



2017 — 18
Annual Report



Helping Hand
new aged care

People of
Helping Hand

Topsy
Home Care

Topsy coordinates morning tea at her church and learned the organ at 50.



Topsy was born and raised at Wolseley, a once-bustling town near Bordertown where the gauge changed on the railway line. Educated to the end of primary school, as a child she was up at 4am boiling the copper and doing housework before starting work at 8am at the local shop.

She married and had two sons and ran a store at Wolseley – selling groceries and petrol, and doing the mail run three times a week out through farms in the region.

At 36 she moved to Adelaide because the railway stopped going to the South East and Wolseley, and its work opportunities shrunk.

For 50 years Topsy arranged the Wolseley reunion in Adelaide. At the 50th and final reunion 300 people turned up, and the people of Wolseley unveiled a plaque at the local Community Centre with her name on it.

Topsy is a Helping Hand Home Care client. She has a worm farm, coordinates morning tea at her church, had a truck licence, learned the organ at 50, loves the theatre and is a passionate Crows fan.

FROM THE CHIEF EXECUTIVE OFFICER AND CHAIRPERSON

On Friday 4 May 2018, Helping Hand celebrated 65 years of serving the South Australian community. On that date in 1953, the Constitution was adopted for the 'North Adelaide Home for the Aged'. The Reverend Arthur Strange, who is credited with founding Helping Hand, had become increasingly concerned with the needs of elderly people, particularly older single women. 'They weren't afraid to die,' he had written. 'But they were really afraid to live until they did die.'

"Padre" Strange fundraised widely, bought a property in Molesworth Street, North Adelaide and opened a residence called 'Westering'. There exists a historical photo of 16 women who are believed to be the first residents.

Over more than six decades, Helping Hand has grown, through dedication and design, and supported by some very generous donations. There are now three Helping Hand aged care homes in regional South Australia and five care homes in metropolitan Adelaide. This year, we began construction on a new home at Golden Grove which will open in 2019.

Also over that time, this not-for-profit organisation has expanded its services to include home care, retirement living and respite services and now employs more than 1,500 people across the state. Every year, more than 7,000 people access services through Helping Hand.

This sustained growth over 65 years is a reflection of our commitment always to place clients at the centre of our decision-making. It also demonstrates how we live our values of Excellence, Respect, Compassion and Community. These core values are reflected in everything we do. They form the foundation on which we work, interact, make decisions and develop strategy supporting our mission:

To provide innovative and responsive services for older people, which support them to have the best quality of life.

Our 2017-2020 Strategic Plan, implemented this year, is created with a focus on five strategic areas: Responsive Service Delivery, Culture and Reputation, Growth and Change, Sustainable Business and Workforce.

Created in collaboration with our clients, staff and Board, the Plan provides a solid framework for our organisation's continued growth. In a climate of change and transparency, we are committed through our governance to be held accountable. The success of the plan will be measured against two key indicators – quality and sustainability – as we recognise that true change and success can only be achieved when innovative ideas are embedded into the character and core of our organisation. Evidence of our commitment to transparency is the Strategic Plan website, which showcases projects in development and invites feedback. Visit the site at plan.helpinghand.org.au

Helping Hand has been privileged to be involved – at the invitation of the Federal Government - in the development of the new Aged Care Quality Standards. A great deal of time has been invested in this transformative project this year, in readiness for their imminent release. The new standards are a significant shift from the current aged care accreditation process as they will apply to both residential and community aged care services, have a greater focus on quality outcomes for consumers and be supported by a new quality assessment process.

The aged care workforce will need to triple in size in the next three decades to meet the needs of ageing Australians. As part of our commitment to partnerships and developing a professional workforce, we laid the foundation this year for an emerging conversation about workforce portability. Helping Hand and Minda partnered to instigate the Growth Lab, to explore partnerships and projects as health, ageing and disability sectors become more interlinked. We are excited to be at the forefront of this movement. We have also been pleased to contribute directly to the work of the Commonwealth's Aged Care Workforce Taskforce, led by Professor John Pollaers.

This report outlines our highlights from the last year, which are aligned with our Strategic Plan key results areas. Thank you to everyone who contributes to the sustainability and growth of Helping Hand. We are in good hands.

Ian Hardy AM FUniSA
Chief Executive Officer



Rosalie Pace
Chairperson

People of Helping Hand is a story-telling feature of our Facebook page. Visit Helping Hand Aged Care on Facebook for more People of Helping Hand profiles.

A care service that puts our clients first

Excellence in care means responding to peoples' wants and needs. We do this by providing personalised services crafted to each individual. We use research to help us change the way we do things and improve the lives of the people in our care.



People of
Helping Hand

Dawn

Resident – Helping Hand
Belalie Lodge, Jamestown



“There’s nowhere
better than home here.”

Dawn was born and lived at Appila in the state’s mid north where her family ran a garage. She didn’t want to go to college; she only ever wanted to sew. Dawn was a dressmaker who worked for herself at home. One of her specialties was wedding dresses and she made her own going-away outfit when she married at 21.

Dawn has two sons who were delighted when she told them she was moving in to Helping Hand Belalie Lodge at Jamestown – where she continues to volunteer her dressmaking talents.

Enthusiastic about new friends she has made over the last year at Belalie Lodge, Dawn says she is ‘so happy’.

SIMPLER Medication

Helping Hand continued to support the Cognitive Decline Partnership Centre project SIMPLER, which investigates how to simplify medication management for older people. We recognise that medication management is an issue in aged care, frequently related to packing and administration errors.

Helping Hand has sought to reduce the risk on clients and staff in dispensing. Stage one was a research project involving more than 200 residents from Helping Hand. Stage two is now being funded, allowing the project to expand to older people living at home.

Congratulations to Dr Janet Sluggett, Project Lead, who was named 2018 Pharmacist of the Year by the Pharmaceutical Society of Australia SA/NT.



Dignity in Care

Helping Hand is committed to the continuous improvement of processes and adoption of new products and services that maintain dignity and quality care. In 2017 we partnered with Hartmann Pty Ltd, a for-profit provider of personal care products and management systems, and developed a relationship with the Wound Management Innovation Cooperative Research Centre. Both these partnerships have enhanced our service delivery practices and support our best practice philosophy in care delivery.

Informed choices

In 2017 Helping Hand hosted six information sessions across metro and regional South Australia for local communities. This initiative is in its second year and is a response to the growing complexity in accessing aged care services and understanding financial and legal rights and responsibilities. Topics presented included power of attorney, wills and advance care planning, financial assessments and fees and charges, home care support and consumer directed care, and navigation of the aged care system. The sessions provided opportunities for older people and families/supporters to speak face to face with us and guest speakers including; financial advisers, legal aid and regional assessment services.

Supported
Decision-making

Helping Hand is a key partner in a research project related to supported decision making. This project explored alternative approaches to supporting people living with cognitive impairment with respect to decision-making around advance care planning.

A key outcome of this project has been the creation and roll out of a Policy Guideline for aged care on supported decision making. Helping Hand is looking into how we implement this approach into our services, including how to support older people and their families/friends to use supported decision-making.

Top 5 Meaning for Me

Helping Hand introduced the ‘Top 5 Meaning for Me’ engagement tool, designed to promote personalised service delivery and deepen relationships between residents, clients and staff. This tool helps residents and clients communicate what is most important to them which in turn helps staff understand more about the person in their care.

Age Friendly Walk Trails

Helping Hand partnered with UniSA and the City of Adelaide on an age friendly walking trails research project funded by Office for the Ageing. Helping Hand residents and community members worked in collaboration with Allied Health students to assess the barriers and opportunities for increased use of the city’s park lands. The results of the project included recommendations related to guides, maps, increased seating and lighting, and tested destination points.



Exercise Physiology Evidence Mounts

Evidence of the benefits for people living with dementia of exercise and activities designed by exercise physiologists was further proven by evaluation of our innovative programs. Some of the key benefits demonstrated were increased socialisation, improved health function and increased sense of purpose among residents. For staff, there were some important shifts in perception of the capabilities of residents. Helping Hand has introduced a range of programs to embed sustainability of exercise including ‘Movement with Benefits’ and ‘Five Minute Moves’.



Our values are our compass

Our strong values and beliefs are the driving force behind everything we do: from our relationship-based approach to care, our unique services, even to the way in which we make our business decisions.



People of
Helping Hand

Arni
Care worker – Helping
Hand Carinya, Clare



Arni is a carer and is also studying to become an enrolled nurse, working towards becoming a registered nurse.

Born and raised in Sri Lanka, Arni was a chemistry teacher with a Bachelor in Science. During the civil war, her and her husband left with their first-born son for Australia to seek a better life. Whilst applying for permanent residency, Arni lived in country Victoria, then moved to Adelaide. After visiting Clare for a holiday, the family bought a home in the town.

Although having also completed a Bachelor of Business Studies, Arni knew that nursing was her true calling and began studying. ‘I thought “I have the freedom to choose what I want to do now – I’m going to do this”’.

When asked why she chose nursing and care work, Arni says ‘I love nursing because I am passionate about caring for people. You get into people’s own little worlds and get to know them. To have them say ‘thank you’ when you can help is just beautiful.’

When not studying or working, Arni spends her precious free time with her two sons and her husband.

It’s in the App

Helping Hand launched the first mobile phone App in aged care developed for the workforce, as part of its comprehensive Helping Hand Way staff culture program. Supporting continued learning and the roll out of our values, the App can be used to send a compliment to a team member, access information about the Helping Hand Way programs, watch videos on customer service and our service ethos, send a good idea and nominate an outstanding employee as a Team Mentor.

Mobile Phone App Statistics

Total registrations	1022
Compliments	745
Good ideas	73
Team Mentor nominations	304

Appointments

Susan Emerson, Helping Hand’s Director, Care Environments and Service Strategy has been appointed to:

- National Aged Care Alliance as the Australian College of Nursing Member Representative
- Aged Care Financing Authority
- Australian Digital Health Agency as Senior Clinical Reference Lead

We Listen

This year, Helping Hand engaged metropolitan community clients via our highly regarded customer and consumer engagement feedback approach ‘Turn Up Your Voice’. This approach supports us to listen to the needs and preferences of people receiving services through Home Care Packages, Commonwealth Home Support Program, Under 65’s Disability Support, Veteran’s Home Care and Fee for Service.

What we heard

96%

of respondents rated staff delivering services as good or excellent.



Helping Hand staff are described as friendly, helpful and respectful.



Nine out of ten clients plan to continue their current services with Helping Hand. Others are moving to different service levels, and plan to stay with Helping Hand.



Art Group at SALA

Visual art created by Helping Hand North Adelaide residents graced the walls of the Buxton Street care home as part of the 20th South Australian Living Artists (SALA) Festival. Featuring a combination of first-time artists with established makers, the SALA exhibition was the culmination of eight months of Art Group, which meets every Wednesday under the volunteer tutelage of contemporary artist Cassie Thring. Len Harvey, who has painted landscapes for thirty years, attempted his first portrait at Art Group. His work ‘Jim’ won the Outsider Art Award at the SALA Awards.

‘That really put the wind in my sails,’ he says. ‘Doing Jim has got me fired up to paint again.’ Len has revisited an unfinished landscape since joining Art Group: ‘I owe a lot to Cassie for her encouragement,’ he says.

Both Len (pictured left) and Jim are residents at Helping Hand North Adelaide.



Resonance

Helping Hand hosted two Guitar Festival Resonance touring programs at Lightsview and North Adelaide, delighting hundreds of residents and their families with world-class performances. With such an overwhelmingly positive response, we have committed to expanding the program across our regional and metropolitan sites in the next year.

We acknowledge the accessibility value Adelaide Festival Centre provides with these initiatives.

A strong business model

Entrepreneurial by nature, our diverse range of services ensures we remain financially strong. We handle information and technology efficiently to support our goals. Our retirement living and residential care homes reflect our customers’ needs.



Heather was one of the first female Helping Hand Board members; a role she held for 12 years.



People of
Helping Hand

Heather
Helping Hand
Independent Living

Heather has had a rich and interesting career in newspaper, television and radio.

In 1952 Heather worked in the record library at the BBC in England where she says she just ‘walked into the BBC London, asked for a job and got one’. She was seconded to the office of the ABC to work with Sir Bernard Heinze. Heather returned to Australia and worked for the Attorney Generals department and was sent to Melbourne to work at the 1956 Olympic Games.

In 1958 in Adelaide, Heather joined Advertiser Newspapers Ltd. She worked there for 29 years during which time she pioneered the afternoon program Tuesday at Home at television station ADS7 as well as being involved with programming television shows My Fair Lady, Viewpoint and Beauty and the Beast. After her retirement, Heather became a newsreader for 10 years at radio station 5RPH.

Heather was invited by the Rev. Vernon Harrison to join the Board of Helping Hand in 1979 alongside Gene Wenham and Cecilie Bearup to become one of the first female Board members, a role she held for 12 years.

Heather lives in a Helping Hand retirement living unit and enjoys an active social life, finding great value in friendships. Heather is an avid theatre goer and loves listening to audio books, which she borrows from the Tynte Street Library.



Supporting Social Thinking

Helping Hand signed up as a partner of the ‘relaunched’ Adelaide Thinkers in Residence program run by the Don Dunstan Foundation. The Social Capital Residencies aim to support job creation and attract investment while contributing positively to the community. Helping Hand hosted a roundtable discussion with Allyson Hewitt, Primary Thinker for the residencies, and Senior Fellow for social innovation at the MaRS Discovery District in Toronto Canada. The roundtable focused on the exploration of opportunities around our diverse workforce. Our key business partners worked with us to start a conversation on how aged care can lead and inform community wide practices. We are looking forward to further collaboration with partners and meeting all the Thinkers over the next twelve months.



Moving in to Golden Grove

Construction began on Helping Hand’s ninth care home, located in Adelaide’s north-east at a greenfield location at Golden Grove.

The \$37 million project will provide a new home for 110 people at its opening in 2019, employing more than 800 people during construction and providing more than 130 ongoing caring, health, administration and management roles upon completion.

Designed by Walter Brooke and built by Kennett, the three storey care home will provide a range of care such as:

- Respite
- Transition Care Program (TCP) services for those leaving hospital and needing support before moving home
- Permanent residential care
- Dementia-specific services

Expanding Men’s Shed

Helping Hand Lealholme at Port Pirie received Federal Government Stronger Communities funding to enable an expansion of the Men’s Shed. The extension will provide more shade and more space for increased engagement by more residents.



Community System Implementation

Helping Hand made a significant investment in implementing a new Community System in our Home Care services.

Care staff delivering services to our clients in their homes are now using an App on their smart phones which contains Care Plans and client information, calculates mileage, broadcasts available shifts and manages rostering among its many functions. This sophisticated program has a positive cascading effect on clients, care staff and office systems.

Our workforce is our most valued asset

Every member of our staff is a ‘people person’ who lives and breathes our values. Each is dedicated, engaged and proud of the vital role they play. They are highly skilled professionals who collaborate with consumers and carers.



People of Helping Hand

Helping Hand launched an online campaign showcasing authentic stories of residents, clients, volunteers and staff. People of Helping Hand is designed to increase respect and reduce stigma around older people and the aged care sector, and increase pride among our workforce while inspiring more people to consider a career in aged care. Stories are posted on regular Fridays on Helping Hand’s Facebook page, with 39 this year. The story-telling campaign has become the most popular feature of our Facebook page – driving the highest level of engagement.

Student Pathways

- In the last 12 months, the Helping Hand Student Participation Program has:
- Supported approximately 800 students to complete their aged care placements
 - Enabled 786 additional episodes of service, a direct benefit to older people using our services
 - Supported a variety of project work investigating topics such as the benefits of music when exercising, apathy and virtual reality, and electricity consumption at residential sites.

Growth Lab

Helping Hand and Minda co-chaired a State Government-backed Growth Lab conversation, supporting the emerging convergence of aged care, disability and health workforces. We are committed to continuing work in this space to meet evolving consumer and workforce needs.



Award winners

Our staff development project The Helping Hand Way won an SA Community Achievement Award in the “Employer Excellence in Aged Care” category.

Our Exercise Physiology program was a finalist in the national HESTA Aged Care Awards’ Team Innovation category.



The Helping Hand Way

The Helping Hand Way is a culture change program that translates our values and service ethos into actions to create a positive experience for all of our clients and in our workplace.

The Helping Hand Way was implemented in Port Pirie, Jamestown and Clare with both residential and home care staff and at metropolitan care homes Parafield Gardens, North Adelaide and Lightsview this year.

Fundraising Milestone

The Ingle Farm Auxiliary reached a quarter of a million dollars in fundraising total, achieved over many years, and invested in resident experiences and site improvements.

Future Workforce

Helping Hand played an active role in supporting the work of Professor John Pollaers who investigated the future needs of the aged care workforce on behalf of the Federal Government.

Collaboration

The Hutt Street Centre is looking at modelling our Top 5 Meaning for Me client engagement tool as part of its client annual reviews.

People of Helping Hand

Hariz

Registered Nurse – Helping Hand, Parafield Gardens



“I always wanted to be a nurse, but never thought it would be in Aged Care. I love it and I wouldn’t have it any other way.”

Hariz is a nurse at Helping Hand Parafield Gardens. Originally working at Lightsview, Hariz has been with the organisation since his days as a student. ‘It was just wonderful – the student experience was so good and I learnt so much. My learning foundation was great.’

After his placement and graduation, Hariz started as a Lifestyle Attendant and Carer at Lightsview, then secured a position as a Registered Nurse at Parafield Gardens.

Hariz loves the rapport he has built with the residents. ‘They share their stories and their lives with you. When I come in to see them, some of them say “Oh hello Hariz, I’ve got a cuppa and a bickie ready for you!”’

‘When I come to work, I know I can make a difference. I’ve only been here a short time, but the residents I’ve made a connection with so far are amazing.’

In his spare time, Hariz enjoys hanging out with friends, going to the movies, the beach and shopping. ‘I don’t have any family in Australia, so the people at Helping Hand are my adopted family. It’s definitely something special here.’



We welcome diversity

We welcome and embrace diversity, on all levels, among the people who use our services and those who work for us. Our open-mindedness has helped us grow and change for the better.

Forgotten Australians

Forgotten Australians are the largest group of the Care Leavers special needs category in the federal Aged Care Act, which also includes the Stolen Generations and Child Migrants.

Of the estimated 500,000 Care Leavers in Australia, 450,000 are Forgotten Australians. The language ‘Forgotten Australians’ includes people who were harmed in state and institutional care during their childhood, former wards of the state, former child migrants, care leavers and the Stolen Generations. We respect that not everyone will identify with this terminology.

Many are left traumatised and suffering life-long consequences from abuse and neglect by the “care” they received in their youth. Now, as they age, many are struggling to face the possibility of a second time around in institutional care, making them vulnerable to re-traumatisation.

Helping Hand is leading a new project, Listening and Responding to Forgotten Australians, to assist the aged care sector to better understand and respond to their aged care needs.

The project, the first of its kind nationally, aims to gain greater insights into the issues and challenges Forgotten Australians have accessing aged care and support, to start a conversation about how best to respond, to develop resources and recommendations that can be shared among the sector and to lead policy discussion which will inform service design and delivery.



People of Helping Hand

Christine

Dietician
Helping Hand, Allied Health



“When you are in the country, you do everything and when I say everything I mean literally everything.”

Christine graduated in 2011 from a Nutrition and Dietetics degree at Flinders University and started her career working in the Start Right Eat Right program in child care.

She moved to the Riverland for two and a half years. Based at Berri Hospital as a dietician, but also working at Barmera, Loxton, Waikerie and Renmark hospitals, she ran school programs, men’s groups and more.

Two exciting senior opportunities presented themselves while there and she progressed quite quickly in her career, and then returned home to Adelaide.

Christine worked for Domiciliary Care, providing nutrition services in client homes ‘and that’s where I found my love for the elderly’.

‘I always wanted to be a paediatric dietician. I always wanted to work at the Women’s and Children’s Hospital. That’s where I thought my passion lied. And then it all changed.’

When a job came up at Helping Hand, Christine was unsure, but she spoke to a staff member who tapped her curiosity by suggesting that the work would exceed her expectations.

‘I come from an Italian background so food plays a big part in my culture. At my Grandparent’s house, we were always eating delicious food. And I love cooking. I love everything about food. Food plays such a big part in our lives and in our enjoyment of life. I think food should be fun. We should use it to make us feel better. I am the biggest advocate for food in aged care.’



Your best friends are ours too

Helping Hand launched its pet-friendly policy in residential care homes, enabling where safe, for family pets to move in with residents. Testament to our commitment, at Belalie Lodge in Jamestown we built a new chicken coop to enable Val and Clarry – Beth’s frizzle chickens – to move in.

LGBTI Values in to Action



On the 2018 International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) we launched our LGBTI Position Statement. Developed in consultation with LGBTI communities, it will become a focus point for measuring our services and approaches to LGBTI communities and for communicating with staff.

Governor’s Multicultural Award

Helping Hand was the winner in the Aged Care Organisation category of the SA Governor’s Multicultural Awards, which recognised a three-way partnership between Helping Hand, UniSA and Southern Cross Care. This partnership developed a new intercultural approach to training in aged care, in response to the significant increase in cultural and linguistic diversity amongst the elderly and the workforce caring for them.

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2018

	2018	2017
	\$'000	\$'000
Operating Income		
Government subsidies	52,509	52,557
Grants	7,887	7,807
Client fees	15,372	14,640
Other income	14,201	16,016
	89,969	91,020
Operating Expenditure		
Employee expenses	66,002	67,981
Depreciation and amortisation	4,376	4,115
Repairs and maintenance	1,906	1,887
Other expenses	14,436	13,957
	86,720	87,940
Net Surplus / (Deficit) from Operations	3,249	3,080

Statement of Financial Position

As at 30 June 2018

	\$'000	\$'000
Assets		
Cash and liquid assets	60,657	62,181
Other assets	3,280	2,861
Land / Buildings / Plant & Equip	205,797	196,132
Total assets	269,734	261,174
Liabilities		
Subsidies received in advance	4,948	4,323
Trade and other payables	9,535	8,056
Provisions	12,431	12,529
Refundable deposits / licenses	137,424	134,119
Total liabilities	164,338	159,027
Net Assets	105,396	102,147
Accumulated funds	46,760	43,366
Revaluation reserve	58,636	58,781
Total equity	105,396	102,147

People of
Helping Hand

Jess and Isaac
Volunteers



Jess and Isaac have been volunteering at Mawson Lakes for four months, coming in twice a week to visit the residents.

Jess is from the UK and doesn't have family here in Australia. 'I have a very close family at home and I miss them. I hate the thought of people being alone, and it feels like a family here.'

Jess says she wants her son to have experience with elderly people and although he won't ever get to meet his great grandma, it's great he can get his nanna cuddles here.

The residents look forward to seeing Isaac (and Jess). While feeding him his bottle one resident said: 'Doesn't it take you back a long long way? He has lots of nannas and great aunts, it makes my day.'

Jess has recently completed a PhD on tendon healing at the University of South Australia and is now enjoying this special time with her son.

The wellbeing and quality of life of our community comes first, and is the heart of everything we do. Our values and beliefs form the foundation on which we work, interact, make decisions and develop a smart strategy that supports our mission:

Helping Hand provides innovative and responsive services for older people, which support them to have the best quality of life.

Our sites and services are designed to be age friendly, inviting, and accessible for customers, carers, visitors and staff.

Helping Hand is a not-for-profit organisation offering home care services, retirement living and residential care homes to over 7,000 clients in metropolitan and regional South Australia.

Excellence

We believe in providing the highest standard that goes above and beyond everything we do.

Compassion

We believe in demonstrating our concern for others and doing everything we can do to help.

Respect

We believe that everyone has the right to have their feelings, wishes and rights recognised and honoured.

Community

We believe in creating relationships that foster a better connection with our customers, our teams, each other and our community.