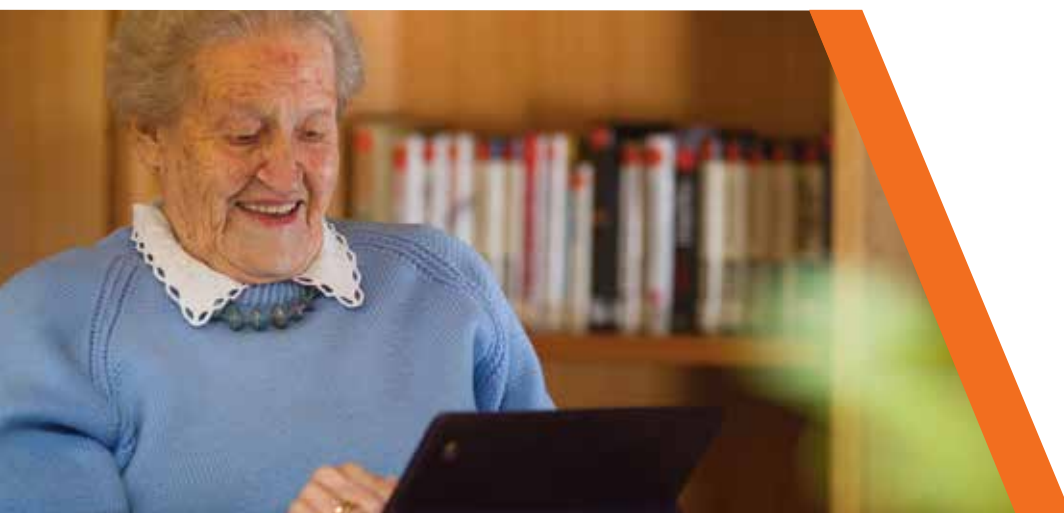


Helping Hand Annual Report 2012–2013



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Message from the Chairman and CEO

2013 was a very special year for Helping Hand as we celebrated our 60th anniversary. From our humble beginnings in 1953 with the purchase of two houses in North Adelaide providing accommodation for 16 elderly women, sixty years later we offer over 900 residential beds and our services extend throughout Adelaide and many parts of country South Australia.

Although the Helping Hand of today would scarcely be recognised by its founders, our purpose remains the same: to provide care and support to older people to help them achieve their optimal quality of life.

This year we undertook a significant capital works program and opened our new 110 bed Northgate residential care home in November. Offering a model of care never before seen in residential aged care, Northgate promotes a firm focus on lifestyle as well as clinical care. Belalie Lodge in Jamestown underwent a \$4.8m redevelopment and minor capital works improvements have been completed at all of our remaining facilities. We remain committed to maintaining our high level of quality in care and services, demonstrated by our continued investment in our residential care homes and community programs.

This has been a significant year for the aged care sector with the release of the Productivity Commission's "Caring for Older Australians" Report and the Government's associated "Living Longer, Living Better" aged care reforms – a comprehensive package of changes to build a more sustainable and nationally consistent aged care system. These reforms will see aged care become more of a "user pays" system.

One of the most significant impacts includes the shift to a Consumer Directed Care approach, to give in-home clients greater choice and control over decisions related to the services they receive. This shift places emphasis on the need for providers to be more competitive and to have the ability to respond to clients' needs with greater

flexibility and efficiency. This means we also need a workforce that is equipped and ready to face the challenges of complex needs within our older population.

To ensure we are ready to respond to these changes, we have undertaken an extensive review of our Metropolitan Community Services division. The review identified opportunities to develop a new service model and staffing structure. The change in structure will support a renewed focus on meeting our clients' individual needs within their communities, using a holistic and centralised approach to their care.

In 2013 Helping Hand received a \$400,000 grant to be used for a project to build workforce capacity and capability in residential aged care. The funding was provided by the Commonwealth Government as part of \$10.2 million in funding that was used for 26 projects across the country, focusing on preparing the aged care workforce to care for older Australians. We will continue to work with the Government and the Sector on the development of new models of workforce attraction and retention, and look forward to being part of the evolution of aged care services in the near future.

As the spotlight continues on the challenges of meeting the complexity and volume of aged care services in the future, we have continued to build on our investment into shaping and developing how services are provided. Our partnership with the National Health and Medical Research Council, to participate in a five year, \$25 million research program, aims to improve the lives of people living with dementia and those who care for them. An



extensive program of consultation and research activity will help to inform future care policy and practice. We are very excited at this opportunity to contribute our experience and expertise to help support the thousands of families across Australia who are, and will be, affected by this disease.

There is little doubt that the next 60 years will see as much change for Helping Hand as have the last 60. Whilst the whole sector is facing challenging times, we are working hard to ensure that Helping Hand is in the best position possible as we transition into this new phase of aged care services.

We would like to acknowledge the significant contribution made by our staff and volunteers as we move, in partnership with our clients, into a challenging but rewarding era in aged care services.



David Filby

Chairman, Helping Hand



Ian Hardy AM

Chief Executive Officer, Helping Hand

Our Achievements

This year we turned 60 and are proud to still be recognised as one of the most progressive aged care providers in Australia.

Our focus continues to be supporting older South Australians in continuing to do the things they love, and while not everything is about numbers, we think some numbers are important to share.



We celebrated the completion of

\$4.8 million

investment and renovation to Belalie Lodge residential care home in Jamestown.

The redevelopment offered residents improved communal areas and modern facilities including a men's shed and memory room. The room which features historical items, thanks to generous donations from the community, is used to encourage reminiscence with residents.



Our inaugural Consumer and Carer Reference Group commenced with 12 carers, consumers and family members joining the group that will help develop, plan and improve our services so that we can continue to meet the needs of our clients.

Technology workshops

Our free internet workshops with Telstra assisted almost 234 older South Australians to learn about new technology and gives them an opportunity to connect with others.

With the oldest participant aged 93 the workshops aimed to overcome the stereotypes of older people not being interested in using technology. Seniors were given the opportunity to explore the internet using iPads and learn how to navigate, send emails, shop, bank online and stay safe in a digital world.

The workshops filled a growing need for seniors to keep up with technology and showed the good that can result when corporate and not for profits work in partnership together to deliver social impact.



8 residential care homes in metropolitan and regional South Australia.

Helping Hand expanded its services, to offer 8 residential care homes in metropolitan and regional South Australia, following the opening of the new site at Northgate in November 2012.

Boasting 110 modern and spacious residential rooms, our Northgate residential care home admitted its first residents on 19 November 2012.

Located in the Lightsview precinct only 8km from Adelaide's CBD, our award winning state-of-the-art facility was designed to encourage residents to continue living the life they enjoy.

Northgate has been acknowledged for building excellence and design by winning the 2013 Design Award in the South Australian Aged and Community Service Awards, recognising innovation in residential aged care and the 2013 SA Master Builders Association award for Excellence in Retirement Living/Aged Care.



Romeo's Foodland generously sponsored a 12 seater bus to transport seniors on shopping trips and local excursions. Romeo's Retail Group is an award winning, family owned, independent retailer which is heavily involved in the communities it serves, through local charity sponsorship and donations.

Recognising the importance of being able to shop locally and stay connected with the community Helping Hand approached Romeo's with the idea of a partnership. Romeo's came up with the suggestion of raising funds for a bus to transport seniors on shopping trips and local excursions with the aim of enhancing social opportunities and to reduce loneliness and isolation.

Our Achievements

We launched our new website on August 16 with the new look resulting in a much easier to use tool and by the end of the financial year

41,325 people had visited our new site.

This was part of our rebranding, which saw a new logo introduced, as well as a great TV commercial featuring our staff and clients.



Helping Hand joined with Housing SA's Aged Homeless Assistance Program to coordinate management of 18 units at Melrose Park Village which will provide sustainable accommodation and independent living support to older people experiencing homelessness in Adelaide.

\$42,197



was fundraised by Helping Hand's dedicated and passionate auxiliaries in 2012.

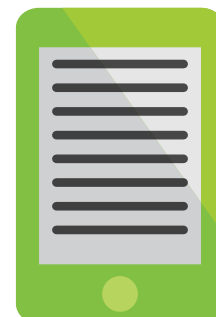
Preserving stories for the future

After participating in the Writer-in-Residence program with author Patrick Allington, our Parafield Gardens resident Laurane Snow was 71 years old when she celebrated publishing her autobiography. Supported by the SA Writers' Centre, the nine month program encouraged our residents and members of the community to share their stories and preserve them for future generations through writing memoirs, poetry, short stories and other creative writing forms.



Supporting 269,000 Australians living with dementia

Helping Hand is one of three aged care providers in a Partnership Centre established by the National Health and Medical Research Council aimed at understanding and better supporting the estimated 269,000 Australians currently living with dementia.



Introducing e-readers

We teamed up with the Coopers Brewery Foundation to offer our residents at Ingle Farm, Port Pirie and North Adelaide 7 Kindle e-book readers.

These e-readers enable residents to have easy access to a wide range of reading material. The aim of the project was to introduce a new technology which would give quicker and easier access to reading materials for our residents, provide greater access to a wider range of reading materials, and provide an experience with e-readers which otherwise may not have been possible.

Residents have told us that the e-readers are easy to use, lightweight, provide access to a larger selection of books than they previously had and are convenient, especially with the ability to make the font larger and easier to read, as well as convert the text to sound.



**Volunteer
award**

**Individual
award**

**Design
award**

Helping Hand was successful at 2013 Aged Care Services SA and NT Awards by winning 3 Nominations Rob Hammat, a long serving volunteer was the recipient of the Volunteer Award and the Individual Award category. Our newest Northgate residential care home took out the Design Award for its innovation in residential aged care. The award recognises the ability for this site to cater for the changing expectations of our clients.

Our Services

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 eight fully accredited residential care homes providing high quality care, respite and secure dementia specific services.

Locations include:

- / Clare
- / Ingle Farm
- / Jamestown
- / Mawson Lakes
- / North Adelaide
- / Northgate
- / Parafield Gardens
- / Port Pirie



Retirement living

Helping Hand's Retirement Living Units are located across Adelaide and South Australia. Available in one, two or three-bedroom units, they provide independence and privacy.

Locations include:

- / Belair
- / Clare
- / Jamestown
- / North Adelaide
- / Port Pirie
- / Prospect

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.

Established in 1953, Helping Hand is a South Australian, not-for-profit, Uniting Church affiliated organisation.

We are recognised as one of the most progressive aged care service providers in Australia providing a diverse range of community and residential services.

We provide home care services, residential care homes, independent living units, and supported residential facilities to over 7,000 clients in metropolitan and regional South Australia. Our various divisions, including Corporate Support Services, are supported by more than 1,300 staff and 400 volunteers.



We are recognised as one of the most progressive aged care service providers in Australia providing a diverse range of community and residential services

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.

We will assist older people to achieve:

- / Independence and wellness
- / Dignity of living
- / Optimum feasible quality of life
- / Choice of services

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

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

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



Our Principals of Care

The Helping Hand Principles of Care underpin everything we do and form the foundation of how we provide our services to meet the needs of our clients.

Our Principles recognise and reflect the diversity of our business as well as the changing nature of our services and workforce.

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.

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.



Our Board



Dr David Filby PSM – Chair

/ Appointed chair 2010
/ Appointed member 2007
/ Member Finance and Property
sub-committee



Len Frankham – Deputy Chair

/ Appointed 2004
/ Community Relations
sub-committee
/ Finance and Property
sub-committee



Ian Hardy AM – CEO

/ Appointed 1991



Carlien Coultate

/ Member since 2009
/ Client Care sub-committee



Chris Stewart

/ Member since 2009
/ Finance and Property
sub-committee



Dr Craig Whitehead

/ Member since 2008
/ Client Care sub-committee



Ellen Kerrins

/ Appointed member 2005
/ Community Relations
sub-committee chair



Reverend Gayle McClimont

/ Coordinating Chaplain
/ Member since 2002

Our Executive Team



Adrian Ware

/ Chief Financial Officer



Darren Young

/ General Manager –
Metro Division



Julie Goods

/ Manager –
Corporate Support Services



Meg Phythian

/ Director –
Care Governance



Megan Corlis

/ Director –
Research and Development



Susan Emerson

/ Director –
Care Environments
and Service Strategy



Syd Farrel

/ General Manager –
Country Division

Financial Statements

Statement of profit or loss and other comprehensive income

FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$'000	\$'000
OPERATING INCOME		
Government subsidies	40,526	38,260
Client fees	12,693	11,556
Grants	7,780	7,196
Interest and dividends received	315	689
Non operating income	6,586	5,658
Other income	5,699	2,574
Total operating income	73,599	65,933
OPERATING EXPENDITURE		
Employee expenses	57,785	53,241
Finance costs	865	343
Administration expenses	1,895	1,792
Depreciation and amortisation	4,147	3,310
Repairs and maintenance	1,430	1,730
Other expenses	9,197	8,900
Total operating expenditure	75,319	69,315
Share of net profit from investment accounted for using the equity method	607	-
Net surplus/(deficit) from operations	(1,113)	(3,382)
Other comprehensive income	-	-
Total comprehensive income for the year	(1,113)	(3,382)

Statement of financial position

FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$'000	\$'000
CURRENT ASSETS		
Cash and cash equivalents	4,164	3,800
Trade and other receivables	1,589	2,360
Accommodation bonds	6,792	3,365
Inventories	27	16
Prepayments	175	194
	12,747	9,735
NON-CURRENT ASSETS		
Financial assets	3,057	2,856
Property, plant and equipment	111,669	104,564
Resident funded unit licences	14,941	14,383
Investments accounted for using the equity method	807	200
	130,474	122,003
TOTAL ASSETS	143,221	131,738
CURRENT LIABILITIES		
Trade and other payables	5,045	6,114
Accommodation bonds	13,691	10,178
Provisions	6,338	5,910
Financial liabilities	19,683	22,454
	44,757	44,656
NON-CURRENT LIABILITIES		
Resident funded unit liabilities	10,283	10,510
Entry contribution	215	152
Accommodation bonds	48,540	36,086
Provisions	835	630
	59,873	47,378
TOTAL LIABILITIES	104,630	92,034
NET ASSETS	38,591	39,704
EQUITY		
Accumulated funds	21,792	22,905
Asset revaluation reserve	708	708
Trust and ID funds	2,440	2,440
Capital grants reserve	13,651	13,651
TOTAL EQUITY	38,591	39,704

Statement of changes in equity

FOR THE YEAR ENDED 30 JUNE 2013

	Accumulated funds	Reserve			Total
		Asset revaluation	Trust and ID funds	Capital grants reserve	
	\$'000	\$'000	\$'000	\$'000	\$'000
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
Total Comprehensive Income for the year	(1,113)	-	-	-	(1,113)
Balance at 30 June 2013	21,792	708	2,440	13,651	38,591

Statement of cash flows

FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$'000	\$'000
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from operating activities	71,547	66,449
Interest and dividends received	332	884
Bequests, donations and fundraising	138	144
Payments to suppliers	(70,627)	(65,766)
Interest paid	(865)	(179)
Net cash provided by/(used in) operating activities	525	1,532
CASH FLOW FROM INVESTING ACTIVITIES		
Net Payments for purchases of property, plant and equipment	(12,703)	(29,322)
Proceeds from sale of property, plant and equipment	251	557
Proceeds from sale of shares	625	(889)
Payments for purchase of shares	(351)	-
Net cash (used in)/provided by investing activities	(12,178)	(29,654)
CASH FLOW FROM FINANCING ACTIVITIES		
Increase/(decrease) in bonds	14,059	(1,858)
Increase/(decrease) in RFU licenses and liabilities	729	551
Payments for borrowings	(2,771)	17,456
Net cash provided by/(used in) financing activities	12,017	16,149
NET INCREASE/(DECREASE) IN CASH HELD	364	(11,973)
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	3,800	15,773
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	4,164	3,800

Auditor's Report



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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 Inc (the "Association"), which comprises the statement of financial position as at 30 June 2013, and the statement of profit or loss and other 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 and Association 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.

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 whether the financial report is free from 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.

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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 circumstances, 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 applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Auditor's Opinion

In our opinion,

- a the financial report of Helping Hand Aged Care Inc
 - i presents fairly, in all material respects, the Association's financial position as at 30 June 2013 and of its performance and cash flows for the year then ended ; and
 - ii complies with Australian Accounting Standards and the relevant legislation.

Grant Thornton

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A handwritten signature in blue ink, appearing to read "S K Edwards".

S K Edwards
Director – Audit & Assurance

Adelaide, 27 September 2013



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