

The new standard

Eldercare



2025 Magazine

Acknowledgement of Country

We would like to acknowledge the Kurna people as the custodians of the lands and waters of the Adelaide Plains, the Peramangk people as the custodians of the lands and waters of the Adelaide Hills, and the Narungga people as the custodians of the lands and waters of the Yorke Peninsula, on which Eldercare’s aged care homes and retirement villages are located.

We acknowledge and respect the Kurna, Peramangk, and Narungga people’s cultural, spiritual, physical and emotional connection to country and their role in caring for and maintaining country over many thousands of years.

We pay respect to Elders past and present as the custodians of these ancient and beautiful lands and waters.

Front cover: Eldercare resident Reg, playing pool with daughter, Ann.

Right: Chief Executive Jane Pickering.

Message from the Chief Executive

I am delighted to introduce the 2025 edition of Eldercare’s annual magazine, which covers some of the wonderful work we have undertaken this year.

Our theme for this year’s publication is the new standard to mark the new Aged Care Act that came into effect on 1 November 2025. This included the introduction of the new Statement of Rights for residents and has strengthened the standards for aged care providers to better meet the needs and expectations of older people.

Eldercare has been demonstrating compliance with both the existing standards and the new strengthened standards through our Model of Care and various evidence-based initiatives that improve our residents’ experience, which we explore in this issue.

To comply with the new Food and Nutrition Standard (6), Eldercare has implemented regular focus groups with residents about

food, home-specific menus which can be truly personalised for residents and the home, and a new maître d’ model where dining room and senior clinical employees work together to ensure the right meals get to the right resident in a supported manner.

Responsible for implementing the new Aged Care Act is The Hon Sam Rae MP, the new Minister for Aged Care and Seniors, who recently visited Eldercare Goodwood with Mr Steve Georganas MP, Federal Member for Adelaide. They met with residents to hear directly about their experiences and share their hopes for the future of aged care.

This year, Eldercare implemented our first Diversity and Inclusion Strategy which guides us in fostering a safe, welcoming and engaging environment for our diverse community. Eldercare is proud to have also been awarded its third Rainbow Tick accreditation after an extensive review completed in September 2025.

As we continue to uphold our values of Respect, Accountability and Connection, Eldercare Seaford ran the Connection to

Coast program during the summer, where residents enjoyed fishing, beach walks and yoga on the beach.

2025 has been a year of celebration for Eldercare. Cottage Grove marked 30 years as an aged care home with a party where residents, their loved ones and employees enjoyed music and cake. An event was also held to thank our volunteers, with 80 volunteers awarded certificates and gifts for their hard work and dedication. Celebrations continued as 11 residents turned 100 this year, with one of our retirement living residents receiving a special letter from the King and morning tea with friends and family.

I would like to thank everyone who contributed to Eldercare’s success in 2025 and look forward to working towards the new standard of aged care in 2026 and beyond.



Jane Pickering
Chief Executive



Guided by our three core values of respect, accountability and connection, we'll support you to live your best life.



The new standard

Strengthened standards

Australia's aged care sector is evolving to better meet the needs, rights, and expectations of older people.

The Aged Care Quality Standards have been strengthened to ensure that aged care services consistently deliver safe, high quality, and person-centred care. Each standard guides the way the aged care sector and its employees will look after older people receiving care.

The Department of Health, Disability and Ageing developed the strengthened Quality Standards in response to recommendations made by the Royal Commission into Aged Care Quality and Safety in 2021.

The strengthened Quality Standards came into effect on 1 November 2025, in line with the new Aged Care Act and regulatory model, replacing existing aged care legislation.

Diagram above: The new Aged Care Quality Standards, from the Australian Aged Care Quality Agency.

The strengthened Aged Care Quality Standards:

Quality Standard 1:
The individual

Quality Standard 2:
The organisation

Quality Standard 3:
The care and services

Quality Standard 4:
The environment

Quality Standard 5:
Clinical care

Quality Standard 6:
Food and nutrition

Quality Standard 7:
The residential community

Eldercare has been demonstrating compliance to existing standards and preparing for new, strengthened standards through our Model of Care approach and various evidence-based initiatives. Such initiatives include our new Loneliness booklet (see page 14), our volunteer Transition Support role (see page 10), and our Resident Mobility Assistant program (see results on page 12).

To comply with Standard 6: Food and nutrition, Eldercare has implemented the following:

- holding regular focus groups and advisory meetings with residents about the food offered at homes, where we seek feedback and ask for suggestions about what residents would like to see on the current and new menu
- moving from a single organisational menu to home specific menus to help catering employees to truly personalise the menu for residents at each home
- introducing a maître d' model, where dining rooms have oversight of a senior clinical staff member, ensuring the right meal goes to the right resident while ensuring residents' needing support during mealtimes are provided this.

'Food and the overall dining experience play a vital role in residential aged care, contributing to residents' health and wellbeing outcomes.

They impact every resident each day and form an important part of their experience and life at Eldercare.

We will continue to monitor the food preferences of our residents to support overall positive health and wellbeing,' said Eldercare Operational Services Executive Anne-Marie Gillard.

Know your rights

Eldercare is committed to ensuring that our residents and their support people understand their rights in relation to the care they receive.

The new Aged Care Act, that came into effect on 1 November 2025, includes a Statement of Rights which help to ensure that older people and their needs are at the centre of the new aged care system.

The Statement of Rights outlines the rights that older people have when accessing aged care services, including the right to:

- independence, autonomy, empowerment and freedom of choice
- equitable access
- quality and safe funded aged care services
- respect for privacy and information
- person-centred communication and ability to raise issues without reprisal
- advocates, significant persons and social connections.

Eldercare has embedded these rights into the way we operate our services.

More information about the aged care rights and principles can be found on the Australian Government website at: www.agedcarequality.gov.au

Resident care outcomes

From July 2024 to June 2025,

95%

of all call bells were answered within **10 minutes**.



417

residents

received specialist palliative care from July 2024 to June 2025.

Eldercare has a comprehensive oral health strategy, with

33%

of our residents

having regular dental reviews and treatments, well above industry norms of **less than 5%**.

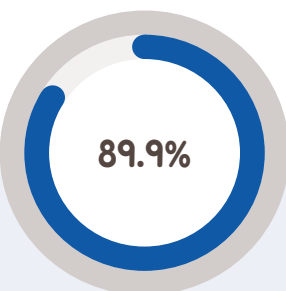


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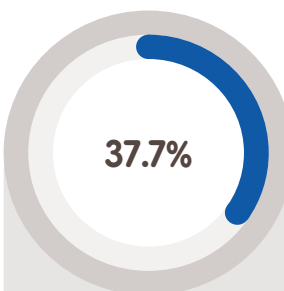
of Eldercare residents

have a mobility and functional assessment completed by our physiotherapists and occupational therapists.

Advance Care Plans are in place for



of Eldercare residents¹



of aged care residents across Australia²

VS

¹Source: Eldercare data between 1 July 2024 and 30 June 2025.

²Source: Buck et al. Advance care directive prevalence among older Australians and associations with person-level predictors and quality indicators. Health Expect. 2021

Resident Wellbeing

Eldercare surveys our residents on issues that affect their wellbeing. This is what they tell us:

I am satisfied with how my health needs are being met.



4.18/5.00

I am supported to do the things I want to do as independently as possible.

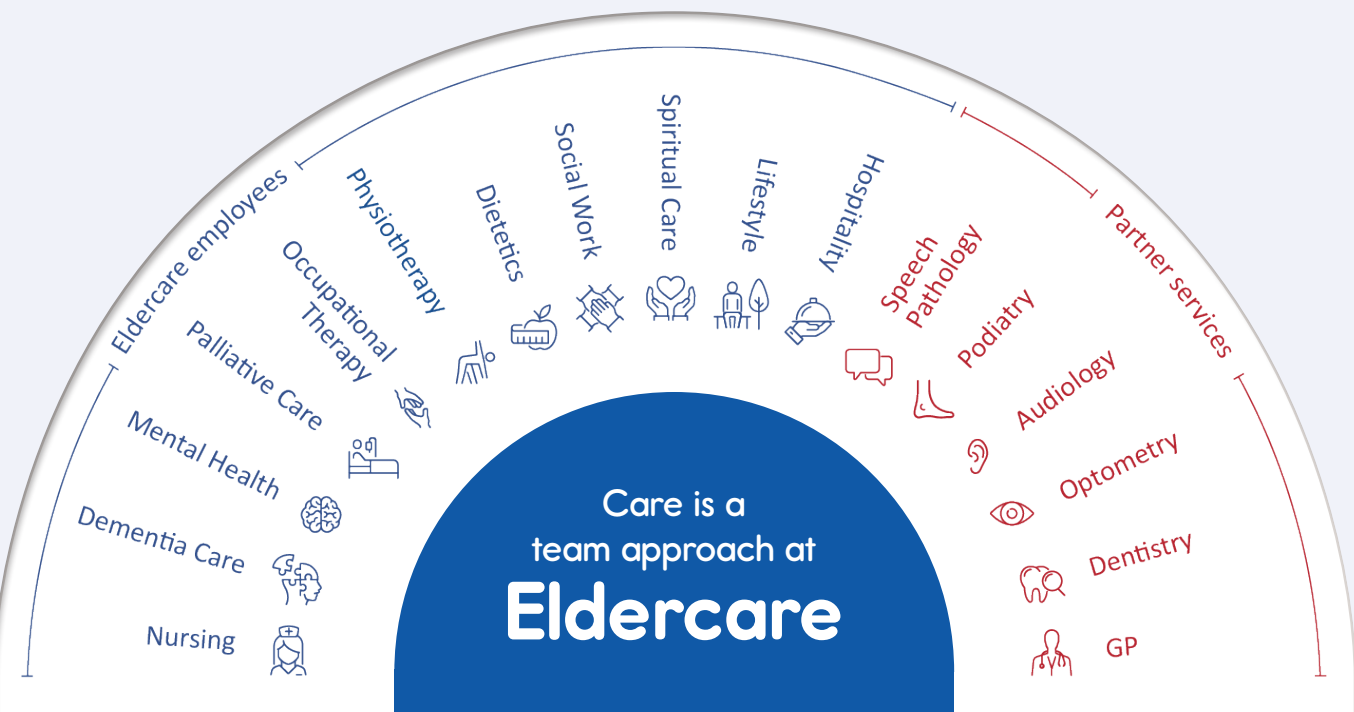


4.20/5.00

I feel safe here.



4.49/5.00



Partnering with external providers to further support wellbeing

A combination of in-house employees and external service providers come together to support all aspects of our residents' health and wellbeing, providing them with everything they need to have a high-quality experience.

Top right: Eldercare resident Brian, enjoying the toothbrush giveaway from the Australian Dental Foundation.

Bottom right: Justin from Plena Healthcare performs a podiatry consult with Eldercare resident Margaret.



Federal Minister for Aged Care and Seniors, and Federal Member for Adelaide visit Eldercare Goodwood

The Hon Sam Rae MP, Minister for Aged Care and Seniors with Mr Steve Georganas MP, Federal Member for Adelaide, recently visited South Australia and chose Eldercare Goodwood as one of only two sites to tour in Adelaide.

The newly-appointed Minister for Aged Care and Seniors will be responsible for implementing the new Aged Care Act which came into effect on 1 November 2025.

During their visit, they toured the home with Operational Services Executive Anne-Marie Gillard and Site Operations Manager Simon Drew followed by an afternoon tea with residents to hear about their experiences and share their hopes for the future of aged care.

Opposite: *Eldercare resident Rose with Sal Eldercare Lifestyle & Volunteer Support.*

Below, left to right: *The Hon Sam Rae MP with Eldercare residents Sue and Sue at Goodwood.*



Resident care initiatives

Over the last two years, Eldercare has implemented a number of initiatives including the Transition Support role, the Dementia Support Assistant role and the Resident Mobility Assistant role, to enhance resident experiences.

Transitioning into care

The transition into aged care can have an impact on a resident's mental health and wellbeing, with many experiencing 'relocation stress' when leaving their family home.

To support new residents with moving into their new surroundings, Eldercare introduced the volunteer Transition Support role in September 2023. Since then, over **140** residents across **10** aged care homes have received Transition Support visits.

This role provides an opportunity to build a relationship that:

- encourages engagement
- facilitates sharing important information relevant to a resident's care
- directly addresses concerns and anxieties related to moving into aged care
- provides friendship and support.

Left: Eldercare volunteer Maureen chatting with an Eldercare resident.

Through time spent with a Transition Support volunteer, new residents are provided with adequate time and a safe space to provide information relevant to their wellbeing and care needs.

As a person-centered initiative, the role is about getting to know new residents and having a greater awareness of their needs and preferences. The role is part of Eldercare's wellbeing strategy, where tackling loneliness and building social connection are priority areas.

Resident experiences

Transition Support volunteer Maureen is no stranger to aged care, and this practical experience helps her understand what residents might need, problems they might face, or what they might feel.

'My life changed the day Maureen came in,' said Barbara, our resident at Evanston Park.

Barbara said: 'Maureen has been through a lot, which I'm going to have to go through myself eventually. She talked

about things with me, and it helped a lot. She always made me happy as if I was at home.

I was so lonely to start with and realised I needed to make new friends here.'

'I know that every week, she's going to come in and see me. I look forward to it. She's somebody different to talk to and to make friends with,' Barbara said.

Volunteer Maureen also helps residents with practical things, like registering for the library, organising room keys, and providing tours to helpful spots around the home, such as the laundry room.

Moving into aged care is a 'big change' from being so independent, said Barb, another Eldercare resident at Evanston Park.

'Mauren is helping me to settle in. She gives me helpful tips on what to do and what not to do.'

Barb added: 'I see her every Wednesday. Just the fact I have someone here that I know seems to have taken the strangeness away.'

Want to help residents transition into care?

Eldercare's Transition Support volunteers have exceptional people skills, while demonstrating high levels of compassion and understanding. They range from retired professionals with a career in social work and aged care to psychology students.

To find out more:

Contact Eldercare Volunteer Program Coordinator, Tineke Weber on:

Tineke.Weber@eldercare.net.au or visit: **www.eldercare.net.au/careers/volunteer**



Above: Eldercare residents Joyce, Sylvia and Daila.

Resident care initiatives

On the move

Eldercare's Resident Mobility Assistants (RMAs) supplement the Personal Carer role by having a specific focus on increasing resident movement and mobility. RMAs support residents with:

- enjoying better access to spaces within the aged care home, including outdoors
- improving their mobility as part of their care plan
- experiencing greater participation in events and activities.

Here's what some residents had to say about their experience with RMAs:

'I can't say how pleased I am with the Resident Mobility Assistants and what they do. They help me get around a bit better than I normally can and help me get to places or things I wouldn't be able to.'

RUBY

'Michael helps me get out of my room so I can participate in more activities around the home. He supports me when I am feeling down.'

JILL

'The Resident Mobility Assistants help me find somewhere to walk that's safe. They have helped me to go to places where I haven't been. I now do things that I wasn't doing before.'

DIEDRE

'Thank you to the RMA team. I can get outside and enjoy going for walks in fresh air and sunshine. After the walk I usually sit in the veranda and have a good chat with the RMA. They are also helping me to go to the gym twice a week.'

ELAINE

'I am thankful to the RMAs. Last week, it was raining and the RMA took me indoors to places I haven't seen before. I met new residents and spoke to them for a good while. I am enjoying my stay more now as I have someone with me who takes me to the veranda, and I can have a walk in the wheelchair.'

DOREEN

'I am more mobile than before as the RMAs help to take me for walks regularly. I appreciate their service as I'm spending more time in the sun now.'

CHRISTINA

Resident care initiatives

As a result of the RMA role, residents experience greater autonomy, dignity and quality of life. Residents can also exercise more readily and enjoy time outside in nature.

More than **650** residents have participated in the RMA program since its introduction in 2024, which is more than half of Eldercare's total resident population.

'When the role was first introduced, residents were unsure of its true impact,' said Eldercare RMA Michael Foster at Hope Valley.

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'A year on, however, the response from residents has been overwhelmingly positive,' Michael added.

The role was introduced to assist Eldercare in meeting government changes in October 2024 that requires residential aged care providers in Australia to increase the minutes of direct care to each resident per day.

Resident care initiatives

Eldercare to tackle loneliness in aged care with new booklet

Transitioning into residential aged care can contribute to profound experiences of loneliness and isolation for older adults.

In support of Loneliness Awareness Week in August 2025, Eldercare launched a booklet to help address loneliness experienced by residents in aged care. The week-long event is led by Ending Loneliness Together, a group which aims to raise awareness of loneliness in Australia.

The *"Wisdom on Living with Loneliness"* booklet is a collection of personal reflections shared directly by Eldercare residents. Through real-life stories, they explore their experiences with loneliness, both throughout their lives and in aged care, and offer their insights, advice, and strategies for coping with loneliness.

The booklet is the result of multiple conversations between residents and Eldercare's Spiritual Care team, which was informed by narrative therapy, a style of counselling that focuses on an individual's story or stories.

"Through the booklet we aim to reduce stigma around loneliness. We hope to encourage further conversations and build a culture of connection for residents, families and employees," said Eldercare Chief Executive Jane Pickering.

'We hope this booklet might assist others living with loneliness in their day to day lives, whether that's in aged care or elsewhere in life. This booklet was an opportunity for residents to engage in storytelling with purpose and meaning, while supporting others who are negatively impacted by loneliness,' said Eldercare Spiritual Care Coordinator Chelsea Size.

After reading the booklet, Eldercare resident Averil commented that she really thought 'that's me' when reading the stories from other residents.

Averil said, 'I have experienced and felt similar things and the stories really resonated. I think this booklet will help other residents with loneliness.'

'When I first arrived, it was hard to find people to talk to. You meet people but unfortunately over time some pass away, and some residents have cognitive difficulties, so conversation is quite hard. And so, I felt lonely.'

'Now, I try and keep busy to help this feeling of loneliness. I love reading and crafts. Particularly 'diamond dots', where I make and give-out cards to my friends for their birthdays and other special occasions.'

Another Eldercare resident, Sue, said after reading the booklet that the stories 'touched me'.

Sue mentioned, 'I haven't felt much loneliness in the past, only when I'm in big crowds. I enjoyed reading the stories and understanding other residents' views on loneliness.'

I believe everyone should read it, particularly as they come into care, as transitioning into a new environment is hard,' said Sue.

The booklet was officially launched at Eldercare Goodwood, where residents and employees read excerpts aloud from the booklet, and employees signposted resource materials from Ending Loneliness Together.

Top: Eldercare resident along with family member reading through the new booklet.

Bottom left: Eldercare residents Sue and Averil at the launch at Eldercare Goodwood.



Diversity and Inclusion Strategy

Australia's aged care sector is changing, with evolving demographics, changing regulatory standards, and heightened expectations from increasingly diverse older people and their loved ones.

Eldercare remains committed to meeting the needs of diverse residents. To support this, Eldercare's first Diversity and Inclusion Strategy guides Eldercare in fostering a safe, welcoming and engaging environment with our diverse community feeling valued and supported.

The strategy has five core elements: resident, workforce, organisation, environment and community. These align with the expectations articulated in the Aged Care Standards, published in 2025, that emphasise responsive, accessible, appropriate, and culturally safe care within aged care environments.



Eldercare General Manager Governance, Risk and Compliance, Michael Searle said:

'Our strategy builds on Eldercare's Model of Care which prioritises inclusive and person-centred care and key approaches relevant to the diversity of our residents such as food and nutrition, spiritual care, dementia and mental health.'



Above: Pride activities at Eldercare The Lodge.

The strategy also captures initiatives such as ElderPRIDE, which is Eldercare's commitment to supporting Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) residents, family members, employees and volunteers to ensure they feel welcomed and safe.

Eldercare was awarded its third Rainbow Tick accreditation after an extensive assessment completed in September 2025, following accreditation awarded in 2019 and 2022 (read more on page 17). In addition, Eldercare has LGBTIQ+ provider specialisation verified by the Department of Health and Aged Care.

'Our Diversity and Inclusion strategy is just the start. We understand it's a long-term journey; our approach will be reviewed regularly by employees and will incorporate feedback from residents on how we can improve going forward,' Michael concluded.

Five core elements of Eldercare's Diversity and Inclusion Strategy:

Resident: person-centred approach by acknowledging life experience and different backgrounds of our residents. Respecting identities: who they are, their needs and preferences

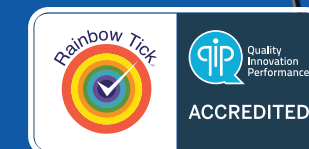
Workforce: embracing and supporting a diverse workforce and providing effective training and resources to help employees provide a high quality of care to residents with diverse backgrounds

Organisation: ensuring that care and services reflect inclusivity and support respectful and consistent employee practices to uphold the rights, needs and preferences of residents

Environment: creating psychological, physical and digital environments that are safe, accessible and interactive for all residents, employees and volunteers

Community: maintaining meaningful community connections, cultural practices, and spiritual identities for residents, to reinforce sense of identity and belonging, and protect against social isolation.

Reaccredited as a Rainbow Tick organisation



Following a successful assessment by the Quality Innovation Performance assessors, Eldercare was reaccredited as a Rainbow Tick organisation for a further three years in September 2025.

Eldercare was commended by assessors for our inclusive culture, kindness to residents, and the integration of diversity and inclusion across the Model of Care and approaches.

'Assessors spoke of Eldercare as an industry leader,' said Eldercare General Manager Governance, Risk and Compliance Michael Searle, 'which is committed to being values driven and authentically engaged in a Rainbow Tick reaccreditation journey.'

In the assessment, residents stated that they feel safe and well cared for and they see others being treated with 'generosity and kindness', added Michael.

The Rainbow Tick standards have been designed to suit health and community organisations that are committed to safe, inclusive practice and service delivery for LGBTIQ+ people.

In 2017, Eldercare began its campaign towards inclusivity with the ElderPRIDE project which aimed to increase awareness of, and address, discrimination faced by the LGBTIQ+ community. In 2019, Eldercare was the first residential aged care provider in South Australia to receive this accreditation.

Positive Ageing Summit

Eldercare general manager recognised for exceptional innovation in aged care.

Eldercare General Manager Wellbeing and Allied Programs Bernard Morrison was awarded the Paul Johnson Positive Ageing Award at the 2025 Positive Ageing Summit, which was held for the first time earlier this year.

The award is named in memory of Paul Johnson OAM, a visionary leader in aged care who spent his career as a champion for healthy active ageing, and was posthumously awarded the Medal of the Order of Australia in January 2025 for his services to aged welfare.

After spending most of his career in aged care, Bernard said he was ‘truly honoured’ to have won the Paul Johnson Positive Ageing Award for implementing Eldercare’s innovative wellbeing strategy.

“
'Aged care is very busy, and often we don't pause to reflect on what we have accomplished.'

This is an opportunity to look back proudly at all the things we've put in place at Eldercare to make our residents' lives better, so this is very special to me.

When I first joined Eldercare over seven years ago, the industry had no blueprint for developing a wellbeing strategy. We learnt as we went and structured our approach based on what influences the wellbeing of older people in residential care,' said Bernard.

Below: Eldercare General Manager Wellbeing and Allied Programs, Bernard Morrison, receiving the award from Executive Chairman Marcus Riley of BallyCara at Australia Ageing Agenda/Oneill Photographics.



Our wellbeing strategy is a fundamental pillar of Eldercare’s Model of Care and has five core domains:



Good health

focuses on residents enjoying good physical, psychological, emotional and spiritual health



Connection

centres on residents having positive relationships, and a sense of belonging to a community within and beyond Eldercare



Purpose

supports residents to engage in meaningful roles, and feel of value to others



Activity

helps residents engage in a variety of activities, which relate to physical, mental and cognitive health, as well as connection and creativity



Dignity

enables residents to feel in control, valued, comfortable and safe while being treated with respect, care and compassion

Connecting to the coast

Reconnecting with nature can help to enrich the lives of residents. In this spirit, the **Connection to Coast** program at Eldercare Seaford aims to integrate some coastal activities into the home's lifestyle program.

Eldercare Wellbeing Consultant Rebecca Walker said many residents have 'cherished memories' of growing up by the coast.

'Our Connection to Coast program is inspired by those residents who want to enjoy some well-loved past-time activities, like beach walks, fishing, and snorkelling. It helps residents reconnect with nature by feeling the ocean at their feet or breathing in the fresh ocean air and brings a sense of calm,' Rebecca said.

The introduction of Eldercare's Resident Mobility Assistants (RMA) has enabled more residents to participate in these beloved activities (read more on page 12).

'Our first trip to Port Noarlunga Jetty was a resounding success. Residents donned their new fishing shirts and eagerly cast their lines, sharing stories of past adventures with fellow residents. The feedback was heartwarming—they told us they felt like they were out with friends, not carers,' said Rebecca.

Resident Malcolm recalled fun memories with his father after the fishing trip.

'In my younger days, my father and I used to go fishing near the Eyre Peninsula, which was always good fun. Not that I caught many fish but Dad did!' said Malcolm.

Malcolm added: 'The employees really looked after us while we were out fishing at Port Noarlunga. It was a great day and I'd like to do it more often. Everybody was chatting and enjoying themselves... it would have been nice to catch a squid or something, but it was still a nice day out!'

Encouraged by this, the Seaford team organised a second trip to Second Valley.

During the trip, residents watched school children snorkelling at a nearby reef. This inspired resident Bev, who fondly remembered swimming in the ocean with her siblings in Whyalla.

Snorkelling is something 'I've always wanted to try' said Bev and at 80 years old we made her dream a reality.

'I'm very adventurous and will have a go at pretty much anything. I thoroughly enjoyed it and would recommend anyone to give it a go,' said Bev.

Several residents also expressed their wish for a yoga class on the beach. To fulfil this wish, the Seaford team organised chair yoga with assistance from the Moana Surf Life Saving Club, who provided a beach accessible wheelchair and mats.

Marianne Zanelli, qualified yoga instructor and Eldercare Seaford Spiritual Care Practitioner, said seeing the residents' faces light up as we brought them onto the beach was 'truly heartwarming'.

Rebecca concluded: 'We're proud to see the Eldercare team come together to help our residents enjoy truly spectacular activities like these.'

'The yoga session was peaceful, surrounded by the soothing sounds of the ocean. The class ended with everyone standing in the waves, feeling the water wash over their feet. It was a magical moment, filled with joy and a deep sense of connection to nature,' said Marianne.

Background: Eldercare resident Bev snorkelling with Eldercare Site Operations Manager Catherine Beaton-Barclay.



Celebrating our volunteers

Volunteers are the bridge that connects communities with our residents and makes the everyday ordinary feel extraordinary. Eldercare's volunteer program enables opportunities that support our residents to build a sense of belonging, reducing loneliness and isolation through connections that bring purpose and meaning for residents and volunteers alike.

To thank our hardworking volunteers, Eldercare held an event during National Volunteer Week, which ran from 19 to 25 May in 2025. The week-long celebration aims to highlight the important role volunteers play in our community.

This year's theme was 'Connecting Communities', which recognised the lasting relationships that are developed through the act of volunteering, aligning very closely with Eldercare's values of respect, accountability, and connection. More than 80 volunteers attended and were presented with certificates and gifts for their many years of service and dedication.

Eldercare Board Chair Jan Turbill said volunteers play a 'significant role' at Eldercare, as they support initiatives that enable our residents to maintain their quality of life, and help our teams deliver peace of mind with our care.

“
'It takes a special kind of person to so freely share their time and talents with others.

Some have been volunteering for many years, and so we wanted to recognise and thank our volunteers for their generosity through this event and the award ceremony,' said Jan.

One volunteer recognised was Esther who has volunteered for 28 years at Eldercare Accacia Court. Formerly a Registered Nurse, Esther provides social companion visits for residents.

Another volunteer, Lyn, visits Eldercare Sash Ferguson once a week with her dog Blaze through the Caring Canine Companions group. They hope to 'brighten a few residents' days with a cuddle or a lick or two.'

“
'Volunteering has brought me into contact with so many people from so many walks of life. I see enormous positivity that most residents have towards their lives in a home,' said Lyn.

Volunteer Rick at Eldercare Trowbridge has been volunteering since 2017 and visits the site four times a week to help residents with their electronic devices, designing posters and delivering presentations about key events.



Celebration

“
'I've built some great connections with residents through volunteering. They know I'm there to support them and see me regularly,' said Rick.

Rick also takes photographs at each event at the home and prepares a slideshow for residents so they can watch during their morning tea.

'If I can put a smile on someone's face – I think that's a valuable contribution,' said Rick.

When asked about his time at Trowbridge House, Rick said: 'Every day is different, and I look forward to going in the next day. It is extremely rewarding. I'm due to retire next year, I may cut down my hours, but I can't see myself not volunteering at the site.'

Clockwise from top left:

¹Volunteer Program Coordinator Tineke Weber, Chief Executive Jane Pickering, and Board Chair Jan Turbill with Eldercare's Allambi volunteer team. Back: Julie, Cathy, Daniel, Jan, Tony, and Michael. Front: Ruth, Craig, Heather, Mary, and Br. Patrick.

²Volunteer Peter and Eldercare Board Chair Jan Turbill during the award ceremony. ³Eldercare volunteers Annette and Kathleen enjoying the celebrations.

Celebrating 30 years at Cottage Grove

In July 2025, Eldercare Cottage Grove celebrated its thirtieth birthday as a residential aged care home. Residents, their loved ones and employees celebrated with afternoon tea, while listening to music and singing from a local harpist.

Party guests were joined by Eldercare Chief Executive Jane Pickering, Board Director Sam Mill and Board Chair Jan Turbill to mark the celebration.

When it first opened in 1995, Cottage Grove was originally home to 40 residents in 'hostel' living, comprising of six cottages – Pine, Gum, Maple, Cedar, Oak and Birch.

Cottage Grove also had a nursing home section which had an additional 39 beds. This section was set in a similar style to the hostel with the cottage style buildings and had five units – Daphne, Fuchsia, Lilac, Lavender and Lilac.

A lot has changed at Cottage Grove, said Eldercare Lifestyle Support Sue, who started working at the site in 2002.

“

'When I first joined, we used paper to sign-in, today we have computers and mobile phones.

We had wind-up beds, now they are all electric. Probably every aspect of Cottage Grove has changed over the last 30 years, nothing has stayed the same,' said Sue.

In 2005, major refurbishments saw the installation of the 15-bed memory support unit Camellia, and an additional seven beds to Cottage Grove. This brought all the separate buildings into one main building, helping residents to freely move around the care home.

Cottage Grove in 2025:

101 residents



cared for by

100+ employees



15 volunteers



Clockwise from top left:

¹Eldercare Board Director Jan Turbill with Eldercare resident Margaret.

²Eldercare resident Margaret with son Peter and daughter-in-law Robyn.

³Eldercare resident Keith with wife Judy.

Keeping busy: the secret to living a long, happy life

Phyllis, one of our retirement living residents at Eldercare Carisfield, celebrated her 100th birthday in October 2025 and received a special letter from the King. She enjoyed morning tea with friends and family.

Phyllis, who has lived at Carisfield for 17 years, grew up on a farm with her parents and three sisters near Tanunda, SA.

Phyllis helped her father on the farm, particularly during the Second World War, where Phyllis and her sisters became unofficial 'Land Girls'.

'We were out stooking hay and loading hay. I learnt how to load hay so it wouldn't fall off – which I think I could still do to this day!' Phyllis said.

During the war, Phyllis worked at a cannery in Nuriootpa. She also worked as a maid and housekeeper and then became a maid at a hospital in North Adelaide.

'My secret to 100 years is that I'm always busy!' said Phyllis.

Busy might be an understatement as Phyllis talks about her different hobbies and volunteering ventures over the years.

She enjoyed reading from a young age and was 'told off' by teachers for reading ahead.

Phyllis also likes to knit. She joins a craft group each week, where she catches up with friends while knitting for a local charity that provides knitted goods to the homeless.

Along with arts and crafts, Phyllis can also play the organ.

'I learnt to play the organ at around 10 years old and have been playing for my local church for the last 25 years. I have only recently retired, but I am still on hand if the church needs someone to help!' Phyllis added.

For five years, Phyllis volunteered as secretary at the Rosemary Legacy Club. She organised entertainment for monthly meetings and was responsible for writing minutes.

Another hobby was travelling. Phyllis and her husband Norman liked to travel and did so regularly. Before he passed away, Norman and Phyllis went to America in 1976 for a 'once in a lifetime' trip during its bicentenary year.

Along with her many hobbies and interests, Phyllis still enjoys time with family and loved ones, including her three children, six grandchildren and six great-grandchildren.

Advice from Phyllis for the next generation is:

"Enjoy everything in moderation!"



Right: Eldercare resident Phyllis featured with her letter from the King.



Generosity shines as ElderCare supports 'It's in the Bag'

In November 2024, ElderCare employees, suppliers as well as retirement living and residential aged care residents supported the Share the Dignity's annual campaign 'It's in the Bag.'

With money and goods donated, ElderCare was able to create 270 bags containing personal hygiene products, toiletries and special items for women who are homeless or impacted by domestic violence. 50 backpacks were also packed which were filled with stationery and toys for children in need.

ElderCare Chief Executive Jane Pickering said it is heartening to see this wonderful generosity and kindness from employees, suppliers and residents to make a difference in the wider community by supporting a charity like Share The Dignity.

Above: Example of items provided within each ElderCare bag.

'As a White Ribbon accredited workplace, ElderCare is committed to ending violence against women, and we are proud to put our support behind this annual community appeal to help women and children who are experiencing homelessness and poverty,' said Jane.

Over the past eight years, ElderCare's contributions have led to approximately **800 bags** created for women and children across SA.

We would like to thank our suppliers for supporting this cause: Altaira/HCA, Essity (Tena), Bidfood, Chemist King and the Australian Dental Foundation.

Knitting for the homeless

This winter, ElderCare Oxford residents knitted garments for the Hutt Street Centre, a charity that helps people at risk of or experiencing homelessness in SA.

More than **16** parcels of beanies, scarves and blankets were donated to help those sleeping rough.

This is part of ElderCare's 'Knit and Chat' group where residents come together during the autumn and winter months to catch-up and knit for the local community.

Our residents wanted to knit again for a good cause and this year they chose to help the homeless, said ElderCare Wellbeing Consultant Nicola Timbs. This follows previous knitted donations made by ElderCare residents to the Uniting Church, Glenelg in 2024.

'Through the 'Knit and Chat' group, our residents feel a real sense of connection to the community by supporting such a good cause. Some even prioritise the group over other activities so they can get more knitting done, which is amazing!' Nicola said.

The group embraces one of ElderCare's core values: **Connection** as it helps residents feel connected with the community. It also closely aligns with our Wellbeing Strategy as it provides a strong sense of **purpose** and enables residents to use their skills to create benefit for others.



Board of Governance



Board Chair, 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



Board Deputy Chair, Sam Mill:

Sam has a Master of Business Administration and a Master of Business Psychology, coupled with a career that spans both the South Australian public sector and private enterprise. Sam brings with her expertise in strategic leadership, finance, business performance and corporate governance.

Current Employment: Director, People and Performance, SACE



Board Director, 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 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: Minister, Uniting Church of South Australia



Board Director, 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



Board Director, Kate Swetenham:

Kate holds qualifications in general nursing, psycho-oncology, palliative care and holds a Master of Science. Kate is a member of the Research Centre for Palliative Care Death and Dying at Flinders University and is the current president of Palliative Care Nurses Australia. Kate has been involved in commissioning services to deliver the Comprehensive Palliative Care in Aged Care Measure in South Australia and participates in national forums to improve palliative care service delivery into residential aged care.

Current Employment: Director of Nursing for the End-of-Life Care team, Department for Health and Wellbeing



Board Director, 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 lived experience of homelessness).

Current Employment: Chief Executive Officer, Cara Inc.

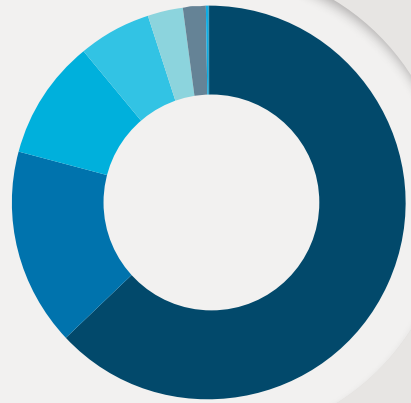


Board Director, Nicole Bennett:

Nicole Bennett is a legal professional with over 15 years' experience at top tier law firms and in-house counsel roles. Specialising in Environment, Planning and Sustainability law within the resource recovery and property sectors, Nicole brings a strong ability to navigate complex business environments and a passion for driving positive environmental and social change through ESG initiatives.

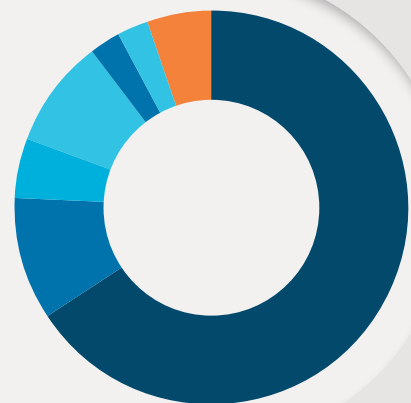
Current Employment: General Counsel and Head of ESG, ResourceCo, GAICD

Financial summary



Revenue

\$207
million



Expenditure

\$201
million

Revenue

- 63.0%**
Government revenue
- 16.2%**
Resident revenue
- 9.8%**
Imputed revenue on RAD balances AASB16
- 6.0%**
Investment Revaluation
- 2.9%**
Interest and investment income
- 1.9%**
Deferred management fee revenue
- 0.2%**
Other operating revenue

Expenditure

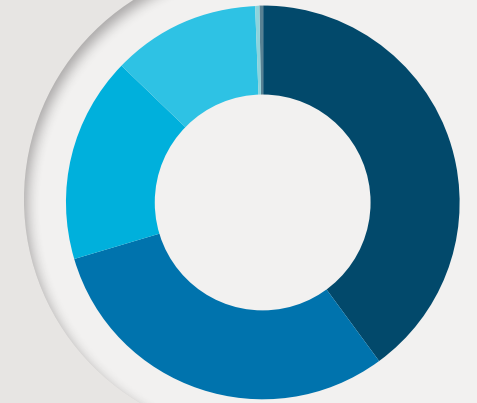
- 65.7%**
Employee expenses
- 10.1%**
Imputed interest on RAD balances AASB16
- 4.9%**
Repairs and maintenance
- 4.7%**
Hospitality services
- 4.2%**
Depreciation
- 2.6%**
Information technology
- 2.5%**
Administration
- 1.9%**
Finance costs
- 1.9%**
Other expenses
- 1.5%**
Utilities, rates and taxes

Assets

- 39.9%**
Property, plant and equipment
- 30.5%**
Investment Property
- 16.9%**
Financial investments
- 12.1%**
Cash and cash equivalents
- 0.3%**
Trade and other receivables
- 0.3%**
Other assets

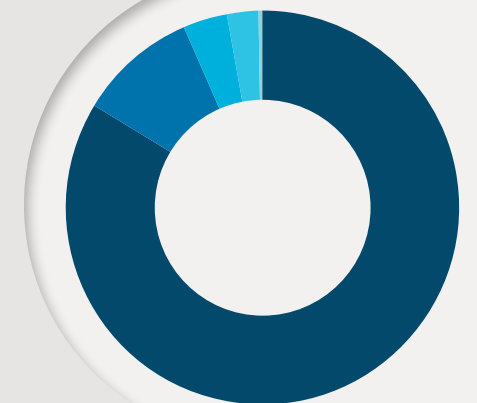
Liabilities

- 83.7%**
Refundable loans payable
- 9.8%**
Borrowings
- 3.6%**
Employee benefits
- 2.6%**
Trade and other payables
- 0.3%**
Provisions



Assets

\$571
million



Liabilities

\$465
million

Over 2,000 employees

With an average of over
4 years
of service and the longest service of
41 years

Eldercare’s workforce is made up of:

42.5%
personal care workers

18.6%
Registered or Enrolled Nurses

17.2%
hospitality staff

4%
working in management and administration

1%
working in wellbeing and lifestyle

1.3%
working in property maintenance

1%
allied health professionals

14.4%
in other roles

Statistics from
1 July 2024 to 30 June 2025

125
student placements

Over 240
volunteers, who have contributed an average of

2,850 hours
of service per month

With an average of
5.5 years
of service

Oldest current volunteer is
95
and the youngest is
5

Almost
\$1,436,820
of time volunteered throughout the year

Our longest volunteer contribution of
33 years
of service

13 residential care homes


Over 1,060 residents
across all sites


More than **1.1 million**
meals served


Almost **270,400 hours** spent on wellbeing activities including one-on-one activities with lifestyle employees and various programs designed for either active bodies, healthy minds, creativity or connection

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

14 retirement living villages


483 retirement living
residents in **190**
retirement living units

The average length of stay in retirement living at Eldercare is
over 8 years

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

26 residents have been living in their Eldercare retirement living unit for
over 20 years


1,322 maintenance requests met



Some images were edited using AI. No images were wholly created using AI.

Eldercare 2025 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: Eldercare resident Tricia enjoying Christmas in the Garden at The Lodge.



Eldercare

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