

Annual Report 2015 — 16



Helping Hand  
*new aged care*



CEO Ian Hardy  
celebrates  
25 years  
of service



**It has  
been such  
a privilege  
to lead  
Helping  
Hand  
for more  
than a  
quarter of  
a century!**

Known – and widely respected – as The Helping Hand Centre when I joined in 1990, the organisation consisted of the residential care homes at North Adelaide and Parafield Gardens, several Day Therapy Centres which supported both residents and people from the wider community, and retirement housing at North Adelaide and Prospect.

Over those last 25 years, Helping Hand Aged Care has added residential care homes at Ingle Farm, Port Pirie, Clare, Mawson Lakes, Jamestown and Lightsview. Retirement housing was added at North Adelaide, Belair and in several country locations. And since the advent of Commonwealth-subsidised home care in the late 1990s, we now support several thousand people in their own homes in Adelaide, the Mid-North and Eyre Peninsula. Together with other initiatives to support older people in the areas of disability, hospital avoidance, mental health and housing stress, Helping Hand has come a long way.

The role of the Commonwealth in funding and regulating the aged care sector has changed too, with far more stringent funding accountabilities and monitoring of service quality.

The next few years will undoubtedly offer further challenges and opportunities. Most significantly we will see “the rise of the consumer”, with government policy being developed to reflect baby boomer preferences for much more control over how, when and where they receive support services in their later years. We will see this tangibly in home care from early 2017 and probably in residential care in the next five to seven years – with consumers being able to utilise their care entitlement with the provider organisation of their choice. And as the proportion of older Australians rises over the next 25 years, governments will seek to manage the cost to taxpayers, resulting in great reliance on a “user pays” approach – which may well add further weight to consumers’ justified sense of their right to choice.

To everyone who has played a part in Helping Hand’s growth over the last 25 years, and to those who will be part of its future, I thank you.

Please enjoy this brief overview of highlights from this year.

**Ian Hardy** AM FUniSA  
Chief Executive Officer

We thank our board, executive, staff, volunteers, residents, clients, families and friends who together create, sustain and enrich the Helping Hand community.

**We are in good hands.**

## Our services expand to include a more diverse community

Ever mindful of providing inclusive services, we led a consultation process this year with **lesbian, gay, bisexual, transgender and intersex communities** to inform our policies and practices.



## A \$6 million expansion at Lealholme Care Home

In Port Pirie, we broke ground at our Lealholme care home beginning a \$6 million expansion increasing our ability to **serve more local residents** and providing a state-of-the-art memory support unit for people living with dementia.

## Award winner

We were one of twenty leading employers in South Australia acknowledged for celebrating the success of our employees, and promoting social inclusion through striving to include people of all abilities in our workplace at the **2015 Barkuma Personnel Employment Employer Awards**.



## Smoke free

We became 100% smoke free at all of our Residential Care Homes.



## Expansion in home care packages

We were granted **88 new home care packages** for service delivery in metropolitan Adelaide as well as in the Eyre Peninsula, Mid North, Yorke, Lower North and Barossa regions.

## We achieved Self Insurance this year

## Partnered to create a better future for those diagnosed with dementia

Our research and development continues to strengthen.

We are collaborating with Alzheimer's Australia and two interstate aged care providers in NSW and WA, as a lead partner in a **five-year, \$25 million, national dementia research project** with the National Health and Medical Research Council.

## CEO part of national review

CEO Ian Hardy was appointed by the Federal Government to a new Advisory Group to **review and rewrite the existing Aged Care Standards** to focus on quality outcomes for consumers.

## The Helping Hand Way

We started the roll-out of our customer service and culture program.



## Men's Shed wins Community award

At the 2015 COTA SA Positive Ageing Awards, we won the Community Project Award for our **Men's Shed at Lightsview**, contributing to the health and wellbeing of our older population.



## Statement of profit or loss and other comprehensive income

### For the year ended 30 June 2016

	2016	2015
	\$'000	\$'000
<b>Operating Income</b>		
Government subsidies	48,817	46,482
Grants	8,858	8,674
Client fees	15,286	14,998
Other income	18,147	10,712
	<b>91,108</b>	<b>80,866</b>
<b>Operating Expenditure</b>		
Employee expenses	65,305	60,152
Depreciation and amortisation	3,808	3,751
Repairs and maintenance	1,773	1,706
Other expenses	13,170	12,669
	<b>84,056</b>	<b>78,278</b>
<b>Net Surplus / (Deficit) from Operations</b>	<b>7,052</b>	<b>2,588</b>

### Balance sheet as at 30 June 2016

	2016	2015
	\$'000	\$'000
<b>Assets</b>		
Cash and liquid assets	46,271	18,758
Other assets	2,748	3,354
Land / Buildings / Plant & Equip	186,332	186,043
<b>Total assets</b>	<b>235,351</b>	<b>208,155</b>
<b>Liabilities</b>		
Subsidies received in advance	3,877	2,736
Trade and other payables	6,171	4,527
Provisions	13,475	9,949
Borrowings	—	3,260
Refundable deposits / licenses	112,759	95,666
<b>Total liabilities</b>	<b>136,282</b>	<b>116,138</b>
<b>Net Assets</b>	<b>99,069</b>	<b>92,017</b>
Accumulated funds	40,288	33,236
Revaluation reserve	58,781	58,781
<b>Total equity</b>	<b>99,069</b>	<b>92,017</b>