



2019 / 20
*Annual
Review*



Helping Hand
new aged care



Helping Hand acknowledges the traditional owners of the lands on which our residential care homes, retirement villages and services are located and pays its respects to Aboriginal and Torres Strait Islander Elders, past, present and future.





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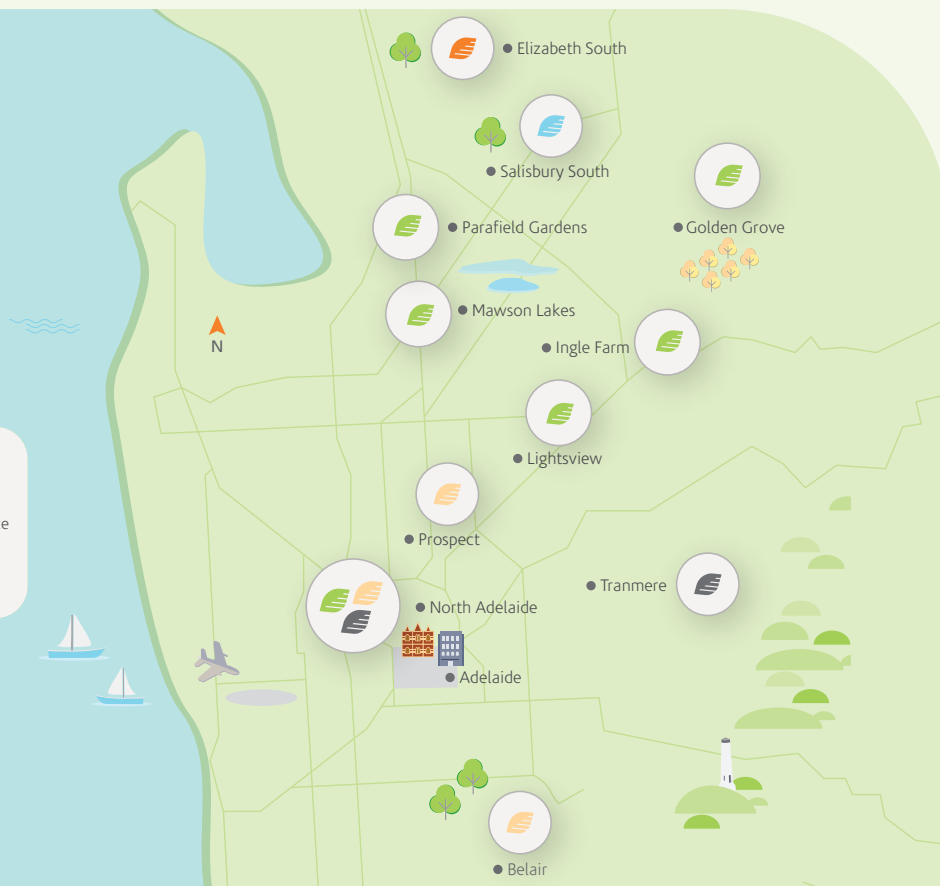
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Front and inside cover: Ingle Farm Residential Care Home: Tovertafel is an interactive projector that is designed for people living with dementia and encourages them to play, engage and connect. Tovertafel stimulates physical, social and cognitive activity and can be shared with family and friends of every age, including children. For more information go to page 39.

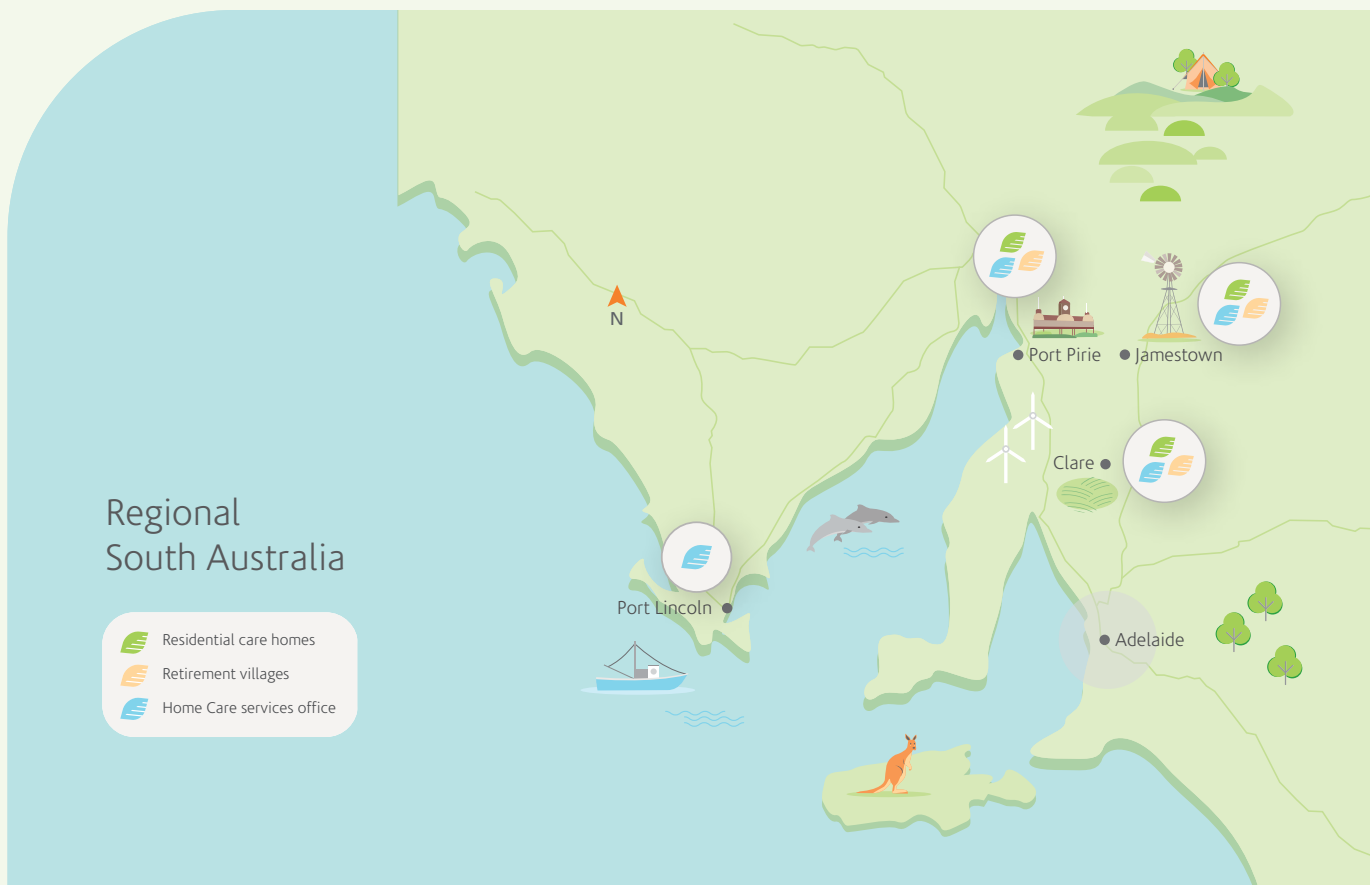
Metropolitan Adelaide

-  Residential care homes
-  Retirement villages
-  Home Care services office
-  Corporate office
-  Community Respite



Regional South Australia

-  Residential care homes
-  Retirement villages
-  Home Care services office





Introduction to Helping Hand

Helping Hand Aged Care Inc is a not for profit organisation and a member of the Uniting Church network.

Established in 1953, Helping Hand employs 1,700 South Australians and operates:

- six residential care homes in metropolitan Adelaide
- three residential care homes in regional South Australia
- 130 retirement living units, across three metropolitan and three regional locations.

Helping Hand delivers exemplary care across metropolitan Adelaide and regional South Australia through:

- Home Care Packages
- Commonwealth Home Support Programme services
- Allied Health and Wellbeing Services
- Respite.

With total annual revenue of more than \$110m per annum and approximately \$250m of assets, Helping Hand adopts strong governance protocols and has a skills-based Board.





Message from the Chair

As I reflect on my seven years on the Board of Helping Hand, I feel both a great deal of pride in being a part of this organisation and a positive sense of anticipation for the next chapter.

In my time as Chair, there have been so many defining moments for Helping Hand in recent years, and their impact continues to shape our story.

In May 2018, Helping Hand celebrated 65 years of service to South Australia. A remarkable achievement and one that has seen our reputation as a trusted aged care provider grow from strength to strength.

In 2018/19, the Board oversaw the smooth transition to a new Chief Executive Officer, when Ian Hardy AM retired in December 2019 after 28 years and we welcomed Chris Stewart. It is a tribute to the leadership and ethos of our organisation that we continuously seek to improve and enhance our services and to move forward without losing sight of our legacy and purpose.

There have been many highlights for me – including the opening of our ninth residential care home at Golden Grove in 2019.

The last few years have been something of a transformative period for Helping Hand and the aged care sector.

Good governance is the foundation of an organisation such as ours. I am proud of the work that the Board undertook to review and refine our governance frameworks to ensure they represented contemporary best practice.

Our response to the Royal Commission and the introduction of New Aged Care Quality Standards remained a focal point in 2019/20 and we all await the final report in 2021.

With the adoption of the 2020-25 *Strategic Plan*, Helping Hand is well positioned to achieve its vision of becoming the most trusted and exceptional partner in aged care and wellbeing services.

It has been a privilege to be part of Helping Hand, first as a Board Member and then as Chair.

I wish the new Chair, Professor Brenda Wilson AM and the Helping Hand Board, continued success. With every challenge, comes new opportunities. I am confident that guided by our core values of compassion, respect, excellence and community, the best is yet to come for Helping Hand.

Rosalie Pace

Chairman of the Board





Message from the Chief Executive Officer

Throughout 2019/20, people across our organisation, as well as the people we care for, showed incredible resilience and resolve.

Beginning in July 2019, the circumstances around the passing of Mrs Anne Gibson, a resident from North Adelaide Residential Care, had a profound impact on understanding the roles we play in caring for people living with dementia. Guided by our values of respect, and compassion, we embraced a 'no fault/no blame' response. We supported everyone who was directly involved; strengthened our safety and risk management protocols and created a legacy of learning to support people living with dementia; including the establishment of a new scholarship fund.



The ongoing Royal Commission into Aged Care and Quality and the implementation of the Aged Care Quality Standards which came into effect on the 1st July 2019, remained critical focal points throughout 2019/20. I am proud of our participation in this national conversation about the future of aged care and for our response in embedding the new standards across our service delivery areas.

And of course, there was COVID-19.

By early February 2020, we were re-calibrating our business and clinical responses to ensure we were prepared to protect our residents, clients, staff and organisation, against a potential outbreak.

We continued to stress test and refine our Crisis Management and Pandemic Plans as the situation evolved.

We critically reviewed some of our services to see where we could create greater efficiencies, without compromising our core services and programs.

This led to the difficult decision to close our Research and Development unit. We remain committed to embedding innovation in all areas of operation and will continue to seek opportunities to establish strategic partnerships and collaborations. I would like to take this opportunity to acknowledge the team, led by Megan Corlis, for their commitment and contribution over many years.

When the Federal Government announced a Retention Bonus payment in March 2020, for the aged care sector, it was clear not every Helping Hand employee would be eligible. We felt that staff in different roles should also be rewarded for their efforts over the previous months. After all they had all played their part in ensuring we were COVID-19 ready as well as keeping the organisation running. For this reason, the Board endorsed a Helping Hand Recognition Bonus for staff who did not qualify for the Federal scheme. When the bonus was announced, I was humbled by the responses I received from people across the organisation. These responses went beyond 'thank you' and were actually about people feeling recognised for their efforts and proud to be part of Helping Hand.

By the end of June 2020, our organisation marked some significant milestones. In February 2020, John Harvey joined the Board and after seven years as a Board Member and three as Chair, Rosalie Pace retired. Rosalie supported a governance and Board review process, major capital investments, including Golden Grove, and had oversight of our responses to the Royal Commission and the introduction of New Aged Care Quality Standards. Throughout her tenure, Rosalie always showed remarkable kindness, care and compassion and embodied our values.

In August 2020, Helping Hand welcomed Professor Brenda Wilson AM as the Chair, bringing significant governance, clinical and leadership expertise.

Financially 2019/20 was a tough year with numerous capital works projects concluding and a greenfield site (Golden Grove) in start-up mode. A number of investments were also made into safety and clinical areas. We have implemented a range of initiatives that will lead to an improved result in 2020/21.

The development of a *2020-2025 Strategic plan* was very much at the forefront in 2019. In early 2020, COVID-19 proved to be something of a catalyst for refocusing our strategic vision, but we were able to do this, without compromising or losing sight of the bigger picture.

For example, redeveloping the North Adelaide Precinct is our flagship project for 2020-2025. Creating a world-class, fully integrated, ageing, wellbeing, and cultural community is a brave and bold project – and it is something that I am incredibly excited about. We have commenced master planning for this ground breaking project.

By June 2020, the Board formally adopted the *2020-2025 Strategic plan*. With the uncertainty around COVID-19, it was satisfying to conclude the 2019/20 period with a revitalised vision to be the most trusted and exceptional partner in aged care and wellbeing services. A snapshot of the plan is published on page 14.

I thank everyone for their intense efforts these past 12 months and I am immensely proud of the innovative ways we continued to build our business and deliver exemplary services.

Chris Stewart
Chief Executive Officer

Helping Hand Board

One of the strong themes from the Royal Commission into Aged Care has been about the integral role of Boards in ensuring that the decisions of an organisation are underpinned and guided by good governance protocols and a skills-based board.

The Helping Hand Board is composed of ten members, including the Chief Executive Officer. Board and Board Committee meetings are conducted regularly and canvas a range of issues such as clinical care, occupational safety, financial performance, risk management and strategic direction.

In June 2020, Rosalie Pace, Chair of the Board retired from the Board.

A new era for the Helping Hand Board

In August 2020, Helping Hand welcomed Professor Brenda Wilson AM as the new Chair.



Professor Brenda Wilson AM
Chair since August 2020

Professor Wilson is the Lieutenant Governor of South Australia and the Chair of the Clinical Quality and Innovation Committee at SA Health. She serves on several boards and committees, including roles as a director of the Women's and Children's Health Network, and the Adelaide Community Health Care Alliance (ACHA). She is also a member of the Flinders University Council and Executive Council and an adjunct Professor at Flinders University and UniSA.

Professor Wilson is widely known for having served as Chief Executive at Cancer Council SA from 2003 to 2015, and has significant experience managing health services, together with a deep understanding of the aged care sector.



Rev Gayle McClimont

Board Director since 2002

Co-ordinating Chaplain of Helping Hand, Minister of the Helping Hand church congregation and Board Director since 2002.

Gayle has been involved in ministry with seniors in various ways since 1985. She was ordained as a Uniting Church Minister in 1996 and was the Minister of the Flinders Congregations in the mid-north of South Australia for five years. 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 – 2010.



Dr Craig Whitehead

Member since January 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, an active clinician in public and private practice and a Member of the Aged Care Advisory Committee that advises the Australian Health Protection Principal Committee about aged care policy related to COVID-19.



Silvia Caricasole

Member since January 2013

Silvia is a leading professional in the enterprise business, architecture and business process management field. She has more than 15 years experience in the information, communications and technology sector through consulting roles working for blue chip organisations in the UK and technology services organisations in South Australia.



Erica Benn

Member since January 2015

Erica has a background in marketing and communications having worked both in Australia and the UK. Erica is an Assistant Director for the Australian Financial Security Authority and had previous roles at St Peter's College, the University of Adelaide, Health Workforce Australia, the BBC, the National Patient Safety Agency (part of the National Health Service) and the London Fire Brigade. She is a Board Director at the Community Business Bureau and is a Member of the OT Advisory Board at UniSA.



**Jason Cattonar**

Member since August 2015

Jason is a finance professional focussed on delivering strategic outcomes and strong corporate governance, is a qualified Chartered Accountant with more than 15 years of financial experience within international accounting firms, and large private and public companies. He is the CFO of Cobham Aviation Services, also a member of the Institute of Chartered Accountant, Taxation Institute of Australia and the Australian Institute of Company Directors.

**Priya Chadha**

Member since August 2015

Priya is currently an Associate Director for Accounting and Business Advisory Services at Hood Sweeney. Prior to this, Priya spent a decade working at various mid-and-top tier professional services firms. Priya offers expert advice to support small to medium businesses, corporate enterprise and individuals.

**Prof Angela Scarino**

Member since October 2018

Angela is Associate Professor in Applied Linguistics and Director of the Research Centre for Languages and Cultures, University of South Australia. She is currently the Chair of the Multicultural Education and Languages Committee, an advisory committee on languages and multicultural education to the Minister for Education and Child Development in South Australia.

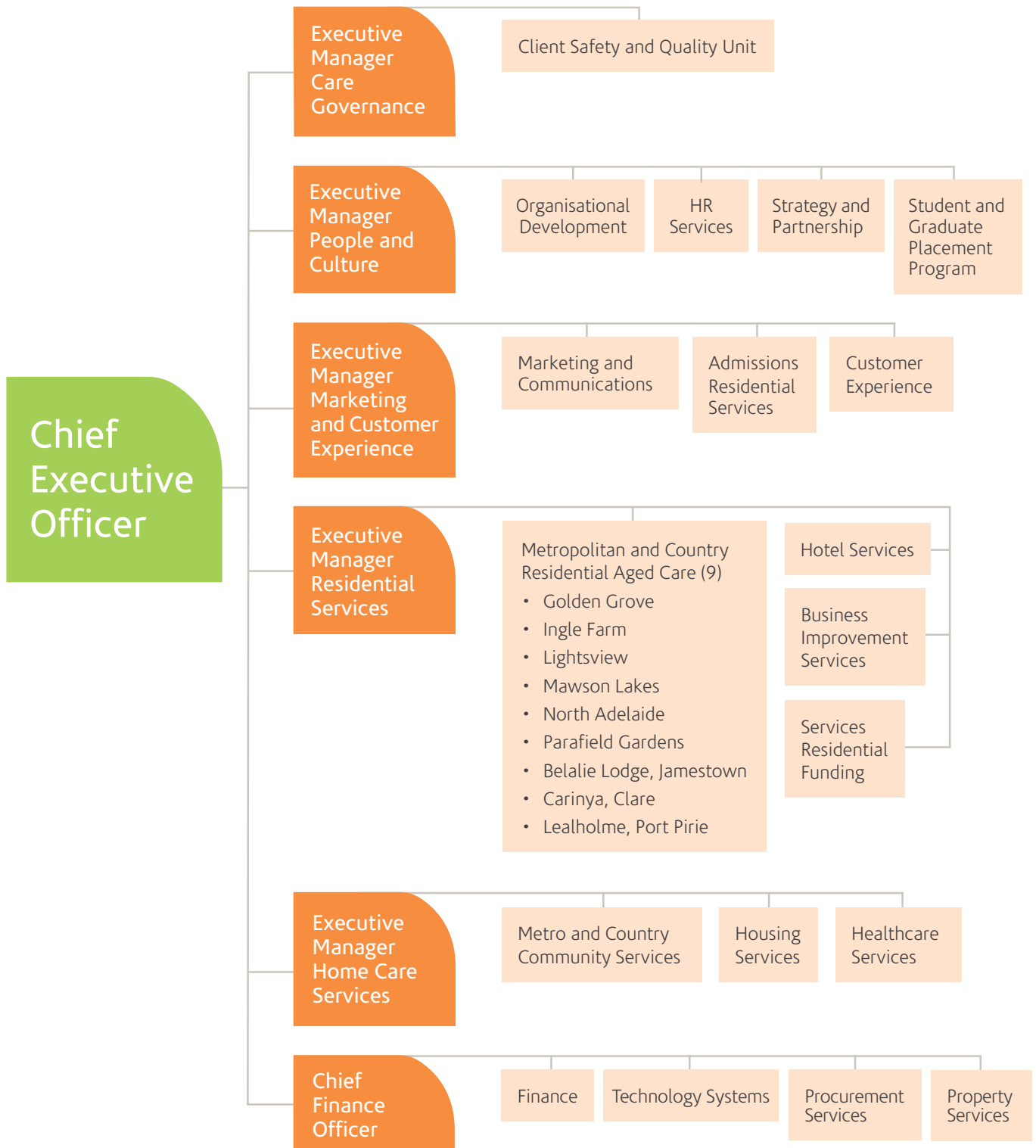
**Dr John Harvey**

Member since February 2020

John is currently Chair of Adelaide based Can:Do Group, which provides services to people who are vision or hearing impaired. He is also Chair of Studio Nine Architects, and Rural Business Support, Non-Executive Director of the National Youth Mental Health Network, Stellan Capital, and Revenir Winemaking and Trustee for the Winston Churchill Memorial Trust (SA) and the South Australian Grain Industry Trust.

Organisation chart

Current as at 30 June 2020



2020-25 Strategic Plan

Our vision

The most trusted and exceptional partner in aged care and wellbeing services.

How we will realise our vision

Deliver outstanding care and service

Provide excellent clinical care and develop leading service models across our residential care homes, building scale and new capabilities.

Develop and expand our homecare enterprise into new services and locations; maintain our strong commitment to regional communities.

Strengthen our clinical governance, safety, risk management and overall transparency to exceed the quality expectations of our stakeholders.

Grow a sustainable business

Embed high standards of corporate, financial, care and environmental governance throughout the organisation.

Redevelop the North Adelaide precinct to create a world leading ageing and wellbeing community that integrates new models of housing, care and service.

Develop strategic tactical partnerships and collaborations that enable us to grow and achieve high impact service outcomes.

Develop our team

Establish a 'one team' culture that fosters teamwork, collaboration, agility, wellbeing and client responsiveness.

Create a learning organisation that allows our entire team to grow personally and professionally; and to step into new opportunities with confidence.

Attract and retain the best talent, embrace diversity and grow capability at all levels, to support those in our care.

Driven by these values

Excellence

Respect

Compassion

Community

Founded on our mission

We create communities and experiences to enable older people to live their best lives.

Outstanding care and services

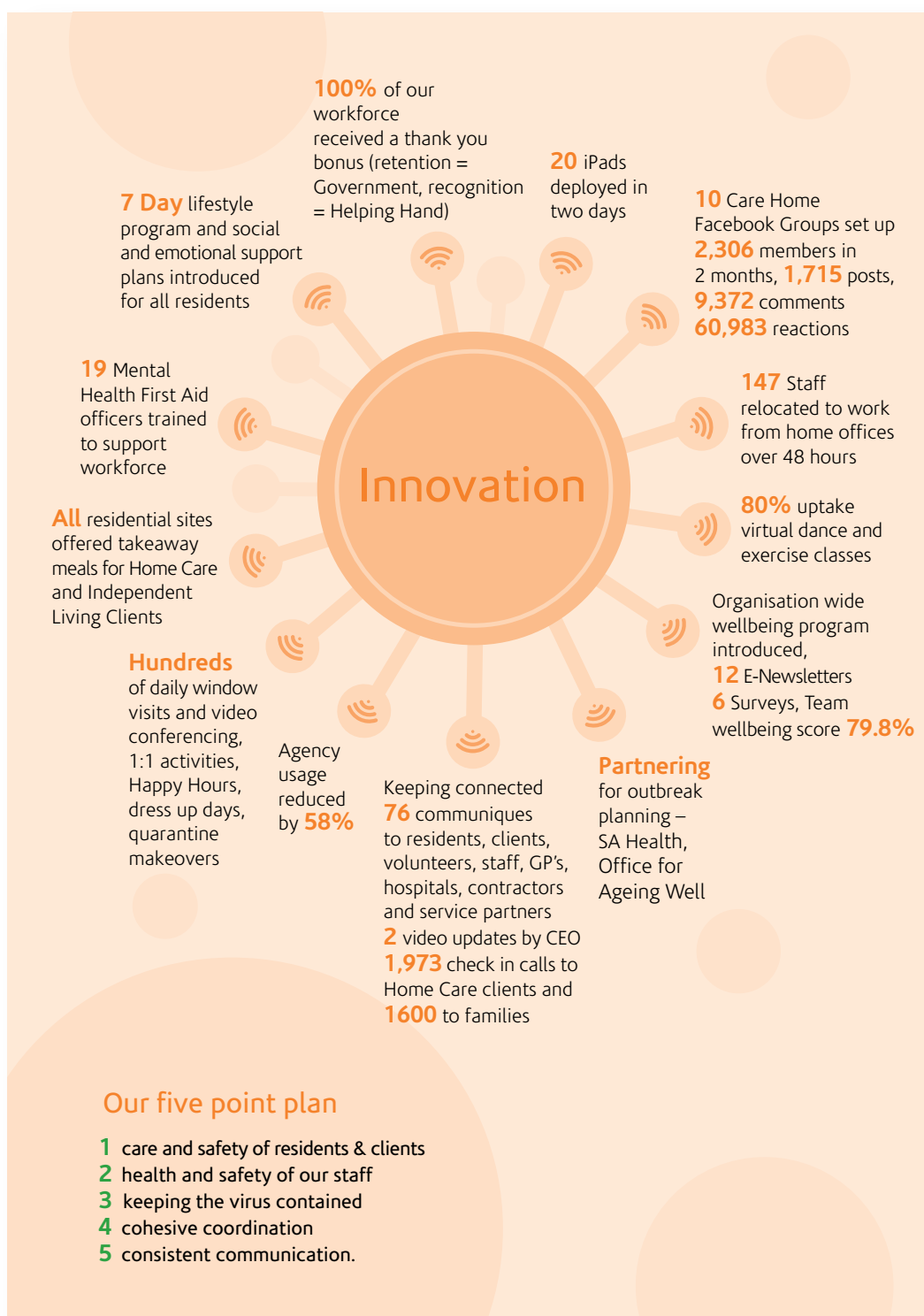


COVID-19 response

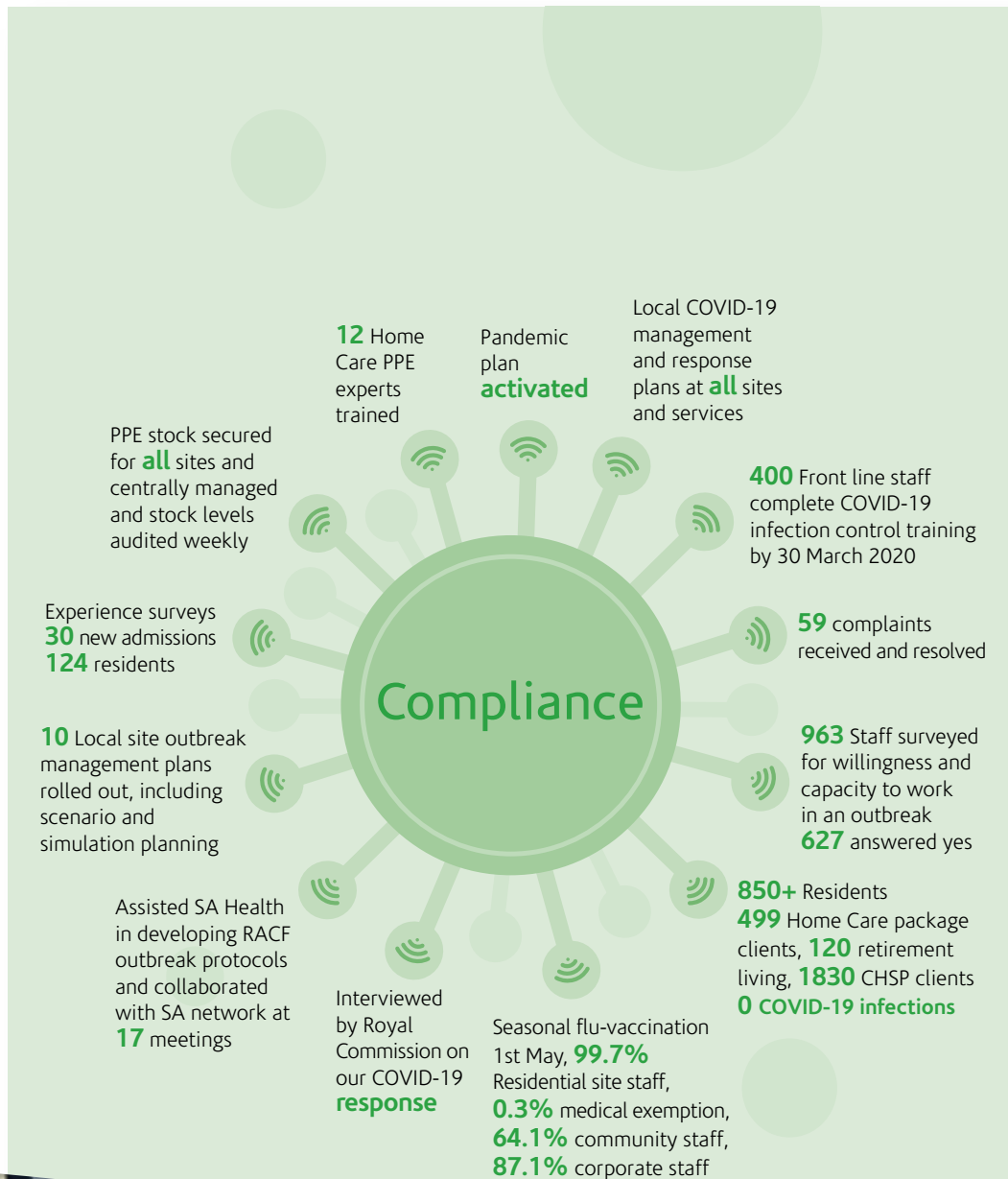
In response to COVID-19, every level of our organisation was impacted upon and everyone responded with agility, innovation and resilience.

Literally overnight, staff were working from home, crisis management plans were activated for residential care, additional training rolled out and Home Care and Allied Health and Wellbeing services were adapted to keep clients and care workers safe. The impact was also felt by residents and their families. Difficult decisions were taken to introduce visitor restrictions and social gatherings and outings in our residential care homes.

Every step in our COVID-19 response was shared with residents, families, home care clients, volunteers, contractors, independent living residents and staff to ensure we were on this journey together.



Above and on the next page is a visual summary of our coordinated response as at the end of June 2020.



Home Care review

In 2019/20, Home Care experienced significant growth, recording its highest number of Home Care Packages.

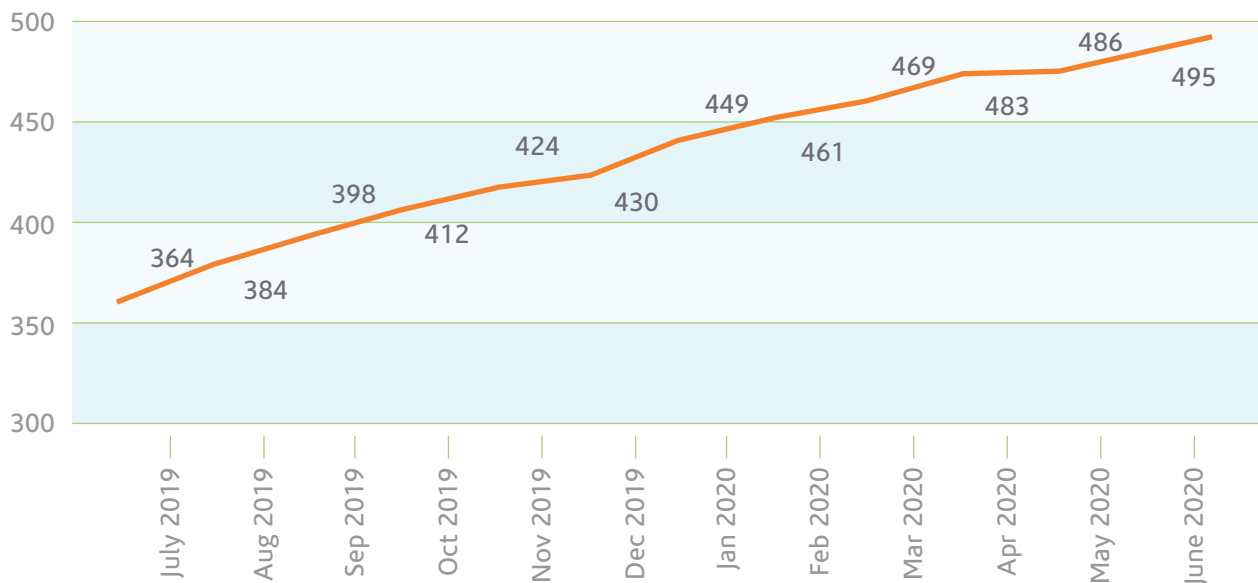
To optimise this significant part of our business, Helping Hand also realigned its organisational structure to create better connections and collaboration between Home Care and other business units. In 2019/20, the Housing and Retirement Living portfolios transitioned into Home Care Services. The restrictions around COVID-19, particularly for older people isolating at home, demonstrated the potential of aligning Home Care with people in Retirement Living, particularly those who needed support to stay at home during that period.





2019/20 Home Care Packages in metropolitan Adelaide and regional South Australia

Active packages



Fast facts for metropolitan Adelaide:

- Home Care Packages have experienced 60% growth in the previous 12 months.
- 63% of all Home Care Packages are located across the metropolitan region.
- 61% of Home Care Packages are located in the northern metro region.
- Helping Hand has approximately 9% of all Home Care Packages available in Northern Adelaide.

Fast facts for regional South Australia:

- Home Care Packages have experienced 24% growth over the previous 12 months.
- More than a third (37%) of Home Care Packages are located in regional South Australia.
- Helping Hand is the leading provider of Home Care Packages in the mid-north. Recent Government data indicates we manage 52% of all packages available in this region.



Turn Up Your Voice

It's often the small things which can have the biggest impact on how a resident experiences life with Helping Hand.

Turn up your voice (TUYV) is a Helping Hand program designed to help us engage with our clients in a more authentic and meaningful way. By allowing time and space for caring conversations we can connect and observe the day to day experiences of people living in residential care.

TUYV sessions have been held at Golden Grove, Parafield Gardens and our three regional sites – Belalie Lodge, Lealholme and Carinya.

The *TUYV* process differs from a regular survey format as the resident sets the tone and shares a story or topic that resonates for them.

Through these conversations, we have gained valuable insights into what Helping Hand does well and where we can improve or enhance our services.

Across the four homes, the importance of 'knowing me and what's important to me' has been very evident. It has been fantastic to hear about the many positive ways our staff reach out and go that extra mile for the people they care for.

Plans to hold *TUYV* sessions at the remaining residential care homes and retirement villages in mid-to-late 2020 were rescheduled in response to COVID-19.



Consumer engagement report

How we engage through Turn Up Your Voice.

We listen to residents one-on-one.

We listen to staff, volunteers and families either one-on-one, in an informal group session and even online.

We listen to staff who have strong relationships with vulnerable residents.

We use a narrative approach and ask open ended questions to inspire sharing stories, feelings and experiences.

In 2019/20 the Marketing and Customer Experience team facilitated Turn Up Your Voice sessions at the following residential care homes:

Golden Grove

9 – 13 September, 2019

'The view is amazing. Mum's house looked over there. It was really important when we came here that she had the same view as home.'

– Family member

We listened to

- 83% of residents
- 14 family members
- 13% of staff
- 18% of volunteers.



Belalie Lodge, Jamestown

28 October –
1 November, 2019

'My niece is coming to see me next week, that's what I love, love, love, she takes me out.'

– Resident

We listened to

- 92% of residents
- 4 family members
- 34% of staff
- 50% of volunteers.

Carinya, Clare

11 November and
11 – 13 December, 2019

'Management ensure that we are able to set aside time during our shift to interact with residents.'

– Staff

We listened to:

- 98% of residents
- 3 family members
- 50% of staff
- 16% of volunteers.

Lealholme, Port Pirie

2 – 6 December, 2019

'We make a concerted effort to know and understand the resident and ignite their passion that they had when they were living at home.'

– Volunteer

We listened to

- 95% of residents
- 9 family members
- 8% of staff
- 15% of volunteers.

Parafield Gardens

10 – 13 March, 2020

'Every day here makes me happy.'

– Resident

We listened to

- 66% of residents
- 9 family members
- 6% of staff
- 34% of volunteers.



Medi-Map

In 2019/20 we continued to enhance our approach to clinical care through initiatives such as Medi-Map, a streamlined electronic medication management tool.

Using Medi-Map, nurses, doctors and pharmacists can access client medication charts in real time, from wherever they are. This reduces waiting times, message sending and medication change delays. For clients, Medi-Map reduces risk, waiting times, and potential errors, whilst facilitating greater efficiencies for collaboration and information sharing between care teams.

Medi-Map was piloted at Golden Grove in 2019 and has now been implemented across all our metropolitan and regional sites.



Capital works and investment

Parafield Gardens Residential Care: **\$9.8 million**

By March 2020, the refurbishment of Parafield Gardens was completed within budget and on schedule.

Works included:

- conversion of shared rooms into single resident rooms with accessible ensuites
- upgrade of ensuites for existing single rooms
- upgrade of concierge (reception) area and foyer
- upgrade of café, hairdressing salon and internet library
- facade of main entrance was rendered to create a more contemporary entrance statement
- roof was resealed and repainted
- addition of a new kitchen garden with raised garden beds, which grows herbs and vegetables for residents
- new courtyard gardens
- refurbishment of a new 12 bed wing for future growth and flexible accommodation.



Ingle Farm Residential Care Home: **\$10.9 million**

By March 2020, the refurbishment of Ingle Farm was completed within budget and on schedule.

Works included:

- conversion of shared rooms into single resident rooms with accessible ensuites
- upgrade of concierge (reception) area, café, hairdressing salon, shop and library
- new Allied Health area for therapy, exercise groups etc
- upgrade of the community hall and installation of refrigerated air conditioning
- new laundry
- outdoor landscaping and courtyard gardens.



Investing in regional residential care

Helping Hand acknowledges grant funding from the Federal Government through its Aged Care Regional Rural and Remote Infrastructure program.

These funds (along with contributions from Helping Hand), have revitalised two of our regional residential care homes, ensuring regional South Australian communities have access to outstanding services and facilities.

Carinya Residential Care Home, Clare

Grant funding: \$498,000

Helping Hand funding:
approx. \$180,000

Works included:

- complete upgrade of 30 ensuites
- four upgraded serveries to include a bain-marie, which will enhance the dining experience for residents, with food served from the dining area, instead of being plated in the kitchen
- minor upgrade to hairdressing salon.



Lealholme, Port Pirie

Grant funding: \$499,700

Helping Hand funding:
\$100,000

Works included:

- installation of 100 Kw photovoltaic solar panels
- entire facility upgraded with LED lighting
- installed 350 KVA back-up generator which electrically services the entire site in case of a blackout.

Upgrade to the kitchen scheduled for 2020/21.



A learning organisation



Graduate and student pathways

Every year, Helping Hand provides opportunities for graduates and students from:

- universities
- vocational education providers
- secondary schools.

Student placements at Helping Hand are highly sought after and we receive thousands of applications every year.

Student placements supplement our core services, meaning residents and clients can benefit from additional services delivered by students in a supervised environment. This can range from increased oral health assessments and exercise interventions as well as socialisation and communication-based activities.

Helping Hand actively recruits its future staff from the student placement pool – particularly its allied health professionals. For example, a significant number of physiotherapists and 100% of current exercise physiologists have been recruited through the Student Participation Program.

In 2019/20, 400 graduates and students took part in the Student Participation Program. This was a significant reduction from previous years and the decrease was attributed to COVID-19 to minimise potential risk to students and graduates as well as to staff and residents.

COVID-19 created opportunities to adapt the placement program in case of a COVID-19 outbreak.

In 2020, Helping Hand welcomed an intake of third year nursing students. We provided opportunities for them to complete their learning requirements and streamlined the recruitment process so that they would be ready and waiting 'in the wings' should they be needed to be called upon to supplement our workforce at short notice.

Additional Social Work students were also brought into residential care homes to provide social and emotional services at a time when visitor restrictions were in place and daily activities and programs had either ceased or had been redesigned to accommodate social distancing requirements. These students were an invaluable presence in our homes, providing much needed reassurance and comfort for residents and families, as well as providing support to staff.



My Home Life leadership program

My Home Life is an international initiative promoting quality of life and positive change for older people.

Helping Hand is the first organisation in the world to adopt My Home Life through an immersive approach.

This immersive program is based around a series of guiding principles including:

- developing best practice together
- focusing on relationships
- being appreciative
- having caring conversations.

In July 2019, the Executive team became the first group to participate in *My Home Life* at Helping Hand and the program was rolled out to a second group shortly after. In early 2020, plans for the ongoing rollout of *My Home Life* were suspended as a result of COVID-19. However, the ripple effect from those who had completed, or even commenced the program, was already starting to infuse throughout the workplace culture.

The response so far from participants has revealed some interesting insights into the profound and transformational power of the program. These include:

- increased leader self-awareness
- a reported **34% increase** in making sufficient time to support team members
- a **31% increase in understanding** how to improve culture
- **18% decrease** in stress (despite measurement in COVID-19 period, May 2020).

Direct reports and peers indicate that **91% of the participants have tangibly changed their behaviors resulting in a positive impact** for them, and they further report a decrease in stress and a **17% increase in morale** post the Helping Hand leader completing the program.

Reflections:

'Having a significant number of colleagues go through the program is positive for me, being able to share ideas and collaborate about ways to bring MHL to life at Helping Hand is important to me. The MHL tools have supported me to have more meaningful and relevant conversations with my team.'

'A developed confidence in working with different departments of Helping Hand.'

'I feel a lot more confident in conversations with residents and staff. I feel comfortable in having more emotional conversations and relating better to the resident or staff member or family member, when being able to use the tools and the language that I have been exposed to over the past year.'

Helping Hand would like to thank and acknowledge the SA Innovation Hub for making this world first immersive roll out of the My Home Life Leader Support Program a possibility.



Royal Commission update

As a learning organisation Helping Hand is committed to sharing its knowledge, experience and ideas.

In August 2019, Helping Hand shared its learnings and perspectives about care workers in aged care during a hearing for the Royal Commission into Aged Care Quality and Safety. This was followed up in October 2019, when Helping Hand gave a well-received presentation to the Commission on diversity, inclusion and special needs groups under the *Aged Care Act 1997*. This included a presentation on the specific needs of Forgotten Australians. You can read more about this project on pages 33 and 34.

In addition, Helping Hand has been invited to submit papers outlining our response to COVID-19 and our workforce Leadership Strategy as defined through *My Home Life*.

The final Royal Commission report is due to be released in February 2021.



Partnerships and collaboration



Forgotten Australians: the work continues

In January 2019, Helping Hand's *Forgotten Australians* project team launched a new resource called *Real Care Second Time Around*. This publication was developed in partnership with Relationships Australia SA and Flinders University.

The description 'Forgotten Australians' refers to people who as children were harmed in State or institutional care. This includes former wards of the State who were placed in children's homes, foster homes and orphanages across Australia. Forgotten Australians, along with the Stolen Generations and child migrants are now getting older. For many of them, the prospect of going into aged care, specifically palliative care, represents another experience of institutionalised care and can be especially traumatic for those still suffering the life-long consequences of abuse and neglect.

In October 2019, the Royal Commission into Aged Care Quality and Safety conducted a series of hearings focussed on diversity and special needs groups.

Two Forgotten Australians presented at the hearings – Ms Janette McGuire and Ms Heather Brown.

Below is an excerpt from Janette's personal testimony to the Commission:

'Forgotten Australians don't want much. We just want the government and the community to understand the trauma we suffered as children. This will inform people's ability to care for us when we again enter into a vulnerable time of our lives in old age.'

The ongoing development of this significant project was made possible by a Federal Government grant of \$500,000, which was first announced in April 2019.

Forgotten Australians: learning to trust



Peter A. identifies as a Forgotten Australian.

Peter (pictured below) never grew up in a family, never experienced love as a child and, understandably, found it hard to trust people.

He says he understands what it feels like to be lonely. 'I used to just go to the shops once a fortnight to do my shopping and really not much else', he recalls.

One day, his courage to reach out and ask for help – to trust someone – changed his life forever.



Twelve years ago, Peter struck up a conversation with Natalie, a Helping Hand employee at an aged care and disability expo. He asked Natalie where he could meet people so he didn't feel so lonely. That question turned his life around. Natalie put him in touch with a number of social and Helping Hand groups and over time, his world opened up.

Nine years ago, Peter met Jenny at an art project run by Helping Hand. A few years later they married and even had their wedding reception at Harrison Court, North Adelaide. They are both regulars at Helping Hand's group activities, including weekly exercise programs – and they still keep in touch with Natalie, even though she no longer works for Helping Hand.

Peter acknowledges that trust is a big issue for most Forgotten Australians and he is very grateful for Natalie's advice which helped him build trust and motivate him to attend social groups. Peter knows from first hand experience that making decisions about the future is not easy for Forgotten Australians and having choices about how services are delivered can make a huge difference. He would like to see 'life stories' being prepared for Forgotten Australians, so when they access different support services they don't have to keep telling and retelling their story and being re-traumatised. 'Just being able to say "I am a Forgotten Australian" and having other people know what that means is important', says Peter.

Peter's advice to Forgotten Australians is to just keep going. With Jenny by his side, Peter is enjoying a positive chapter in his life and Helping Hand has played a part in his transformative journey. 'Helping Hand.... is like the family I didn't have', says Peter.

Right Place, Right Care

Helping Hand continues to build on its reputation for collaborative partnerships and co-creating and designing new service models. Creating experiences for older people to live their best lives, also includes palliative care.

In May 2020, Helping Hand received a grant from the South Australian Government for an innovative trial that will explore options for older South Australians to spend their final weeks or months in comforting and familiar surroundings, rather than a hospital environment.

Helping Hand's *Right Place, Right Care* project is a collaborative initiative with the Northern Adelaide Palliative Service, SA Ambulance Service and Registry of South Australians.

Right Place, Right Care will create a partnerships-based model to support and develop the palliative care skills of our staff and create better end of life experiences for older people and their families – whether it's in their own home, or in their residential care home.

It is hoped this trial will demonstrate the tangible benefits to older people when palliative care is delivered in a comfortable setting, with familiar surroundings and where partners, family members and friends can spend precious time with the person they love, without the constraints associated with a hospital visit.

The project is expected to be completed in April 2021.



Research Partnerships

In November 2019, Helping Hand became the only South Australian provider to join a national research campaign that will pave the way for significant improvements to residential and home care services for older people.

Helping Hand signed a Memorandum of Understanding with the National Ageing Research Institute (NARI) to undertake ongoing research into residential and home care services, to help drive ongoing improvements within the sector.

Helping Hand is participating in two research projects with NARI:

- **BEFRIENDAS** – utilises trained volunteers to befriend residents living in residential aged care on a weekly basis with the aim of reducing symptoms of depression and anxiety and decrease loneliness and social isolation.
- **PITCH** – developing and evaluating a dementia-specific training program for home care workers which will be co-designed with people living with dementia, their family carers, home care workers, case managers and service managers.

This partnership complements a number of other strategic partnerships with local and national universities.



Creating an IMPACT

Perpetual is an Australian financial services company that has been operating since 1886.

Every year, Perpetual invites not-for-profit organisations to apply for funding through its IMPACT Philanthropy Application Project.

These grants are hugely coveted and competitive. In 2020, Helping Hand was named as one of the grant recipients for a new project called *Redesigning Respite*.

Creating better experience and outcomes around the delivery of respite care is central to the aims of the project. The scope of this project is to develop a deeper understanding of respite from the clients perspective and to co-design a scalable and flexible model for respite that meets the needs and expectations of regional and metropolitan clients and their families.

Helping Hand acknowledges the administrators of the John and March McAlister Howden Charitable Trust for their financial support.



Creating communities and experiences



Acts of kindness

Throughout 2019/20, 'random acts of kindness' strengthened connections and relationships across our organisation and the wider community.

Tovertafel

Tovertafel is an interactive projector that is designed for people living with dementia and encourages them to play, engage and connect. In 2019, the Auxiliary group at Ingle Farm Residential Care raised \$15,000 to purchase and install a Tovertafel console for residents. The response and the joy it has brought to people has inspired Helping Hand to embark on its own fundraising campaign to purchase a Tovertafel at each residential care home.



Helping Hand bushfire appeal

The unprecedented January 2020 bushfires saw Australians from all walks of life come together to find ways to support people whose lives, homes, livelihoods and communities had been devastated, not to mention the impact on animals and their natural habitats. Many people in Helping Hand felt an organisational response was required and Executive supported this cause.

More than 30 crates of food, clothing, toys, and personal care items were collected for Foodbank and Treasure Boxes and funds were raised for the following organisations:

- Kangaroo Island Mayoral Relief Fund: \$757
- CFS Foundation \$313.20
- SAVEM (wildlife recovery and rescue) \$566.80.

Voluntary deduction program

Many Helping Hand staff choose to take part in a voluntary payroll deduction program. Thanks to their generosity, a total of \$19,235.99 was raised in the 2019/20 financial year.

Funds from this program support lifestyle activities in our metropolitan and regional residential care homes. As a result of COVID-19, many lifestyle activities were postponed or redesigned to accommodate safety recommendations.

In response to these restrictions, Lifestyle teams utilised the funds to purchase items that would support residents in residential care. These items included new board games, gifts for residents, dress-up costumes and new garden beds and plants.

This year, these individual contributions brought collective happiness to people living in our regional and metropolitan sites and reassurance to their families and friends.

Helping Hand Dementia Scholarship, in memory of Anne Gibson

In 2019/20 planning began on developing opportunities that would foster a legacy of learning around people living with dementia

In July 2020, Helping Hand launched the Dementia Scholarship in memory of Anne Gibson.

This scholarship is open to staff working across every level of our organisation, who want to learn more about people living with dementia and who have a passion for creating positive change by sharing their knowledge in the working environment.

The scholarship was officially launched on the 24th July 2020 with a series of 'memorial tea breaks' held across different sites.

In 2020, eighteen staff members across the organisation successfully applied for the scholarship. They represent Helping Hand in regional and metropolitan services, home care, residential and corporate.

While Helping Hand funded the scholarship, staff also contributed with a gold coin donation.

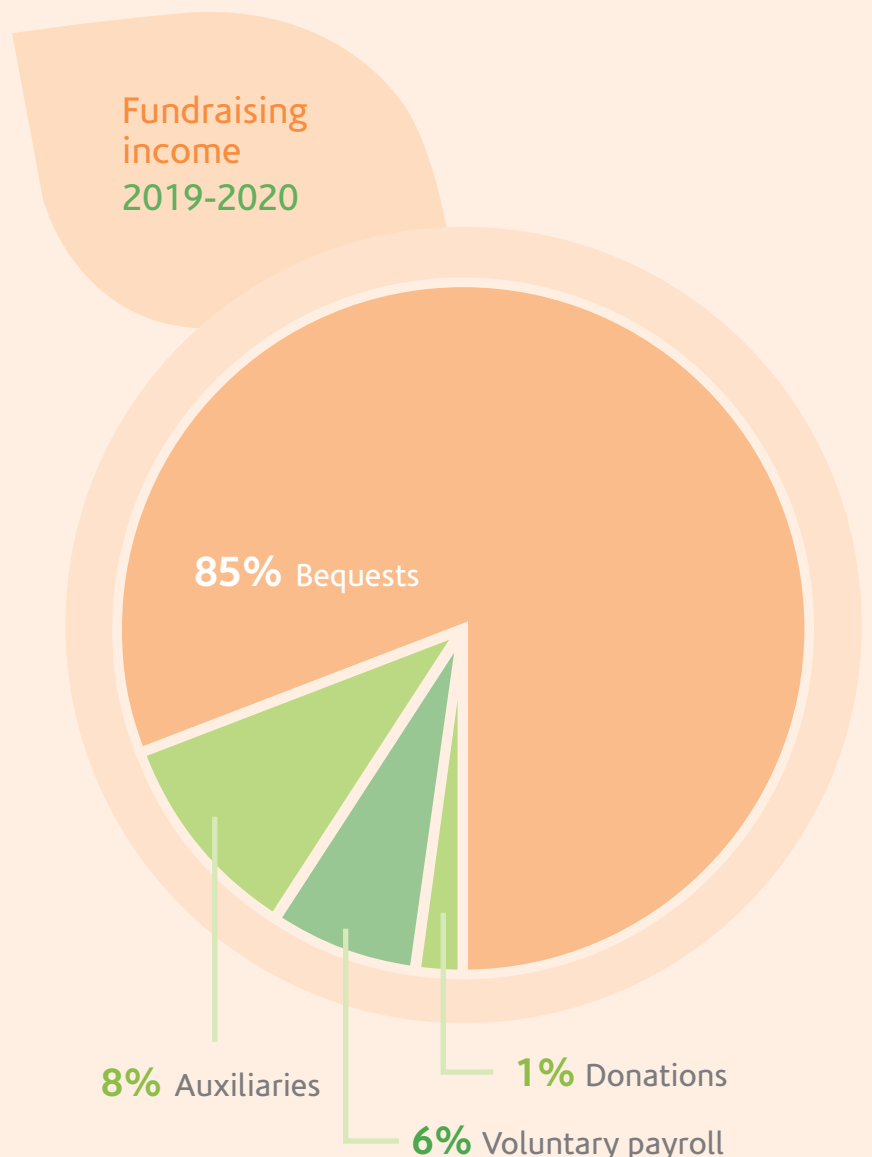
Helping Hand acknowledges the many businesses and organisations who have also donated to the scholarship fund.

Focus on fundraising

As an accredited aged care provider, Helping Hand receives Federal Government funding, however there are specific guidelines on where we can allocate these funds. As a result, fundraising can play a much-appreciated role in our ability to create meaningful experiences and relationships with older South Australians.

In the 2019/20 financial year, a total of \$317,675.66 was donated to Helping Hand via:

- bequests
- donations
- voluntary deduction payroll
- auxiliaries.





SALA 2019 Confluence

As part of the 2019 South Australian Living Artists (SALA) Festival, North Adelaide Residential Care presented a visual arts exhibition called *Confluence*.

Confluence showcased original drawings, watercolours and oil paintings created by five residents from the North Adelaide art group.

Each piece was originally painted or drawn on a small card. Art teacher Cassie Thring had each original artwork significantly enlarged and printed on sticker sheets frequently used in street art.

'Generally, we hang the pictures on the walls', says Cassie, 'but Helping Hand gave us a leap of faith and allowed us to paste them directly onto the walls.'

Cassie is a contemporary artist working from Floating Goose Studios in Adelaide and volunteers once a week at Helping Hand, facilitating the art group.

Included in the exhibition was a water colour by Anne Hetzel OAM titled *Buxton Street*.

Anne used vibrant colours to reflect a sunny autumn day and captured the experience of her daily walks down Buxton Street. 'I remember one particular day; it was very beautiful. Most of the trees had lost their leaves. The whole street was gold', recalled Anne.

Anne received an Order of Australia Medal for service to the arts and crafts through the Embroiders' Guild of South Australia and the National Textile Museum.

Confluence ran from 1 August to 30 September 2019. An original artwork by Cassie Thring, which also formed part of the exhibition, remains on public display at North Adelaide.

**Artist Anne Hetzel
OAM and Cassie Thring**





Unspoken Truths

In November 2019, Helping Hand launched a compelling new advertising campaign called *Unspoken Truths*.

This campaign focuses on one family's journey as they face their individual fears, frustrations and challenges as their parents and partners become older and less independent at home.

Unspoken Truths features six short films, each one based around a significant event that requires a decision or a conversation about ageing.

By telling these stories from different points of view, people can connect and relate to the different aspects of the films and follow the family's journey as it unfolds.

Unspoken Truths was created as a reference tool for families to start caring conversations about what might also be happening in their household and the choices and options that are available to them.

The films are screened in GP clinics, pharmacy screens, cinema advertising, on the Helping Hand website and via social media. The campaign is promoted on bus shelter advertising, with the catchphrase 'We hear you.'

Supporting the films are a series of printed guides reflecting the stages of decision making or different family conversations and perspectives around getting older.

Watch the series of films at www.helpinghand.org.au/unspoken-truths/



Scene from
Unspoken Truths





2019-2020 *Financial summary*





Financial summary

For the year ended 30 June 2020

	2020 \$'000	2019 \$'000
Operating income		
Revenue from services	84,375	79,672
Non operating income	10,595	8,568
Other income	11,845	7,481
Total Operating Income	106,815	95,721
Operating expenditure		
Employee expenses	79,252	68,517
Depreciation and amortisation	7,366	4,374
Other expenses	13,962	12,898
Finance and administration expenses	2,634	2,554
Repairs and maintenance	2,183	1,826
Refundable accommodation deposit lease expense	6,608	-
Total operating expenditure	112,005	90,169
Net surplus / (deficit) from operations	(5,190)	5,552
Revaluation of land and buildings	-	16,477
Total comprehensive income for the year	(5,190)	22,029



Statement of financial position

As at 30 June 2020

	2020 \$'000	2019 \$'000
Assets		
Cash and financial assets / investments	27,353	33,450
Land / buildings / plant & equipment	265,067	259,353
Trade receivables and other assets	2,479	1,757
Total assets	294,899	294,560
Liabilities		
Refundable accommodation deposits, RFU licenses	137,433	138,105
Provisions	13,395	12,160
Trade payables and other liabilities	20,082	16,870
Borrowings	2,500	-
Total liabilities	173,410	167,135
Net assets	121,489	127,425
Accumulated funds and reserves	46,378	52,312
Asset revaluation	75,111	75,113
Total	121,489	127,425

For a detailed financial report please visit the Australian Charities and Not For Profit website: www.acnc.gov.au





Helping Hand

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Helping Hand
new aged care