



Uniting AgeWell Annual Report 2016

A different approach to ageing

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Uniting AgeWell
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See what we
achieved this year

1,437

aged care beds

4,290

community clients

437

independent retirement
living units

2,500 staff

in

152

different roles

38,940 hours
of respite

delivered in southern and
eastern Melbourne



Uniting AgeWell Annual Report 2016

Uniting AgeWell takes a different approach to ageing.

We support older people in Victoria and Tasmania to age well and live the life they want, no matter where they are on their ageing journey.

OUR VISION Uniting AgeWell: The Church at Work. A creative leader enabling communities to age well and individuals to live to their potential.

OUR MISSION To provide specialised services enabling older people to maximise their wellbeing and access care when required.

OUR VALUES Respect, Partnership, Wisdom, Fairness and Stewardship.

Uniting AgeWell is an organisation of the Uniting Church in Australia



Supporting seniors to age well



Les Mills

Neville Kendall

Uniting AgeWell provides senior services across metropolitan and regional Victoria and Tasmania to more than 7,000 people each year.

We have more than 60 years' experience delivering services to seniors and continue to innovate and expand to meet increasing consumer needs and expectations.

With home care, allied health and therapy services, social support and respite care, independent living units and residential care, Uniting AgeWell is the largest aged care provider in Tasmania and one of the largest not-for-profit providers in Victoria.

We work in partnership with seniors and empower them to make informed decisions that assist them to take control of their care. Our integrated services offer continuity and peace of mind as a person's needs change.

Our aim is to support people to experience a sense of wellbeing, choice and independence at every age and stage of their lives, to feel valued members of their community and to have easy access to the services they need to live the life they want.

An organisation of the Uniting Church in Australia, our name proudly shows the strong connection to the Church and its beliefs, while representing a positive view of ageing in the 21st Century.

We embrace diversity and treat all people with dignity and respect, including people from all cultures, faiths and backgrounds.

Uniting AgeWell recognises there are different stages of the ageing process, and that everyone's needs are unique.

Our approach to ageing has six elements:

-  **AgeWell Connect**
-  **AgeWell Being**
-  **AgeWell Assist**
-  **AgeWell Restore**
-  **AgeWell Care**
-  **AgeWell Palliate**

These elements are reflected in the services people may choose to support their goals.

Our integrated service options include:

- > **Residential care**
- > **Independent and assisted living**
- > **Home care**
- > **Social support**
- > **Allied health and therapy programs**
- > **Respite and carer support**

Board Chair's Report

In the 2015-16 financial year, Uniting AgeWell continued to respond to the increasing diversity of care and support needs of older people across Victoria and Tasmania, and the move to a consumer driven, market-based aged care environment.

The ongoing roll-out of the Federal Government's Consumer Directed Care (CDC) policy has demanded considerable attention by the Board and senior staff as we position ourselves to meet the challenges of change. From 1 July 2015, all Home Care Packages have been provided on a CDC basis. And in February 2017, funding will be allocated directly to the consumer rather than the provider, giving individuals more choice and control over their care and who delivers it.

This is a significant shift in the way aged care is delivered for all organisations and Uniting AgeWell is working to ensure we are well prepared for the change. Important improvements to the delivery of our community programs over the past year mean we are ready to meet the needs and preferences of consumers in a more competitive way come February next year.

Our CDC approach has already received high praise from the Australian Aged Care Quality Agency (AACQA). Following an audit in late 2015, the assessors described Uniting AgeWell's approach as a model for other organisations.

We are now looking forward to the implementation of CDC into residential care in 2018. In June this year we launched a CDC trial in two aged care residences in Victoria and Tasmania. Together with ongoing training for our staff, this trial will drive our strategy for the full implementation of CDC.

During the year the Board also had to consider the implications of significant Government changes to the Aged Care Funding Instrument (ACFI), the release of the Aged Care Road Map

setting out future reform directions for aged care, and a major review of the Aged Care Act.

We hold significant concerns about the reduction in ACFI funding, at a time when we should be preparing for greater care and support for an ageing population. We have been working with our national Uniting colleagues to campaign for improved funding, including meeting with Federal Government MPs to voice our concerns.

A number of key developments in our Major Capital Works plan came on line in 2015-16. The Board and Synod approved a major new retirement living and residential care development on our Hawthorn site where work will commence in early 2017. A new wing at Manor Lakes was opened in June, and the major refurbishment of Condare Court is now complete. This work, together with the planned re-development of our Preston site in 2017, and the continuing upgrades of other facilities, is an indication of our commitment to provide for the future.

In the latter half of the 2015-16 financial year the Board established a new AgeWell Community Advisory Committee, which we believe is the first of its kind in the aged care sector. We look forward to the advice this Committee may offer to the Board. We were also pleased to complete preparations for our first Community Hub shopfront. This Hub, in Hobart's northern suburbs, will become a place the public can go for information and advice on the services available to seniors. We will review the effectiveness of the shopfront with a view to opening similar Hubs in other key areas in Victoria and Tasmania.

At the end of the financial year UnitingCare Gippsland (UCG) and Uniting AgeWell agreed to transfer UCG's 25 Level 2 Home Care Packages to Uniting AgeWell, effective from September. Along with a number of other opportunities to build on the number of Home Care Packages we offer in the 2016-17 financial year, the transfer extends the geographic reach of the organisation's presence and programs.



This will have many benefits for Uniting AgeWell and seniors across Victoria and Tasmania, as we are able to provide continuity of care and a greater breadth of services and programs.

In early April the Board was surprised to receive the resignation of our Executive Director and CEO, Valerie Lyons. The resignation after only 15 months in the role was unexpected, but when Valerie left Uniting AgeWell on 5 July she did so with the good wishes of the Board. Recruitment of both an Interim Executive Director and a new CEO began immediately. We were very fortunate to secure the services of Peter Folliot as Interim Executive Director for three months, and I thank him for his successful time in the role.

We are delighted to announce the appointment of Andrew Kinnersly as Uniting AgeWell's Chief Executive Officer from 3 October 2016. Having held the Acting Chief Executive Officer and Executive Director Finance, Innovation and Business Development/Deputy CEO roles at Ballarat Health Service, together with extensive experience in the acute sector, we are confident Andrew's appointment will be of great benefit to Uniting AgeWell and that he will bring a wealth of experience and energy to the organisation.

These 12 months have been challenging for the Uniting Church Synod of Victoria and Tasmania as the Synod responded to outcomes of its Major Strategic Review and adopted a new vision statement and mission principles. Uniting AgeWell's vision and values sit well with the Synod declarations, which offer some new opportunities — particularly in relation to first peoples and the possibility of greater shared services between agencies of the Synod. The Synod's decision to amalgamate all UnitingCare agencies in Victoria and Tasmania under one Board, an organisation called Uniting, opens up new possibilities of collaboration in relation to services provided by both Uniting AgeWell and Uniting.

Finally, I thank all members of the Board for the commitment and energy they bring to Uniting AgeWell. I also pay tribute to the staff of Uniting AgeWell and particularly to the 11 members of the Senior Executive Team, who are working hard to ensure Uniting AgeWell is well positioned to continue offering high quality services and facilities for Australia's seniors well into the future.

Rev Allan Thompson
Board Chair

Focus on quality

“

We give residents what they want and what they like. I have a chat with people about their food, making them feel comfortable and ensuring the personal touch is always there.

”

Made Widiana

Manor Lakes Community chef Made Widiana is relishing his new workspace. The commercial kitchen was given a facelift as part of the \$7.2 million redevelopment of the Wyndham Vale site in Melbourne's outer west.

The project included a new 33-bed wing, living, dining and activities areas, landscaping, pampering room, chapel and community café. It was officially opened in June by the Moderator of the Uniting Church in Australia, Synod of Victoria and Tasmania, Sharon Hollis.

Providing great dining experiences for Uniting AgeWell clients is also very important for Uniting AgeWell. All Hotel Services staff are undergoing training to improve the experience of clients and their interactions with them, as part of a two-year Customer Training program that started in Tasmania in 2015.

Manor Lakes is proof that attention to quality food and service leads to satisfied clients. Residents and families are savouring Made's gastronomic creations, which are inspired by his background in fine dining and functions.

"I create modern food using fresh, seasonal Australian produce that supports local growers," he said. "We give residents what they want and what they like. I have a chat with people about their food, making them feel comfortable and ensuring the personal touch is always there."

92%

of Uniting AgeWell residents in the YES survey rated their care as excellent, very good or good

Enhancing our services

Uniting AgeWell continues to provide high quality senior services with facilities and services that match.

During the year we invested \$17.27 million in upgrading sites across Victoria and Tasmania, completed the redevelopment of Manor Lakes and implemented ongoing Quality and Risk and Health and Safety strategies to provide safe and state-of-the-art environments for clients and staff.

Delivering best outcomes

Quality is integral to everything we do at Uniting AgeWell. Our services and staff are governed by a quality framework called RISE — Responsive, Integrated, Safe, Effective — that drives the delivery of our care and services.

These four principles are focussed on quality of life (Responsive), working together (Integrated), keeping people safe (Safe) and quality of care (Effective).

We are always striving to enhance our performance and partner with our clients to deliver the very best outcomes.

In 2016, Uniting AgeWell participated in two surveys as part of the National Quality Indicator pilot trials. The Your Experience of Service (YES) survey invited residents to share their perceptions and feedback about their care, while the Adult Social Care Outcomes Toolkit (ASCOT) captured information from community clients about how support services impact their quality of life.

The surveys will help guide service delivery into the future as Uniting AgeWell continues to evolve, grow and improve its services.

Modern makeovers

As part of Uniting AgeWell's ongoing strategy to provide contemporary and functional facilities, residential, community and independent living sites across Victoria and Tasmania shared in \$17.27 million worth of upgrade and maintenance works.

This included \$2.1 million on upgrades and landscaping at 21 independent living and social housing sites, including White Hills Haven, Mornington, Berriedale, Kingston, Montrose, Latrobe, Wesley Court, Glenrowan Village, Valkstone and Yernga.

Kitchens at 14 sites, including Girrawheen, Kingsville, Kalkee Murray, Lillian Martin, Ningana, Strathdevon, Strathaven and Aldersgate Village communities, were also given makeovers to improve health and safety and functionality for staff.

In addition to these upgrades, Condare Court had a major \$4.75 million facelift, with a new café and outdoor al fresco seating area, hairdresser/pampering room, chapel, multi-purpose room for activities and social gatherings, club room, new laundry and offices. The upgrade also included new flooring and cupboards, improved air conditioning, installation of CCTV cameras and an inviting makeover of the front entrance.

Significant refurbishment work also began at Carnsworth in Kew. The \$1.58 million improvement included modern renovations of two wings, the upgrade of the central activities space, known as the Currie Room, and the kitchen. Renovation works will be ongoing in 2016-17.



**Enjoying café life
at Manor Lakes**



Robyn Tomkins

Vera Paley

Accreditation

Accreditation assessments and unannounced visits once again confirmed the high quality of Uniting AgeWell's services. In 2015-16, three residential sites in Victoria — Manor Lakes, Carnsworth and Noble Park — underwent successful accreditations by the Australian Aged Care Quality Agency (AACQA), meeting all four standards and 44 outcomes of the Aged Care Act and Quality of Care Principles 1997.

There were also 21 unannounced visits from AACQA, during which all standards were met.

In addition, a quality review against the three home care standards was conducted by AACQA for Home Care Packages delivered by Kingsville, Kalkee, Bendigo, Noble Park and Strathdon. They all received full compliance, with assessors impressed with Uniting AgeWell's Consumer Directed Care approach.

The Quality Team prepares for accreditation and Quality Review Audits by conducting full internal audits against the applicable standards to identify great work and any deficiencies in systems and processes.

New communities coming

The major redevelopments of the Hawthorn and Preston sites, worth a combined \$84 million, were given local government planning approval in the 2015-16 financial year. This is a significant investment by Uniting AgeWell, and one that will enable us to continue meeting the growing demands of an ageing population.

The Hawthorn site, known as Broadmead and Moorfields before its closure in 2007, will be demolished to make way for a 120-bed residential facility and contemporary 49-apartment retirement living complex.

The Bruce Street site in West Preston will also be demolished and redeveloped into a 104-bed residential facility, while the Lumeah Allied Health and Therapy Centre will be relocated nearby.

Construction at both sites is scheduled to begin in early 2017, with expected completion in late 2018.

Collaborative care

Mima Mitchell

230
clients

use the Strathdon HUR
gym each month

Mima Mitchell has a “love-hate relationship” with the balance machine, but it’s helping keep her strong and supple, and she wouldn’t have it any other way. The retiree is one of a growing number of clients utilising the innovative Helsinki University Research (HUR) gym at the Strathdon Allied Health and Therapy Centre, in Melbourne’s east.

Mima has been using the gym for more than 18 months and is thrilled with the results. She says her tailored program has alleviated her neck and shoulder discomfort so much that she no longer needs to see a physiotherapist. She was also involved in a co-design project, where she became a peer mentor for a new gym user, offering encouragement and support.

“The buddy experience was a real benefit for a lot of people,” Mima says. “I was able to assist an 85-year-old lady who had been in a horrific accident and spent three months in hospital. With her doctor’s support, she finally came to the gym with me and I stayed with her and helped for about six months until she was confident enough to go on her own.

“The vibe at the gym is great and you can encourage each other and talk about the gym or anything, really.”

Care and support your way

At Uniting AgeWell our clients come first. We empower people to choose and access the care and support they want, when and where they need it. Our highly skilled and qualified staff provide expert advice and support to help seniors make informed decisions about their care.

Preparing for a consumer-driven market

Significant Federal Government reforms to the aged care sector continued to be implemented in the 2015-16 financial year. In July 2015, all services previously provided through the National Respite for Carers program, Day Therapy Centres and Assistance for Care and Housing for the Aged (ACHA) were integrated to become the Commonwealth Home Support Programme (CHSP).

In addition, from July 2016 the responsibility for funding and management of Home and Community Care (HACC) services in Victoria was transferred to the Commonwealth Home Support Programme. And from February 2017, all Home Care Package funding will be attached to the client, who will have control over where — and with whom — their funding is spent.

Uniting AgeWell has been working with our Community Services staff to ensure a smooth transition for clients, and position the organisation as a leader in the area.

A person-centred planning approach was adopted with clients to enable older people and their carers to make informed choices about the care they receive, and the opportunity to influence and shape their care arrangements at all stages. Co-design is an important element of that.

Soon after implementing the approach with all Home Care Package clients, Uniting AgeWell received commendation during an audit by the Australian Aged Care Quality Agency (AACQA), with assessors describing it as a model for other aged care providers. The approach has since been further refined through client and staff feedback and it is now being embedded across all Community Services programs.

During this period, Uniting AgeWell received an additional 72 Home Care Packages under the 2015 Aged Care Approvals Round (ACAR) — the best result for many years — including an expansion into the Gippsland region. We also commenced the transition of a further 25 HCPs from UnitingCare Gippsland to Uniting AgeWell, bringing the total number of packages to 666.

Further innovations will be made in 2016-17 to ensure Uniting AgeWell is prepared for the full roll-out of CDC in Community Services in February 2017. We also launched a trial of CDC at two residential care sites in Victoria and Tasmania, in preparation for the introduction of the model in residential care in 2018. This includes a significant investment in staff training to ensure we have a consistent approach and consumers continue to choose Uniting AgeWell to receive their services.

Empowering people through collaboration

Uniting AgeWell worked with the Council on the Ageing (COTA) on a number of exciting projects in Victoria and Tasmania in the 2015-16 financial year, with a focus on empowering community clients to be actively involved in developing programs to suit their needs.

In late 2015 the state-of-the-art Helsinki University Research (HUR) gym at Uniting AgeWell Strathdon was part of a co-design pilot project run by CommunityWest and funded by COTA. The HUR gym uses low-impact air-resistance equipment and smart card programming technology to help seniors maintain and restore their fitness and mobility.

A key driver of the program was the peer buddy system, which matches gym users with a new member to provide mentorship, support and encouragement as they use the equipment. The program has been tailored to the needs of older users after research showed seniors prefer group-based exercise and the company of peers when exercising.

The co-design project was a major success, with clients attending more regularly and sustaining their exercise programs for longer. The HUR gyms at Strathdon and Oakleigh Allied Health and Therapy Services are used by hundreds of people each month.

Following the success of the co-design project, a broader rollout of the HUR gym to other Uniting AgeWell sites is now in the pipeline.



Fascinating fashion

Uniting AgeWell was also involved in a project with COTA's national body, Home Care Today, aimed at promoting client involvement in aged care through co-production. During the financial year, Home Care Today reviewed three Uniting AgeWell projects that had been run in Hobart, and the levels of engagement with clients.

One project was Fascinating Fashion, which encouraged clients to create crazy clothes for a fashion parade using discarded materials that could be recycled. Home Care Today found the program facilitated a high level of engagement with clients, generating conversation and ideas in a fun and enjoyable environment, and enabling them to have greater input into the activity.

The program catered to varying levels of cognitive and physical abilities, and clients enjoyed sharing the experience with family and peers.

Home Care Today interviewed staff and community care managers about the projects and used the feedback as a framework to establish common understanding of consumer engagement and co-production, and to help develop Uniting AgeWell's co-production principles.



Jill Gluskie

Pat Muskett

People power

Joanne Park



Personal Care Worker Joanne Park always has her residents' best interests at heart. But as a Health and Safety Representative (HSR), she has a special interest in the welfare of her colleagues, too.

Joanne has been a valued staff member at Carnsworth Community for 30 years and a HSR for seven. As the site's HSR, she plays an integral role in monitoring the safety of her workplace through inspections of equipment, hazardous materials, first aid kits and more.

"It's something a little bit different to my normal work, but also I like keeping a safe workplace for staff to the best of my ability," Joanne says. "It's just nice to know that I have done my bit to keep people as safe as they can, not just the staff but the residents as well."

Joanne completed a five-day initial training course to become an HSR and participates in annual refresher training. Her work supports the regular inspection programs by the Safety Team and external inspectors.

Our people, our passion

People are at the heart of everything we do at Uniting AgeWell. And it's our staff – providing round-the-clock care, comfort and support – who make Uniting AgeWell the warm and dynamic community we are.

Quality, passion and compassion are the hallmarks of the services we provide, and that is reflected in every facet of the organisation, from our governance and management teams to our carers, specialist staff, workplace controls and training systems.

Each year we award outstanding staff for their commitment to Uniting AgeWell's vision, mission and values. Coinciding with Foundation Day events in October, five awards were presented to staff for their hard work and commitment. Noble Park Lifestyle and Activities Officer Mary Sincock was named Uniting AgeWell Employee of the Year for her dedication to providing exceptional activities for clients.

In early 2016 it was decided to broaden the range of Employee of the Year Awards available to staff and improve recognition of outstanding achievements in various areas. The 10 categories, which include the new AgeWell, Customer Service and Embracing Diversity awards, reflect attributes significant to Uniting AgeWell's advancement.

Board gets personal view

In January our Board visited Uniting AgeWell sites across Melbourne as part of a comprehensive, hands-on road trip. Board members met staff and clients at Tanderra, Condare Court, Strathdon, Girrawheen and Carnsworth and visited the Manningtree Road site in Hawthorn, seeing our facilities in action and speaking to staff, clients and families about how we can partner to provide even greater services.

Getting out of the boardroom and on site gave Board members a greater appreciation of the day-to-day operations of each community. The Board plans to visit the remainder of sites across Victoria and Tasmania and looks forward to meeting with more clients and staff.

Building leaders of the future

Senior Uniting AgeWell staff completed a five-day intensive leadership course in May to equip them to deliver industry-leading care into the future. Thirty-four staff, including general managers, integrated services managers and area managers, participated in the course run by Leadership Victoria.

The broad program, specifically tailored to challenges faced by the aged care sector, provided an opportunity for senior staff to strengthen their leadership skills, learn new management strategies and to be pushed beyond their comfort zones and challenge their perspectives.

60
training
modules

are accessible by staff
24/7, on any device

While it was a significant investment for Uniting AgeWell, the leadership training was a powerful professional development exercise for our management team and will help position Uniting AgeWell to remain at the forefront of aged care innovation and meet the challenges of an evolving industry.

Training goes high-tech

In keeping with Uniting AgeWell's commitment to industry innovation, all staff are now participating in online training. The online education program commenced in February, giving staff the flexibility to refresh and update their skills anywhere, anytime.

The program features about 60 modules, which are accessible on computers and mobile devices 24/7. The modules include training in areas such as mental health, chronic diseases and conditions, pain, palliative care, falls prevention, positive ageing and the ageing process.

The new high-tech approach to education gives employees more training opportunities in a more flexible learning environment.

Embracing innovation

Technology doesn't just assist in staff training and development, it is the central nervous system that keeps the organisation running smoothly and the various functions working in harmony. Uniting AgeWell is continuing to develop and improve technology to ultimately enhance the client and staff experience.

We are implementing a community client management application called Procura that will enable Uniting AgeWell to better record and manage community client data. This follows the launch of PeoplePoint, a residential management system that enables the comprehensive and consistent clinical reporting of clients' conditions. In addition, Uniting AgeWell is implementing a workforce management system called Time Target that will streamline the capture of staff time recording and improve the efficiency of our administration processes.

Keeping cleaning in the family

Cleaning and laundry services underpin the high standard of support and care provided at Uniting AgeWell. In April, Uniting AgeWell brought the management of cleaning and laundry in-house at all Victorian communities. The change brought Victoria in line with our Tasmanian sites, most of which have managed these services in-house for more than a decade.

The changes affected nine sites — bringing cleaning services in-house at seven and laundry at two. The overhaul enhances standards of care and cleanliness across Uniting AgeWell communities, improving flexibility around residents' needs and bringing greater knowledge and experience to the team.

Physios' smart move

Physiotherapy services have been streamlined, with one provider now delivering all services across the organisation.

Transform Physiotherapy took over in March, offering a diversity of services in addition to conventional treatment, including falls prevention, manual handling training and an innovative approach to therapy.

The single-supplier model is more cost-effective and will ensure a more consistent and holistic delivery of services in the areas of mobility, pain management, exercise and function.

Safety in the workplace

We are committed to providing a safe and healthy working environment for our staff, and are proactive in trying to minimise risk and reduce the incidence of accidents and injuries. In the last five years, Uniting AgeWell has experienced a significant decrease in the number of workplace injuries and associated claims costs, and this has led to a corresponding reduction in Workers' Compensation Premiums for both Victoria and Tasmania in 2016-17.

The Safety Team leads Uniting AgeWell's safety management program, but all managers and employees contribute to enhancing health and safety in the workplace. The safety management program included regular Occupational Health and Safety inspections, online staff training and education programs, fire and emergency training, and ongoing safety and workers' compensation training for managers and Health and Safety Representatives (HSRs).

During 2015-16, the Safety Team conducted 79 inspections of Uniting AgeWell sites, while WorkSafe Victoria inspected five sites as part of its 'Hazards in Healthcare' special project, focusing on manual handling, occupational violence and aggression incidents. No issues were identified during the WorkSafe visits.

A forum for HSRs was held in both Victoria and Tasmania to facilitate ongoing education and knowledge sharing, in addition to the five-day initial training course and annual refreshers attended by all HSRs.

79
safety
inspections
conducted

Developing MasterChefs

Uniting AgeWell goes to great lengths to ensure residents eat well and enjoy meal times — and sometimes that means enlisting the expertise of industry icons like celebrated chef George Calombaris. The MasterChef personality and 2008 Chef of the Year hosted a special masterclass with chefs and senior managers from across Uniting AgeWell’s Victorian and Tasmanian sites in June.

The two-hour session, held at George’s Kew restaurant, Hellenic Republic, gave Uniting AgeWell chefs an expert’s insight into how to make nutritious meals that look fantastic and taste even better. Voted one of the Top 40 Chefs of Influence in the World, and with experience running kitchens catering for 1,200 people, George was an excellent resource, and his tips will help drive the ever-improving standard of meals served from Uniting AgeWell kitchens.

Masterchef
personality
George
Calombaris
hosted a special
masterclass with chefs
and senior managers

4,329
meals
served
each day

to aged care residents

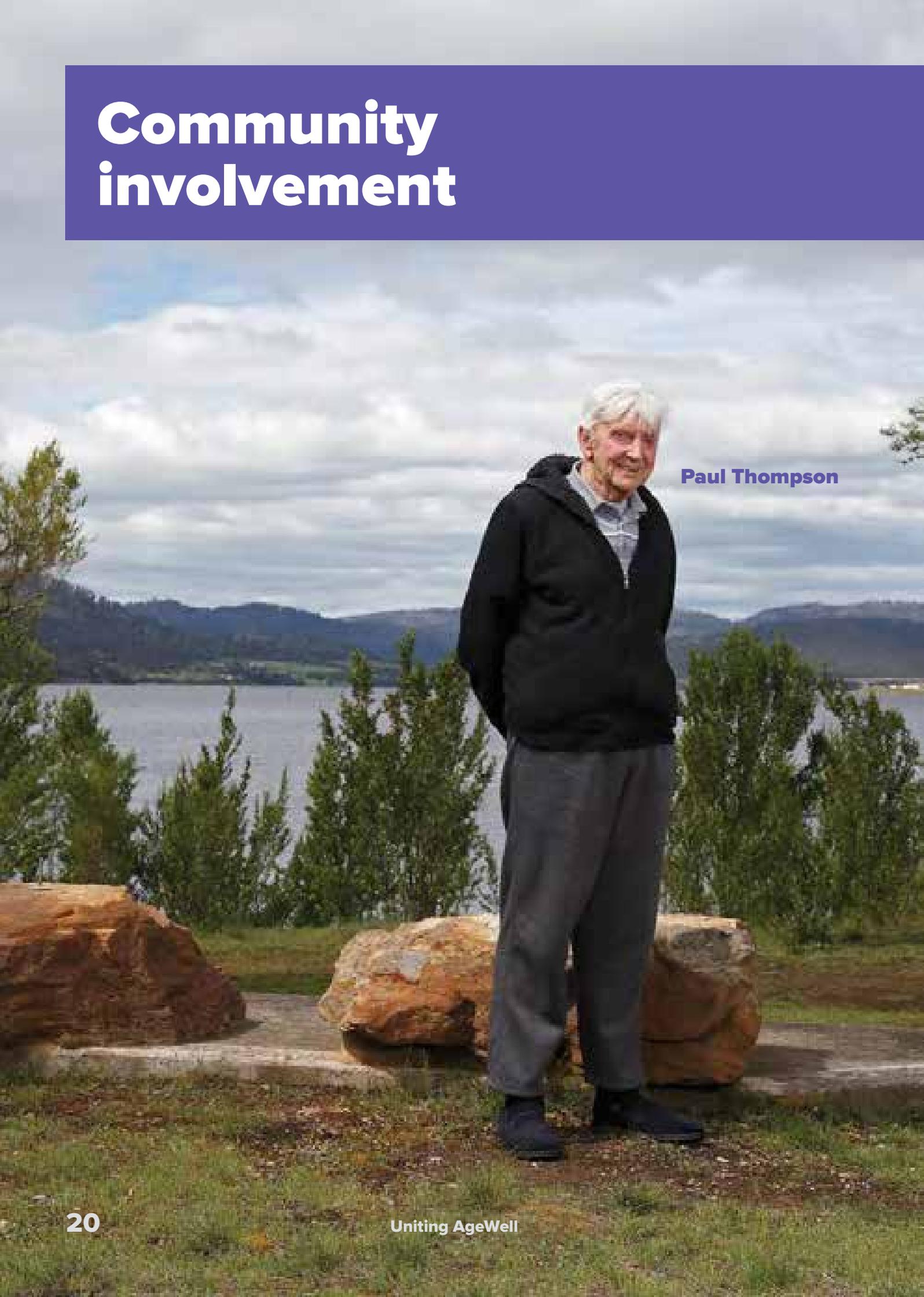
168,000
Meals on
Wheels

made and delivered to
Tasmanian clients



George Calombaris

Community involvement

A photograph of Paul Thompson, an older man with white hair, standing outdoors. He is wearing a black zip-up jacket over a light-colored collared shirt and grey trousers. He is standing on a grassy area with large, reddish-brown rocks in the foreground. In the background, there is a large body of water, likely a lake or bay, surrounded by green trees and distant mountains under a cloudy sky.

Paul Thompson

There are few residences in Australia that can claim an island in their backyard, but the Rosetta Community Strathaven, on Hobart's Derwent River, is one of them. An idyllic spot overlooking MONA, Strathaven is also the gateway to Frying Pan Island, a small land mass connected to the foreshore by a narrow isthmus.

It's a special place for resident Paul Thompson, who comes to the island for quiet time and to walk and watch families of ducks frolicking in the shallows. Paul is one of a number of residents and community stakeholders who saw great potential to improve and preserve the island, which contains Aboriginal middens and is considered an area of cultural significance.

Uniting AgeWell partnered with the Glenorchy Reconciliation Group to apply for government funding to rehabilitate the island and was delighted in June when the project was awarded a \$12,200 grant from the Tasmanian Community Fund. The grant will help regenerate the island for community use, including the installation of a rabbit-proof fence, seating and an interpretive sign.

It will also feature a memorial for Aunty Ida West, a former Strathaven resident who loved feeding the ducks on the island and spearheaded the campaign to protect the site.

Keeping connected, building bonds

At Uniting AgeWell we believe in fostering a strong sense of community spirit and that is reflected in everything we do, from participating in outside charity events and hosting exhibitions, to engaging the public for their input on a new Board committee. Among our clients and staff is an irrepressible desire to remain connected to the community, engaged with the outside world, and always giving back. It's an ethos championed by our staff — who relish an opportunity to lead by example.

A voice for seniors

Uniting AgeWell is committed to serving older Australians in the best way we can, and we value community input. In the first half of 2016, Uniting AgeWell took the innovative step of appointing an AgeWell Community Advisory Committee (ACAC) to formalise our public engagement.

The call went out for members of the public interested in seizing the unique opportunity to help shape the future of seniors' care in Victoria, Tasmania and beyond. A nine-person committee was appointed, drawing on members from a diverse range of backgrounds. They will meet quarterly as a formal committee of the Board.

Uniting AgeWell is leading the way in aged care by establishing the ACAC as a true consumer voice to help drive quality of care and service delivery into the future. We want to hear first-hand the concerns, aspirations and ideas from the community as we continually strive to support people to age well and have confidence in the care and support they receive.

Teeing off for charity

A day on the green helped make wishes come true for scores of people supported by Uniting AgeWell thanks to a generous band of sponsors. One hundred players from 36 companies gave up their work day for the fairway at the Uniting AgeWell Charity Golf Day in November 2015 — raising a record \$50,000 for the Wishing Well Program.

The program helps turn small wishes into a big reality for recipients — making dreams come true, whether they be flying in a helicopter, enjoying a romantic Valentine's dinner or getting up close and personal with white lion cubs.

Uniting AgeWell thanks everyone involved in the event for their support in making the day such a success. Particular gratitude goes to Platinum Sponsor Selectus Salary Packaging and Gold Sponsors Cura Pharmacy, TKGS Building, Dominant and Stella Renovations.

Always giving back

At 103 years of age, Nell Rapely could rightly have expected a degree of support from her community — instead she gave back in spades. The Lillian Martin resident took part in the Hobart Relay for Life fundraiser in February, helping to raise almost \$1,900 for the Cancer Council.

Nell, who passed away in June, was the relay's oldest participant, completing a lap with the aid of her walker and doing her community proud. The fundraiser — undertaken by 24 Lillian Martin residents and 12 employees — saw staff participants walk for 24 hours, covering a combined 145km. Residents and staff are already in training for next year's event, with one 98-year-old resident vowing to shave her head to help raise funds.

Remembering those who can't

Staff and families from across Melbourne's Uniting AgeWell communities joined more than 1,500 participants in Alzheimer's Australia's Memory Walk and Jog in April. Twenty-seven people wearing bright purple team T-shirts put their best foot forward for the 3.5km walk around Ruffey Lake Park in Doncaster. Their involvement helped raise awareness of the devastating disease and \$735 for the Alzheimer's research fund.

More than
\$650,000
in donations

received from generous donors,
supporters and community
organisations

Communities on canvas

Visitors to the 13th Annual Strathdon Community Art Exhibition enjoyed a brush with renowned artists during the much anticipated four-day event in April. More than 300 works by 98 artists were entered in the exhibition, which was attended by hundreds of people, including residents, staff and families from Uniting AgeWell communities across Melbourne.

The top award for Best Work went to international artist and teacher Susan O'Brien for her colourful oil painting entitled Sheep Farming. A record 52 artworks were sold during the exhibition, raising more than \$7,000 from commissions and door entries for Strathdon's Leisure and Lifestyle Program.

The Strathdon Community Art Exhibition



Dignity with dementia

Denise Smith



Being diagnosed with dementia is a shock for anyone, but when you're only in your early 60s, it can be very isolating. At 63, Denise Smith wasn't interested in attending a dementia support group in her home city of Geelong because she didn't consider herself "old" and feared she wouldn't fit in. She was eventually persuaded to try out Uniting AgeWell's Younger Onset Dementia Program, and hasn't looked back.

"I just didn't think it was me and I found out it was," Denise says. "I was really nervous the first day I went... but then everybody made you feel welcome and talked to you and made you feel that you're not alone with your problems, and I'm a convert now."

The program started in October 2015 and is the first of its kind in Geelong, providing peer support and a social outlet for younger people diagnosed with dementia. A group of about 10 people meets weekly for a cuppa, chat and an organised outing. They've bonded over visits to galleries, the library, wool museum and nurseries, as well as during berry picking expeditions, restaurant lunches and walks on the beach.

"It's just going out into the community, probably where I wouldn't go on my own. I'm beginning to understand more about what I'm about because other people are going through the same thing."

Supporting people with dementia

It's estimated there will be 400,000 Australians living with dementia in just five years. It is already the single greatest cause of disability in older Australians and the second leading cause of death across all ages.

As the number of Australians with dementia increases, so does the responsibility of organisations like Uniting AgeWell to support and care for them. Which is why we continue to create programs, like the Younger Onset Dementia Group, to provide specific care and support for people with dementia.

More than

353,800
Australians
living with
dementia
in 2016

A photograph of an elderly man, Brian Griffin, wearing a black VR headset. He is smiling and gesturing with his right hand as if interacting with a virtual environment. He is wearing a grey polo shirt over a dark blue long-sleeved shirt. The background is a blurred indoor setting with warm lighting.

Brian Griffin

Virtual reality brings real benefits

Stepping into the realm of virtual reality is providing a comforting escape for clients with dementia. Clients at Uniting AgeWell’s Strathdon and Kingsville communities trialled virtual reality headsets in 2015-16, with resounding success.

The cutting-edge technology enabled clients to be transported to calming virtual worlds — such as paddling down a river, flying in a hot-air balloon or floating under the sea — all from the comfort of an armchair.

The scenarios are based on relaxation therapy and designed to engage clients in a fun and interactive environment.

Up to 50 clients with mid-to-high level dementia at Strathdon trialled the technology, enjoying the visual and auditory stimulation, which induced a sense of relaxation. The virtual reality headsets will be loaned to other sites in the coming year with a view to expanding the program further afield.

Dancing with Dementia

The power of dance, poetry, art and music is known to have positive benefits on people with dementia. These activities and more are helping bring joy and comfort to clients with early onset dementia as part of an innovative Dancing with Dementia program introduced at Girrawheen Centre in early 2016. The program assists clients to restore and maintain their ability to communicate.

The full-day and hourly programs are run by specialist staff and help restore identity and respect, reduce agitation, generate positive emotional responses, increase verbal fluency and social engagement, and improve mood and attention span. Dancing with Dementia also gives carers a much-needed break and an opportunity to share their experiences with others.

DIY dementia resource

Maintaining social inclusion and connectedness is important for people with dementia, including attending weekly worship. Uniting AgeWell and the Centre for Theology and Ministry developed an online education resource to help build dementia-friendly congregations.

The DIY Dementia and Pastoral Care resource was piloted by a group at the Synod Centre and several congregations, before it was officially launched at Synod 2016 in June.

The concept evolved from an idea by Joan Waters, whose husband — a retired Uniting Church minister — has dementia. The free guide advises congregations on how to be welcoming, inclusive and nurturing of people with dementia and those who care for them.

Music to their ears

Uniting AgeWell's innovative Music For David program continues to grow, bringing much-needed comfort to people with dementia and their carers. Music For David is a respite program that uses MP3 players and personalised music playlists to soothe and stimulate clients with dementia. It provides an enjoyable outlet for dementia clients, relieving restlessness, anxiety and agitation, while at the same time providing carers with welcome respite.

In 2015-16, Friends of Music For David raised approximately \$6,000 through fundraising concerts and donations to employ a music therapist and buy equipment.

2nd leading
cause of
death in
Australia is
dementia

Embracing diversity and sustainability



Norma Bell

Prativa Dhakal

Norma Bell is in her 80s, but that doesn't stop her kicking up her heels at the many cultural events held each year at Carnsworth Community, in Melbourne's east. At an Indian cultural day, Norma's gentle and jovial nature was on display when she joined Hotel Services staff of Indian heritage in dancing.

The staff were adorned in beautiful saris and Norma was caught up in the excitement. "I'm an old duck but I go along with things sometimes," Norma says. "I like things happening."

Norma was particularly taken with the sequins on one intricately decorated sari worn by Hotel Services staff member Prativa Dhakal, pictured, and enjoyed the colour and movement of the day. She was among dozens of residents, staff and families who came together to celebrate the various Indian influences at Carnsworth.

25% of UA employees speak English as a second language

Fostering inclusiveness

Proudly upholding the values of the Christian faith, Uniting AgeWell is committed to providing an inclusive service to all clients, regardless of their cultural background, gender identity or sexual orientation. We are a broad church and welcome, encourage and celebrate diversity and sustainability in our organisation.

We are constantly revising and updating our training protocols and operating procedures to ensure that Uniting AgeWell is a tolerant, respectful and accommodating aged care provider where the preferences and needs of all people are met.

Celebrating cultural diversity

Uniting AgeWell is made up of a rich diversity of cultures and ethnicities, with clients and staff representing nations from every corner of the globe. About one quarter of Uniting AgeWell staff speak English as a second language, and this is something we embrace. To celebrate cultural diversity, many sites introduced regular themed lunches that recognised the origins of their staff and residents.

Carnsworth Community is one of many sites that host regular cultural days to highlight the customs and traditions of a particular nationality. In 2015-16, the site's spaces were variously filled with the aromas of curry, fried rice and all things green as they celebrated India Day, Chinese New Year and St Patrick's Day. Celebration days typically include cuisine from the particular country, as well as music, dance, singing, and other cultural activities.

Towards a Rainbow Tick

Uniting AgeWell was honoured with a Dorothies Award in May in recognition of our commitment to providing inclusive aged care services for the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community. The award — “Inclusive Practice for LGBTI elders in a Faith-Based Care Service” — was presented to Uniting AgeWell by Working It Out at a ceremony in Launceston to coincide with International Day Against Homophobia and Transphobia.

The recognition comes as Uniting AgeWell continues to work towards gaining Rainbow Tick accreditation for providing safe and inclusive services for people in the LGBTI community. Uniting AgeWell’s LGBTI Working Group continues to meet each month to progress its work and a large proportion of staff have undergone special training through Working it Out in Tasmania and Transgender Victoria. Administration forms and procedures have been updated to ensure they are LGBTI inclusive and a review of other information and handbooks is ongoing.

Up to 11%
of Australians may be of
diverse
sexual
orientation
or gender

Working it Out
CEO Susan Ditter and
Uniting AgeWell Latrobe
Community Manager
Integrated Services
Vicki Pollock



Staff on board

As part of Uniting AgeWell's commitment to providing LGBTI-friendly care, the organisation commissioned a survey to canvass the views of staff. Almost 400 staff completed the online LGBTI Awareness Survey, with 81 per cent believing it was important that Uniting AgeWell is an inclusive service. The survey also revealed 60 per cent of staff felt additional training and education would improve their confidence in providing services to LGBTI clients. To show Uniting AgeWell's support to the LGBTI community, Director of Mission John Clarke and Strathdon Manager Integrated Services Sue Wood attended Melbourne's Midsumma Festival in January 2016, with a view to attending on a more formal basis in 2017.

81% of staff
believe it's
important
Uniting
AgeWell
is LGBTI
inclusive

Creating sustainable communities

Uniting AgeWell takes environmental sustainability seriously. As part of our value of Stewardship, we understand we have a responsibility to leave a small environmental footprint, reduce waste and do all we can to protect our communities. In June 2016, we created an Environmental Sustainability Working Group to revise our environmental sustainability policy, create a strategy for the future and drive innovation.

Invigorating lives

Fay Collins

Fay Collins relishes her independence. But the 86-year-old knows she would no longer be living at home if it wasn't for Uniting AgeWell.

"I had a fall, and without the support of Uniting AgeWell I wouldn't have been allowed out of hospital," she says. "It took a little bit to get back on my feet and home, and Uniting AgeWell helped me do that."

Fay receives personal care and domestic assistance through a Home Care Package with Uniting AgeWell, including cleaning, ironing and a 30-minute walk. She says it's been the difference between staying at home, and moving into aged care.

Fay is also one of 65 clients who attend Uniting AgeWell's Cottage Club in Hobart, a social program designed to get seniors out and about, mixing with their peers and living life to the fullest.

She attends four days a week, sewing patchwork bags, painting plant pots, enjoying a facial, dancing to music from a visiting performer, or with her hands deep in stewed rhubarb making relish, crumble and champagne.

Fay has been attending the Cottage Club for eight years, and is an enthusiastic contributor to the program, suggesting activities and outings for the group to enjoy. Recent outings included afternoon tea at Government House, where members enjoyed a reception with Her Excellency, Professor the Honourable Kate Warner, AM, Governor of Tasmania.

Remaining connected

Enabling people to remain connected to family and community is central to Uniting AgeWell's vision. Our services strive to enable clients to live their lives to the fullest at every age and stage of life, whether living at home in the community or at one of our residential care sites. And with the help of some celebrities, and the work of the Wishing Well, the lives of many clients were invigorated through innovative services and programs through the year.

Celebrity cook's crusade

Culinary connoisseur Maggie Beer brought a touch of celebrity excitement to the Noble Park Community garden in February when she visited to inspect the fruits of her philanthropy. The garden was lucky to receive a \$2,500 grant from the Maggie Beer Foundation, which aims to improve the food experience for older Australians.

The first two stages of the garden were completed during the year, including raised garden beds, a lawn bowls area and orchard, while construction of an outdoor activity shed and kitchen for the final phase of the project is underway.

Uniting AgeWell has contributed more than \$40,000 to the project, while sales of a professionally produced cookbook *From Seed to Table* featuring family-loved recipes aimed at encouraging healthy eating and living, has raised more than \$3,000. The recipes were submitted by residents, staff, clients and volunteers, with some family favourites handed down through the generations.

The garden is a shared community space where clients, families and the broader community can connect, exercise and contribute to cultivating home-grown fruit and vegetables.

Once complete in 2016-17, it will provide opportunities for leisure and lifestyle activities and rehabilitative and restorative programs, while educating people about healthy eating options and developing new skills.

The project will also tap into the free food movement, giving locals access to the garden's bountiful harvest.

Stars go to Amarco

Noble Park wasn't the only community given the celebrity treatment. Kingsville's Amarco Apartments, in Melbourne's west, played host to a VIP double act in the first half of 2016, with appearances by gardening guru Jane Edmanson and singer Denis Walter.

Edmanson, a Gardening Australia and 3AW presenter, shared her tricks of the trade at a free open day information session on April 16, teaching attendees how to make the most out of gardening in small spaces. The green thumb gave advice on creating vertical gardens and growing potted vegetables — ideal tips for those with balconies or courtyards.

There was no talk of plants but plenty of applause when radio presenter, recording artist and media personality Denis Walter performed in the Amarco lounge for an early Mother's Day treat. The renowned baritone entertained a thrilled audience at a special morning tea event on May 6.

The events coincided with Amarco Open Days, giving the broader community the opportunity to see the retirement living complex first hand and experience its wonderful community atmosphere.

Pet therapy

The therapeutic benefits of pets are well established, and Uniting AgeWell embraces all opportunities to have furry and feathered friends at its Communities.

In 2015-16 the Claws, Paws and Beaks project was piloted at our Condare Court and Tanderra Communities in Melbourne's east. The project trialled a more welcoming but rigorous approach to encouraging pets and community animals within our independent living and residential care communities.

The project involved the development of detailed guidelines, pet assessments and care plans to assist in the transition of clients and their pets into aged care, and enable both the pet and its owner to age well together. The successful project will now inform a revision of Uniting AgeWell's Pet Policy.



Martha Stanfield

Philip Stanfield

Jack Stanfield

Never too old to dream

In 2015-16 the Wishing Well program helped make the dreams of 18 clients come true. Wishes ranged from a Tiger Moth flight and ride on Puffing Billy to attending a Tom Jones concert and having memoirs published. The wishes were funded by generous donations and proceeds from the Annual Uniting AgeWell Charity Golf Day.

Martha Stanfield couldn't have hoped for a greater wish, even if she'd stroked a magical genie's lamp. The Carnsworth Community client in Kew had not one, but two wishes granted when her son flew in to surprise her during a special city outing as part of the celebrated Wishing Well program.

'Marty' had made a wish to take a cruise on the Yarra River with her Melbourne-based son Philip. But when Wishing Well coordinator Simone Cosgriff learned she had another son in North Queensland whom she hadn't seen for many years, she decided to turn the event into a surprise family reunion. Younger son Jack secretly travelled to Melbourne and the mother and sons shared a day to remember.

"I loved the cruise and the seafood lunch, and to be able to share it with my boys was priceless," Marty said.

Celebrating our volunteers

Bev Bravo

Sheila Strange

683
volunteers

You always know when Bev Bravo has come calling by the trail of beautiful petals in her wake. Bev has volunteered at Strath-Haven in Bendigo for nine years, bringing colour and life to everything she touches. The retired nurse started the Uniting Church Adult Fellowship group at Strath-Haven in July 2007, and has been encouraging residents to come together and socialise at monthly meetings and afternoon teas ever since.

“My philosophy is if I can give half a dozen people, if that’s all there is, a happy afternoon, I’ve achieved what I wanted to do,” she says.

Bev can also be seen on Wednesday afternoons, walking the corridors of Strath-Haven with her signature basket of flowers in hand. She distributes them around the rooms and living spaces, giving special bouquets to the residents she meets with in one-on-one visits. Some of them have vases at the ready, and all enjoy the companionship and conversation she brings.

“They love the flowers, it adds a bit of normality, I think,” Bev says. “It’s a bit of the garden that brings back memories of bygone years. I think I get as much out of it as they do because I love to have a chat with them.”

Gratitude for those who give

Uniting AgeWell could not provide the exceptional level of care our clients enjoy every day without our loyal and devoted army of volunteers. More than 680 volunteers selflessly give their time to help enrich the lives of others, whether it be hosting a music session, escorting residents on an outing, teaching a group to knit, or simply dropping in for a chat. We sincerely thank all our volunteers for their valued service.

ListenWell

Uniting AgeWell continued to expand its ListenWell program, which provides important pastoral and spiritual care to clients. It involves training volunteer pastoral visitors to provide pastoral care for clients, working under the oversight of Uniting AgeWell chaplains.

More than 180 volunteers and Uniting Church in Australia congregational members have now been trained in pastoral care, with 44 pastoral care volunteers working with Uniting AgeWell as part of the ListenWell project.

ListenWell’s second annual review in May 2016 was very positive, illustrating the benefits of the program in supporting Uniting AgeWell clients and creating caring and supportive communities.

A photograph of two people, James Tan and Rosalind Tan, in a workshop. James Tan, on the left, is an older man with glasses, wearing a black sweater over a white collared shirt and a blue apron. He is smiling and looking towards the camera. Rosalind Tan, on the right, is a woman with short dark hair and glasses, wearing a pink puffer vest over a blue and black striped long-sleeved shirt. She is also smiling and looking towards the camera. They are standing at a wooden workbench. James is using a hand plane on a piece of wood. The background is a wooden wall with various tools hanging on it, including hammers, wrenches, and saws. There are also some wooden boxes and materials on the workbench.

James Tan

Rosalind Tan

Mateship in the shed

It's not just beautiful woodwork that comes out of the Men's Shed — friendships, mentors and new skills are developed, too. Seven volunteers are the backbone of the Uniting AgeWell Hawthorn Centre's Men's Shed, which officially opened in August 2015, giving participants a dedicated space to hone their woodwork skills.

The volunteers run six sessions a week, helping members use the tools and machinery and see their various projects, such as building and restoring furniture, come to fruition. Up to 30 men — and some women — attend each week, helping out with a number of community and fundraising projects, such as restoring a toy kitchen for a local kindergarten, making tactile panels for Uniting AgeWell dementia care residents, and building stools and coffee tables for sale.

Good corporate citizens

Uniting AgeWell is grateful to the corporate volunteers who take time out from the office to lend a hand at various Uniting AgeWell sites across Victoria and Tasmania.

In November 2015, a 19-strong team of volunteers from GlaxoSmithKline devoted a day to putting up Christmas decorations at Strathdon Community, bringing festive cheer to residents and staff. A group of volunteers from Hewlett Packard Enterprises rolled up their sleeves in September for a half-day working bee in the site's garden, while six NAB volunteers assisted with preparations for the Strathdon Art Exhibition in April.

A collective of volunteers helped rally interest in Uniting AgeWell's Wishing Well program, making the wells that have become colourful fixtures across Uniting AgeWell sites. The Derwent Valley Men's Shed in Tasmania made about 20 wooden wells. A selection were flat-packed and sent to Victoria where 10 volunteers from Flexera Software sanded, assembled and primed them ready for decoration by residents as part of the Lifestyle Program. Today the wells contain the dreams of residents and clients who post their 'wishes' in the receptacles.

Op shop helping hands

In its 16 years of operation, the Uniting AgeWell Kalkee Op Shop in Geelong has raised hundreds of thousands of dollars turning trash into treasure. Proceeds have funded the purchase of two mini buses for community outings, harps for palliative care and numerous renovation projects. But it wouldn't have been possible without the tireless support of volunteers, who generously give their time to keep the shop's doors open.

More than 30 people volunteer at the Kalkee Op Shop, sorting clothing, bric-a-brac and small furniture and staffing the register to give unwanted goods a second life. Among the volunteers are Jann Brearley, who has volunteered at the op shop five-and-a-half days a week for almost a decade, and 94-year-old Irene Herviou, who celebrated 25 years' volunteer service in the Kalkee Community in 2015.

2 mini
buses
purchased

from Kalkee Op Shop
fundraising over the
past 16 years

Financial performance

Uniting AgeWell derived a net surplus before investment losses of \$4.067 million for the financial year ending 30 June 2016. This compares to the prior year net operating surplus of \$5.673 million.

Following the introduction of the Consumer Directed Care reforms from July 2015, Client Home Care package funds that are unspent at the end of the Financial Year have been taken up as a liability resulting in the reduction of net surplus of \$1.606 million compared with the prior year.

Occupancy of the residential aged care facilities remained stable. The introduction of aged care reforms in July 2014 resulted in increased new resident accommodation payments and means tested care fees.

Operating revenue increased 3.9 per cent to \$161.785 million due to higher resident acuity, government subsidy payments and interest received.

The net surplus after investment losses was

\$3.024 million

Financial position

The value of net assets increased during 2015-16 by \$3.024 million to \$218.036 million, due to a net surplus of \$4.067 million, less the net loss of \$1.043 million on investments held for resale.

Cash and investments increased by

\$34.008 million

Resident ingoings increased by \$39.559 million to \$172.061 million, as a result of the changes to new resident accommodation payments under the 2014 Federal Government aged care reforms.

Cash flow

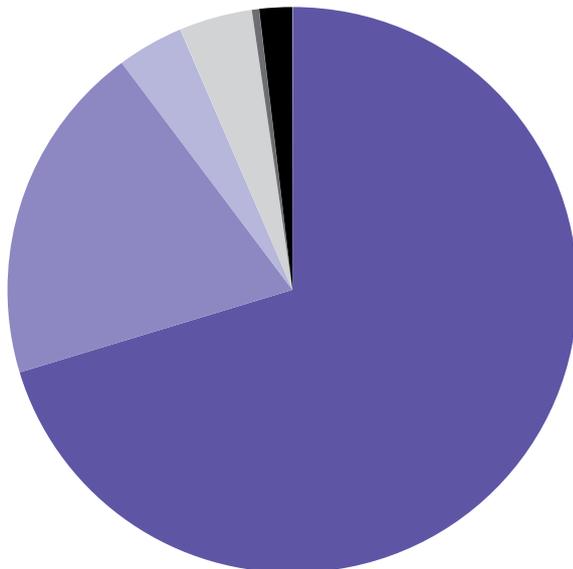
There was a net cash inflow of \$4.300 million for 2015-16. This result comprised cash inflows from operating activities of \$15.442 million and financial activities of \$39.558 million, offset by a cash outflow from investing activities of \$52.450 million.

The cash outflow from investing activities principally reflects investment in cash deposits and capital development expenditure undertaken during the year.

Internal control

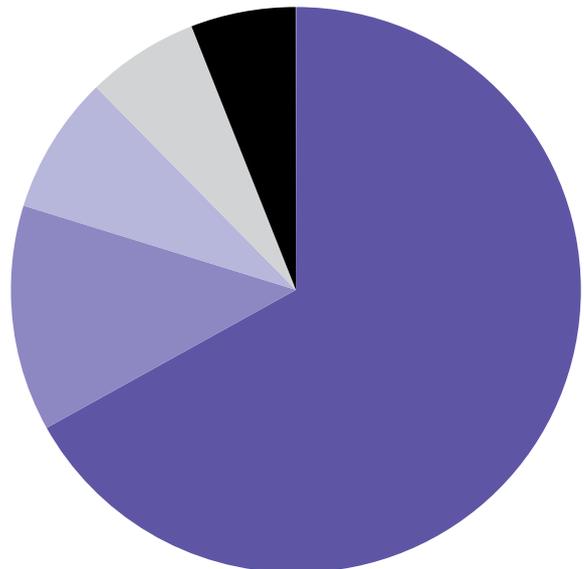
Uniting AgeWell maintained an internal audit function during the year that is independent of normal business operations to monitor and provide assurance to the Board as to the effectiveness of risk management systems and internal controls.

Sources of Revenue 2015-16



- Government Funding 70.2%
- Fees 19.5%
- Interest 3.8%
- Retentions 4.2%
- Donations 0.4%
- Other 1.9%

Expenditure Categories 2015-16



- Employee Benefit Expense 66.9%
- Care and Hotel Services 12.9%
- Infrastructure Services 7.9%
- Depreciation 6.3%
- Administration Expenses 6.0%

Governance

Uniting AgeWell's Board of Governance is made up of people who are committed to excellence in governance and stewardship, and providing the highest standards of ethical conduct and proper practice.

The Board is supported by a series of committees that advise on key aspects of governance.

This includes the new AgeWell Community Advisory Committee (ACAC), which will help plan and shape the future of the organisation's services and the aged care system as a whole.

Uniting AgeWell is one of the first aged care organisations to establish a community advisory committee, which are common in the hospital and health care sector. The ACAC is made up of community members from Victoria and Tasmania who are passionate about senior services.

Other Board Sub-Committees include:

- › Audit and Risk
- › Finance
- › Mission
- › Property and Development
- › Quality and Safety
- › Remuneration and Nominations

Uniting AgeWell thanks members who retired during the year — Dr Cathy Balding and Greg Flood — and welcomes new Board Members Simon Brewin and Prof Alison Hutchinson.

Uniting AgeWell appreciates the support of all Board and committee members.

Rev Allan Thompson

- › Board member since December 2008
- › Board Chairperson since 28 October 2014
- › Remuneration and Nominations Committee Chairperson since March 2015
- › Ex-officio member of all Board Committees
- › Qualifications — Bachelor of Arts, Bachelor of Divinity, Graduate AICD

Dr Cathy Balding

- › Board member March 2010 to November 2015
- › Quality and Safety Committee Chairperson May 2010 to November 2015
- › Qualifications — PhD (Business Administration), Master of Business (Health Administration), Associate Diploma, Medical Record Administration, Graduate AICD

Mr Simon Brewin

- › Board member since May 2016
- › Property and Development Committee Chairperson May 2016
- › Qualifications — MBL, GradDip Health Service Management BBus Post Grad Cert Health Economics FCHSM

Ms Fiona Campbell

- › Board member since October 2013
- › Finance Committee member since November 2013
- › Qualifications — Bachelor of Commerce (Accounting, Law and Information Technology), Deakin University, Graduate AICD

Mr Greg Flood

- › Board member August 2015 to January 2016
- › Property and Development Committee Chair August 2015 to October 2015
- › Qualifications — Bachelor of Laws (Hons), Bond University; Graduate Diploma Music Franz Liszt Hochschule, Weimar; Diploma Music Mozarteum, Salzburg.

Prof Alison Hutchinson

- › Board member since December 2015
- › Quality and Safety Committee Chair from February 2016
- › Qualifications — RN, Certificate of Midwifery, Bachelor Applied Science (Advanced Nursing), Masters of Bioethics, PhD, Member AICD

Ms Julia Langdon

- › Board Member since October 2013
- › Audit and Risk Committee Chairperson since November 2013
- › Qualifications — Bachelor of Science and a Bachelor of Commerce from the University of Melbourne

Rev Dr Mark Lawrence

- › Synod General Secretary
- › Ex-Officio Board Member since November 2012
- › Mission Committee Member since November 2012
- › Qualifications — BA, Grad DipEd, BTheol, MLitt, PhD, MEd(Lead)

Ms Jill Linklater

- › Board member since March 2010
- › Quality and Safety Committee member since May 2010
- › Remuneration and Nominations Committee member since September 2010
- › Qualifications — Graduate Diploma Health and Medical Law , Master of Health Administration, Emergency Community (Health) Planning Certificate Canada, Bachelor of Science in Nursing, Graduate AICD

Ms Sabine Phillips

- › Board member since March 2015
- › Audit and Risk Committee Member since April 2015
- › Qualifications — Master of Laws, Master of Business, Bachelor of Applied Science, Registered Nurse, Certificate in Mediation and Conciliation, Fellow AICD

Mrs Wendy Quinn

- › Board member since December 2012
- › Deputy Board Chairperson since July 2015
- › Mission Committee Chairperson since February 2015
- › Quality and Safety Committee member May 2013 to November 2015
- › Qualifications — Master of Health Science, Developmental Disabilities, Post Graduate Certificate; Australian Competent Manager Program, Bachelor of Applied Science OT (degree completion), Diploma of Occupational Therapy, Graduate AICD

Mr Ian Sanders

- › Board member since August 2012
- › Finance Committee Chairperson since April 2013
- › Audit and Risk Committee member since September 2012
- › Qualifications — Bachelor of Science (London), Master of Business Administration, Graduate AICD

Dr Alan Wilkinson

- › Board Member since August 2007
- › Board Chairperson November 2007 to 28 October 2014
- › Mission Committee member since February 2015
- › Property and Development Committee member since February 2015
- › Qualifications — Bachelor of Engineering, Bachelor of Arts (History and Politics), PhD (International Relations), Graduate AICD

Acknowledgements

Uniting AgeWell is extremely grateful for the strong community of sponsors, supporters and volunteers who work together for a common cause — enabling seniors to age well.

From financial donations that help us provide innovative services and programs to our 7,000 clients, to regular fundraising events, sponsorships and volunteers, we appreciate and acknowledge the significant support of many individuals and organisations across Victoria and Tasmania.

We thank all those who remembered Uniting AgeWell in their will, or from whom we received bequests, and organisations that donated gifts in kind to help us deliver our services.

We also value the support of those who helped us raise significant funds at our 3rd Annual Charity Golf Day, and the ongoing financial support from Federal, State and Local Governments.

Trusts and Foundations

- › Bell Charitable Fund
- › Dora and Trevor Nixon Fund
- › Equity Trustees Limited
- › Gregory Joseph and Zig Dickson Trust
- › Harold and Cora Brennen Charitable Fund
- › Maggie Beer Foundation
- › Strathdon Community Perpetual Fund
- › The Erica Cromwell Trust
- › The Isabel and John Gilbertson Charitable Trust

Bequests

- › Est Elsa Margaret Bate
- › Est Nolene Rosa Berryman
- › Est Lillian Pearl Bevan
- › Est Mervyn and Joyce Brain
- › Est Leo Charles Brennan
- › Est Ernest L Brown
- › Est Helen Joyce Clarke
- › Est Gordon Francis Cox
- › Est of D T M and Ethel Davies Memorial Fund
- › Est Winsome Fraser
- › Est Ruth Elinor Higginbotham

- › Est Jean Margaret Jukes
- › Est Margaret Mary Langford
- › Est Alison Mackie
- › Est Bertha Lucy Elizabeth Rimmington
- › Est L I Roach
- › Est Major Edward W Ruston
- › Est Mildred L Tonks
- › Est Betty Mary Vernon
- › Est Hugh Lewis Ward
- › Est Lillian Waters
- › The Joe White Bequest

Major Donors

- › Ms Bridget Clancy
- › Mr Michael Harris
- › Mr Ken Hutchinson
- › Mrs Beverly McGlead
- › Ms Cathy Peters
- › Ms Colleen Ruigrok
- › Mr Allan Swan
- › The Late Mrs Betty Vernon

Events

2016 Strathdon Art Exhibition

- › Rev Barbara Allen
- › The Carstens Family
- › Cura Health
- › Fiducian Financial Services
- › Save Time Visuals
- › Wilbow Group Pty Ltd

2015 Charity Golf Day

Major Sponsor

- › Selectus Salary
Packaging Pty Ltd

Gold Sponsors

- › Cura Health
- › Dominant
- › Stella Renovations and
Maintenance
- › TKGS Building Pty Ltd

Silver Sponsors

- › Asaleo Care (Tena)
- › Blue Apache
- › CH2
- › Gemini Catering
- › Grant Thornton
- › Jeff Williams Building
Services Pty Ltd
- › Registered Electrical
Contractors Pty Ltd

- › Russell Kennedy
- › S P and R Air Conditioning
- › Solutions Three
- › Thomson Adsett

Bronze Sponsors

- › Peter Ekins Plumbing
- › Phoenix Air Pty Ltd

Hole-in-One Sponsor

- › Adco Constructions

Drinks Cart Sponsor

- › Lion Dairy and Drinks

Hospitality Sponsors

- › Paywise
- › PFD Food Services

Community Groups

- › Box Hill RSL
- › Burwood Heights
Congregation (UCA)
- › Kalkee Community Op Shop
- › Lions Club of Brighton
- › Mission Op Shop
- › Rotary Club of Latrobe,
Tasmania
- › St Michael's Uniting Church
- › Uniting Church Heathmont
Womens Fellowship

- › Uniting Church Presbytery of
Tasmania
- › Weeroona Uniting Church
- › Whitehorse Community
Chest Inc.

Corporate Volunteers

- › Eastern Volunteers
- › Flexera Software
- › GlaxoSmithKline
Australia Pty Ltd (GSK)
- › Hewlett Packard Enterprise
- › NAB
- › Victoria University

Uniting AgeWell services directory

Central Office 1300 783 435

Uniting AgeWell
130 Little Collins Street
Melbourne VIC 3000

Regional Offices

Victoria South/East	9845 3126
Victoria North/West	9680 0400
Tasmania	6208 3208

Residential Care

(including Residential Respite)

Melbourne

Box Hill

Box Hill 9843 2200

Brighton

Girrawheen 9596 2914

Camberwell

Condare Court 9809 1558
Tanderra 9836 1565

Forest Hill

Strathdon 9845 3111

Kew

Carnsworth 9862 0000

Kingsville

Kingsville 9680 0400

Noble Park

Noble Park 9554 0700

Wyndham Vale

Manor Lakes 9742 7201

Bendigo

Bendigo

Strath-Haven 5434 3000

Geelong

Belmont

Kalkee-Murray 5243 9566
Kalkee-Nangatta 5243 6688

North Tasmania

Kings Meadows

Aldersgate 6341 1400

Latrobe

Strathdevon 6426 2844

Newnham

Aldersgate Village 6323 8200

South Tasmania

Berriedale

Strathglen 6249 8766

Mornington

Lillian Martin 6282 1111

Rosetta

Strathaven 6208 3208

Sandy Bay

Queenborough Rise 6283 4000

Sorell

Ningana 6269 1000

Independent Retirement Living

Melbourne 9845 3139

Bentleigh — Valkstone

Burwood — Nangare

Camberwell — Condare Court

Forest Hill — Strathdon

Mt Waverley — Yernga

Kingsville

Amarco Apartments 9680 0500

Bendigo

White Hills

White Hills Haven 5434 3000

Geelong 5243 9566

Belmont

Kalkee ILUs

Costa Court Serviced Apartments

North Tasmania 6341 1400

Latrobe

Strathdevon

Perth

Glenrowan Village

Kings Meadows

Wesley Court

Georgetown

Denison Court

Newnham

Aldersgate Village

South Tasmania 6208 3208

Berriedale — Strathglen Mews

Kingston

Montrose

Mornington — Cottage Gardens

New Town

Sorell — Ningana

Sandy Bay — Queenborough Rise

Social Support

Melbourne

Box Hill

Kangerong Centre 9898 7405

Brighton

Girrawheen Centre 9596 0347

Forest Hill

Mingara Day Activity Centre 9845 3113

Hawthorn

Hawthorn Centre 9815 0155

Kingsville

Kingsville Centre 9680 0400

Noble Park

Scott Club 9554 0700

Geelong

Belmont

Kalkee Day Respite 5243 1746

North Tasmania

Latrobe

The Platypus Club 6426 2844

South Tasmania

Mornington

The Cottage Club 6282 1150

Community Respite Services

Melbourne

Eastern Metro Region

Carer Respite Service 9845 3143

Southern Metro Region

Carer Respite Service 9554 0719

Geelong

Belmont

Kalkee Day Respite 5243 1746

Bendigo 5434 3030

Bendigo

Strath-Haven Community Programs

White Hills

Seven Hills Respite House

South Tasmania

Mornington

The Cottage Club 6282 1150

North Tasmania

Newnham

Sunnybrae 6323 3933

Allied Health and Therapy Services

Melbourne

Forest Hill

Strathdon Day Therapy Centre 9845 3114

Hawthorn

Hawthorn Centre 9815 0155

Noble Park

Allied Health and Therapy Services 9554 0700

Oakleigh

Oakleigh Allied Health 9568 0466

Preston

Lumeah Allied Health 9416 8433

Home Care Packages

(Home Care Packages and Private Service Options)

Melbourne

Kingsville Community Programs

Brimbank, Hobson's Bay, Maribyrnong, Melbourne, Melton, Moonee Valley, Wyndham 9680 0450

Noble Park Community Programs

Bayside, Cardinia, Casey, Frankston, Greater Dandenong, Kingston, Mornington Peninsula 9554 0712

Strathdon Community Programs

Boroondara, Knox, Monash, Whitehorse 9845 3137

Loddon Mallee

Strath-Haven Community Programs

Greater Bendigo, Macedon Ranges 5434 3030

Geelong

Kalkee Community Programs

Greater Geelong, Golden Plains, Surf Coast, Queenscliff 5241 1544

Gippsland

Gippsland Community Programs

Bass Coast, Baw Baw, East Gippsland, Latrobe, South Gippsland, Wellington 5152 9699

North Tasmania

North Tasmania Community Programs

George Town, Launceston, Meander Valley, West Tamar 6343 3933

Latrobe Community Programs

Devonport, Kentish, Latrobe, Central Coast 6426 2846

South Tasmania

Southern Tasmania Community Programs

Clarence, Sorell, Tasman, Brighton, Derwent Valley, Glenorchy, Hobart, Huon Valley, Kingborough, Southern Midlands 6282 1193



Uniting AgeWell

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 **1300 783 435**

 **unitingagewell.org**