



Our Impact

2024-2025 YEAR IN REVIEW

Celebrating a year of action, innovation, and meaningful outcomes in aged care. Throughout the year, we have expanded services, introduced new initiatives, and strengthened our support for residents and clients across South Australia.

From enhancing wellbeing and independence to building stronger, connected communities, this report highlights the tangible impact of our work and our ongoing commitment to shaping a compassionate, high-quality aged care sector.

A year in leadership



Janet Finlay
Chair of the Board

As we close out the 2020–2025 Strategic Plan, we reflect on what has been one of the most challenging and defining periods in aged care. The COVID-19 pandemic tested our organisation and our communities, yet Helping Hand responded with resilience, compassion, and unwavering commitment. During this time, we strengthened governance, maintained quality care, and adapted quickly to ensure safety, dignity, and connection.

Over the past five years, we have reached significant milestones and continued to evolve as a trusted provider of aged care services. Guided by our values of excellence, respect, compassion, and community, our people have shown professionalism, dedication, and innovation under extraordinary circumstances.

The 2024–2025 year included preparing for the most significant aged care reforms in more than 30 years. With the new Aged Care Act, Strengthened Standards, and the Support at Home program commencing in November 2025, Helping Hand is ready to meet these transformative changes. We welcome reforms that place older people at the centre of care and promote a culture of excellence, inclusion, and innovation.

In August 2024 the Board farewelled Jason Cattoan after nine years of dedicated service. We sincerely thank Jason for his contributions over this time and wish him the best for his future endeavours. In October 2024 we were delighted to welcome Liz O’Connell to the Board. With over twenty years of experience in the human services sector, Liz brings a wealth of knowledge and a deep commitment to our mission.

Looking ahead the Board approved a new 2025-2030 Strategic Plan in April this year. This builds on the strong foundation from the previous plan and was developed over 18 months, with input from a broad range of stakeholders including valuable insights from our Consumer Advisory Body of residents, clients, and families. It focuses on quality, consumer engagement, and continuous improvement - shifting the dial from compliance to excellence.

As Chair, I am proud of what we have achieved together and confident that Helping Hand is well positioned to navigate reform, deliver innovative and compassionate care, and continue making a meaningful difference in the lives of older South Australians.

Thank you for your ongoing support for Helping Hand, our residents, clients and community.



Chris Stewart
Chief Executive Officer

As I reflect on 2024–2025, I am proud of the difference Helping Hand continues to make in our community. This year has focused on building stronger connections, supporting clients to live well and independently, and ensuring every voice shapes the care we provide.

With significant aged care reforms coming in November 2025, including the new Aged Care Act, Strengthened Standards, and the Support at Home program, we have been preparing carefully. By reviewing services and embedding new processes, Helping Hand remains well-positioned to provide safe, high-quality, client-focused care in this changing environment.

Digital transformation continues to enhance services and workforce experience, with new systems improving efficiency, communication, and care coordination. These innovations will support seamless, high-quality care across the organisation.

The opening of our first Wellbeing Centres in Golden Grove and Parafield Gardens represents more than new facilities – they provide spaces for holistic health services close to home, where community members can connect, engage, and thrive.

Listening to residents, clients, and families through the Consumer Advisory Body ensures care remains person-centred and responsive. Their insights guide strategic planning and strengthen our connection to the communities we serve.

Helping Hand has also led in trauma-aware care for Forgotten Australians and Care Leavers, providing resources, training, and advisory support to improve aged care practices nationwide.

Recognising and supporting our workforce remains a priority. Initiatives like the There to Care Awards celebrate people who go above and beyond to enhance the lives of clients, residents, and colleagues, while our LEAD program continues to develop strong, consistent leadership across the organisation.

Looking ahead, Helping Hand will continue to grow, innovate, and foster inclusion, ensuring older South Australians can live with dignity, independence, and belonging. Together, we are building a future where every person feels valued, supported, and connected.



Our year in review

JULY 2024

Home Care Services reaccréditation
Helping Hand Home Care reaccrédited for three years

Aged Care Employee Day
We celebrated and said thanks to over 2,200 team members in August

The Scoop staff podcast
New podcast for staff launched in September 2024

Leading Excellence in Aged Care Delivery
Second intake of leaders commenced program

Age Old Problems: New Aged Care
Our new podcast providing aged care advice launches

North Adelaide Rotary House refurbishment starts
Major refurbishment works begin in September 2024

There to Care Staff Awards
New staff reward & recognition program launched in October

Whyalla precinct development
CEO met with key stakeholders in Whyalla to discuss our plans

Golden Grove Wellbeing Centre
New allied health hub opened in February 2025

Mawson Lakes home obtains indigenous flags
We welcomed Tony Zappia MP to present the flags to the home

Inclusive Employer Index 2025
Achieved Inclusive Employer status with Diversity Council Australia

Senate Enquiry into the new Aged Care Act
Helping Hand presented at the Enquiry

FlexiPurchase system launched
Finance systems streamlined with new program introduced

New Consumer Advisory Body (CAB)
2024 CAB concludes and new 2025 members welcomed

Launched MyHR system
New MyHR People and Culture system streamlines HR processes

Transition to Professional Practice Program
Nursing graduates completed the Aged Care program in October 2024

Firle corporate office opens
New office in Firle provides more flexibility for corporate staff

Rotary House Stage 1 refurbishment complete
Stage one of the major refurbishment works achieved

\$17.2m funding boost for Whyalla care homes
Allowing upgrades and expansions in regional SA

Parafield Gardens Wellbeing Centre
New allied health hub opens in June 2025

Innovation Transforming Aged Care (ITAC) awards
Our Forgotten Australians project was an award finalist

New TV commercial airs
A new advertising campaign begins in April 2025

Graduate Care Worker Training Program
First upskilled Home Care Workers graduate in May 2025

JUNE 2025

Strategic Plan 2020—2025 Pillars

-  Deliver outstanding care and service
-  Grow a sustainable business
-  Develop our team

Impact overview for 2024-2025

3,000

Almost 3,000 people supported with home and community services

2,700

Voices heard through consumer engagement

79%

Staff who think we are creating a diverse, inclusive workplace

670

People admitted to our residential care homes for respite and permanent care

98%

Occupancy rates in our residential care homes

What is an NPS score?

A Net Promoter Score (NPS) measures how happy people are with an organisation, based on a question like 'How likely are you to recommend Helping Hand?'. The score ranges from -100 to 100, with higher scores showing stronger satisfaction and loyalty. A score of more than 0 means more people are happy than unhappy, and a score above 30 is generally considered very good.

60

Our Net Promoter Score among our residential care home residents, their families and representatives.

49

Our Net Promoter Score among our Home Care clients, their families and representatives.

33

Our Net Promoter Score among staff.

“My home support worker is incredible, amazing, a walking angel. She goes above and beyond, I would be lost without her.

“There's more to this job than showing up, completing a task, and moving on to the next one. There's also a duty of care. You get to know people, their stories, their families. It's personal.

“As a volunteer, I'm giving something to someone, it means a great deal to be able to do that. It's all about using the skills you have to help other people.



“I have recently become acquainted with Helping Hand whilst visiting my friend and I wish to give feedback to managers and staff.

Each time I leave this place, I notice that I feel more alive than when I have entered it.

This is unusual in my experience of visiting homes for older friends who need sheltered accommodation. In fact, I have generally found most places 'dark', silent and deeply depressing.

What's the difference? When I enter Helping Hand people smile, engage and welcome me – reception, carers, cleaners, tradesmen, and interestingly, residents. I was even once able to bring a dog in with me and quickly became the centre of a social gathering.

But not only do they treat me this way, I notice they interact with each other in this way – and that is amazing!

I have also watched nursing staff work with my friend, and they are incredibly respectful and thoughtful, treating her with great tenderness.

Somehow in your organisation leaders have carefully built a culture which demonstrates warmth, kindness, care, respect, and authenticity.

Yes, the entrance is light, with responsive staff at reception and a gathering place with a splendid coffee shop (where the barista always remembers the peculiar tea that I drink) and a courtyard with trees. But it's the people who matter and make the difference.

Reform readiness

With 1 November 2025 bringing significant reform to the Aged Care sector, much of the 2024-2025 financial year was spent ensuring that we were well positioned to adapt to the new landscape. Our teams have been actively engaged at every level of the organisation to ensure the principles of reform are deeply integrated into all aspects of our work.

Strengthening voices

Established in January 2024, the Consumer Advisory Body comprises residents, home care clients, and family members from both metropolitan Adelaide and regional South Australia. They report directly to the Board, playing a pivotal role in shaping the direction of the organisation and ensuring that consumer perspectives remain at the forefront of everything we do.

Celebrating inclusion

In late 2024 we were delighted to discover that we had been recognised as an Inclusive Employer for 2024-2025 by the Diversity Council Australia, the second time that Helping Hand has received this honour. This recognition reflects our ongoing commitment to building a diverse, welcoming, and supportive workplace.



Read our
2024-2025
Annual Review
online

T 1300 653 600

E info@helpinghand.org.au

A PO Box 66, North Adelaide SA 5006

W www.helpinghand.org.au



Helping Hand