

Eldercare

2023



Message from the Chief Executive



I am very pleased to introduce the 2023 edition of the Eldercare magazine highlighting the fabulous work we have been doing this year. Eldercare is continuing to lead the way forward in aged care with business growth, continuous improvement and by being increasingly agile and responsive to the changing needs of older Australians.

The first priority is quality care and our unique Model of Care is many faceted, reflecting the various attributes and needs of our resident community. We've been trialling and honing a range of wellbeing services for a number of years now, surveying residents and families along the way, so that we have a good understanding of what residents want and need to live positive and happy lives.

We are very serious about our purpose of delivering peace of mind with our care. To that end, this year we've introduced some wonderful new programs that recognise contentment comes from addressing the needs and

interrelationships of mind, body and spirit. Transition Support, Peaceful Mind, Rise and Shine and Spiritual Care programs are innovative, leading-edge services that Eldercare has developed to ensure a quality experience and optimised wellbeing for residents living in our homes. Consumer involvement is important to the design of programs such as these, ensuring residents are engaged with the services and that they know their input is valued.

Consumer engagement is crucial to Eldercare's building projects as well. Our newest care home in Goodwood sets a new standard in aged care with key design aspects informed by focus group discussions with existing residents and potential future residents. Their interest in the project remained high throughout the build and it was good to see residents Brian Wolfindale and Don Hayman, both with long careers in building and construction, visit the site to see the building as it took shape. It's an example of our wellbeing team working to engage residents with activities which really interest them.

Best practice care of our residents and staff is enabled by modern facilities and systems support. Refurbishment projects are continuous across Eldercare so that our residents and their visitors can enjoy modern, spacious areas with quality fittings. The recent acquisition of Eldercare Hope Valley triggered a significant refurbishment to bring the site up to our high standards whilst the newly opened Goodwood site sets a new benchmark for aged care in design, quality and efficiency.

These two new sites bring the total number of Eldercare homes to 13, extending our services to South Australians across the metropolitan area and on the Yorke Peninsula. We have also invested in sophisticated data analysis, records management, business and governance systems and risk management processes to support our staff. I am very proud of our team at Eldercare. We recruit and manage to our values of respect, connection and accountability and this is reflected in a wonderfully diverse group of people

committed to providing peace of mind with our care.

I wish to take this opportunity to thank everyone who has contributed to the success of Eldercare in 2023, a challenging but rewarding year.



Jane Pickering
Chief Executive

Front cover: Eldercare residents Don Hayman, from Allambi (left) and Brian Wolfindale, from The Lodge (centre), had long successful careers in engineering and building respectively. They were excited to see Eldercare Goodwood take shape and are pictured with David Boughey, Project Team Manager (right) on site during construction.

Below: (L to R): Resident from Allambi Don Hayman, Wellbeing Coordinators Elizabeth Gillings, from Allambi and Sam McNair, from The Lodge and resident from The Lodge Brian Wolfindale pictured at the Goodwood site during the build project. Elizabeth and Sam facilitated the site visit, knowing that the men had an interest in building and construction projects.



Our Model of Care

Taking time to understand the needs and preferences of residents, and to monitor how and why these change, enables Eldercare to provide optimal wellbeing and quality experiences suited to each person.

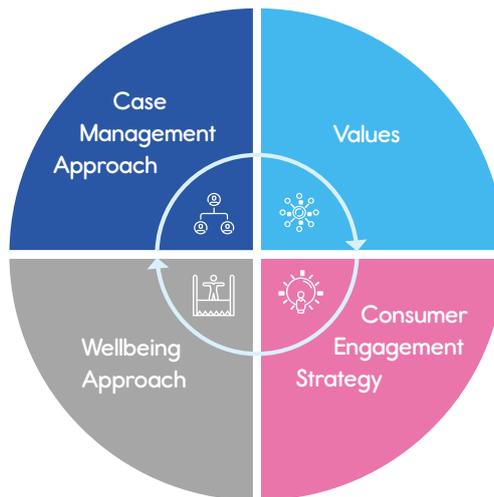
Our unique Model of Care has been designed with consideration of the varying interests, levels of ability and life stages of residents. It is supported by Eldercare’s strategic plan and leadership capability. Specialist staff with the required technical competence have been recruited to dedicated roles for identifying and understanding wellbeing factors through resident research, data analysis, and initiative development. They link closely with various disciplines within the organisation, families and community to support wellbeing. This is an uncommon and innovative commitment to anticipating future trends in wellbeing expectations and standards for older people in aged care.

Innovative solutions have arisen and leading-edge care programs specially developed in dementia care, complex high needs care and palliative care to ensure quality of life for all.

Eldercare’s Model of Care is made up of four key components: our Case Management Model, Wellbeing Approach, Values and Consumer Engagement Strategy.

Good **governance** and **clinical expertise** by allocating a dedicated Clinical Leader to a small group of residents for clear **communication**, care **coordination**, **collaboration** and **integration**.

Mind-body-spirit wellbeing through **good health**, positive **connection**, meaningful **activity**, and a sense of **purpose** and **dignity**.



Values of **respect**, **accountability**, and **connection** underpin all our behaviour and contribute to relationships based on warmth and generosity.

We **inform**, **consult**, **involve**, **collaborate** with, and **empower** residents. They are involved in planning, and in activities that engage and inspire them.

Opposite: Enrolled Nurse at The Lodge, Nathali Jayamanna.



Eldercare
Nathali
EN - Care Coordinator

Wellbeing Approach

The dignity of residents is preserved when they genuinely contribute to care and support planning by sharing wishes or goals and then working together with staff to achieve desired outcomes. Our clinical, allied health, lifestyle, wellbeing and spiritual care teams work with each resident to get to know them so they can meet their emotional, spiritual, social, physical and complex clinical needs.

By learning as much as we can about the needs, interests and story of each resident, we can work with them to create a unique and tailored care plan.

Below: Jane Bean, resident at Hope Valley enjoys quiet time with a book.

Care plans are regularly reviewed to make sure they evolve as needs change. Our staff facilitate resident involvement in the extensive and ever-changing range of activities depending on their needs and preferences. New programs were launched this year to enhance the overall wellbeing of residents by:

- providing support for a smooth transition into aged care
- focusing on emotional wellbeing
- promoting functional ability.

Opposite: Lovey Khiva, Enrolled Nurse at Hope Valley having a laugh with Fred Stocks, resident at Hope Valley.





The Transition Support program

recognises the importance of a key contact person during the transition into aged care. Eldercare is trialling a support role where residents meet weekly with a designated person for up to six weeks to address any questions or concerns. Family members are also engaged in this trial to gain insights into their experiences. The feedback received will inform future support strategies for residents during the transition process.

Transition support aims to help residents adapt to their new aged care home, moderate anxiety during the period of change, protect against feelings of loss and grief, and support pathways to connection and purpose in the new environment.

The Peaceful Mind program focuses on mindfulness practices and positive conversations to improve emotional wellbeing. It can be particularly beneficial for new residents who may experience emotional stress during the transition into care.

The value of mindfulness practices on human wellbeing is recognised both in a clinical environment and as part of our everyday lives, like exercise, sleep and good nutrition.

What is relatively new is the application of these techniques in a residential aged care setting, accompanied by outcome measurements. The program provides accessible activities to promote ongoing mindfulness practice.

Rise and Shine programs

The **Rise and Shine programs** aim to improve physical strength for residents that have experienced a loss in functionality. There are two components to this: reablement and then maintenance through ongoing improvement in core capabilities like strength, dexterity and balance.

Rise is a short-term, intensive program for new residents or those experiencing a physical decline. It focuses on specific functional outcomes agreed upon with the resident. On the other hand, Shine is a long-term, less intensive program aimed at maintaining capabilities.

Rise: A reablement program

Acute deterioration in function may be caused by an incident like a fall, or surgery, or could be associated with a period of inactivity like COVID-related isolation or a hospital admission. To participate there must be recognised deterioration from the normal baseline level of function, with identified reablement potential, motivation to improve and an ability to follow instruction.

A treatment plan is agreed to and documented. Goals are established, and outcomes are assessed against these goals. Therapeutic input is delivered by qualified staff, with support by the multi-disciplinary team in following the care plan. Common treatment focus areas include walking, bed/chair/car transfers and accessing the community.



The service is comprised of five one-on-one treatment sessions per week for six weeks. On completion of the Rise program, residents may move to the Shine program for maintenance.

Shine: A maintenance program

Targeted at a higher volume of residents, Shine is a maintenance program to disrupt the frailty process. This intervention model is based on Sunbeam 2, a residential care falls reduction program recognised as best practice. Outcomes for Shine are measured through improvement in capabilities using standardised testing, plus the achievement of functional outcomes.

Therapeutic input is delivered through group treatment sessions, led by qualified staff. The group size is no larger than four residents for each staff member. Eligible residents attend twice weekly, with an expectation that participation reduces as mobility increases. Outcomes are assessed against established treatment goals.

There are various groups that focus on different areas including falls prevention, hand strength and alternative pain management interventions.

Opposite: Ken Symons, resident at The Lodge rebuilding strength under the guidance of Katherine Chan, Physiotherapist.

Below: Janet Curran and Eileen Goreham, residents at Acacia Court, enjoying a group exercise class aimed at maintaining strength and mobility.



Palliative Care program



Eldercare has actively pursued opportunities to build clinical expertise and organisational capability in end-of-life care. Our dedicated palliative care team includes two Palliative Care Nurse Practitioners and a Specialist Palliative Care Nurse. The team's purpose is to:

- collaborate with residents and their representatives to explore and support their goals and wishes for palliative and end-of-life care
- mentor staff and model best practices in palliative care
- provide loss and grief resources and information sessions to support families
- work closely with GPs and facilitate specialist consultations.

Eldercare made strides in developing its Palliative Care program after receiving funding from the South Australian and Commonwealth Governments under the Comprehensive Palliative Care in Aged Care (CPCAC) project. From November 2021 to December 2022:

- 23 personal carers were supported to receive their Certificate 3 in Individual Support (Aged Care).
- A palliative care training program was developed and is now part of the learning and development program for frontline staff.

- The Palliative Care Services Team discussed advance care planning with residents and their loved ones to ensure end-of-life care can be provided at any time. These important discussions are now a routine part of our care, offering peace of mind by enabling a person's wishes to be known should they lose decision-making capacity. As of April 2023, 93% of Eldercare residents had an Advance Care Plan in place (versus 37.7% of aged care residents across Australia).
- Eldercare experienced a significantly reduced need for hospital transfers at end-of-life, enabling residents to remain in the familiar environment of their care home.

Eldercare has a Palliative, Advance Care and End of Life Care Policy and a Palliative Approach Reference Group (PARG) to guide and monitor palliative processes and track performance to benchmark against national averages for care at end of life. Two annual palliative care education grants also assist employees to develop their knowledge and skills in end-of-life care.

Our commitment to palliative care, supported by the CPCAC project, led to Eldercare receiving further funding from SA Health in May 2023 to roll out the foundations of the project to other SA aged care providers.

Opposite: Kirsty Darley, Palliative Care Clinical Educator, delivering training to Nyree Joyce, Personal Care Assistant and palliative care trainee at Allambi.

Below: Nyree Joyce, Personal Care Assistant, discusses Eldercare's palliative care program with a family member, Marg Corsini, at Allambi.



Spiritual Care Approach

All older people receiving care should have access to spiritual care in a way that is meaningful to them. Over recent years Eldercare has undertaken a review of our chaplaincy and pastoral care services with the intention of offering best practice in spiritual care that aligns with Meaningful Aging Australia's 'National Guidelines for Spiritual Care in Aged Care' and the government's Aged Care Quality Standards. Spirituality is integral to, but not confined by religion and faith. In our new Spiritual Care Approach, spirituality is explored with residents through the lens of relationship with self, others, nature, creativity, and with something bigger (for many this includes faith or religion). Our spiritual care is inclusive, provided with consent and makes no assumptions about personal conviction or orientation.

Right: Chelsea Size, Project Manager Spiritual Pastoral Care, discusses the Spiritual Care Approach with Mary Hobbis, Spiritual Care Practitioner, at Allambi.

Below: Mary Hobbis, Spiritual Care Practitioner, enjoying a chat with Margaret Laird, resident at Allambi.

General spiritual care is offered by staff through everyday encounters such as exchanging stories, offering empathy, sharing joys and humour. Additionally, dedicated and qualified spiritual care specialists provide pastoral care to residents. The role of Chaplain has been updated to Spiritual Care Practitioner to emphasise that spiritual care is not purely defined by religious care.

Our Spiritual Care Approach supports our Model of Care offering peace of mind through holistic and person-centred care, enabling relationships of trust and rapport and increased spiritual wellbeing.



Honouring a life well lived

A recent experience in which spiritual care and palliative care were interconnected.

Martin and his wife Joan were childhood sweethearts and married for 65 years. After Martin moved into an Eldercare home, family visited often and the Eldercare staff got to know them. When Martin was near the end of his life, his family gathered around to be with him. In those last moments it was moving to see the obvious love and connection amongst the family. Wrapping around the family was the spiritual care given by a diverse group of Eldercare staff members.

In the hour after Martin passed away, the Eldercare team cared for the family in their grief and honoured Martin's life and his connection to them. A carer gently wove through those gathered to offer a glass of juice; the spiritual care practitioner visited to offer words of comfort; a cleaner popped her head in and expressed her gratitude for knowing them. Other staff respectfully came in to offer care and sympathy, and space was held for Joan to re-tell stories of her years shared with Martin, told with a mixture of tears and gentle laughter.

Alongside the grief and sadness of Martin's passing were moments of great care and beauty, of genuine human connection and the honouring of a life well lived. In a card to staff, Joan reflected on the experience and confirmed the importance of staff providing spiritual care to residents and families during times of grief and through small but significant everyday encounters.

by Chelsea Size, Project Manager Spiritual Pastoral Care

Below: Kirsty Darley, Palliative Care Educator, discussing resident care with Chelsea Size, Project Manager Spiritual Pastoral Care.



Innovative new electronic clinical system eCase

Following a thorough market analysis and evaluation process, Eldercare has chosen an innovative new clinical system called eCase, that will support our staff to deliver an excellent resident experience, high quality care and continue our move to a digital future. Eldercare will partner with Health Metrics to implement the eCase clinical product. Hand-held mobile devices will be used with eCase. Carers will be given a smart phone for use at the point of care, and tablets will be mounted on medication trolleys to assist nursing staff. This enables immediate capturing of information and streamlines communication between staff. eCase includes medication management, admissions and catering modules. Launched at Goodwood first, eCase will be progressively rolled out across all Eldercare homes during 2023/2024.

“eCase will better support me to deliver excellent care to our residents. It will allow me to have up-to-date resident information, including clinical and lifestyle information, on a mobile device while I’m with the resident. It will also make it easier to hand over to my colleagues at the end of each shift.”

**Tennessee Batty, Eldercare
Personal Care Assistant**

“eCase will help Eldercare to continue to meet our regulatory obligations under the Aged Care Quality and Safety Commission. It will ensure accurate data is captured securely, so we can make better decisions at the point of care, and at a management level.”

**Jarrod Mudie, Eldercare
General Manager
Residential Care**

Below: Clinical Leaders like Daisy Maharjan at Hope Valley will benefit from the capabilities and efficiencies offered by eCase.



Diversity and inclusion

Rainbow Tick accredited

Eldercare's campaign to be an LGBTIQ-inclusive organisation began in 2017 with the ElderPRIDE project, and in 2019 we became the first residential aged care organisation in the state to receive Rainbow Tick accreditation. Eldercare was re-accredited for a further three years in 2022. The Quality Innovation Performance (QIP) assessors reported that this achievement recognised a maturity in business systems and processes that support diversity and inclusion.

Below: Mikayla Morelli, Lifestyle Support at The Lodge at gardening group with Kitty Oerman, resident at The Lodge.



LGBTIQ education is a part of mandatory staff training and Eldercare now has an LGBTIQ Advocate to provide support to LGBTIQ residents and staff.

White Ribbon accredited

Eldercare is proud to be part of the White Ribbon Australia Workplace Accreditation Program to support staff experiencing violence inside or outside the workplace, promote respectful relationships and gender equality, and demonstrate a zero tolerance to violence against women.

The Accreditation Program recognises workplaces that are taking active steps to prevent and respond to violence against women, accrediting them as a 'White Ribbon Workplace'.

Since 2018 the organisation has maintained White Ribbon workplace accreditation. In 2022 the organisation was re-accredited for a further four years, recognising our commitment to White Ribbon's vision of a nation free from violence and abuse.

Gender equity

Eldercare Chief Executive Jane Pickering is proudly part of the Gender Equity Taskforce – a group of industry leaders established to eliminate pay discrepancies between men and women in South Australia. Objectives include consulting with experts, identifying the specific issues that contribute to the gender pay gap and providing advice to the government.

2023 SA Nursing and Midwifery Excellence Award

Samantha Miller, Site Operations Manager at Eldercare Allambi, won the ‘Excellence in Practice - Aged Care’ award at the 2023 SA Nursing and Midwifery Excellence Awards. Samantha said she is ‘very proud’ to work in aged care and feels that the award should be “attributed to the Eldercare team that I am fortunate to be part of; it is truly a great place to work. The Eldercare Board and our Chief Executive Jane Pickering are truly engaged”. “The values, support and encouragement to be our best for our residents filters through the entire organisation to provide the high quality care our residents deserve.”

Eldercare Chief Executive Jane Pickering said Samantha, who has also held the Site Operations Manager position at Acacia Court, Oxford and The Lodge, is ‘committed to achieving the best possible outcomes for all residents and their families.’

“Samantha works tirelessly to ensure the delivery of key initiatives and quality care, while developing those around her and building capability to adapt to changing environments.”

Below: Samantha Miller with her award.



Success at the National Palliative Care Awards

Eldercare's palliative care team was announced as the winner of the *Innovation in Palliative Care Award* at the 2023 National Palliative Care Awards.

Eldercare Chief Executive Jane Pickering said this award was validation that the organisation's Palliative Care program, and the team who developed it, is a cut above the rest.

"In recent years our palliative care team has grown and with their help we have been able to build Eldercare's clinical expertise and capability in delivering specialist palliative and end-of-life care," said Jane.

"The work of our highly skilled and compassionate palliative care professionals has led to improved palliative care outcomes for our residents, and we are truly thankful to count them as part of the Eldercare team."

Eldercare is one of only two aged care providers in South Australia that employs a dedicated palliative care team, which offers faster and more accessible specialist support for staff, residents, and their families, leading to an improved resident experience during the palliative and end-of-life stages.

Below: (L to R) Carolyn Bell, Executive Director NSW, Silverchain; Camilla Rowland, CEO, Palliative Care Australia; Prof Meera Agar, Chair, Palliative Care Australia; Jane Pickering, Chief Executive, Eldercare; and Anne-Marie Gillard, Operational Services Executive, Eldercare at the National Palliative Care Awards.



Eldercare Goodwood – the new standard in aged care

A grand piano in the foyer sets the tone for Eldercare Goodwood, the newest residential aged care home in South Australia. The home features large lounge rooms with fireplaces, a theatre, function room, large glass conservatory, hairdressing and beauty salon, both indoor and outdoor gyms, café, outdoor family BBQ and entertaining area and a work shed to give residents a space to tinker on projects.

The innovative design by architects Brown Falconer was informed by extensive consultation with existing and potential residents. With the latest in design, technology and décor, there are 100 resident rooms.

Each resident has a large private room with ensuite and kitchenette, in a small group of six or seven rooms. These smaller groups of rooms create a more homelike setting separated from the larger dining and entertaining areas of the home. There are no long corridors to navigate at Goodwood.

All rooms have premium joinery finishes, hotel style air conditioning and large smart TVs with integrated digital entertainment. Mobile devices will be used by clinical staff incorporating nurse call technology and clinical systems, including resident safety monitoring.



Each resident room has its own discreet ceiling hoist to assist with mobility and movement if needed, so there is no need for lifting machines to be wheeled into rooms.

Generous gardens complement existing mature street trees and every resident room has a floor to ceiling window looking out onto a garden or courtyard.

A large on-site commercial kitchen will produce freshly cooked meals using South Australian produce.

Services are located in the basement so living areas are kept free of clutter and unwanted noise. Deliveries and pickups to the site are also in the basement so trucks, stores and waste are out of sight.

Below and opposite: Images of a resident room at Eldercare Goodwood.

The home will be the only building in the state to have both 6-star Green Star accreditation and WELL Platinum rating. Several initiatives to support environmental sustainability are included in the building, including double glazed windows and solar-powered electric heating and cooling.





Hope Valley aged care home joins Eldercare

In January 2023, Eldercare became the new owner of the residential care facility formerly known as Ananda Hope Valley, giving the organisation a presence in the northeast of Adelaide. Our high standards of care and service provision have been brought to the home, now known as Eldercare Hope Valley, including system and facility improvements. Most of the existing staff were employed by Eldercare which enabled a smooth transition and continuity of care. Experienced Eldercare senior leader Nicole (Nikki) Cannon is the Site Operations Manager for Eldercare Hope Valley.

The newly renovated aged care home, which was also recently fully re-accredited, has 101 single rooms and, as with all Eldercare homes, open plan living and dining areas as well as courtyard and garden areas for residents to enjoy with their family and friends. All meals are prepared on site daily.

The four wings of the care home have been renamed Gilmour, Newman, Angove and Holden after people of note in the area:

Emma (Granny) Gilmour was midwife to nearly 400 children in the earliest days of the district, delivering more than 100 of them without a doctor at hand.

Mary Ann Maria Newman ran the Water Gully Nursery with her husband, which became the largest nursery in the Southern Hemisphere, even while raising 14 children.

Opposite: Rachna Vashisth, Hospitality Assistant at Hope Valley preparing food in the kitchen.

Dr William Thomas Angove had an interest in winemaking for himself, his friends and his patients that became the well-known business enterprise of Angove and Sons.

William Holden named the area Hope Valley in 1842 when, after finding his butcher shop burned to ashes, he declared he would choose hope over despair.

Below: Lifestyle Support Vaidehi Nayee brings tea to Wanda Jedrzejczak, resident at Hope Valley.



Consumer engagement

We are committed to engaging and partnering with residents, their representatives (families, friends and advocates) and staff in decision making to support person-centred care, where the choices, values and rights of individuals are respected and enabled. Not only do residents have the right to participate in service planning and decisions that affect them, but their input is integral to improving the quality of services and increases health and wellbeing. Regular collaboration with residents ensures Eldercare services reflect their needs and preferences so they feel happy, independent, and involved.

Eldercare has a consumer engagement strategy which guides our plan for residents and their representatives to:

- inform them about issues related to their home and/or care
- consult with them by asking for, listening and responding to feedback
- involve them in developing their care and wellbeing plans
- collaborate with them to improve our services
- empower them to make choices, that may involve taking considered risks.

Eldercare’s LGBTIQ Advisory Group includes resident representatives, staff, volunteers and community members. It has been instrumental in guiding executive decisions related to diversity and inclusion.

Right: (L to R) community representative Michael Stokes, retirement living representative Don Hatcher and residential care representative Joyce Sequerah.

Below: (L to R) LGBTIQ Advisory Group members Marianne Zanelli, Daniel Fleming, Don Hatcher, Jenny Scott, Jane Lister, Michael Stokes, and Joyce Sequerah.





The strategy is overseen by our Consumer Engagement Manager with the charter of considering consumer engagement in all parts of the business. Based on the principle of ‘nothing about me without me’, any project involves consultation with the groups that will be affected by the service, building or review improvement being planned.

Eldercare facilitates regular surveys of residents in our care homes to track their quality of life and quality of care, by measuring a range of factors important to them. Star Ratings published by the Australian Government on My Aged Care and feedback received from a variety of other methods are also important. Survey results and other feedback drive service planning and adjustments.



Resident focus groups have provided important information for improvements and upgrades to our aged care homes. Existing residents made recommendations that were fundamental to the design of our newest aged care home in Goodwood. Residents remained interested in, and informed about, the progress of the building.

Allambi resident Don Hayman, who had a long engineering career, took an interest in the Goodwood building project. Don is pictured on site during construction with Wellbeing Coordinator Elizabeth Gillings ([above](#)) and Consumer Engagement Manager, Michael Cousins ([above right](#)).

Harold takes flight

Earlier this year Eldercare resident Harold Coles took to the skies in a light aircraft. Harold completed a couple of months of pilot training in 1997 and he felt the goal to fly in a plane again was within reach. He worked with allied health staff to build his strength in order to get in and out of the aircraft independently.

When a resident moves into an Eldercare home, wellbeing and allied health staff get to know them and goals, or 'desired resident outcomes', are agreed on with every resident. Harold's desire to get back into a light aircraft and up into the sky is one of the more ambitious goals recorded. Eldercare physiotherapist Laura Hundertmark, who worked with Harold on building the required strength, says that his determination and commitment to doing the work needed was inspiring. Harold trained in the gym twice a week in the Shine strength and balance program. This program includes individualised progressive resistance and balance exercises and functional movements. Laura liaised with the Gawler Aerodrome to find out what was physically required to get into a light aircraft. The ability to go up and down large steps safely is key. Therefore, as well as attending the Shine program, Harold borrowed a wooden step from the gym on which he practised stepping up and down in his room every day for the last few weeks before the flight. Harold also plays bowls twice a week, something he loves and which helps to maintain strength.



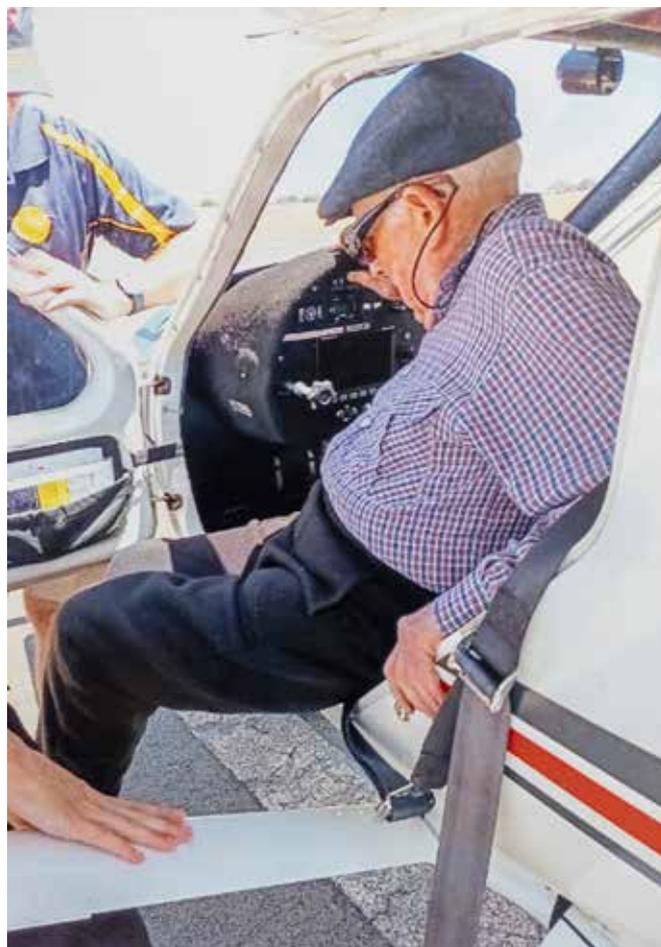
Above: Harold Coles, resident at Acacia Court, doing strength exercises under their guidance of Laura Hundertmark, Physiotherapist and showing Laura photographs taken during his flight.



Harold enjoyed an experience on a 'Jabiru' light powered aircraft over the Barossa Valley in January. There are no age limits to taking the flight which departed from the Gawler Aerodrome, only limits to the ability to get in and out of the plane, so Harold determined he could conquer that limit through hard work – and he did!

Harold was accompanied to the aerodrome by his son Ivan and was proud to show photos of his adventure on his return to friends and staff at Acacia Court. Harold is happy with what he achieved, and really 'hopes he can inspire others to know they can do the things they want to do if they set their mind to it!' He is enquiring about future flights.

Harold's strength building enabled him to get himself into the cockpit (right) and up in the air (above). He is pictured with pilot Stan.



Retirement living resident biographies

In 2023, a new biography service was launched by Eldercare and is now available to residents of our retirement living villages. The service enables residents to record their life stories for friends, family and posterity.

The service is provided by two experienced biographers, Ross and Eva, who happily volunteer their time. The biographer assists a participant to talk about their life's journey in their own words during six one-on-one sessions. Then, the biographer does all the typing.

At the end of the process, a printed copy is presented to the participant together with a digital copy. Confidentiality is assured throughout the process; only the participant determines who will see their story. Eldercare covers costs so that the service can be made available free of charge.

91-year-old College Green resident Fran

Forbes was one of the first retirement living residents to sign up and participate. "I have certainly had my ups and downs over my long life," says Fran. "I'm sure I would never have been able to record the story of my life without the help of a biographer, so this really has been a wonderful opportunity.

I'm so pleased that my story has been captured for the benefit of my family - now, and into the future."

Biographer Ross describes his experience: "It is always wonderful to hear the rich detail of a life lived over so many years, detail we rarely hear unless perhaps we are someone's best friend. A biography ensures that a lot of this detail is secured and treasured.

And it is a rich experience for an older person to spend time dwelling in their own experiences and memories through the process. Everyone has their own story, and every story is valuable."



Lifelong hobby good as gold for Don

Don Hatcher grew up racing his friends on his bike and he is still cycling at 86. At this year's New Zealand Masters Games in Whanganui, he won two gold medals.

Originally from the coastal town on New Zealand's north island, Don said the Games were a 'good excuse' to fly home for a holiday and to catch up with relatives, friends and old colleagues.

Don has enjoyed cycling for most of his life, from casual childhood races around the block, to his time with his road cycling club, to riding around Switzerland with his late partner Heidi.

While Don has always enjoyed cycling, life seemed to get in the way and it wasn't until he'd moved to Adelaide in the 1980s that he picked it up again.

"I have a friend who I ride with three or four times a week, but I'm much slower these days," said Don. "We don't go terribly far, 30kms or so, and there's always got to be coffee at the other end."

"After having done competitive track racing, which was very serious, I think just getting out on the road, in the sunshine, with nice surroundings and fresh air, that's the best part," said Don.

Don, who has won five golds and one silver across four Masters Games, said the best thing for those who want to compete is to find a sport that interests them and just have a go, as every sport is covered in the Games.

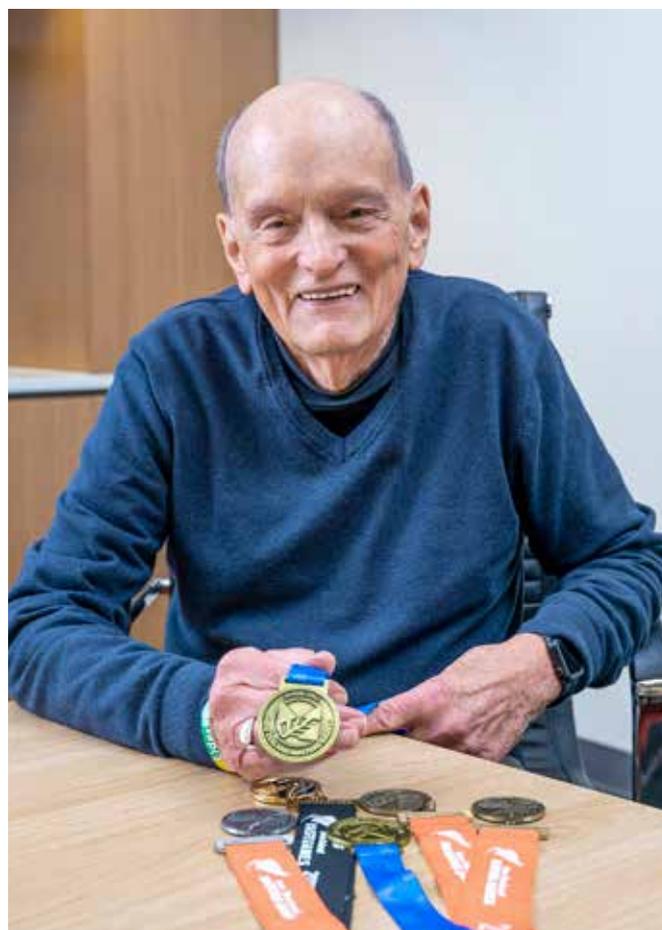
"The nice thing about the Masters Games is the atmosphere, with everyone just having a laugh and having a lot of fun," said Don.

Don is also a passionate member of Eldercare's LGBTIQ Advisory Group.

"Back when I was teaching I had quite a few students who were part of the LGBTIQ community who had challenges, so I am happy to support diversity and inclusion," said Don.

Opposite: Ross Curtis, volunteer biographer with Fran Forbes, resident of College Green Retirement Village.

Below: Don Hatcher, resident of Kingsborough Retirement Village, with his NZ Masters Games medals.





Eldercare Governance

Eldercare's Corporate Governance Framework guides the Board, Executive and management of Eldercare to ensure that the organisation has the systems and processes in place to achieve the organisation's purpose, values, and strategic directions, and that they are held to account for the achievement of these.

Eldercare's Board membership includes a diverse skills mix, extensive business and governance experience and broad knowledge of aged care as well as the many disciplines associated with the industry.

The Board is responsible for the management of Eldercare resources for the purpose of providing best practice aged care services to our residents and delivering peace of mind with our care. It provides oversight of the strategic plan of the organisation, with members involved in sub-committees for focused review of Property and Master Planning, Finance and Investment, Risk, Audit and Compliance, and Nominations, Performance and Remuneration.

Left: Sylvia King, resident at The Lodge, enjoys gardening.

Below: Michael Macchia, Property Services Officer, working at Hope Valley.



Board of Governance



Board Chair, Justin Beilby: Justin is a qualified practising 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



Deputy Board Chair, Kathryn Walker: 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



Graham Humphris: 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 the country. 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: 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: Director, Business Performance and Operational Services, Digital Health SA, Department for Health and Wellbeing



Chris Sampson: 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: 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



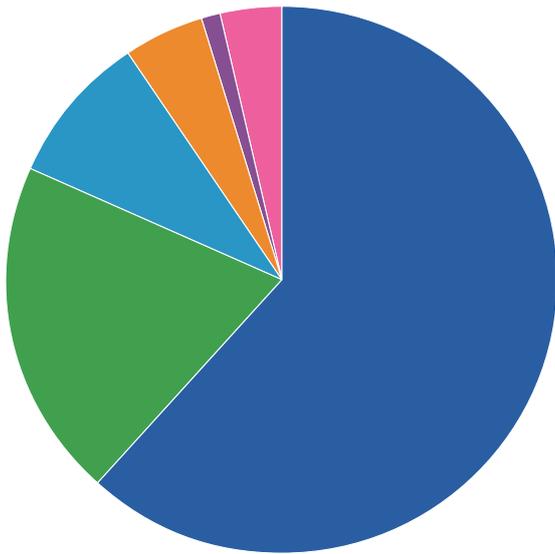
John van Ruth: John is a Chartered Accountant and spent his early career working for large accounting firms EY, KPMG and Arthur Andersen in Australia, Canada and Holland. John is a Governor of Wyatt Trust (a Public Benevolent Institution) and a Director of GOGO Foundation (supporting persons with experience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

Current Employment: Chief Executive Officer, Lutheran Disability Services

Financial summary

Revenue

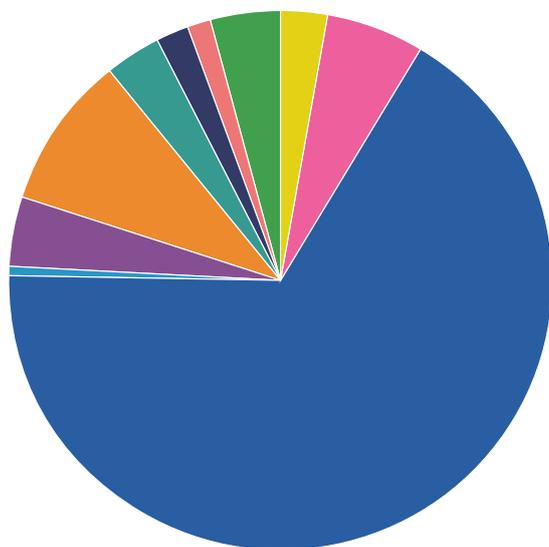
\$139 million



- 61.7% Government revenue
- 20% Resident revenue
- 8.9% Imputed revenue on RAD balances AASB16
- 4.7% Other operating revenue
- 1.2% Deferred management fee revenue
- 3.5% Interest and investment income

Expenditure

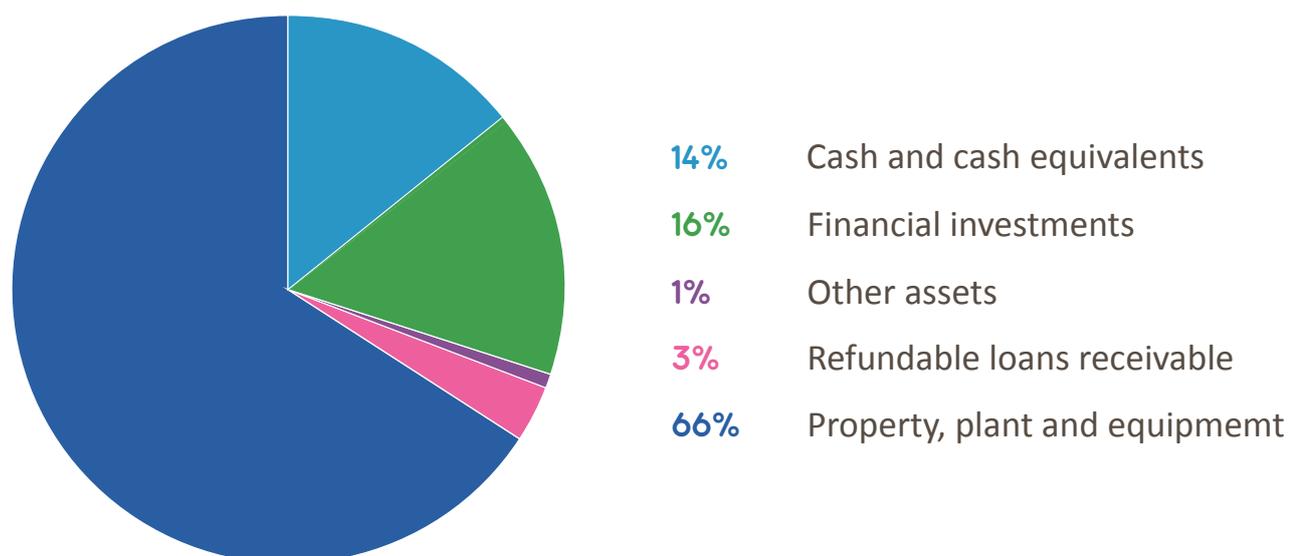
\$133 million



- 3% Administration
- 6% Depreciation
- 67% Employee expenses
- 1% Finance costs
- 4% Hospitality services
- 9% Imputed interest on RAD balances AASB16
- 3% Information technology
- 2% Repairs and maintenance
- 1% Utilities, rates and taxes
- 4% Other expenses

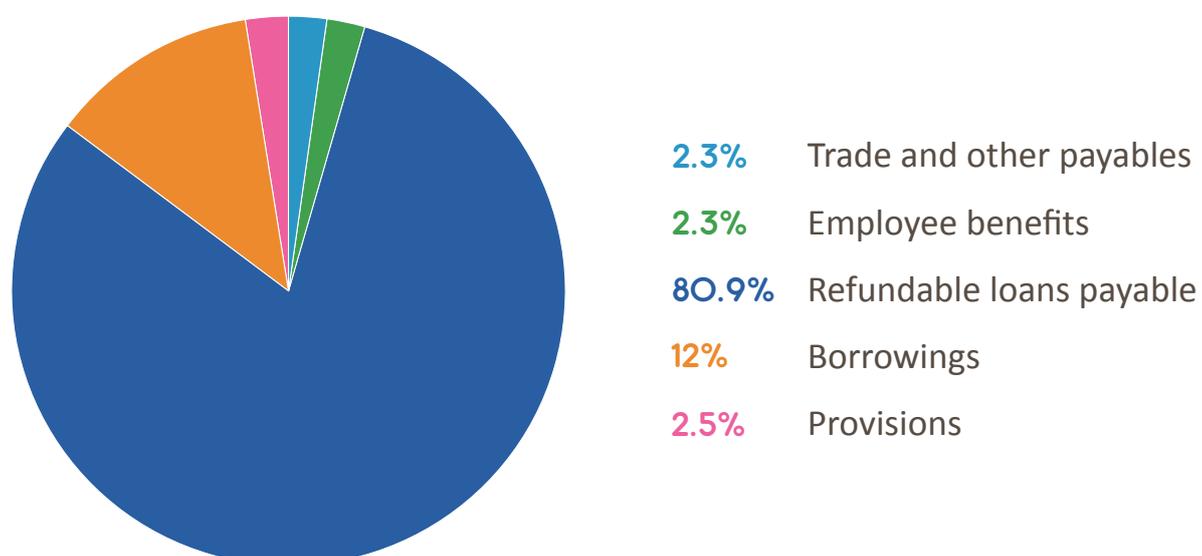
Assets

\$360 million



Liabilities

\$310 million



Statistics for the 2022 - 2023 year

12 residential care homes



Over 1,000 residents across all sites



More than one million meals served



Almost 110,000 hours spent on wellbeing activities including one-on-one activities with lifestyle staff and various programs designed for either active bodies, healthy minds, creativity or connection

100 years +

28 residents aged over 100 years old with the oldest resident being 105

12 retirement living villages



207 retirement living residents in 191 retirement living units

10 years +

47 residents have been living in their Eldercare retirement living unit for over 10 years...

20 years +

...and 6 residents for over 20 years

7 years

The average length of stay in retirement living at Eldercare is 7 years



1,052 maintenance requests met

More than 300 Day Therapy clients



1,375 group therapy sessions delivered to support our community clients to remain independently living in their own homes



Five online classes delivered per week to support those unable to attend the centre



Two hours of speech pathology per week in a support group for people with aphasia to provide a supportive, safe and welcoming place for communication



Five different allied health services available to community clients via our Day Therapy Centre

Over 1,700 staff

With an average of almost

5 years
of service

Eldercare’s workforce is
made up of:

42%
personal care workers

22%
Registered or Enrolled Nurses

20%
hospitality staff

9%
working in management and
administration

4%
allied health professionals
and

1.5%
working in property maintenance

121

student placements

Over

230

volunteers, who have
contributed an average of

3,499 hours
of service per month

With an average of

5 years
of service

Oldest current volunteer is

93

and the youngest is

12

Almost

\$1,950,000
of time volunteered
throughout the year



Eldercare 2023 is printed on paper that is made and manufactured by an ISO 14001 certified mill, and all virgin pulp is derived from well-managed forests and controlled sources.

Back cover: Chelsea Size, Project Manager Spiritual Pastoral Care enjoying a chat with Julie Devey, resident at Allambi.



HEAD OFFICE

247 Fullarton Road EASTWOOD SA 5063

P: 08 8291 1000 F: 08 8291 1098

E: admin.headoffice@eldercare.net.au

Eldercare.net.au

Eldercare