

Eldercare

2021

Valuing our elders

Consulting residents
Maintaining connections
Building for the future

Message from the Chief Executive



In a year that saw the release of the Aged Care Royal Commission findings whilst we continued to navigate the COVID pandemic, there could be no better theme for our annual publication than 'valuing our elders'. We asked some of our residents and clients to tell us how and when they feel valued. We have included several of their stories in this edition of our Eldercare magazine. We also asked family members, staff and volunteers how they value older people.

Collectively our residents, with a median age of 88 years, have managed households and businesses, lived in or travelled to every continent on Earth, educated and nurtured children of various generations and overcome challenges and heartbreak.

They are our elders, and with great respect for their vast collective experience and wisdom, it is our privilege and purpose to deliver peace of mind with our care.

I'm grateful for the resilience shown by residents, families and staff over the past 12 months as we navigated our way through the continuing challenges of the COVID-19 pandemic. We are fortunate to have more than 80% of residents vaccinated. Our staff were vaccinated as quickly as the vaccine rollout allowed and they are all now fully compliant with the new requirements for aged care workers to be vaccinated against COVID-19.

Over the past century there has been incredible development in healthcare so that we can now look forward to living longer lives. Caring for our older people has always been important, but now more than ever as our population ages. In 2019, the Royal Commission into Aged Care Quality and Safety was instigated to help address how we do this in the best possible manner.

Many aged care organisations, including Eldercare, were disappointed by the Australian Government's response to the final report of the Royal Commission (published on 11 May 2021). Nearly half of the \$17.7 billion allocated to the aged care reforms over the next five years is going to fund the Government's administration of the system, changes of legislation and increased compliance activities. Certainly the important investigation and review of aged care in Australia was undertaken because we value our older people, but how much value will they get out of it? I reflect more upon this on page 31.

It will be a challenging time for aged care over the next few years with the rollout of the reforms introduced as a result of the Royal Commission as well as managing the ever-changing response to COVID-19 and sector-wide workforce shortages.

The Eldercare Board, Executive and Senior Leadership team will ensure that Eldercare is as prepared as possible to respond. We are constantly reviewing and improving how we operate, and we are being proactive in responding to the reforms and preparing for future challenges.

Front cover: Daphne Trickey, resident of Oxford aged care home in Hove enjoys sitting by the sea which is just a few minutes' walk from the home.

Below: Teresa Prior, resident of Sash Ferguson aged care home in Mt Barker, has written a story on page 22 about her valued role as a member of Eldercare's LGBTIQ Advisory Group.

Our purpose is to deliver peace of mind with our care. This is achieved by giving care that considers the mind, body, and spirit of every resident to ensure health, happiness, and wellbeing is the best it can be.

I know that our residents and their families will join me in acknowledging the commitment and passion of our staff to provide high quality care despite the mounting pressures they have experienced this year. Thank you to them all.

We value experiences and opinions and thank those residents, clients, family members, staff and volunteers who submitted articles for Eldercare 2021.



Jane Pickering
Chief Executive



My parents, my heroes

By Kerry Turrell, daughter of Graeme and Margaret Gameau, residents of Cottage Grove in Woodcroft.

“ Our elders have guided us through our lives, through our ups and downs. They have worked to create our way of life and they’ve given us direction, stability and encouragement as we grew up. I for one, received unconditional love, comfort and kindness and I feel it’s the least I can do to reflect that back to my elders now, as they face the hurdles of their later years. My mum and dad are my heroes. They managed so many changes throughout their lives but still managed to help me immensely with changes as they occurred in my life.

We lived not far from Eldercare Cottage Grove and I often wondered what life was like for the residents living in the home. As it happened, I was soon to meet the beautiful people living and working there as circumstances necessitated residential care for mum and dad. They have now settled into Cottage Grove and we feel that they are in the best care we could ever find,

with great staff who are also very supportive of me. I feel a lot more relaxed knowing they are somewhere safe and being looked after in a great environment.

Dad suffered a stroke two years ago and now requires a wheelchair. He has been left with minimal speaking, but I can still see a bit of the ‘old’ dad in his cheeky grins and the way he laughs with the staff. They help him with physiotherapy and recently purchased a new chair to assist him with sitting more upright. Mum has Alzheimer’s which has progressed quite a bit in the last two years, but I know she is so much safer at Cottage Grove with ready carers, and she is with dad which is all they ever wanted, to be together.

Mum likes helping the Cottage Grove Chaplain Mary with church services as she was an Elder at the Two Wells Uniting Church for over 30 years. Keeping active and independent has always been important to mum as well and she’s kept up with her walking, albeit a



bit slower than she used to. Residential care with Eldercare has lived up to its promise of giving us all peace of mind. ”

Our purpose is to deliver peace of mind with our care



Above: Kerry Turrell (centre) pictured with her parents Graeme and Margaret Gameau, residents of Cottage Grove aged care home in Woodcroft.



RESPECT

We protect the dignity, rights and values of the individual

My workplace is your home

By Carly Searles, Hospitality Assistant at Oxford in Hove.

“ I’ve always gotten on well with older people. Whenever I caught a bus or a train as a younger person, I would seek out the elderly passengers to sit with and chat to because I loved hearing their stories. It’s just in my nature. I loved, trusted and learnt so much from my grandparents, so I guess that paved the way for my respect and interest in older people.

I worked for a long while in a café and my friends and family used to say ‘you should work in aged care because you’re so good with older people’. I knew they were right so I applied for a job with Eldercare and was so happy that my application was successful. That was nearly four years ago and I just love my job; it’s the best job I’ve had in my life.

To the wonderful residents: I would like to say that I’m always mindful that my workplace is your home. We all want to feel relaxed, safe and peaceful in our own homes and one of the ways that I can demonstrate how much I value older people is to deeply respect that.

My work in hospitality at Oxford is varied. I work in the kitchen and I also deliver meals into resident rooms, hopefully with a little side dish of happiness. Thank you to each and every resident for all of your hard work during your lives that has contributed to our way of life. Thank you for making me smile every day.

Soon enough I will be an old lady and I think about that, and how I would like to be treated in those years, when I go about my duties at work; it drives me to be as thoughtful as I can.”



Above and left: Carly Searles, Hospitality Assistant, delivering morning tea to resident Claire Patten at Oxford aged care home in Hove.



ACCOUNTABILITY

We are all responsible for working safely and with integrity

Planning our garden

Resident engagement is integral to Eldercare planning.

An example of this in 2021 were the focus group discussions at Acacia Court in Hendon where there are plans to upgrade the much-loved central garden.

By Bonnie, Meryl and Lidia, residents at Acacia Court in Hendon.

“It’s important for residents to be involved in plans to upgrade the central garden area at Acacia Court because it is our home and although we are no longer able to do the work, we can certainly enjoy it.

The focus group meetings have been valuable. It was so interesting to listen to the speakers and I think our input will improve the quality of the end product. Through our conversations and the questions we asked, we were able to convey the things that are relevant to how we live our lives here. The garden is such an important part of our wellbeing. I’m sure with the proposed improvements the garden will be spectacular. As a green thumb, I know I’m looking forward to enjoying all the different plants that will be brought in. The planned BBQ area will be a great improvement for families as well.”

Bonnie Anderson

Opposite: Site Operations Manager Samantha Miller (centre) discusses garden plans with Bonnie Anderson (left) and Meryl Haskard at Acacia Court in Hendon.

“The duck pond was a deciding factor for me coming to Acacia Court. As soon as my daughter saw the central garden area, she knew that I would like it here because she knows that I love ducks, so being a part of the garden and duck pond upgrade focus group is important to me.

It’s been good to hear the designer’s ideas and to be included in decision making and important for the designer to understand our favourite aspects of the garden. I think all residents will benefit from having a wider wheelchair accessible footpath which is included in the plan.”

Meryl Haskard

“Stakeholder involvement is important. In my past experience as a school teacher, I learned the importance of staff, students and parents being involved in new development planning because once a school is built, it’s built. So I’m pleased that residents were a part of the discussions to plan the garden renewal project. I believe that every one of our suggestions was considered and respected. We stressed that the large trees should stay in the garden no matter what because they provide clean air, shade and a home for the wildlife that we love to watch.”

Lidia Czernichowski



CONNECTION

We develop vibrant and supportive relationships based on warmth and generosity

Keeping in touch

Adding online exercise classes kept day therapy clients John and Judith Nicholson connected during covid restrictions. Judith explains the importance of this service adaption to their health and wellbeing.

By Judith Nicholson, client of Eldercare Day Therapy Centre, Acacia Court in Hendon.

“John and I have had multiple health issues for several years. John is reliant on me for transport, but I recently had shoulder surgery and was unable to drive him to his therapy sessions. It was a challenge for us to access services and that meant a risk to our health, mobility and the wellbeing that comes from being connected to our friends and community. Thankfully the Eldercare Day Therapy Centre accommodated our limitations and were able to adapt the type of services they provided and how they provided them to us.

COVID restrictions over the last year have been important for everybody’s protection, but on top of our health concerns that were already limiting our opportunities for getting out, we feared losing connection with others. We were grateful that, in response to COVID, the day therapy team added online classes to their list of options. With the help of government funding for extra computers and equipment they were able to support us, and other clients of course, to maintain our therapy programs at home.



Opposite and above: Judith and John Nicholson have been attending Acacia Court Day Therapy Centre in Hendon for more than three years.

Keeping in touch (cont.)

We came to a couple of training sessions here at Acacia Court especially aimed at older people like us so that we could learn how to use the Microsoft Teams software used for the online classes. John organised to have the classes projected onto our large TV screen so we could see everything clearly. We even took a small monitor away with us in our caravan so we wouldn't miss classes while we were away on holiday. Our van was parked on a beautiful beachfront site that made our classmates jealous!

This technology and the equipment we loaned meant that John could continue with exercises that help to prevent him from deteriorating and I could do the rehabilitation necessary to give me my mobility back and return to driving. Now we are back to joining in with classes at the centre and socialising with our friends.

John used to do exercises and I'd sit in the car and wait for him. Then I had a few falls and I started to get really down so I decided to do exercises as well. We've been coming here together for about three years. Not only have I recovered, but I've built more strength than I had before. We've met new friends here as well and I'd say now we're a lot happier and healthier.”



Above: An Eldercare occupational therapist leads a virtual exercise class.

Inspired by nature

Eldercare's 'mind, body, spirit' approach to care recognises that wellbeing is achieved through good health, a sense of purpose, positive connection, meaningful activity and dignity.

By Leslie Tomlinson, resident at Sash Ferguson in Mt Barker.



Above: Leslie Tomlinson painting in the art studio at Sash Ferguson aged care home in Mount Barker.

“Painting became a friend to me shortly after moving to Kangaroo Island with my husband and young family following the Second World War.

We moved to a Soldier Settlement Camp near Western River. I didn't have any extended family over there, so I needed something to stop me from being lonely.

A local school teacher encouraged me to start painting and we began by visiting nearby beaches and painting what we saw. I discovered my love for painting on Kangaroo Island and it has been with me ever since.

The beautiful scenery on Kangaroo Island taught me to appreciate natural landscapes – both the view,

and painting it, is very calming. I get a feeling of achievement when I finish a painting and I also enjoy being able to give them away to family and friends.

I now paint my landscapes in the beautiful light-filled studio here at Sash Ferguson where I live; always on Wednesday mornings but I can also paint in the studio whenever I like, whenever I feel inspired. ”

In the frontline

Eldercare is proud to have had many residents who have served in the defence forces during wartime, but none have been more decorated or distinguished in their valour than David Leicester. He recalls some of his memories flying for the Pathfinders Force in WWII.

“My father was in the Australian Imperial Force (AIF) in World War I so when the opportunity came in 1941 to join the air force, I took it. Here was my chance to fly and perhaps be a pilot fighting the Germans in the air. I was only 19.

I'd trained on single-engine fighters but when I got to England, Bomber Command had no replacements for the air crew they were losing. As a result, I was trained on four-engine bombers and subsequently served on various Bomber Command Squadrons including 158 and 640 squadrons. I always thought it was interesting that I could drive a four-engine aeroplane before I could drive a car or a motorbike.

At the time, crews were permitted to move away from flying operations after 30 missions. After flying my 30 missions I was offered a position training new recruits but as there were quite a few killed while training, I didn't want to be involved in training. I wanted to keep operational flying. My father was right up front in WWI and I just wanted to be up front too.

So, I volunteered to join Pathfinders Force, a team of pilots in the RAF Bomber Command who would mark targets for the bomber teams. The missions were so dangerous that the Pathfinders would rarely return with all four engines. I probably did about 68 missions in total, mostly from England to Germany, with others to France.

The average mission would take about eight hours from take-off to landing. There was a lot of briefing before we went and debriefing when we got back, so we could tell the authorities what the enemy defences were like and they could be more prepared.

It was very hard to go on a mission without getting hit at all because the German gunners on the ground were firing at planes in the air. The air was often filled with shrapnel which would make holes in the fuselage and in the engines.

If any planes came back with four engines, you'd be laughing. They'd ask 'didn't you go?' because mostly we'd come back on three engines. It was a miracle to come back with four and we used to tease anybody who did.

Before I left England to come home, I got the Distinguished Flying Cross from King George VI at Buckingham Palace at the beginning of 1945.

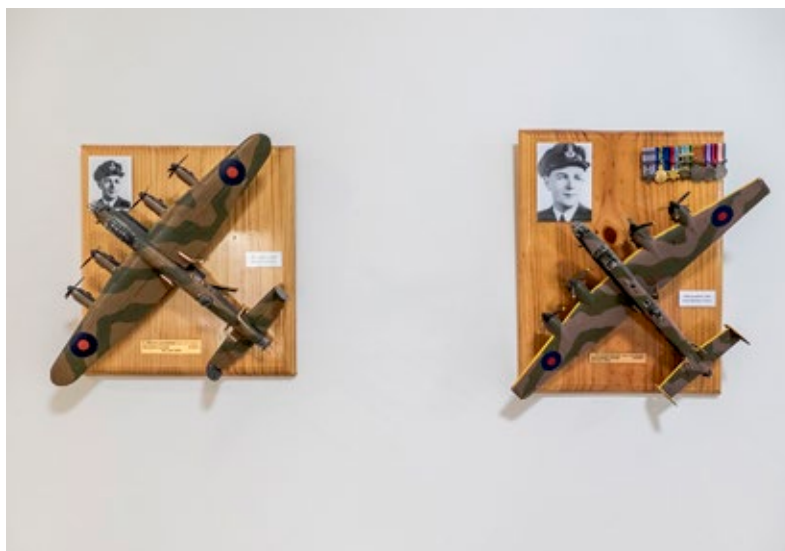
In 2012, a Bomber Command memorial was erected in London and the Australian Department of Veteran Affairs sent a group of people over to represent Australia. The Queen was going to unveil the memorial and I was part of the contingent that went over. There were 10,000 people there, and the Queen only shook hands with about six people and I happened to be one of them. I told her that I had met her father all those years before.

For 60 odd years I marched in the ANZAC Parade. Then I had four or five years of getting a ride in a Jeep and just waving to people. We'd meet altogether at the Torrens Parade Ground but now there's none of my friends left, not one, unfortunately. I watch it on telly now and stand up when they play the Last Post.

If we had another world war today, I think it would be very different, but I think young people would join up in exactly the same way that we all did. I have absolute faith in young people."

David Leicester OAM, DFC & Bar

David Leicester, who is a resident at Oxford aged care home in Hove, received the Distinguished Flying Cross and Bar (the equivalent of two medals), a French Legion of Honour, the Order of Australia medal, service ribbons from both France and Germany and three service medals from Australia.



Images: David Leicester at home with his two Distinguished Flying Crosses. Photos by Roy Vandervegt.

Kirkholme redevelopment

Existing Eldercare residents have advised designers of the most important considerations and inclusions for building the ideal aged care home. That home will be built in Goodwood next year.

By David Boughey, Eldercare Project Team Manager.

“The best inspiration a designer can have for planning a new aged care home is to understand the lived experience of current residents; what they like, what they don’t like and what their wish list would include.

Eldercare’s new 100-bed aged care home on Victoria St in Goodwood, named Kirkholme, is planned to be opened on the 8,200 sqm site in mid-2023, following extensive consultation to determine the living requirements of future residents.

The building design incorporates feedback and advice for creating an optimal residential care setting from seven focus groups with residents living at Eldercare Evanston Park, Allambi, Oxford, Seaford and The Village, and retirement living residents at Kingsborough and College Green. Guided interviews were also conducted with 16 LGBTIQ people living in the community and 10 family representatives of residents living at The Lodge.

Market research company Square Holes also conducted three focus groups with potential residents outside of the Eldercare community. On top of this there were extensive planning sessions held with the Eldercare Board and Executive and Senior Leadership teams, and key stakeholders from all areas of the business.



Eldercare's philosophy of consumer engagement is based on the principle of 'nothing about me without me' – any project must involve consultation with the groups that will be affected by the building, service or review being planned.

These consultations informed our design of the new Kirkholme facility in many ways. For example, the innovative building layout locates resident rooms into smaller groups of about seven to encourage smaller neighbourly communities, avoid long corridors and to allow all residents to be close to small, semi-private living areas.

Images: Artist impression of the Kirkholme redevelopment



Kirkholme redevelopment (cont.)

There will also be improved staff areas in the new Kirkholme facility in direct response to focus groups stressing the importance of having friendly, caring and respectful staff. We recognise that staff who enjoy their workplace and feel happy will provide the best care.

Other features of the planned aged care home that arose out of consultation include:

- A design to integrate well into the existing residential streetscape with the external façade designed to look like individual townhouses.
- All 'back of house' areas (e.g. laundry, maintenance and catering) located in the basement to provide a quieter, more homely experience for residents and their visitors.
- A design geared toward operational efficiency, as most movement associated with service provision will be vertical, facilitated by lifts from the basement to each smaller living area. This enables faster delivery of services such as food and less noise created by trolleys travelling horizontally along long corridors.
- Environmental sustainability outcomes including solar power, rainwater reuse, building design features to improve thermal performance. The new building will also achieve a 6 star Green Star certified rating, carbon neutral certification and WELL health-safety accreditation.
- A conservatory to provide a wonderful light-filled entertainment area.
- Premium luxury interior design and furnishings.

Below: Artist's impression of main entry

Opposite: Artist's impression of café and lounge and dining area





Through our consumer engagement process, respondents reflected on what would be a comfortable and practical living environment for themselves and others and most of their recommendations provided sensible and simple design solutions for good living spaces in a residential care setting.

Demolition of the existing Kirkholme aged care home, which was built in 1965 and is no longer fit for purpose, began in October 2021. Architectural design of the new home is being undertaken by Brown Falconer.”

More than a job

Both Leanne and Natasha developed a love for working with older people from their mothers who also worked in aged care.

By Leanne Brownlow, Personal Carer at Acacia Court in Hendon.

“The residents of Acacia Court have brought a lot of joy into my life over many years and I can’t imagine a more satisfying job than being a personal carer to them. It’s generational actually; my mother Marilyn worked at Acacia Court when it was run by the local council, before management was taken over by Eldercare 20 years ago. I have happy memories of mum bringing me in to chat with residents when I was a little girl. So it felt comfortable when I started working here as a carer 14 years ago.

Spending time with the friendly residents at Acacia Court when I was little left a big impression on me. It helped me to recognise the value of older people and have respect for them at a young age. For this reason, I knew it would be nice for my daughters if they came in for visits as well. They looked forward to chatting to their resident friends. Now my daughter Natasha works here too and the tradition continues!

There’s great satisfaction in being able to make a difference in someone’s day. Certainly, the residents of Acacia Court have made a big difference, for the better, in my life.”



Above: Personal Carers Natasha (left) and Leanne Brownlow at Acacia Court aged care home in Hendon.

Mutual benefits of volunteering

By Gabby Moyle, Volunteer at The Village in Maitland.



Above: The Village volunteer Gabby Moyle with resident Tony Rieniets.

“There are many benefits that come from volunteering my time at The Village, some of them are for the residents and some are for me.

I particularly enjoy taking the reading group, where the residents and I will select a book, then I’ll read it and we discuss certain aspects as a group.

I have been connected with older people in residential care all of my life as mum and nan have been working in aged care homes for many years.

Mum took me in to show me off to residents when I was only a few months old. Then when I was a little girl I used to help my nan, who is a Wellbeing Consultant at The Village, to make decorations and prepare things for craft days. Sometimes, if I hadn’t been into the care home for a while, I would invent a new game and plead with nan to let me teach it to the residents, just so I could visit. Now I get to go in every day after school and for full days when I’m on holidays. If I’m late arriving from school, the residents notice and ask where I’ve been!

I sometimes discuss school assignments with residents, and I’ve noticed that by taking their views and feedback on board it’s helped to lift my grades. I have become more confident, I have better time management and I am doing something I absolutely love.”

Supporting ElderPRIDE

By Teresa Prior, LGBTIQ Advisory Group member and resident of Sash Ferguson in Mount Barker.

“ I am a resident of Sash Ferguson aged care home and a member of the LGBTIQ Advisory Group for Eldercare. I would like to tell you about my journey to this present position. Like many of you, I grew up in a family proud of its ‘respectability’ but which nevertheless harboured many deep-seated prejudices, passed on to children without much being expressly stated.

Most of this I absorbed, to be rejected bit by bit as my horizons broadened. One thing though puzzled me. Why did mention of “particular friendships” produce a frown from adults? It seemed to me a very good thing to have a special friend.

Many years later I was living alone and a friend who was leaving her husband needed a home, and we spent the next 35 years happily living together. We decided to live in the hills and found a house. From then on, through several moves and contact with rather conservative small-town groups, our experience was one of polite, but cold distance. Again, I was puzzled.

On one small property that we had I went out early each morning to water the garden and was observed daily by a neighbour on her way to work. Next thing there was a knock at our door and there stood a cheery young woman to introduce herself and ask us to her home. That was the beginning of a long friendship with a lovely lesbian couple and through them we were introduced to the gay and lesbian community.



Above: Tracy Heinjus, Enrolled Nurse at Acacia Court in Hendon, adds a rainbow to her medication trolley during Pride month celebrations.



Above: Pauline Sachse, resident at Sash Ferguson in Mount Barker, enjoys some rainbow cake during Pride month 2021 with Consumer Engagement Coordinator Chris Morris.



Above: LGBTQI Advisory Group members L to R: Daniel Fleming, Michael Stokes, Chris Hunt, Jenny Scott, Rob Durant, Jane Lister, Pat Nelson (who sadly passed away suddenly in 2021) , Chris Morris and Teresa Prior.

Years later, in our last move, we found an empty block next to a couple whom we had met and liked. We built a home with our friends putting in a garden gate between the two houses. And what a friendship that has been! Through them we experienced the warm, always ready help and understanding which over the years I had marvelled at in the wider LGBTQI community.

Still more years later, I found myself an old woman of 94 years, alone, with almost no natural family left and not managing very well. My dear neighbours stepped into the breach, found me a treasured place in Sash Ferguson, then with the help of lesbian friends, cleared out my home, and successfully put it on the market.

So, you can imagine that I was thrilled (though apprehensive) at being asked to represent the residents on the LGBTQI Advisory Group.

The group, which consists of several staff members and residents from different Eldercare homes, aims to prepare the way for the happy absorption into our communities of a greater number of LGBTQI people. Eldercare is justly proud of its reputation in the vanguard of Rainbow Tick accreditation, and it is my hope that we as residents will play a big part in providing a welcoming, safe and non-judgemental atmosphere for them.”

Ageing happily in the 21st century

By Dot Turner, resident of College Green retirement village in Kent Town.



Above: Dot Turner (R) sharing a joke with her neighbour Shana Nourse in the gardens of College Green in Kent Town.

“We age, of course, from the moment we’re born. Young children greet each birthday with pride and a sense of achievement. It’s somewhat different as we get older. The term ‘ageing’ is generally used in relation to people who are over 70. Yet it’s a mistake to treat us all the same. Amongst us we’ve had a variety of experiences: war or peace, poverty or prosperity, isolation or social inclusion, anonymity or fame. Our physical, mental and emotional needs certainly differ depending on our age. I feel fortunate to be an older person in the 21st century because there are many opportunities for care provided by all levels of government as well as charitable and other private institutions. Relatives, friends and neighbours are also important carers. Technology can be a wonderful aid whilst free bus passes and low-cost exercise programs are great for those of us who are reasonably mobile. Discounted taxi services can help too. It’s wonderful that cleaning, gardening, and healthcare is available and can be adapted to need. I think it’s important that everyone has reasonably equal access to these services.

Of course, there are some issues that most of us have to face as we age. It will probably be necessary to deal with various kinds of grief: the loss of a partner or child, moving from the family home, perhaps disability and/or financial loss. Thankfully though there are our friends and counselling services to support us through bereavement.

To age happily we may need to adapt our sense of identity and lifestyle. The beautiful must get used to not looking so attractive, the physically strong need to accept less power and energy, and providers must now accept aid. It's important that society accepts everyone, at any age, for who they are rather than what they can give us. It's essential for everyone to be valued.

If we lose the ability to participate in certain experiences, our world can seem to shrink. This is a good opportunity to explore new experiences. Personally, I think puzzles, games, crafts, sports, conversations with neighbours, listening to music or audiobooks, gardening in pots, caring for a pet or phoning others are all enriching activities. Studying and voluntary work can also be very satisfying. With the encouragement of friends and family, we should all aim for a "have a go" attitude. Community groups and retirement villages, like College Green where I live, are great for building friendships and for this support and encouragement.

In short, ageing is a process that each person must tackle in their own way but shouldn't have to tackle alone. It's an honour to be an older person and it's my hope that our community feels honour in assisting to care for us."



Above: A gathering of some of the members of the College Green Writers' Group L to R: Pauline Carter, Doug Carter, Eunice Warnes and Linley Hartmann.

Making the move

By David Plumridge, College Green retirement village in Kent Town.

“My wife and I had enjoyed living in our townhouse in the heart of the city for 20 years. We relished the lifestyle with easy access to entertainment, the art gallery, the temptations of the Central Market and the many cafés, bars and restaurants. We lived within walking distance of the parklands. What could be better?

But there was a problem in paradise! We were growing older and having increasing difficulty climbing the stairs in our townhouse. Doing routine repairs, regular gutter cleaning and garden maintenance was becoming more of a chore than an enjoyable pastime.

Alas, somewhat reluctantly, we began searching for somewhere to live that would give us all the amenities we wanted without being too far from the city;

a place that would provide the security and sanctuary that we would need.

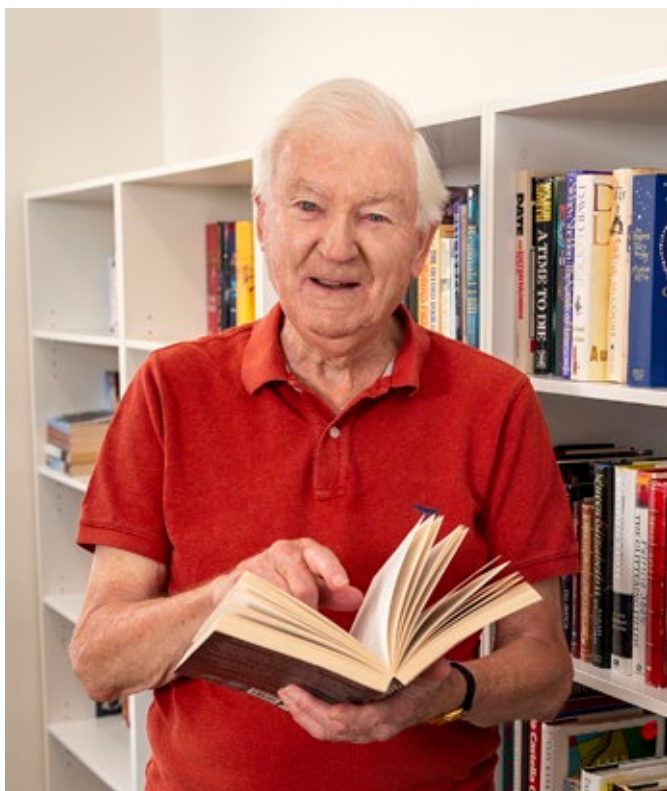
After many unsuccessful forays into various parts of Adelaide, we suddenly struck gold! We saw an advertisement for Eldercare retirement villages and we decided to visit College Green at Kent Town. One of 12 Eldercare retirement villages, College Green is a two-storey development with beautifully landscaped gardens, fully maintained by Eldercare.

After talking to the helpful staff at Eldercare, it didn't take us long to decide to make the move.

The apartment which appealed to us had been completely renovated, was located on the first floor and close to a lift which overcame any problem with stairs as we grew older. Happily the village is close to the parklands and only a short trip to the city with all its special attractions.

The area is close to all the facilities of Norwood Parade.

We've now been living here for two years and have made many friends in the safe and secure community of College Green. The village includes a community room and a library and the active social committee organises regular functions. Other groups meet regularly to pursue various activities which all provide a strong sense of community among the residents.”



Left: David Plumridge is a member of the College Green Writers' group.

Opposite: Joyce Hutchinson, resident of Evanston Park aged care home enjoys socialising in the gardens.



Eldercare Governance

Eldercare has four strategic directions:

- High Performance
- Business Growth
- To have a Robust Business
- To be a Provider of Choice

To align with the direction of business growth, the organisation transitioned to a company limited by guarantee on 1 July 2021 to enable the option to operate on a national level in the future.

The move from an association incorporated under the Associations Incorporation Act (SA) to a company structure involved the transfer of all Eldercare's current assets, liabilities and operations to a newly established company limited by guarantee, called Eldercare Australia Ltd. The company will continue to trade under the name Eldercare.

The Company continues to be registered as a not-for-profit charity and will undertake the same operational functions. All residential care, tenancy and contractor agreements are novated to Eldercare Australia Ltd and the new company assumes the rights and obligations of Eldercare Inc.

The Eldercare Board have all accepted Directorship appointments to the newly formed entity. This move had no effect on conditions for residents or staff.

Board Directors

Board Chair, James Lawes (outgoing Chair, retired in October 2021)



Background: James has been with professional services firm EY for more than 20 years. During this time, James has gained experience in organising and managing global audit engagements, process analysis as well as financial and management reporting. He also provides advice to a number of high profile companies across a wide range of industries.

Current Employment: Associate Partner, EY

Deputy Board Chair, Justin Beilby (appointed as Chair in October 2021)



Background: Justin is a qualified practicing General Practitioner and is highly experienced in the health care and education sectors having been involved in the production of more than 200 publications. Justin also has long-term committee and Board experience at both state and national levels.

Current Employment: Deputy Vice Chancellor Research
- Torrens University Australia

Graham Humphris



Background: Graham has been involved in ministry with the Uniting Church in Australia for more than 35 years and has spoken at many conferences and seminars across Australia. His extensive experience with committees has included the Uniting Church SA Property Trust and Resources Board and the St. Andrews Hospital Board.

Current Employment: Chair Generate Presbytery, Uniting Church of South Australia

Sam Mill



Background: Sam has a Master of Business Administration and over 8 years' experience in the South Australian public sector. Sam brings with her expertise in finance, business performance and corporate governance.

Current Employment: Assistant Director, Commercial Management, Digital Health SA, Department for Health and Wellbeing

Chris Sampson



Background: Chris is an experienced Chief Information Officer and technology innovation specialist who has local and international experience in the finance, government and manufacturing industries as well as at various start-ups and within the academic field. Chris has presented on systems strategy and knowledge management worldwide, including at the United Nations in New York.

Current Employment: Director, Future Earth Systems

Jan Turbill



Background: Jan has more than 30 years' experience in the advertising and marketing sectors and currently owns and manages marketing research company Intuito. Jan has contributed to several Boards and committees including the South Australian Tourism Commission, Guide Dogs (SA and NT), the Adelaide Convention Centre and the South Australian Motorsport Board.

Current Employment: Managing Director, Intuito

Board Directors (cont.)

John van Ruth



Background: John is a Chartered Accountant and spent his early career working for large accounting firms EY, KPMG and Arthur Andersen in Australia, Canada and Holland. John is a Governor of Wyatt Trust (a Public Benevolent Institution) and a Director of GOGO Foundation (supporting persons with experience of homelessness).

Current Employment: Chief Executive Officer, Lutheran Disability Services

Kathryn Walker (appointed as Deputy Chair in October 2021)



Background: Kathryn is an environment, planning, energy, construction and infrastructure Partner at Adelaide law firm, Piper Alderman. Kathryn advises developers, contractors, subcontractors, consultants and builders in all Australian jurisdictions across a broad range of industries. Kathryn draws on her practical skills and comprehensive industry knowledge obtained through her many associations and committees to add real value to her clients.

Current Employment: Partner, Piper Alderman

Kathryn Zeitz



Background: Kathryn is an experienced health executive having held positions in a variety of clinical leadership roles across a number of healthcare organisations. She is a widely published operational researcher with over 40 peer reviewed publications. She is both an Adjunct Associate Professor with Flinders University and Clinical Associate Professor for The University of Adelaide. Kathryn's strong interest in governance has led her to join several Boards including the charity Variety Australia, CRANApplus, and Chair of Variety in SA.

Current Employment: Executive Director Clinical Governance, Central Adelaide Local Health Network

Reflections on the Government response to the Royal Commission

By Jane Pickering, Chief Executive

Eldercare has welcomed the focus on our older Australians that the Royal Commission into Aged Care Quality and Safety provided. Whilst almost half of the budget for the reforms being introduced by the Australian Government is going to fund their administration of the system and increased compliance activities, we also hope to see improved support for providers and residents.

Eldercare meets the Aged Care Quality Standards. Every Eldercare aged care home is fully accredited by the Aged Care Quality and Safety Commission under these Standards. We are constantly reviewing and improving processes through a system of continuous improvement that is embedded in service provision. This enables us to be proactive in responding to the reforms and preparing for future challenges.

Some of the reforms mandate a minimum level of services. These include the number of care hours per resident per day and specified services.

Other reforms include:

New funding allocation model

- There will be a new model of funding allocation for residential aged care from October 2022. This model is called the Australian National Aged Care Classification Model (AN-ACC).

Independent Pricing Authority for Aged Care

- The government will develop a new independent pricing authority unit for aged care within the existing Independent Hospital Pricing Authority.

Residential aged care quality and safety

- The government will be introducing additional monitoring and enforcement actions, significantly expanding reporting and monitoring requirements of providers.

National screening program for aged care workers

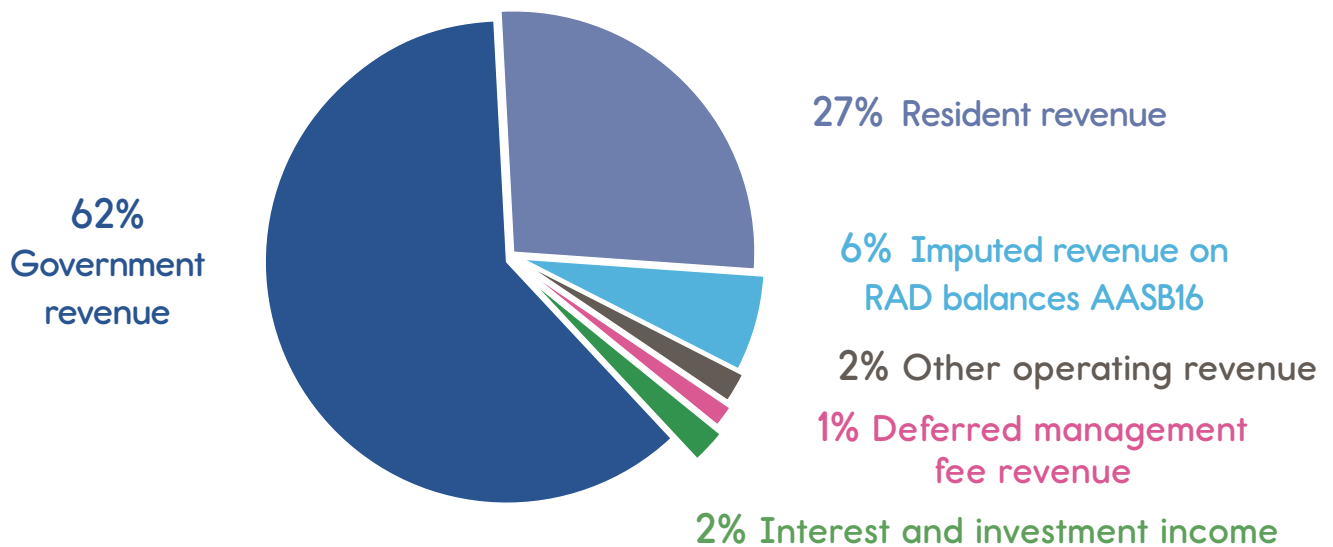
- The government will introduce a national screening program for all aged care workers in July 2022.

It is absolutely important that Australians are assured of safe quality care for older people. The challenge for providers is to meet the costs of tougher compliance that these reforms mandate without impacting negatively on direct resident care hours. It will continue to be a balancing act.

Financial summary

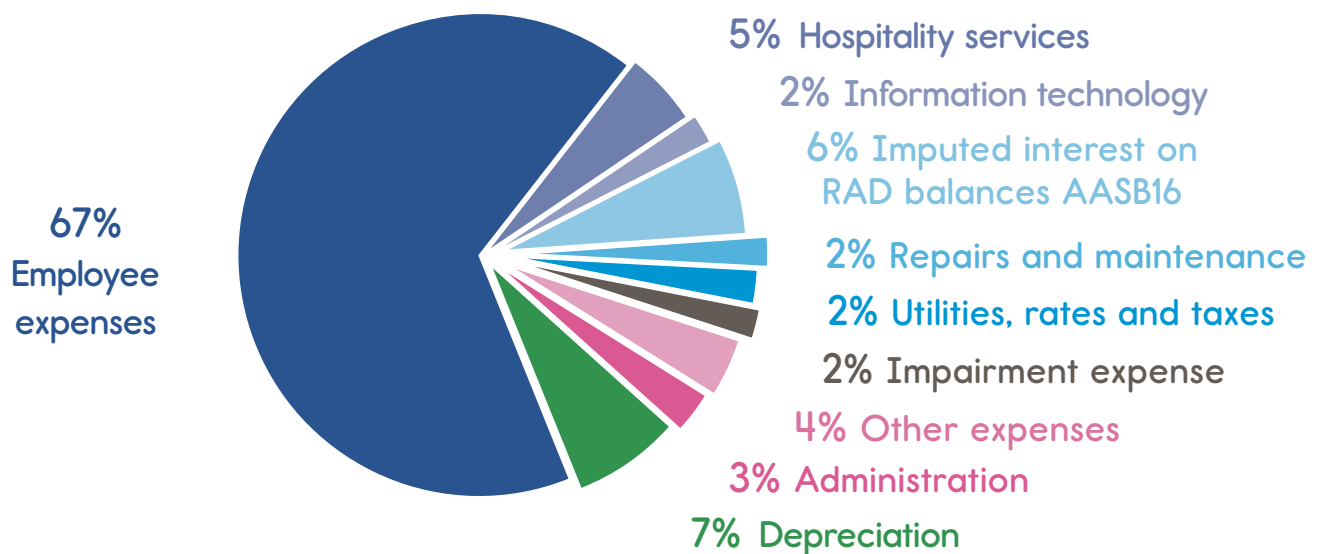
Revenue

\$111 million



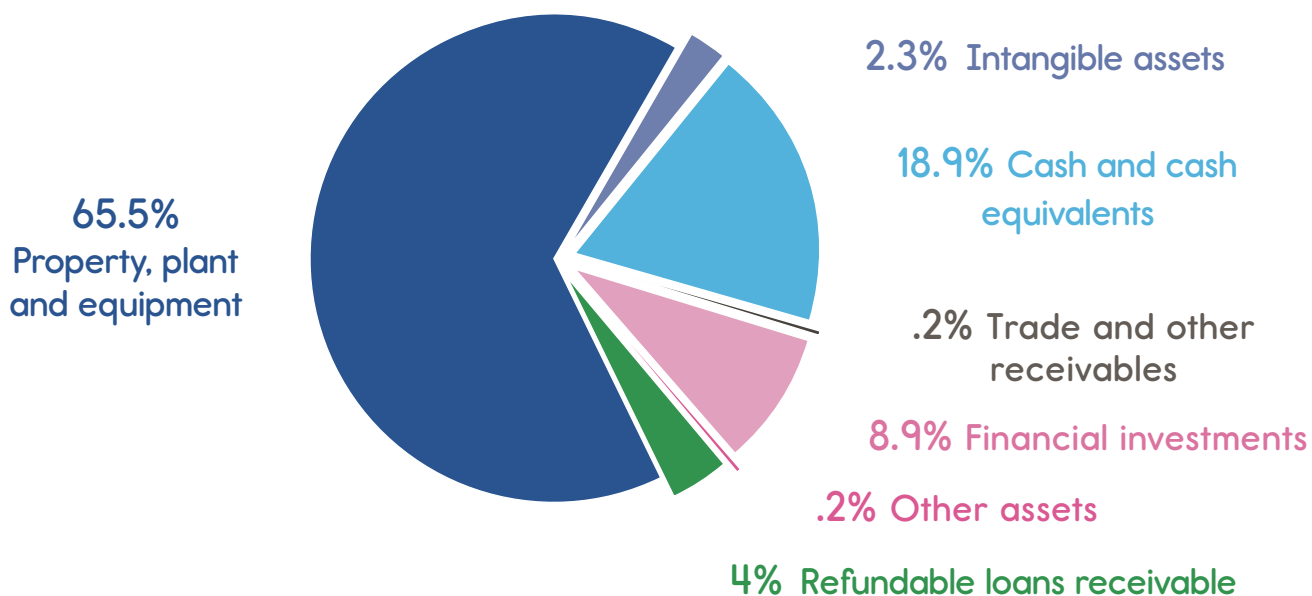
Expenditure

\$110 million



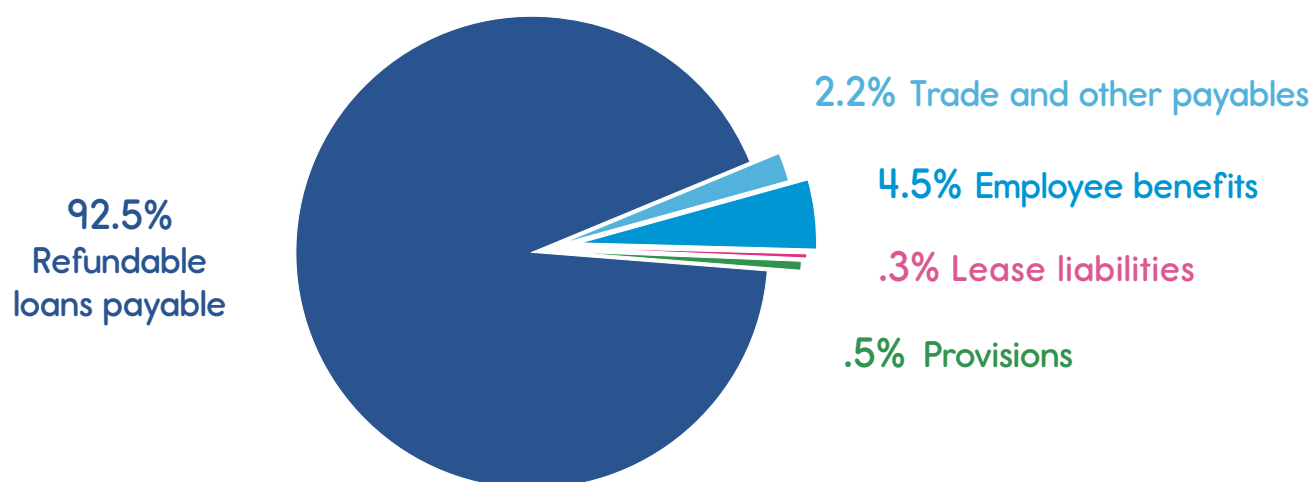
Assets

\$293 million



Liabilities

\$234 million



Statistics for the 2021 year

11 residential care homes



With more than **900 residents (945 beds)**



Almost **one million** meals served



More than **125,000 hours** spent on Wellbeing activities including one-on-one activities with lifestyle coordinators and various programs designed for either active bodies, healthy minds, creativity or connection

100 yrs +

13 residents aged over **100 years old** with the oldest resident being **108**

12 retirement living villages



More than **200** retirement living residents in **192** retirement living units

10 yrs +

More than **40** residents have been living in their Eldercare retirement living unit for over **10** years

20 yrs +

and **10** residents for over **20** years

Ave 7.7 yrs

The average length of stay in retirement living at Eldercare is **7.7 years**



More than **1,300** maintenance requests in the last year or an average of **25** per week

More than 300 Day Therapy clients



1,600 group therapy sessions delivered to support our community clients to remain independently living in their own homes



300 online exercise classes delivered during the Covid-19 pandemic



51 items of exercise equipment loaned to clients to keep them active in their own homes during lockdowns



Five different Allied Health Services professions available to community clients via our Day Therapy Centre

Over 1,500 staff

With an average of

4.7

years of service

Eldercare's workforce is
made up of:

45%

Personal Care Workers

24%

Registered or Enrolled Nurses

20%

Hospitality staff

8%

working in Management and
Administration

1.5%

Allied Health Professionals
and

1.5%

working in
Property Maintenance

More than

92

student placements

More than

250

volunteers who have
contributed a combined

827

years of service

30 yrs

is the longest term of service for
a current Eldercare volunteer

Oldest current volunteer is

97

and the youngest is

13

Almost

\$120,000

of time volunteered each month





Eldercare

peace of mind

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