 aimed at overcoming the generational knowledge gap in technology and addressing social isolation in older people.
- / The Recovery Quilt project which was designed to assist people experiencing mental health issues in their recovery by illustrating symbols of recovery.
- / Grandparents as Parents Forum which brought together service providers and grandparents who are the primary carers for their grandchildren to build a strategic agenda dedicated to better supporting this important group of carers in the future.

/ Launch of the Regional Mobile Health Clinic which provides valuable hands-on experience in the aged care sector for Health Science students, while providing much-needed services to older people living in rural South Australia.

/ Accessible Housing partnership which saw the completion of 20 wheelchair accessible houses designed for older, physically disabled South Australians.

/ The Melrose Park Village which offers sustainable accommodation and independent living support to aged, and previously homeless, South Australians.

Our Research and Development Fund's success has also continued this year, through new partnerships including Romeo's Retail Group, and ongoing working relationships with institutions including the University of South Australia and Thinker in Residence program. The Fund's growth reiterates our leading position within the sector and our holistic approach to aged care.

The exciting initiatives and partnerships developed in the past year will be a growing foundation for our future. The programs that demonstrate our innovation are made possible only through the ongoing dedication of our workforce who continue to embrace new ideas, while continuing to provide the highest levels of care for our residents and clients.

Looking towards the future, we continue to be excited by the opportunities that will arise from the changing environment in which we operate; a changing environment that will give our clients more choice and flexibility than ever before.

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.



Ian Hardy AM

Chief Executive Officer, Helping Hand

Welcome

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.
- / 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:

- / Clare
- / Ingle Farm
- / Jamestown
- / Mawson Lakes
- / North Adelaide
- / Northgate (to be opened in December 2012)
- / Parafield Gardens
- / 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

Helping Hand'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's activity over the coming five 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.

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Achievements 2011–2012

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 range from short-term assistance and respite, through to transition services aimed at assisting individuals return home from hospital. In 2011–12 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.

Provision of care under the Consumer Directed Care model continues to provide clients with increased choice and flexibility as to how their care is managed. Our growing fee-for-service program allows clients to buy-in and top-up existing services, so we are able to better meet the needs of clients. The flexibility offered through these models allows us to support clients as their care needs grow or fluctuate through circumstance.

Regionally, Helping Hand offers 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. An increasing demand exists in regional areas for the services offered by Helping Hand.

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 the quality of their lives.

My Choice Booklet

A new information booklet was launched by Helping Hand in June 2012 which outlines the wide range of care services available to people living in their homes. Using stories from Helping Hand clients, the information is shared in a way that allows people to see how the services can be used to support a lifestyle people are looking to maintain.

The book also addresses some of the complexities associated with the aged care system; such as eligibility criteria and assessments, advocacy services and explains the varying legal guardianship roles.

The My Choice booklet has been distributed across GP offices, Council's, Hospitals, referrers and will also be available across our sites.



Consumer Directed Care

In 2010 Helping Hand began a trial of 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. Consumer Directed Care allows people to achieve their individual goals and enhance their quality of life.

Committed to providing choice and flexibility to older people, Helping Hand was again successful in receiving Consumer Directed Care packages for South Australia during 2011–2012. Packages were awarded in the Eyre Peninsula, Mid North and throughout the Yorke, North and Barossa regions. The packages were across low care, high care and 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 which continued throughout 2011–2012.

The program has seen Helping Hand working closely with clients to help make a positive difference in their lives. In 2011–12, Helping Hand received 79 referrals for Consumer Directed Care. While meeting our contracted output, this period, also saw nine Carers self managing their respite service plans. An achievement marking the transition to Consumer Directed Care models in the future.

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.

Sharing a lifetime of stories

Helping Hand was proud to partner with the SA Writer's Centre to facilitate a Writer in Residence program. Renowned South Australian author Patrick Allington worked with residents at Helping Hand's Parafield Gardens site, along with members of the local community, to write stories drawing from their life's experiences.

Throughout the nine-month program participants were encouraged to express themselves through writing memoirs, poetry, short stories and other creative writing forms.

The project is another way of harnessing stories to share with future generations, while encouraging active participation from residents.

Quilt helps in recovery of mental illness

One in five people will experience mental illness at sometime during their life. This year our mental health program set out to reinforce that recovery is possible by inviting its clients to participate in a recovery quilt project.

The Recovery Quilt was created by 38 clients with the valuable support of volunteers and staff. Participants were asked to contribute their artistic flair and thoughts to produce a quilt 2.5 metres high and 2 metres wide, including 42 squares that express hope and growth. The squares were completed over six months by clients in their own home and within a monthly group, where they shared lunch and reflected on stories of hope, resilience and strength. Each section of the recovery quilt depicts a 'snapshot in time' that illustrates a personal symbol of recovery and life after being diagnosed with a mental illness. The quilt and its stories reinforce that individuals are not defined by their illness.

Image: Patrick Allington, Image: Recovery Quilt, Image: Telling My Story, Lachlan Coles and Joyce Davies



Mid 2011 saw the launch of the Recovery Quilt in a private showing for participants and their family members at the Mawson Lakes Conference Centre. The launch was hosted by Channel Ten's Mark Aiston, an advocate for mental health awareness.

The Recovery Quilt will embark on a road show to Helping Hand community and residential sites to empower and increase awareness of the importance of mental health and wellbeing.

Video stories help to overcome stereotypes

Telling My Story, a collection of short films on older people with short term memory loss and early stages of dementia, was a finalist in the 2011 Council on the Ageing SA award for Positive Images. The awards recognise programs which challenge stereotypical attitudes towards older people.

Run by Helping Hand, in partnership with ECH and the Media Resource Centre, Telling My Story brought together five young filmmakers to capture the lives of fourteen older South Australians, who also played a key role in producing the films.

The success of the project was shared further afield through its presentation at a number of industry conferences, including the 2011 National Aged and Community Services Australia conference and the SA Gerontology Conference.

In March 2012 a further group of Helping Hand residents were invited to share their stories through digital mediums as part of the "Aged Care Digital Lifestyles" project, funded through the Bold Ideas Better Lives project. These digital stories were created to be used on an aged care phone application.

We value individuality and believe everyone has the potential to achieve goals, to grow, to be independent regardless of age or condition.

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.

Staff training programs

The Learning and Development Unit at Helping Hand continue to support learning opportunities for staff across our organisation. New monthly calendars, which are displayed at all Helping Hand sites, highlight upcoming training opportunities. In addition to onsite training, the Aged Care Channel continues to be a flexible and important source of information on dementia and resident behaviour for many residential staff.

Demonstrating that choice is central to what we do at Helping Hand, staff at our residential sites have been involved in education programs which assist them to better support residents interests. Training has covered topics such as horticulture, creativity and music. Staff have also undertaken training to enhance their skills in non-verbal communication.

Volunteers

For more than 50 years volunteers have played a crucial role in our success and have contributed to our reputation as one of 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.

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

New opportunity for graduate nurses

The Productivity Commission has reported that by 2050 it is expected the aged care workforce need to quadruple to meet demand. To assist in meeting this demand Helping Hand continues to look for new ways of attracting professionals to the aged care sector. This year Helping Hand introduced a program which supports nurses in their transition to working in aged care, with a focus on ongoing education and development.

Commencing in February 2012 the inaugural Transition to Professional Practice Program offered a 12 month program to newly registered nurses or those new to the aged care industry. The program included benefits to participants such as:

- / Flexible employment for twelve months
- / Five paid study days
- / Credit towards postgraduate studies in Health and Ageing
- / Access to a mentor program

Six nurses joined Helping Hand, based at our sites in Port Pirie, Ingle Farm, Mawson Lakes, North Adelaide, Parafield Gardens and Clare. Upon completion of the program in February 2013 participants are encouraged to apply for positions within Helping Hand.



Researching our future workforce

A primary focus of Helping Hand's Workforce Committee includes the development of a workforce plan which aims to guide the organisation's recruitment and workforce strategy for the future.

Fundamental to the strategy's success is the research to inform the plan's direction. To assist in this process, two final year marketing students from the University of South Australia worked with Helping Hand to conduct research over a four-month period. The outcome of the project's research outlined key recommendations related to current staff and tertiary students perception of Helping Hand and the aged care sector. The research also offered insight on nationwide trends in aged care recruitment.

Our collaboration with the University of South Australia extends to their Centre for Human Resource Management. Our collaboration is identifying factors that influence employee engagement and retention, and aims to develop strategies to create a positive and supportive work environment.

As part of this collaboration our staff have participated in a series of employee engagement surveys which seek to understand why people stay in their jobs. Identifying these factors and how employees react to them will go a long way to creating a more positive work environment for aged care workers.

Preliminary research found Helping Hand employees are generally very satisfied with their jobs, compared to other employees surveyed by

the University, and are strongly committed to providing a high quality service for their clients. Helping Hand's employees reported a low intention to leave, which is one of the lowest ever recorded by the university's Centre for Human Resource. Staff also recorded high levels of job satisfaction and work engagement. Areas of opportunity were also revealed and will influence future workforce planning.

Rural retention scheme

Attracting and retaining nurses to rural and regional areas is a challenge faced across Australia. In June 2012 Helping Hand put in place a retention scheme aimed at combating the issue.

The Rural Retention Scheme, being trialled in our Port Pirie residential care home, offers Enrolled and Registered Nurses incentives to join and continue working with Helping Hand's country division.

At the completion of the trial period the scheme will be reviewed and its broader application throughout Helping Hand's country region will be evaluated.

Educating the next generation

Helping Hand has continued its commitment to assist students in enhancing their understanding of ageing. In 2011–2012 Helping Hand supported over 1,000 students in increasing their skills and knowledge in the sector through vocational placements.

Vocational placements at Helping Hand were undertaken in a range of fields, including nursing, pharmacy, allied health and psychology. Placements at Helping Hand cater for a variety of skill level, with more than 500 tertiary students, 100 from VET sectors and more than 400 from secondary level. Of these placements 42 were conducted in rural areas, an important and growing area of our organisation.

The exposure for Helping Hand, and the broader aged care sector, through these placements is invaluable and continues to provide future employment candidates for the organisation. Students involvement at Helping Hand further supports our continuous improvement through the various projects and research they undertake. Information gathered can drive change in our practices and be a foundation for further research.

Helping Hand once again extended its learning opportunities internationally, through hosting German social work student, Rachel Lomp, for a six month placement.

Rachel's keen interest in the use of music as part of social work led her to Helping Hand seeking to learn how fun and entertainment can be beneficial in targeted social work.

Using voice, percussion and instruments Rachel explored ways to touch people with music in an effort to make space for emotions, clear the head, relax and relieve and provide calmness, energy and skills for tasks in everyday life. Rachel also studied ways to link the community with individuals so they are more involved, in addition to finding activities to connect different generations in a respectful and valuing way.

Rachel's placement saw her work closely with the Health and Wellbeing team while also extending her time across Helping Hand, in both residential and community settings.

Undertaking study through Helping Hand provides students a valuable opportunity to gain insight into Australia's fastest growing industry.

Golden Gurus

The adage "with age comes wisdom" has never been truer than with the introduction of Helping Hand's Golden Gurus program this year. The Golden Gurus program aims to recognise the valuable contribution that older people make to Australian communities.

The program looks to partner students undertaking work experience or study placements at Helping Hand with skilled volunteers aged 50 or older to assist them as mentors. The goal of the program is for Golden Gurus to share their lifelong learning and experience to help young professionals as they enter the workforce.

The program offers wonderful benefits to both parties and highlights the benefits of intergenerational relationships.

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.

Consumer and Carer Engagement Committee

As part of Helping Hand's organisational strategy we are committed to consumer participation in the development and delivery of our services. To assist in delivering on this commitment 2011 saw the development of a Consumer and Carer Engagement Committee.

The Committee comprises of Helping Hand staff and representatives of our clients and residents. The Committee seeks to develop a guide outlining how clients, residents and their carers are engaged in the decision making processes. This guide will operate at both a policy level, and an operational level.

The Committee will also provide advice and recommendations to Helping Hand's Executive Team about consumer and carer engagement.

Establishment of the Committee forms a key component of Helping Hand's Carer's Recognition Action Plan.

Grandparents as Parents Forum

In Australia more than 35,000 children are cared for by their grandparents. Recognising the need for assistance, Helping Hand has successfully supported grandparents for over five years through the Grandparents as Parents program. The program aims to connect people who are in similar situations, and to provide services such as relationship skills, networking events, parenting information and support with childhood learning and behaviour management.

In August 2011 Helping Hand facilitated a full-day forum designed to respond to the needs of

grandparents and service providers. Attended by more than 80 people, the forum was an opportunity for grandparents and service providers to come together and increase their knowledge and understanding about the issues associated with becoming a full time carer of grandchildren.

Discussions centred on building relationships, managing the effects of trauma, planning for the future and government changes. With presentations from grandparents, Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and representatives from the Indigenous Grannies Group, Save the Children SA, Families SA and Grandparents for Grandchildren the forum was a valuable tool for those present.

Information gathered from the day has been used to inform discussions by various groups to determine how this valuable carer group can be better supported and recognised in the future.

Building Better Oral Health

In collaboration with the South Australian Dental Service, Helping Hand is launching Building Better Oral Health Communities. The project aims to improve quality of life and oral health care outcomes for clients receiving community aged care services, in both country and metropolitan regions.

Good oral health is important because older people need to be able to eat and talk comfortably, smile, be happy with their appearance, be free of dental pain and enjoy life. Poor oral health impacts wellbeing and may affect other conditions such as heart disease, stroke, pneumonia and diabetes.

This project is funded by the Australian Government Department of Health and Ageing under the Encouraging Better Practice in Aged Care (EBPAC) Initiative.

Leading the way for aged care in China

CEO Ian Hardy hosted a visit from representatives of the China Merchant Group, one of China's largest state-owned development and industrial conglomerates who were looking to better understand the aged care sector in Australia.

With the sector in China at an early development stage the insight offered by Ian, and the group's tour of our North Adelaide residential care home, will have significant input in providing advice to the state government in China as they establish strategies and policies. The visit offered insight into critical aspects of policy, funding models and the evolution of the industry Australia.

This was an excellent opportunity to showcase to international guests the outstanding work being done across our organisation, and reinforces Helping Hand's strong reputation which extends well beyond our South Australian service boundaries.

Seeking aged friendly cities

In 2011 Helping Hand became a partner in the Adelaide Thinkers in Residence program by sponsoring the visit of Dr Alexandre Kalache. Dr Kalache is a world leading authority on ageing

whose work focuses on what makes an age-friendly city. 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. Director of Research and Development, Megan Corlis was invited to support Dr Kalache's research through her role as 'catalyst'.

As a partner in the Thinker in Residence Program, we were directly involved in refining the objectives of Dr Kalache's work in South Australia, and in planning how he spent his time during his three visits over the 12 month program. Helping Hand also hosted a workshop with Dr Alexandre Kalache, and members from Aged and Community Services SA (ACSA). Opportunities such as these present excellent networking opportunities and allow us to draw on Dr Kalache's expertise in planning for our future.

Workshops focused on how to apply the Age Friendly City guidelines to aged care, which will be the foundation to develop Age Friendly Aged Care principles. Dr Kalache also talked about the campaign to get a United Nations Rights of Older People statement. These discussions highlighted areas for future research.

Following the work with Dr Kalache, Megan Corlis also represented Helping Hand at the first International Conference on Age-Friendly Cities in Dublin in September 2011.

Image: Dr Alexandre Kalache, Image: Mobile Clinic Launch





Image: Melrose Park Village

Launch of the regional mobile health clinic

In August 2011 the Minister for Mental Health and Ageing, the Honourable Mark Butler joined representatives from Helping Hand and the University of South Australia to officially launch the Regional Mobile Health Clinic.

Operated through a collaboration between Helping Hand and the University of South Australia, the Clinic forms part of a \$1.8 million dollar project funded by the Department of Health and Ageing. The Clinic provides an excellent opportunity for Health Science students to gain valuable hands-on experience in the aged care sector, while providing much-needed services to older people living in rural South Australia. The program promotes a multidisciplinary learning environment, with students representing nursing, physiotherapy, occupational therapy, podiatry, pharmacy and exercise physiology disciplines.

New partnership to help address homelessness

People aged 55 and over comprise close to one-fifth of all homeless people in Australia. When coupled with our growing ageing population, homelessness in our older population will become an increasingly important issue throughout Australia.

Proud to support the particularly vulnerable in our society, Helping Hand has worked closely with Homelessness Strategy team at Housing SA to jointly provide support and accommodation to aged, and previously homeless, people at the Melrose Park Village.

The program provides sustainable accommodation and independent living support to older people who are homeless, or at risk of homelessness in Adelaide. Helping Hand Housing Inc now works with Housing SA to coordinate the management of the units. The partnership will help to ensure residents are able to maintain their tenancies and successfully re-engage with, and live within,

the broader community. South Australians experiencing homelessness often have limited family support and complex health conditions, so support is provided to residents through the development of an individualised plan, with a strong focus on participation in the community and living independently.

The village comprises of 18 units, including 12 one-bedroom units and six two-bedroom units. The Village was built with funding through the Commonwealth Government's Nation Building Economic Stimulus Plan and land contributed from the State Government. The Aged Homelessness Assistance program is funded through the National Partnership Agreement on Homelessness.

Supporting culturally and linguistically diverse clients

By 2026 it is projected that one in four Australians aged 80 and over will be from a culturally and linguistically diverse background. Recognising these changes to our consumer demographics, Helping Hand continues to find ways to support the diversity of our clients.

Our Respite and Carer Support team established networks and relationships with culturally and linguistically diverse (CALD) communities and community workers as a means to access carers from CALD backgrounds. After identifying changing client needs our In Home Support team increased their number of bilingual staff. Our Respite and Carer Support team have also worked closely with the Chinese Welfare Service, commencing a plan to increase access to respite services that will meet their carers' linguistic and cultural needs. Through the brokering of their trained workers, carers from a Chinese background, will be referred to Helping Hand for in-home and overnight respite.



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.

Internet workshops

As the Internet continues to change the way we communicate it has become increasingly important for older South Australians to learn how to use it and stay in touch with friends and family. Recognising this need, Helping Hand partnered with Telstra to offer free internet workshops in February 2012. The workshops were aimed at over 60s who had little to no experience in using the Internet.

Conducted by Channel Seven's Gadget Guy, Peter Blasina, the sessions demonstrated basic skills using iPads, such as how to connect and navigate the Internet and e-mail, as well as shopping and banking online.

Ranging in ages from 60–92 years, more than 220 people participated across the four workshops and included Helping Hand residents and members of the general public. Participant feedback reinforced the need for technology training within the community, with more than 82% of participants stating they attended because they felt behind and wanted to learn.

Helping Hand is continuing to work with Telstra to explore further training opportunities. Helping Hand has also implemented network infrastructure to support provision of Internet services to residential clients.

Video conferencing

This year Helping Hand has experienced improvements to video conferencing with an additional 75 video conferencing capable computers in use across our organisation. The computers are in addition to four Smart televisions which allow the use of Skype. As Helping Hand's services and office locations extend from metropolitan Adelaide through to the State's mid-north and Eyre Peninsula, using video conferencing technology allows increased communication between our staff, while removing the need for extensive travel.

Community service expansion

Helping Hand's In Home Support program offers its services through government funded programs, in addition to an expanding Fee for Service structure. Fee for Service allows clients to buy in a range of services to assist in maintaining their wellbeing at home. Services include cleaning and laundry, gardening, showering and dressing, shopping, meal preparation and transport.

The high demand for these flexible services saw the care program expand by 20% in 2011–2012. Highly valued by clients, the services are acquired in a range of situations, such as once off assistance, top-ups to existing care packages and as stand-alone assistance to those who are not eligible for government subsidised packages, or where long waiting lists may apply.

The Fee for Service program enables Helping Hand continue to support those who need assistance in their homes while offering increased flexibility.



Image: Internet Workshop

Launch of new programs

Helping Hand launched a number of new programs throughout 2011–2012. These programs are in response to growing and changing needs of the community.

Our Health and Wellbeing team conducted group programs with a focus on dementia, ageing and memory loss. Group art sessions were delivered in the community.

Blues Busters South commenced in July 2012. The group sessions aimed to improve fitness and enhance community connections.

Exercise programs for Retirement Living

Helping Hand's retirement living residents at North Adelaide and Belair were invited to join exercise classes. North Adelaide also conducted a 'Walks and Talks Programme' – following requests from residents to learn more about the local area and to be involved in walks around the local community.

These classes were an excellent opportunity to enhance fitness and build relationships for residents.

Romeo's Retail Group fundraising support

While a trip to the supermarket can sometimes be seen as a chore or burden, for many of our community clients it contributes significantly to their quality of life and feeling of independence. Factors such as poor mobility and health, or a need for additional support, can sometimes restrict people from enjoying this routine part of life. Recognising this issue, Helping Hand partnered

with South Australian retailer, Romeo's Retail Group, to investigate ways to meet the social needs of our clients.

In June 2012 Romeo's Retail Group held a fundraising dinner which raised over \$55,000 for Helping Hand. In addition to donations made through Romeo's stores across Adelaide, the funds will be used for purchasing a people mover to transport seniors around the local community.

Expansion of services in the country

Helping Hand is proud to have increased its services in country South Australia in response to growing needs in the State's northern regions.

Having operated in the Northern Areas District for 12 years, after receiving funding for 20 Community Aged Care Packages (CACPs) Helping Hand has expanded its community services further across South Australia, now offering services from the foot of Yorke Peninsula to the Copper Coast, Barunga West, Clare, Balaklava, Barossa, Gawler, Mid North through to the Eyre Peninsula. To support the expansion into the Eyre Peninsula, Helping Hand opened an office in Port Lincoln in July 2011.

Helping Hand's services in the region have been promoted as Northern Areas Community Care (NACC) but in response to the expansion of services across country South Australia, the name has been updated to Helping Hand Country Community Care.

Parafield Gardens development

July 2011 saw the commencement of building works at Helping Hand's Parafield Gardens residential site. The development offers residents an additional lounge area as well as private rooms and ensuites through the increased number of single rooms. The upgrade also included development of an outdoor space including garden beds and a pergola donated by Hansen & Yuncken. The area has been transformed to a beautiful retreat for residents. The site's main entrance canopy also underwent a minor upgrade and new fire systems and a sluice facility were installed. The building program was completed at the end of March 2012.

Development continues in Northgate

Helping Hand continued its 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. The state of the art facility will offer 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
- / Library and art gallery
- / Men's shed
- / Private family dining spaces
- / Internet café
- / Provision of all meals
- / Laundry and linen services
- / Room cleaning
- / Social activities
- / Hairdresser

In readiness for the opening of the new Northgate facility, key working groups were established with participation from key support staff across the organisation. Detailed planning is being completed with the assistance of a specialised project management consultant to ensure a smooth opening of the care home in November 2012.



Image: Northgate Development

National Health and Medical Research Council partnership

An estimated 269,000 Australians currently live with dementia. Without significant medical breakthroughs it is expected this number will soar to 981,000 by 2050, placing an overwhelming strain on our health care system.

In late 2011 Helping Hand announced it would be partnering with leading health organisations from across Australia in the fight against dementia as part of a new research Partnership Centre.

The Partnership Centre will drive research over the next five years targeting dementia, with a focus on the impacts of cognitive decline as we get older, from memory loss through to more advanced forms of dementia. The research will consider how we can support people with dementia at home and help improve their wellbeing.

As the first of its kind in Australia, the Partnership Centre (established by the National Health and Medical Research Council), will drive research over the next five years targeting dementia, the third leading cause of death in older Australians.

Focussing on the theme 'Dealing with Cognitive and Related Functional Decline in the Elderly', the partnership will see Helping Hand come together with the National Health and Medical Research Council, Alzheimer's Australia and interstate counterparts Brightwater Care Group and HammondCare Group.

The Partnership Centre will draw on multiple professions and disciplines such as health services and public health policy research, sociology, economics, psychology and clinical practice expertise.


Helping Hand refreshed

Throughout 2011 and 2012 Helping Hand conducted a review of its brand to ensure it remains relevant for the current and future market. Throughout the process the Marketing division undertook research with our clients, next of kin and people likely to use our services in the future. Staff from across the organisation were also invited to learn about the proposed changes to the Helping Hand brand through road show presentations held at all Helping Hand sites.

Rolled out in the beginning of 2012, the refreshed Helping Hand logo featured a tagline 'new aged care' which will be used in an awareness campaign about Helping Hand which will be launched in late 2012. The logo is a modernised refresh of the previous logo visually picks up the Helping Hand brand qualities, including innovation and professionalism.

To recognise the growing diversity of Helping Hand's clients and services the term "Aged Care" has been removed from the logo.

The refreshed logo is the first stage of a branding campaign set to launch later in 2012 to include the release of a new website.



By gaining insight into how older people perceive and understand loneliness, we can look to develop solutions and strategies that will help older people manage loneliness in their everyday lives.

Doors open for accessible housing

2011 saw the completion of building works conducted through a joint venture between Helping Hand and the Accessible Housing Association Inc. The partnership has seen the development of 20 affordable, two and three bedroom houses for older physically disabled South Australians. The land, provided by Helping Hand, is adjacent to our 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, are provided with 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 support services and to access a broad range of community services.

The houses were 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.

Workshop on loneliness in older people

Between 2007–2009 Helping Hand contributed to research dedicated to supporting older Australians managing loneliness. Loneliness for older people is a personal experience that is often difficult to talk about and hard to describe. By gaining insight into how older people perceive and understand loneliness, we can look to develop solutions and strategies that will help older people manage loneliness in their everyday lives.

The research conducted during the three year period was used to develop 'Alone in a crowd' a research paper on loneliness, which was the foundation for workshops later hosted by Helping Hand. The workshops aimed to educate lecturers and training providers on loneliness in older people. The workshops were used as an opportunity to encourage training organisations to include loneliness in older people in their curriculum, helping to create wider awareness of the issue for future generations of staff working in the aged care sector.



PeoplePOINT continues rollout

2011–2012 saw the continuing rollout of the PeoplePOINT Clinical Care system across Helping Hand. The system is used to maintain high quality client care and improved reporting and monitoring capability across Helping Hand. At the conclusion of the 2011 financial year our Parafield Gardens, Ingle Farm, Mawson Lakes and North Adelaide residential care homes had adopted the system.

During May 2012 an upgrade of PeoplePOINT was rolled out. The upgrade process included extensive testing, user documentation, installation of the upgrade and training of more than 100 staff. The upgrade offered more than 400 changes to the system, in response to user feedback. The upgrade saw staff across residential sites working brilliantly to ensure safety of clients and residents throughout the changeover.

Helping Hand's new residential site at Northgate will adopt the PeoplePOINT system when it opens at the end of the year. Early 2013 will also see the clinical implementation system rollout in Helping Hand's country sites.

Helping Hand continues to invest in providing more efficient services to position Helping Hand to respond to future technological changes and global market-driven initiatives

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.

Accreditation

The Aged Care Act 1997 requires all providers of residential aged care homes be approved and comply with the Accreditation Standards. These standards are maintained through the Aged Care Standards and Accreditation Agency. Appointed by the Department of Health and Ageing the Agency assesses and approves aged care sites to ensure they are observing the Accreditation Standards.

All seven Helping Hand residential sites are fully accredited and their assessment reports are available publicly on the Aged Care Standards and Accreditation Agency website.

Similar to residential care homes, providers of Home Care services are also required to comply with accreditation standards. Our Home Care programs are compliant with a range of Commonwealth and State Government Standards, including;

- / HACC National Services Standards (Long Term Care, Respite and Carer Support, Country Community Care and Rehabilitation)
- / Department for Communities and Social Inclusion – Service Excellence Framework (supported residential facilities)
- / Department of Health and Ageing – Quality Reporting (Respite and Carer Support Long Term Care, Country Community Care and Rehabilitation)
- / Department of Veterans Affairs – Quality Reporting (Veterans Home Care)

/ Psychosocial Rehabilitation Support Standards (Mental Health and Wellbeing Program)

Throughout the quality review process we continue to review, refine and work to continuously improve our service delivery to ensure safe, high-quality community care services are delivered that meet the identified needs of clients.

Customer feedback

At Helping Hand we greatly value feedback from our clients and their carers as it gives us the opportunity to improve our service. We regularly conduct satisfaction surveys which invites feedback on a range of areas including staff responsiveness, involvement in decision making, respect for dignity and privacy, the quality of meals and environment.

This year the surveys which were conducted at all of our residential sites and community services reiterated the positive influence Helping Hand staff have in the lives of our clients. In the community 99% of respondents rated our careworkers, who provide personal care and domestic assistance, as either excellent (65.2%) or good (33.9%). In a residential environment nearly half of the respondents (49.3%) identified staff as the best thing about the home and described staff as caring, friendly; helpful, kind and welcoming.

Our residents expressed that they feel a great sense of freedom at our residential sites and reported they are able to keep in touch with family

and friends. Residents also regarded our physical environments as pleasant, clean and safe.

In the community 97.8% of respondents rated our services as excellent (70.7%) and good (27.1%), with 96.3% of respondents reporting they would recommend our services to other people.

The feedback process also allows us to identify areas of opportunity to better meet our clients needs in the future. In the coming year we will focus on improving the way we provide information to our clients, ensuring we do so at a pace and through methods suited to their needs. We will also aim to promote to clients the wide range of services offered by Helping Hand and raising their awareness of other services which may assist them.

Risk management software rolled out across Helping Hand

Throughout 2011–2012 Helping Hand rolled out a new software system, RiskMan, which is designed to assist in risk management. The software is specifically built for health care and also collects information to support the improvement of care and services.

The pilot program for RiskMan took place across our residential sites at Clare and North Adelaide, as well as two of our community services programs, In Home Support and Long Term Care. Throughout the pilot period users provided positive feedback about how easy the system is to use, and outlined opportunities for further development.

Following the successful pilot period RiskMan was rolled out across the organisation. The software will be used by all Helping Hand staff as it allows us to integrate all aspects of risk management; from hazard identification to indicators for accreditation standards.

Helping Hand Audit Committee

In December 2011 Helping Hand brought together key staff from across the organisation to review and improve how audits are conducted.

Since its inception, the Audit Committee has developed an Internal Audit Framework which articulates principles for responsive and responsible audit. This framework will be used by key internal stakeholders to review audit strategy and critically reflect on current practices, with the goal to amend Helping Hand's audit approach wherever needed.

The Audit Committee aims to develop an 'internal audit plan'. This plan will identify any high risk activities and ensure an organisational approach to effectively manage these risks.

While the Committee's primary focus will be in areas of care services, business and administrative systems remain in scope for future activity.

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.

Environmental sustainability program at Helping Hand

At Helping Hand we recognise that our stakeholders share a common desire to conserve energy usage, manage waste materials and reduce the demand on all resources. Building on existing sustainability practices across the organisation, Helping Hand's Executive team endorsed the introduction of a Sustainability Committee. The Committee aims to support the growth of and management of the organisation's sustainability initiatives.

Established in late 2011, the Sustainability Committee includes a core group of staff from residential and community services, housing, property services, procurement and research and development. The group is committed to developing a range of projects that will achieve measurable results and build on existing initiatives. Early objectives achieved by the group include developing concepts for waste management and resources, while collecting data to facilitate informed decision-making.

A strong focus has also been made in engaging external experts, including planning support gained through Zero Waste SA. Helping Hand is also drawing great benefits from its involvement with the University of South Australia's Zero Waste Research Centre for Sustainable Design and Behaviour.

Helping Hand's sustainability focus has also provided opportunity for Gabriele Fitzgerald, a PhD student from University of South Australia's Zero Waste Research Centre for Sustainable Design and Behaviour, to engage with Helping Hand in her studies and explore the crossover between resource management habits at work and at home.

Sustainable and socially responsible procurement is a key principle underpinning Helping Hand's Procurement Framework which was endorsed in 2012. The Framework guides Helping Hand's procurement practices and ensures that we evaluate a supplier's sustainability through a range of areas including their:

1. Ability to provide a sustainable alternate product options
2. Environmental Management Policy and Procedures
3. Packaging and waste management strategies
4. Sustainable initiatives

Examples of sustainable initiatives we look for with suppliers can include anything from offsetting emissions, procuring sustainable and energy friendly products where possible right through to a maximum use of natural light in business offices.



Helping Hand contributes to vital research

Since 2008 Helping Hand has supported international research through its involvement in the World Community Grid. The Grid combines excess computer power to run complex calculations used to assist research. These calculations run in the background of computers at Helping Hand and do not interfere with their everyday use.

Helping Hand's computer power is focussed on calculations to look for new materials that could be used to make solar panels more efficient and affordable. A significant contribution has also been made to calculations seeking cures for cancer, muscular dystrophy, dengue fever, influenza, malaria, AIDS, providing clean water and improving rice yields.

Overall, Helping Hand has contributed more than 21 years of full time, powerful computing capacity to these calculations. In Australia Helping Hand's contribution is ranked 57th out of more than 6,000 organisations, and 3,196 from the more than half a million organisations taking part across the globe.

Participation in the World Community Grid provides an opportunity for Helping Hand to positively contribute to the wider community.

Financial Statements

Statement of Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$'000	\$'000
OPERATING INCOME		
Government Subsidies	38,260	36,079
Client Fees	11,556	11,111
Grants	7,196	6,800
Interest and Dividends Received	689	1,367
Non Operating Income	5,658	5,448
Other income	2,574	4,483
Total Operating Income	65,933	65,288
OPERATING EXPENDITURE		
Employee expenses	53,241	50,459
Finance costs	343	669
Administration expenses	1,792	1,478
Depreciation and amortisation	3,310	3,125
Repairs and maintenance	1,730	1,396
Other expenses	8,900	7,742
Total Operating Expenditure	69,315	64,869
Net Surplus/(Deficit) from Operations	(3,382)	419
Other Comprehensive Income	-	-
Total Comprehensive Income for the year	(3,382)	419



Balance Sheet

FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$'000	\$'000
CURRENT ASSETS		
Cash and cash equivalents	3,800	15,773
Trade and other receivables	2,360	2,123
Accommodation bonds	3,365	3,278
Inventories	16	23
Prepayments	194	423
	9,735	21,620
NON-CURRENT ASSETS		
Financial assets	3,056	2,960
Property, plant and equipment	104,564	77,648
Resident funded unit licences	14,383	16,613
	122,003	97,221
TOTAL ASSETS	131,738	118,841
CURRENT LIABILITIES		
Trade and other payables	6,114	6,473
Accommodation bonds	10,178	10,052
Provisions	5,910	5,534
Financial liabilities	22,454	460
	44,656	22,519
NON-CURRENT LIABILITIES		
Trade and other payables	-	1,956
Resident funded unit liabilities	10,510	12,544
Entry contribution	152	313
Accommodation bonds	36,086	35,752
Provisions	630	494
Financial liabilities	-	2,177
	47,378	53,236
TOTAL LIABILITIES	92,034	75,755
NET ASSETS	39,704	43,086
EQUITY		
Accumulated funds	22,905	26,287
Asset Revaluation Reserve	708	708
Trust and ID funds	2,440	2,440
Capital Grants Reserve	13,651	13,651
TOTAL EQUITY	39,704	43,086

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2012

	Accumulated Funds	Reserve			Total
		Asset Revaluation	Trust and ID Funds	Capital Grants Reserve	
	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 30 June 2010	25,868	708	2,440	13,651	42,667
Surplus for the year as reported in the 2011 financial statements	967	-	-	-	967
Adjustment on correction of error (see note 2)	(548)	-	-	-	(548)
Restated surplus for the year	419	-	-	-	419
Other comprehensive income	-	-	-	-	-
Total Comprehensive Income for the year	419	-	-	-	419
Balance at 30 June 2011	26,287	708	2,440	13,651	43,086
Total Comprehensive Income for the year	(3,382)	-	-	-	(3,382)
Balance at 30 June 2012	22,905	708	2,440	13,651	39,704

Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$'000	\$'000
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from operating activities	66,449	63,570
Interest and dividends received	884	1,446
Bequests, donations and fundraising	144	175
Payments to suppliers	(65,766)	(59,040)
Interest paid	(179)	(461)
Net cash Provided by/(Used in) Operating Activities	1,532	5,690
CASH FLOW FROM INVESTING ACTIVITIES		
Net Payments for purchases of property, plant and equipment	(29,322)	(12,498)
Proceeds from sale of shares	557	478
Payments for purchase of shares	(889)	(616)
Net Cash (Used in)/Provided by Investing Activities	(29,654)	(12,636)
CASH FLOW FROM FINANCING ACTIVITIES		
Increase/(Decrease) in Bonds	(1,858)	3,831
Increase/(Decrease) in RFU Licenses and Liabilities	551	237
Proceeds from borrowings	-	-
Payments for borrowings	17,456	(935)
Net Cash Provided by/(Used in) Financing Activities	16,149	3,133
NET INCREASE/(DECREASE) IN CASH HELD	(11,973)	(3,813)
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	15,773	19,586
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	3,800	15,773

Auditor's Report



Grant Thornton Audit Pty Ltd
ACN 130 913 594
Level 1 67 Greenhill Rd
Wayville SA 5034
GPO Box 1270 Adelaide SA 5001
DX 275 Adelaide
T 61 8 8372 6666
F 61 8 8372 6677
E info.sa@au.gt.com
W www.grantthornton.com.au

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 2012, 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 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



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E info.sa@au.gt.com
W www.grantthornton.com.au

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 2012 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

Sheenagh Edwards
Partner – Audit and Assurance
Adelaide, 18 September 2012



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

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.

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:

- / **Adrian Ware** Chief Financial Officer
- / **Megan Corlis** Director Research and Development
- / **Susan Emerson** Director Care Environments and Service Strategy
- / **Meg Phythian** Director Care Governance
- / **Darren Young** General Manager Metro Division
- / **Syd Farrell** General Manager Country Division
- / **Julie Goods** Manager Corporate Support Services



Dr David Filby PSM

Chairperson – appointed 2007

As well as being a member of the Finance and 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.



Ian Hardy AM

Chief Executive Officer – appointed 1991

Ian Hardy is Chief Executive Officer of Helping Hand, former National President of ACSA (Aged and Community Services Australia) 1999–2001 and Chair of Aged and Community Services SA/NT 1997–99. Member Advisory Committee Commonwealth Aged Care Pricing Review 2003–04, 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.



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 and Property and Community Relations Sub-committees.



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. Ellen is the Chair of the Community Relations Board Sub-committee.



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.



Associate Professor Craig Whitehead

Appointed 2008

Craig is a staff specialist in geriatric medicine and Chair 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.



Chris Stewart

Appointed 2009

Chris is the Head of Business Development at Hood Sweeney, Councillor for the SA division of the Australian Institute of Company Directors and is also a member of the Finance and Property Sub-Committee. Chris was the Chairperson of the Emerging Directors Committee for five years. He has significant expertise across the property, renewable energy, financial services and health care sectors and a strong interest in making a tangible, positive impact to the community. He was previously a member of the Medical and Science Advisory Committee of the Asthma Foundation of SA.

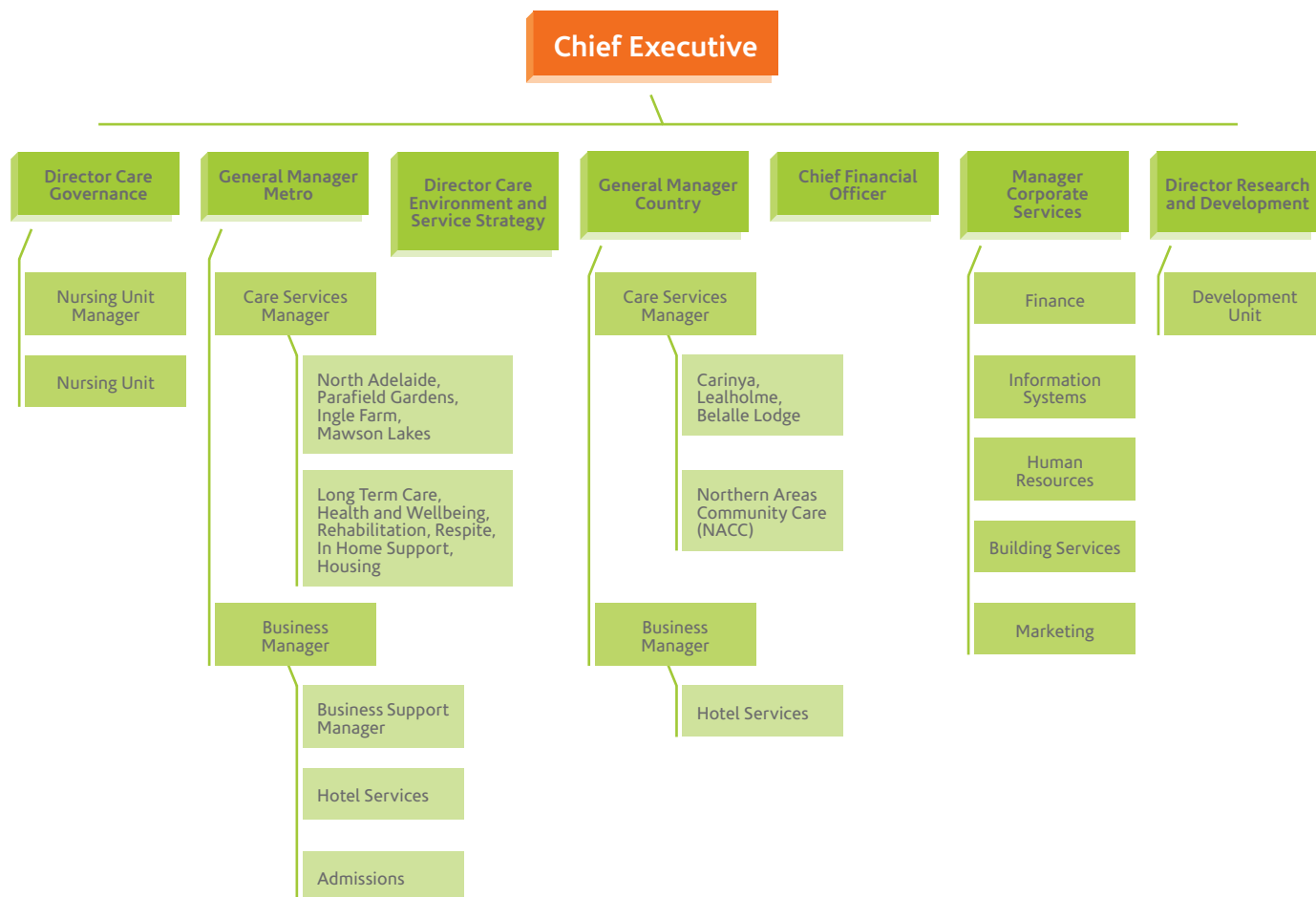


Carlien Coultate

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. Carlien is a member of the Client Care Sub-committee.

Organisational Structure





We believe in
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and contribution
wherever they
choose to live.



Head Office

34 Molesworth Street
North Adelaide SA 5006

PO Box 66 North Adelaide SA 5006
Client enquiries 1300 653 600

www.helpinghand.org.au