

Uniting AgeWell

2016 – 2017
Annual Report



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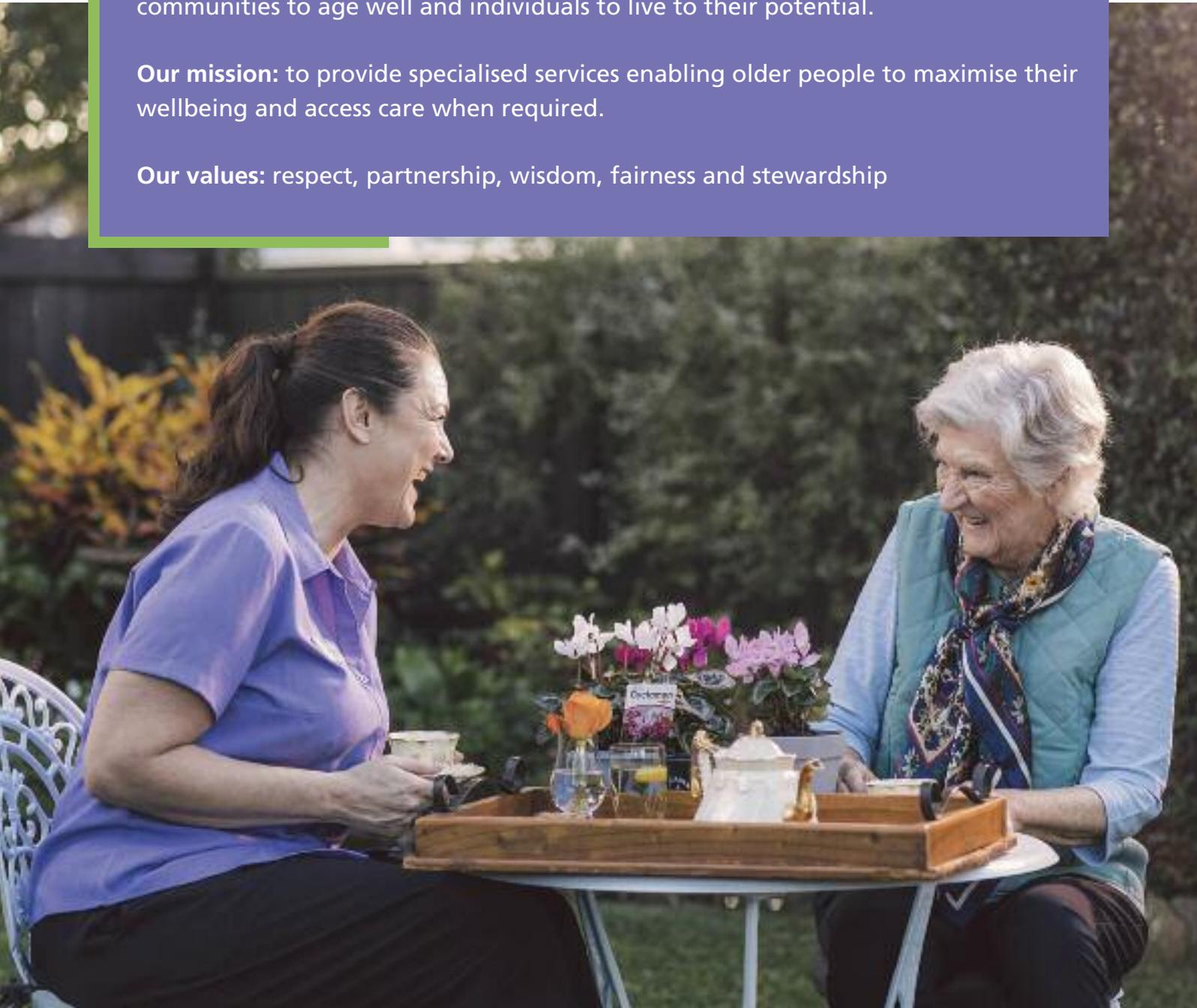
Uniting AgeWell Annual Report 2017

Supporting older people to live well with choice and peace of mind.

Our vision: Uniting AgeWell: The Church at Work. To be 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



The year in numbers

1,420

operational aged
care beds

169,000
hours

of home care
provided

31,000
hours

of respite delivered
in Melbourne

23

Wishing Well
dreams fulfilled

2,500
staff

600+
volunteers

5

commercial kitchens
renovated

47

vertical gardens
installed

4,386
meals

served each day

173,000

Meals on Wheels
delivered to
Tasmanian clients

Creating caring communities

Uniting AgeWell provides exceptional care and service to more than 7,000 people each year across metropolitan and regional Victoria and Tasmania. We strive to help older people stay as well as possible and live full and rich lives through a range of services.

Uniting AgeWell offers:

- › home care
- › social support
- › allied health and therapy services
- › transition care
- › carer respite and support
- › independent and assisted living
- › residential care

As an organisation of the Uniting Church in Australia, our work is infused with the tradition of the Christian faith. At the heart of our work is the desire to honour the unique spirit of love, life and aliveness in every person.

We create caring communities where all people feel welcome and supported in the ways that matter to them, regardless of age, race, nationality, religion, sexuality, gender or social status.

The AgeWell philosophy aims to support everyone on their individual ageing journey through a six-element approach.

These elements are embedded in the services we offer to seniors, ensuring everyone has the opportunity to live life their way.



AgeWell **connect**

Supporting people to engage with the community, remain active and celebrate life with others



AgeWell **being**

Encouraging wellbeing of body, mind and soul



AgeWell **assist**

Providing support, services and assistance to lead the life you want



AgeWell **restore**

Accessing therapies and assistive technology



AgeWell **care**

Offering a continuum of care and support when and where you need it



AgeWell **palliate**

Providing dignified end of life care in the setting you want, honouring the spirit within

Board Chair & CEO's Report

The 2016-17 financial year was an exciting time of growth and development for Uniting AgeWell as we worked towards becoming a stronger, smarter and more sustainable organisation.

With the rapid changes to the aged care industry, customers are contributing more to the cost of their care and therefore demanding more choice and a better customer experience. It is imperative we acknowledge this changing dynamic, implement strategies to ensure we remain sustainable and have the capacity to compete in a deregulated market, and become more customer-focussed.

The Uniting AgeWell Board and Senior Executive Team recently developed Uniting AgeWell's 2017 – 2020 Strategic Plan to ensure the organisation not only keeps pace with these changes and expectations, but is at the forefront of senior services moving forward. The Plan provides a framework of five key priorities:

1. The quality of life and experience of our customers is at the heart of everything we do
2. A progressive employer of choice, with a culture of customer-centred care, innovation, trust and respect
3. Proudly an expression of the Uniting Church
4. Stronger, smarter and more sustainable
5. Strength, learning and innovation through partnership and collaboration

A key part of our growth strategy includes expanding our community services profile, and much work has been done in the past 12 months to set us on that course. We successfully tendered for the transition of Home Care Packages from the Swan Hill Rural City Council, which resulted in 287 packages being transferred to Uniting AgeWell in December 2016 for clients living throughout the Loddon Mallee region.

These packages, together with the transfer of 25 packages from UnitingCare Gippsland, plus organic growth within existing services, resulted in Home Care Package growth of more than 90 per cent in the financial year. A wonderful achievement.

Also in the community services area, Uniting AgeWell was selected by the Tasmanian Health Service as a preferred provider of 19 Transition Care Community Packages for North West Tasmania. These packages offer short-term,



Rev Allan Thompson

goal-focused therapy and case management for older people who need more time to recover after a hospital stay.

In addition, Uniting AgeWell received Federal Government funding to provide 10 Short-Term Restorative Care (STRC) packages to seniors in Melbourne's north. This is another important way we are caring for seniors in our community and helping improve their quality of life.

Uniting AgeWell continued to invest in infrastructure throughout 2016-17, including major upgrades at Condare Court in Camberwell and our oldest facility, Carnsworth in Kew – which celebrated its 70th birthday this year. Our commitment to improve existing facilities has greatly enhanced the quality of life experienced by our residents, and the appeal of our facilities to customers.

We opened our first shopfront "Hub" in Moonah, Hobart, where customers can access information about our Tasmanian-based services. In Latrobe, Tasmania, we are in the planning stages for a 30 bed extension at Strathdevon, following the successful application for additional aged care licences.

We are now undertaking our biggest infrastructure projects in years – replacing disused facilities at Hawthorn and Preston with state-of-the-art residential aged care developments. The Hawthorn site will also include a retirement living apartment complex.

During the financial year we received council approval for both developments, completed a tender process and began work on the demolition of the existing buildings. To be financially viable well into the future, we need to grow and build our critical mass of service delivery. Projects like Hawthorn and Preston are absolutely crucial to this.

We are delighted to report that initiatives put in place by the Uniting AgeWell Board and Management teams over the past 12 – 18 months resulted in a positive financial performance, with a full year operating surplus of \$7.618M exceeding budget expectations and the performance of the previous financial year. The significant improvement in financial performance is indicative of the commitment of Uniting AgeWell's leadership group to identify new revenue streams, minimise cost where possible and implement new, innovative ways of delivering services.

It is important to note, however, that as a Uniting Church organisation our focus is on enhancing service delivery rather than increasing shareholder wealth. We reinvest any surpluses into improved facilities and services. Our reason for being is to create caring communities where every older person feels welcome and supported in the ways that matter to them. This view was further reinforced at a roundtable discussion held in May when Uniting AgeWell Board, Mission Committee, Senior Management, Staff and Synod representatives came together to create a clear and concise identity statement articulating who we are, what we do and how we work.

Progressive care and support that embraces people from all communities is central to this. In May we were delighted to be recognised with an award from Leading Age Services Australia (LASA) for our work creating Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) inclusive services. The award for Community Inclusion is an important acknowledgment from our industry peers of the work we are doing in this area.

We were also thrilled to be a finalist in the Tasmania Community Achievement Awards for Excellence in Aged Care – a wonderful opportunity to showcase the excellent services we provide across Tasmania.

During the year we had a number of Executive changes. Andrew Kinnersly started as CEO in October 2016 following a career spanning more than 25 years in public health service management. We thank Peter Folliot for providing wonderful leadership as Interim Executive Director for three months prior to Andrew commencing.



Andrew Kinnersly

We also recognise Rev John Clarke for his huge contribution to Uniting AgeWell in the four years he was Director of Mission. John joined Uniting VicTas in January 2017. Thanks to Rev Dr Peter Blackwood for filling in as interim Director of Mission before the commencement of Rev John Broughton in May.

We extend sincere thanks to Dr Alan Wilkinson, who completed a nine-year period on the Uniting AgeWell Board – seven as Board Chair. We acknowledge Alan for his strong leadership, wisdom and passion for the AgeWell model of care, and enthusiasm for promoting the organisation as an expression of the Church.

Finally, we recognise that the Uniting AgeWell community is made up of many people and together we create a strongly woven network of support and care for older people and each other. The contribution made by our congregation members is a unique part of Uniting AgeWell and a powerful force behind what we do. We thank all those who contribute to Uniting AgeWell – from staff and volunteers to customers, their families and our Church congregations.

Uniting AgeWell is on a journey to get stronger and provide the best services to Victorians and Tasmanians as they age. We are excited about the future.

Rev Allan Thompson
Board Chair

Andrew Kinnersly
CEO

Care to live and age well

When Miriam Parnavitana moved from her family home of 38 years into a Uniting AgeWell Independent Living Unit, she felt overwhelmed and had withdrawn from many of the social activities she had previously enjoyed.

After receiving a Home Care Package, Uniting AgeWell has supported Miriam to organise her new home and connect with the community again, in the way she chooses.

“When I first came to Uniting AgeWell I was feeling so lost,” says Miriam. “I had lost motivation and was not really looking after my home in the way I like to, or myself. I had also stopped driving my car, which meant I wasn’t able to get out and about anymore.”

“Now I feel more independent and confident – with my carers by my side. I tell them what I want to do and I do it, together with them.”



Everyone wants to live well and have choice and peace of mind as they age. They want to know they are receiving the best care and support possible.

For Uniting AgeWell, this is embedded into the way we work and the services we provide, ensuring our customers always feel valued and supported.

We are constantly striving to provide the highest quality services and an extensive range of options to suit everyone's needs, whether they are at home or in residential care.

The past financial year was an exciting time for Uniting AgeWell as we continued to build and strengthen our services and support people to live and age well.

Putting customers in control

At Uniting AgeWell, we understand how important it is for customers to exercise control over the care they receive. We also know the importance of providing tailored services to help them achieve their individual goals.

During the year the Federal Government's focus on Consumer Directed Care (CDC) in the aged care sector hit a significant milestone.

On 27 February 2017, funding for all Home Care Packages moved from the provider to the individual, giving customers greater control over their Packages and providing an element of portability and flexibility they never had before.

This change is having a huge impact on all aged care providers, including Uniting AgeWell as we adapt to the new consumer-driven market.

As part of the change, people waiting for or seeking a Home Care Package were required to be registered and assessed through the Federal Government's national My Aged Care portal and central waiting system.

Uniting AgeWell responded to these challenges in a number of ways to ensure we continue to assist people to make informed decisions and provide a great service for our customers with respect, dignity and compassion.

Helping understand the new environment

To support people through the changes to the aged care system, Uniting AgeWell held a series of community information sessions across Victoria and Tasmania about the new environment and how to get the most out of aged care services.

Designed to inform and support people on their aged care journey, the sessions covered topics such as navigating the aged care system, the different types of government-funded aged care programs available and eligibility criteria. Importantly, people were assisted with My Aged Care registration, which for some people had previously proven to be a daunting process and barrier to accessing services. Hundreds of people attended and additional sessions were held due to overwhelming demand, proving how valuable these information sessions were.

Ensuring we are CDC ready

The Federal Government plans to introduce the Consumer Directed Care approach into residential care in the next few years. To ensure we are ready for this next phase, Uniting AgeWell has been conducting a two-stage trial at Ningana Community, Sorell, in Tasmania.

The first stage of the trial began in July 2016, with interviews with selected residents and staff to help set goals, develop care plans and implement a cost structure.

Mario Schiabel stands tall in his living room, pumping his fists into the air with rhythmic vigour.

Six months ago this would have been near impossible. With a history of Type I diabetes and following pancreatic surgery, the 81-year-old had become weak and unable to walk.

This left him increasingly isolated and unable to get out and about in the community as he used to, and completely reliant on his wife Nives.

His GP recommended he try a Uniting AgeWell Short-Term Restorative Care (STRC) package to help him regain his strength and mobility.

Mario was assisted with a physio program, including strengthening exercises, ramps were installed in his home and a walking frame provided to assist his mobility.

Nives says Mario is now a different man, feeling more independent and confident. "Since the eight-week program Mario is moving around better and he has become stronger," Nives said.



The second phase commenced in June 2017 and focusses on the delivery of care to meet the residents' goals and determining what might need to change to implement those models of care.

The trial will help define what CDC will look like in the residential setting, including the model of care best able to meet customer needs, and the development of a transparent financial model.

Restorative care and reablement

Sometimes people need a little bit of extra support to maintain or restore their health and fitness. This could be help to get back on their feet after a fall or illness, or preventative programs to keep mobile and active.

Uniting AgeWell supports people through a range of programs both in the home and at our community and residential centres, including physiotherapy, occupational therapy, exercise classes, specialist gyms and equipment.

New short-term restorative care options

In late February 2017, Uniting AgeWell was awarded 10 Short-Term Restorative Care packages in Melbourne's north by the Federal Government.

This new program provides older people with short-term care of up to eight weeks to help them get back on their feet and improve their quality of life, so they can remain at home and regain independence or improve ability.

What makes this program different, is that services like physiotherapy, occupational therapy and other allied health services are provided in a person's own home so they don't have to visit external clinics, plus they have access to other home care services to support their independence.

More HUR gyms to come

Uniting AgeWell's Helsinki University Research (HUR) gym at Strathdon Allied Health and Therapy Services in Forest Hill went from strength to strength in 2016 – 17, fuelling plans to expand the project to more sites across the organisation.

HUR gym equipment uses specially designed air resistance and smart card computer technology to support older people to regain and maintain fitness levels and build strength. Users are assisted throughout the process by Uniting AgeWell exercise physiologists, who provide support with setting goals and tailoring the program.

Over the last financial year attendances at the gym surged by over 3,000, with an additional 80 new memberships. More than 350 people now attend the specialist gym each week – an almost 600 per cent increase in the two years it has been operating.

Following the success of the Strathdon HUR gym, a full HUR gym will be introduced at Oakleigh Allied Health and Therapy Services, with plans for additional equipment to be purchased for Noble Park Allied Health and Therapy Services. Opportunities are being explored to roll out the gyms in residential and independent living sites over coming years.

Physio clinics restore and reable

Three physiotherapy programs were launched in 2017 to support the health and wellbeing of community and residential clients.

The Active Ageing Program for residential clients started in early 2017 and focuses on three areas for improvement – Reablement, MindStrong and Falls Management.

In June 2017 Uniting AgeWell joined with physiotherapy service provider Transform Physio for a collaborative restorative care and reablement program, known as 'AgeWell Physio Clinics'.

These clinics are provided at Uniting AgeWell allied health and therapy centres. Physiotherapy Case Meetings are used to identify suitable candidates for each program, which run for a six-week period for each person. Individual goals are identified and worked towards throughout the program.

Our Home Care Package clients also benefit from physiotherapist-led health and wellness care plans, where the physiotherapist visits people in their own home.

Dementia friendly communities

With projections showing there will be more than 530,000 people living with dementia in Australia by 2025, Uniting AgeWell is continually looking for ways to improve its approach and outcomes for the people we support.

Empowering through independence

Two simple initiatives for people with dementia at Strathglen Community in Hobart have seen huge clinical improvements.

In just 12 months the initiatives have resulted in a 50 per cent reduction in falls, a 52 per cent reduction in reported Urinary Tract Infections, a 42.8 per cent reduction in the use of antibiotics, and negligible instances of weight loss amongst residents.

The changes were simple – we opened the Memory Support Wing to the entire Strathglen site, increasing the opportunity for social interactions and emotional wellbeing, and introduced a buffet style breakfast. This approach saw people drink more fluids and eat more because they were able to choose what they ate. They were healthier and stronger as a result.

Uniting AgeWell Strathglen Manager of Integrated Services Denise Hallam said the new model focussed on inclusion and empowerment and residents were clearly happier and more engaged. Several other sites across Uniting AgeWell are in the planning stages of setting up a similar approach.



Mary Pask

Seeing blue

People with dementia can have difficulty differentiating between depth and colour. Falls in toilets are a problem as people cannot see white on white. A number of Uniting AgeWell sites are overcoming this problem with the introduction of blue toilet seats.

Staff at Strathglen in Hobart conducted a trial in the bathroom of resident Mary Pask, pictured, who was experiencing up to two falls a week. A blue seat was installed in April 2017 and in the four months of the trial period, she did not have a fall. Following the success of the trial, blue toilet seats were installed across the entire wing in mid-May, with no falls recorded since that date.

Blue seats have now been ordered for the rest of the Strathglen site. Blue seats have also been installed at the Mingara day activity centre at Strathdon, and other Uniting AgeWell sites are to follow.

Creating a more calming environment

Uniting AgeWell's Palliative Care Specialist Kerry Whitlock works with Uniting AgeWell sites to help make them dementia-friendly environments. In addition to the blue toilet seats, changes involve updating the décor with soft and appropriate colours, purchasing memorabilia that is familiar to clients, and painting the doors to help people identify where certain rooms are located.

Young Dementia program shines

Interest in Uniting AgeWell's Younger Onset Dementia Program in Geelong has ballooned in the past 12 months. So popular is the program there is now a waitlist, and a second group is being considered to cater for the growing interest.

The program, which began in October 2015 and is the first of its kind in Geelong, provides peer support and a social outlet for younger people diagnosed with dementia.

Continuous improvement in palliative care

Creating a caring and supportive environment at the end of someone's life is integral to the Uniting AgeWell mission and we are constantly striving to enhance our palliative services.

Over the past year this has included a range of initiatives including reviewing our performance, building links with outside services and supporting individuals and families to plan ahead in relation to palliative care.

Listening to our families

In 2016, a trial of the Family Perception of Care Scale survey was carried out at our Kingsville Community in Melbourne. Developed in the UK, this survey was specifically designed to enable residential care facilities to gather authentic information about the palliative care they provide.

Taking part in the survey gave bereaved family members the opportunity to give constructive feedback and understand what they believe are their top three priorities for excellent end of life care. Results have already been used to inform the End of Life Care Pathway program, a workshop conducted at all residential communities to enhance care for dying residents.

Learning from experience

In March 2017, the AgeWell Palliate Plan for Continuous Improvement was approved by the Uniting AgeWell Clinical Decision Makers Committee (CDMC). The plan was developed based on managers' self-assessment of the palliate process that took place across individual sites during 2016.

Some key recommendations within the plan include embedding training and resources across the organisation, support for new staff to develop communications skills around palliative care, embedding the End of Life Pathway and making Advance Care Planning central to the delivery of palliative and end of life care.

All recommendations within the plan will be implemented over time, with staff training sessions planned for late 2017 and community information sessions around Advance Care Planning and other palliative care topics scheduled throughout the year.

Planning for the future

Uniting AgeWell Palliative Care Specialist Kerry Whitlock and Noble Park Chaplain Cathy Beaton designed a series of information sessions about getting older. Aimed at helping people understand how to plan ahead, and with a focus on palliative care, topics ranged from Advance Care Planning, Managing Anxiety and Depression to Power of Attorney and Wills.

The initiative has been running across four residential sites in Victoria and Tasmania. Feedback has been very positive, with attendees saying they felt more informed and confident about what was ahead of them – a fantastic example of the Church at work.

The information sessions are ongoing.

Strengthening our services

Our first Community Hub

In September 2017, Uniting AgeWell opened its first Community Hub – a one-stop-shop for seniors to find information about aged care. The Hub, in Moonah, Hobart, signals a new way of meeting the needs of the community.

The new space facilitates the promotion and delivery of Uniting AgeWell services such as Home Care Packages, residential care, independent living, social support and respite, as well as providing customers with a friendly and welcoming space for community connection.

The Hub is also a vibrant community space. Customers can use computers to register on My Aged Care with staff assistance, and the Hub is used for regular community information sessions.



Uniting AgeWell is committed to ensuring our services can meet the needs of Australia's growing aged population and the increasing expectations of customers.

We invested heavily in our service areas in the 2017 financial year and focussed on expanding all our services to ensure we continue to provide the highest quality care and services.

This included introducing a number of innovations to strengthen our capacity to compete in a deregulated market.

Service growth and expansion

Expansion in Community Services

Uniting AgeWell significantly grew its Community Services profile this year, successfully tendering to take over 273 Home Care Packages from Swan Hill Rural City Council in December 2016. Five new Community Services offices were established in north-west Victoria to coordinate Home Care Packages in the northern Loddon Mallee region – Mildura, Swan Hill, Echuca, Serpentine and Kerang.

This has provided continuity of care and peace of mind for Loddon Mallee seniors and greater opportunities for their health and wellbeing through Uniting AgeWell.

In September 2016, we took over 25 Level 2 Home Care Packages from Uniting Care Gippsland, following an agreement between the two organisations' boards. These packages complemented the Level 3 and 4 packages Uniting AgeWell already offers in Gippsland, bringing the total number of packages in the region to 40.

These new packages, together with organic growth within existing services, saw Home Care Package delivery grow by more than 90 per cent in the financial year.

In May 2017 Uniting AgeWell was notified by the Federal Government of its successful bid to deliver home care, personal care, allied health and respite care services in Victoria and Tasmania with a focus on customers from Culturally and Linguistically Diverse (CALD) backgrounds and people who are financially and socially disadvantaged.

Transition care in Northern Tasmania

In January 2017, Uniting AgeWell was selected by the Tasmanian Health Service as the preferred provider of 19 Transition Care Packages in Northern Tasmania.

The packages, delivered by Uniting AgeWell's Latrobe Community Services, offer short-term, goal-focused therapy and case management for older people in the region who need more time to recover after a hospital stay and the space to make decisions about their future in the comfort and security of their own home.

A smarter organisation

A number of Information and Community Technology (ICT) projects were undertaken during the year as Uniting AgeWell moves to keep ahead of an increasingly tech-savvy community.

This saw the implementation of a Community Client Management application, a Workforce Management System and upgrades to our Residential Management System.

A new website was also launched in October 2016, with a fresh, updated look and feel, making it more user-friendly and easier to access service information.

In collaboration with the multi-award winning digital agency Carter Digital, the Marketing and Community Relations team carried out broad consultation and independent user testing of the new site.

Vsinee Chatikaranyaphat sets a high standard in her work. Earlier this year, the cleaner at Tanderra did such a thorough job cleaning a resident's room, she uncovered a ring that had been thought lost a year earlier.

"Vsinee is known for taking great pride in her work," says Hotel Services Coordinator Brian Robinson. "Residents at Tanderra often comment positively on the cleaning standards and tell me they are grateful to have Vsinee there."

Vsinee's standards are also a great example of how bringing Uniting AgeWell's cleaning services in-house have improved standards of care and cleanliness.



The site is W3C Compliant, which means it meets Web Content Accessibility Guidelines making it more accessible for people with disabilities and vision impairment on all devices including mobile phones and tablets.

Meals on Wheels

Our Hotel Services have seen expansion this year with the Meals on Wheels program growing across a number of areas in Northern Tasmania, including Ulverstone (by 340 per week), Penguin (by 85 per week) and Wynyard (by 178 per week). From July 2017, the Sheffield service will also increase by 60 per week.

Feedback has shown clients were excited to receive more than one meal choice, including two hot mains as well as salads, sandwiches and the option for dietary requests.

Enhancing quality, reducing risk

In-house more in-keeping

The decision in early 2016 to bring Uniting AgeWell's cleaning and laundry services in-house at our Victorian sites has paid dividends with marked improvements in the quality of our services.

These improved results have been identified through a Peer Audit program introduced in January 2017. Results for the first five months have shown a steady improvement in the quality of cleaning, laundry and catering services with an average score of over 90 per cent achieved across the organisation.

A framework for quality

The Uniting AgeWell Quality Framework was finalised in early 2016-17. The Framework, which identifies how we can ensure a positive customer service experience, is based on four elements known as RISE (Responsive, Integrated, Safe and Effective).

The Framework has been included in the trial of the Consumer Directed Care (CDC) model in residential aged care, which commenced in July 2016.

Listening to our staff

An important part of strengthening our services involves seeking feedback from our staff to identify the things we are doing well and areas for improvement. A Staff Satisfaction survey conducted in July and September 2016 showed the majority of staff rate Uniting AgeWell as a good place to work and the survey results overall were significantly better than industry benchmarks.

Listening to our customers

Uniting AgeWell participated in a pilot of the Your Experience of Care (YES) survey this year. Part of the Department of Health's National Aged Care Quality Indicator program, the YES survey revealed our areas of strength to be choice and involvement, safety and the effect of our service on the day-to-day life and wellbeing of customers.

Areas for improvement included the provision of information to customers (including explanation of rights and responsibilities), access to peer support and the effect of the service on hopefulness for the future.

Excellence recognised

Uniting AgeWell was fortunate to receive recognition for a number of our services during the financial year.

In May 2017, Uniting AgeWell received a Leading Age Services Australia (LASA) 2017 Excellence in Care Award for Community Inclusion, in recognition of the work we are doing with the LGBTI community.

We were also thrilled to be named as a finalist in the 2016 Tasmanian Community Achievement Awards for the Prime Super Employer "Excellence in Aged Care" category. As a finalist, it was a wonderful opportunity to showcase the excellent services provided across our Tasmanian facilities.

Building works and maintenance programs

Providing comfortable, home-like and safe environments for our customers is of critical importance. They have a real impact on the wellbeing of our residents, clients and staff. Our residential facilities are people's homes, while for some community clients the only outing they may have each week is to one of our day therapy centres.

Uniting AgeWell has a continued commitment to improve and expand our services through an extensive building works and maintenance program on existing infrastructure. Key building works have included the extension and renovation of a number of sites across the organisation as well as ongoing maintenance of existing assets.

Each project has resulted in improvements to our services and increased access to aged care services for those in the community who need it. This has included improvements to bedrooms, ensuites and communal areas, dining rooms, activity areas and outdoor areas with gardens and living spaces.

New wing for Strathdevon

Plans have been confirmed for a major extension and renovation at Strathdevon Community in Tasmania, including 30 new beds and an upgrade of the existing building, resulting in increased aged care options for seniors in the Latrobe region.

The new wing will include private ensuites for all bedrooms, plus new common areas and facilities for staff. The existing building will also receive a face lift, including a new café, chapel, resident activities facilities, gym, hair salon and a new state-of-the-art cook-fresh kitchen.

To ensure the needs of Latrobe's indigenous community are met by the project, a number of rooms have been designed in consultation with local indigenous groups.

Modern makeovers

Condare Court Community and Carnsworth Community underwent major upgrades during the financial year. At Carnsworth, the refurbishment program included a complete makeover to all

bedrooms, bathrooms, common areas, nursing stations, offices and corridors.

Both upgrades offer further improvements to accommodation and lifestyle for residents who are thrilled with the new modern makeover and enjoying their new surroundings.

Sustainable progress

The tender process for the construction of two Uniting AgeWell sites in Hawthorn and West Preston was successfully carried out in early 2017.

The large site in Hawthorn, which spans Wattle and Manningtree Roads, began demolition in July 2017, to make way for a 120-bed residential facility and a separate retirement living complex with 49 two and three bedroom apartments.

Demolition of the Bruce Street, West Preston, site began in June 2017. A 104-bed residential facility will be built on the site. Lumeah Allied Health and Therapy Services relocated to a nearby site in December 2016.

These are the most significant developments for Uniting AgeWell in many years, and will set the benchmark for future developments. They have been designed to meet the expectations of aged care and retirement living customers in a competitive consumer-driven market, and ensure the ongoing sustainability of Uniting AgeWell's services.

Both developments are expected to be complete in late-2019.

Facility Services Coordinator Alexandra Clamp plays a key role in Uniting AgeWell's infrastructure and maintenance program. She helps to organise each project and ensure they run to schedule, while minimising any disruption to customers during the process.

She is particularly proud of the works done at Tanderra Community in Camberwell, which received a full make-over, including to bedrooms, living areas, outdoor areas and the front reception.



Valuing our staff

Our staff are a pivotal part of the Uniting AgeWell community and we value their expertise, work and commitment to providing the highest quality support and care for our customers.

As an organisation, we recognise the importance of celebrating individual achievements and ensuring staff are given opportunities to develop their skills. This is not only key to individual job satisfaction but to the continued growth and strength of the organisation as a whole.

Manual handling training revamp

Excellent manual handling skills are vital for the health and safety of customers and staff alike. In May 2017, Uniting AgeWell announced all manual handling training would now be delivered by trained physiotherapists, offering a more tailored approach for staff.

The training program, which focusses on the best ways for staff to work, keep people safe and to protect staff from injury and strain, is being delivered by Transform Physio, the team who deliver physiotherapy to clients across all Uniting AgeWell residential sites.

An empathetic approach

Uniting AgeWell care staff were given the chance to “walk in the shoes” of our customers this year when they attended a series of experiential workshops designed to build their customer service skills. The program involved staff in familiar and realistic customer situations aimed at developing their skills and promoting effective interpersonal relations and social transactions with customers.

Sharing knowledge, creating connections

A new annual event was developed during the year to provide additional training to Uniting AgeWell Health and Safety Representatives (HSRs) and recognise the important role they play. The role of the HSR is voluntary, and done in addition to a staff member's normal duties. HSRs undergo training and represent the health and safety interests of staff at each site. We have 14 HSRs in Tasmania and 18 in Victoria.

The Safety Team developed the HSR Annual Networking and Training Days – Victoria and Tasmania, to build comradery amongst the HSRs, improve relationships with site managers, enhance skills and show the HSRs they are a valuable and valued part of the organisation.

Selfless, inspiring and professional are just some of the words used to describe Box Hill Community's Administration Officer, Jenny Loong, the 2016 Uniting AgeWell Employee of the Year.

Applauded for her work assisting staff and residents with the unique Montessori lifestyle program and her professionalism in helping the site pass accreditation, Jenny was a deserving and humble recipient of Uniting AgeWell's most prestigious award.

"It's indescribable to be awarded for something I enjoy doing every day," said Jenny. "It's very rewarding to work closely with clients and make their day-to-day lives better."

Ten staff awards were handed out at the annual Uniting AgeWell Foundation Day celebrations during Senior's Week in October 2016, recognising the outstanding achievements of our staff during the previous 12 months.



A strong community

A touching friendship developed between Carnsworth Community resident Dobbie Room and local kinder student Jude during a weekly kindergarten program.

Since July 2016, 27 children from Davis Street Kindergarten have been visiting Carnsworth residents as part of their weekly kinder sessions.

79-year-old Dobbie and 4-year-old Jude met in early 2017 and have been inseparable ever since. Dobbie says Jude is like another grandson to her. "I really look forward to seeing Jude every week," she says.

The program is having positive effects on the old and the young. Carnsworth residents are more energised, empowered and feel part of the community during the kinder visits. The children teach them games on iPads and one resident with dementia even wrote his own name for the first time in five years.

It also has benefits for the children, especially those with special needs such as autism and attention deficit disorders. It gives them extra attention and develops greater empathy.



There are many different ways Uniting AgeWell connects with the community. Whether it is connecting a customer to their local community, building relationships at a corporate level, or seeking the advice of community members about our services, community interaction is vitally important.

Community connection and engagement

Community advice

Since its establishment in early 2016, the AgeWell Community Advisory Committee (ACAC), a sub-committee of the Board, has become an important resource and community voice for the planning and delivery of services across Victoria and Tasmania.

The Committee has worked on a number of projects including improving the health literacy aspects of Uniting AgeWell's communications, providing feedback on external communications and the new website, monitoring key performance indicators for quality and safety, and consultation around the establishment of a research project with Deakin University into community engagement.

Opening up to community groups

While the Hawthorn and Preston sites were waiting for redevelopment, the Infrastructure Team donned their sustainability hats and made sure the sites and materials on them were being put to good use.

The Hawthorn site was used as the training ground for the Victoria Police Dog Squad as the vacant site provided real life obstacles that were relevant to the Dog Squad's training requirements. In addition, the site was used as a venue for the Australian and New Zealand Police Dog Trials.

With sustainability being a key part of Uniting AgeWell's value of Stewardship, the Infrastructure Team were also keen to find ways to recycle materials and old furniture items from the sites.

The Men's Shed at the Hawthorn Centre made great use of any wooden materials, using them to build coffee tables for West Welcome Wagon, a

not-for-profit organisation that helps settle asylum seekers.

A range of equipment such as old beds and washing machines, chairs, microwaves, and other aged care equipment that was stored at the site has now been donated to hospitals in Sri Lanka.

Making wishes come true through golf

The breadth and strength of Uniting AgeWell's broader community was highlighted this year at our fourth Annual Charity Golf Day, which raised over \$50,000 for our inspiring Wishing Well Program, helping people we support achieve their dreams.

Despite soaring temperatures, golfers soldiered on to enjoy 18 holes of Ambrose golf and post-game drinks at the spectacular Commonwealth Golf Club.

Over 40 companies generously supported the event through sponsorship, registrations and donations.

We would like to particularly thank Paywise Salary Packaging for their support as Platinum Sponsor this year, and Gold Sponsors Cura Health, Ascot Group and Dominant.



Victoria Police Sergeant Brad Forster and Zev

Recognising years of valued volunteering

Uniting AgeWell has over 600 volunteers across Victoria and Tasmania, and the work they do comes in many shapes and sizes, from hosting music sessions, running Men's Shed workshops, taking residents on outings or simply dropping in for a cuppa and a chat.

Each year we acknowledge the integral role volunteers play in supporting Uniting AgeWell during National Volunteers Week. Years of service awards were handed out and long-serving volunteers recognised.

At Strathdon Community in Forest Hill, long-time volunteer David Simpson was farewelled after 17 committed years. David visited residents every week during his long service, providing friendship and an opportunity to chat.

We thank all our volunteers for their ongoing contribution and the difference they make to the lives of others each and every day.

Connecting people through technology

In Latrobe, Northern Tasmania, Uniting AgeWell is using technology and social media to counter the increase in severe health issues that older people can experience from living in social or geographical isolation.

Funded by the Federal Government's Community Visitors Scheme, community clients are given a tablet, complete with broadband data and local technical support. This enables them to establish connections and keep in contact with family and friends around the world.

To support the scheme, Uniting AgeWell has partnered with Nundah Activity Centre in Brisbane where volunteers use Skype to talk face-to-face with Home Care Package clients thousands of kilometres away. This allows people to interact in a more personalised way than a regular phone call.

The Platypus Club in Latrobe also supports clients to use the technology to play games or other programs to keep their minds active and has set up a social media network, enabling them to keep in visual contact with families who may be located in other states.

Our communities giving back

Community engagement at Uniting AgeWell extends well beyond supporting people to get out and about and take part in activities. Staff also support aged care residents to run initiatives that give back to their local community and charities that are important to them.

Community fundraising highlights this year include a winter blanket drive at Ningana Tasmania, cake baking at Strathdon to raise money for Tasmanian flood victims and a range of activities at Lillian Martin to raise money for the Cancer Council, including 99-year-old Doris Thackery shaving her head – which generated media interest along the nation's east coast, from Hobart to Townsville.



Doris Thackery

The Church and customer wellbeing

Our identity

During the year the Mission Committee developed the Uniting AgeWell Identity Statement. This grew out of a need to publicly recognise and acknowledge the connection between Uniting AgeWell and the Uniting Church in Australia Synod of Victoria and Tasmania and the role aged care plays in the mission of the Church.

The Committee brought together a number of parties including key Church groups, the Synod of Victoria and Tasmania, Uniting AgeWell Board members, Senior Executives, staff and broader groups to come up with a statement that reflects aged care as an important extension of the Church. The statement will be released in the 2017-2018 financial year.

Our new Director of Mission

In May 2017 Uniting AgeWell welcomed a new Director of Mission, Rev John Broughton. This followed the departure of long-time Director of Mission Rev John Clarke, who did substantial work developing the mission and values of Uniting AgeWell, building the chaplaincy and pastoral care network of the organisation, and enhancing connections with the Uniting Church.

We acknowledge John Clarke for his enormous contribution in the four years he was at Uniting AgeWell. We also thank Rev Dr Peter Blackwood for filling the role of interim Director of Mission for three months.



Rev John Broughton

Chaplain training

Early in the financial year, Uniting AgeWell became involved in a new Pastoral and Spiritual Care training module with the Aged Care Channel. We worked with the Health Television Network and Meaningful Ageing Australia, as well as other aged care providers, to create the comprehensive module, which takes 30 hours to complete.

The module was released in July 2017 and is likely to be included in training for Chaplains and pastoral volunteers.

Holistic approach

A new social worker role has been created in Southern Tasmania in March 2017. The position has been developed to assist residents, families and managers to deal with the more complex issues that arise. The position works closely with lifestyle staff and Chaplains to ensure a holistic approach is developed in response to an initial referral.

Supporting seniors to Worship Well

A Uniting AgeWell Sunday Worship Resource guide was launched in August 2016, to help Uniting Church congregations prepare for Seniors Week, celebrated in October every year.

The Guide contains helpful resources including sample services, sermons, scriptures, hymns and topics celebrating the ageing stage of life within the context of faith. These can be adapted to suit individual congregations.

The Guide also has ideas for creating 'senior friendly' services and ways to meet the spiritual needs of members unable to attend church.

Inclusion and diversity

Uniting AgeWell values are grounded in the beliefs of the Uniting Church – an inclusive church which is open to people from other faiths and none. Like the church, we aim to provide services and communities that welcome people from all backgrounds, regardless of their gender, race, religion or lifestyle.

Embedding LGBTI inclusion

Uniting AgeWell's LGBTI Working Group progressed the organisation's LGBTI strategy to ensure we continue positive change for customers and their families.

In June 2017, mandatory online LGBTI training through the Aged Care Channel was introduced. The training helps staff understand the lived experience of the LGBTI community so they can provide appropriate care.

Work is also progressing on the review and updating of all Uniting AgeWell documents to make sure they do not exclude people from the LGBTI community.

The Working Group also decided in early 2017 to establish an annual Celebrating LGBTI Week – the first of which was held in August 2017. The week is designed to demonstrate the organisation's commitment to the LGBTI community and to help educate staff and residents about issues faced by this group.

Midsumma debut

In January 2017 Uniting AgeWell hosted its first stall at the Midsumma Festival, Melbourne's premier gay and lesbian arts and culture festival.

Uniting AgeWell was one of more than 120 stalls on the lawns of Alexandra Gardens. It was a great opportunity for Uniting AgeWell to connect with the LGBTI community and showcase the services we offer.

Meeting a diverse range of needs

Uniting AgeWell understands that older people from Culturally and Linguistically Diverse (CALD) communities want to be involved in experiences and outings that are appropriate to their backgrounds.

During the financial year we developed a Diversity Plan to identify and address barriers for people from the CALD community in accessing aged care services in the community.

It also sought to form partnerships with key organisations and develop new programs to accommodate the needs and preferences of CALD communities.

Uniting AgeWell runs a number of CALD social support groups, including a Vietnamese Transit Group and Tamil Outing Group in Melbourne's south east.

More than 50 per cent of clients at the Oakleigh Allied Health and Therapy Centre are from a CALD background. Staff are available to offer translations and programs are designed to cater to the cultural sensitivities of clients, who are mostly Greek and Italian.



Lanh Thi Lam and daughter Hong Danh

Facing Page: Uniting AgeWell volunteer Lyn Jones and staff member Karen Ferguson at the Midsumma Festival



Go in the draw to win a \$600 Daylesford accommodation escape voucher

That special weekend. For the chance to experience one of Australia's most beautiful sea resorts, complete a quick two minute survey and tell us what's important to you when considering aged care.

Go to www.ageingwell.org.au for more information.

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Strengthening the sector

For student Ryan Townley-Jones, a six-month placement at Manor Lakes Community was an eye opener.

The RMIT University Social Work student says the stint highlighted issues facing older people, such as social isolation and depression, which he hadn't thought of before.

The placement was initially for students to assist new residents settling into the Manor Lakes Community. But Ryan and his fellow student showed such a high level of initiative that their placement was expanded to include working with existing residents and taking part in lifestyle activities.



Uniting AgeWell sees immense value in partnering with others to achieve the best possible outcomes for seniors in the community. Partnerships enable us to collaborate with and learn from others to strengthen service offerings and advance the sector.

Working with others on the bigger picture

In June 2017, three exciting new research projects were announced that will see Uniting AgeWell working together with leading organisations and universities across the globe.

Uniting AgeWell is the lead aged care industry partner in a multi-million-dollar research project led by Deakin University into how new technologies can assist older people living at home or in residential aged care. The project is expected to have a real impact on the way we deliver aged care, with the development of innovative, intelligent care solutions that will have huge benefits for the wellbeing of older people.

Uniting AgeWell joins 22 other organisations on the project, including the Black Dog Institute and other premier Australian and international universities from Denmark, New Zealand, Ireland and Germany.

Uniting AgeWell is also involved in a \$440,000 dementia research project with Swinburne University and Alzheimer's Australia Victoria. The funding for the two-year project was allocated as part of the Department of Health's Dementia and Innovation in Aged Care grants. The study aims to address the gap in the mental health needs of older people with dementia in residential aged care.

In addition, Uniting AgeWell is partnering with Deakin University for a study into community engagement in aged care. This project aims to understand community engagement and participation activities and initiatives at Uniting AgeWell, and explore the beliefs, perceptions and understanding of customers, staff and volunteers towards community engagement.

The study will involve interviews and focus groups with customers, staff and volunteers.

Investing in the future

Uniting AgeWell provides opportunities for students to gain hands on experience to foster their studies and help them understand the issues faced by the sector. It also encourages them to become future advocates for change.

During the year, Uniting AgeWell placed 112 students across its services, including enrolled and registered nurses, occupational therapists, speech therapists, dietetic and nutrition students.

Uniting AgeWell Manor Lakes hosted two Bachelor of Social Work students for the first time this year, providing a six-month placement opportunity at the community.

Policy and advocacy

In July 2016, Uniting AgeWell joined a national campaign calling on the Federal Government to halt proposed major cuts to the aged care sector announced in its May Budget.

The campaign, led by Uniting Care, urged federal and state Members of Parliament, interest groups and the public to pressure the Government to halt the cuts and work with the aged care sector to develop a better solution.

Uniting AgeWell Interim Executive Director Peter Folliot met with key Victorian and Tasmanian politicians to rally their support against the cuts and launched its own media offensive on the issue. Following pressure from a large number of providers the Government agreed to work with the sector to find alternative ways of making the savings.

Advocating for a fair go

Uniting AgeWell continues to be a strong voice for people accessing community services. We were appointed the lead agency in Uniting Care Australia's Home Care working group, and continued our representation on the National Gateway Advisory Committee and other senior policy and advocacy groups and activities.

Financial performance

Uniting AgeWell derived a net surplus before investment losses of \$7.618 million for the financial year ending 30 June 2017. This compares to the prior year net surplus of \$4.067 million.

Operating revenue increased 9 per cent to \$176.094 million due to higher resident acuity, government subsidy payments and home care package growth.

Occupancy of the residential aged care facilities remained stable at 93 per cent.

The net surplus after investment gains was \$11.908 million, compared to \$3.024 million in 2016.

Financial position

The value of net assets increased during 2016-17 by \$11.908 million to \$229.944 million, due to net surplus of \$7.618 million, plus the net gain of \$4.290 million on investments held for resale.

Cash and investments increased by \$43.168 million.

Resident ingoings increased by \$31.768 million to \$203.829 million, as a result of the changes to new resident accommodation payments under the 2014 aged care reforms.

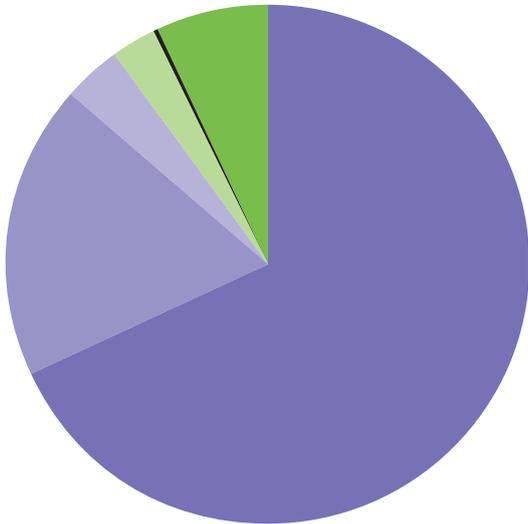
Cash flow

There was a net cash inflow of \$38.877 million for 2016-17. This result comprised cash inflows from operating activities of \$24.772 million and financing activities of \$31.768 million, offset by a cash outflow from capital development expenditure of \$17.663 million.

Internal control

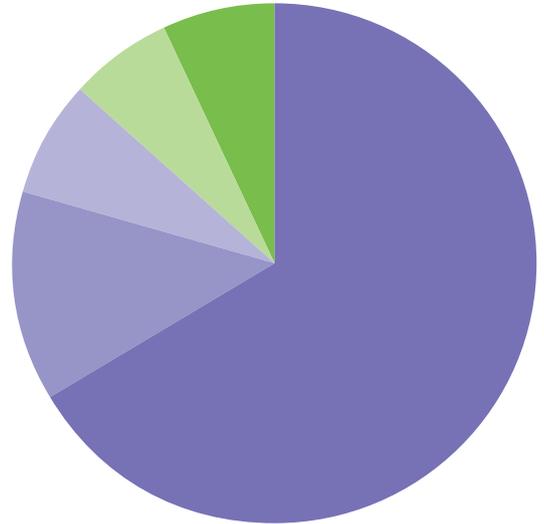
Uniting AgeWell maintained an internal audit function during the year that is independent of normal business operations to monitor and provide assurance to the Board as to the effectiveness of risk management systems and internal controls.

Sources of Revenue 2016 – 2017



● Govt Funding	68.2%
● Fees	18.4%
● Interest	3.6%
● Retentions/DAC/RAC	2.7%
● Donations	0.3%
● Other	6.8%

Sources of Expenditure 2016 – 2017



● Employee Benefit Expense	66.6%
● Care and Hotel Services	13.0%
● Infrastructure Services	7.4%
● Depreciation	6.3%
● Administration Expenses	6.8%

Governance

Uniting AgeWell's Board of Governance is made up of 10 people who bring years of experience in various government, academic, health and private sectors to the organisation.

Working with the CEO and senior executive team, the members help shape the direction of the organisation through governance and stewardship, and provide the highest standards of ethical conduct and practice.

Board members sit on various sub-committees that advise on key governance areas.

These Sub-Committees include:

- › Audit and Risk
- › Finance
- › Mission
- › Property and Development
- › Quality & Safety
- › Remuneration and Nominations
- › AgeWell Community Advisory Committee

Uniting AgeWell thanks Dr Alan Wilkinson for his nine years of service on the Board. He retired in August 2016 after an outstanding contribution to the organisation.

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

Rev Allan Thompson

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

Mr Simon Brewin

- › Board member since May 2016
- › Property & Development Committee
Chair since May 2016
- › Qualifications - MBL, GradDip Health Service Management BBus Post Grad Cert Health Economics FCHSM, Graduate AICD

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

Prof Alison Hutchinson

- › Board member since December 2015
- › Quality & Safety Committee Chair since 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 & Risk Committee Chair 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
- › Uniting AgeWell Community Advisory Committee Chair since July 2016
- › Quality & Safety Committee member since May 2010
- › Remuneration & Nominations Committee member since September 2010
- › Qualifications - Graduate Diploma Health & 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 & Risk Committee member since April 2015
- › Quality & Safety Committee member since February 2017
- › 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 Chair since July 2015
- › Mission Committee Chair since February 2015
- › Quality & 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 Chair since April 2013
- › Audit & Risk Committee member since September 2012
- › Property & Development Committee member since November 2016
- › Qualifications - Bachelor of Science (London), Master of Business Administration, Graduate AICD

Dr Alan Wilkinson

- › Board member August 2007 – August 2016
- › Board Chair from November 2007 to 28 October 2014
- › Mission Committee member from February 2015 to August 2016
- › Property & Development Committee member from February 2015 to August 2016
- › Qualifications - Bachelor of Engineering, Bachelor of Arts (History & Politics), PhD (International Relations), Graduate AICD

Acknowledgements

Each year Uniting AgeWell is fortunate to receive support from a broad range of organisations and individuals, whose contributions enable us to enhance the services we provide.

From financial donations, regular fundraising events, sponsorships and volunteers, to bequests and donated gifts in kind, we truly value the support and assistance of all our sponsors, supporters and volunteers.

We have strong relationships with our corporate partners, many of whom helped us raise \$50,000 at the 4th Annual Charity Golf Day.

All the funds we raise augment the ongoing financial support we receive from Federal, State and Local Governments, for which we are very grateful.

Trusts and Foundations

Bell Charitable Fund
Dora & Trevor Nixon Fund
Gregory Joseph and Zig Dickson Trust
Harold & Cora Brennen Charitable Fund
Pethard Tarax Charitable Trust
Strathdon Community Perpetual Fund
The Erica Cromwell Trust
The Collier Charitable Fund
The Eirene Lucas Foundation

Bequests

Est Nolene Rosa Berryman
Est Ernest L Brown
Est Lilian Dawson
Est Ruth Marion Doig
Est Jean Christina Garlick
Est Patricia Glasser
The Joe White Bequest
Est Mavis Alberta Murray
Est Dulcie Grace Rayment
Est Bertha Lucy Elizabeth Rimmington
Est Mildred L Tonks
Est Anne Gweneth Towers

Major Donors

Curtis and Josling Families
Mr Ken Hutchinson
Ms Dorothy Lee
Miss Margaret McKenzie
Mrs Ruth Hosking

Events

2017 Strathdon Art Exhibition

Primary Sponsors

Ascot Group
Cura Health
Engie Services ANZ
Jellis Craig Mount Waverley
Wilbow Group

Major Supporters

Blackburn South Community Bank, Bendigo Bank
Fiducian Financial Services
Flexiplumb
Paywise
Save Time Visuals
Snap Printing Rowville
The Carstens Family
Thomson Adsett

2016 Charity Golf Day

Platinum Sponsor

Paywise Salary Packaging

Gold Sponsors

Cura Health
Ascot Group
Dominant

Silver Sponsors

Asaleo Care (Tena)
Blue Apache
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Russell Kennedy Pty Ltd
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Gemini Catering
Jeff Williams Building Services Pty Ltd
Registered Electrical Contractors Pty Ltd
S P & R Air Conditioning
Solutions Three
Thomson Adsett
Stella Renovations and Maintenance Services

Hole-in-One Sponsor

Adco Constructions

Hospitality Sponsor

Lion Dairy & Drinks

Supporters

Flexiplumb
WT Partnership
VRC Landscapes

Community Groups

Brighton Trinity (UCA)
Burwood Heights Congregation (UCA)
Dandenong Library
Davis Street Kindergarten
Elwood Secondary College
Friends of Music For David
Genazzano FCJ College
Kalkee Community Op Shop
Kilvington Grammar School
Lions Club of Beaumaris
Littlewood Charities Club
Mission Op Shop
Ocean Grove Uniting Church Outreach
Centre & Opportunity Shop
Rotary Club of Bendigo
Sacred Heart Catholic Church Kew
Sisters of Mercy
St Anthony's Catholic Primary School Noble Park
St Michael's Uniting Church
Uniting Church Heathmont Womens Fellowship
Whitehorse Community Chest Inc.
Xavier College

Corporate Volunteers

Eastern Volunteers
NAB
South East Volunteers
Victoria University
William Angliss Institute

Uniting AgeWell services directory

Central Office

Uniting AgeWell

130 Little Collins Street

Melbourne VIC 3000

1300 783 435

Regional Offices

Victoria (03) 9251 5915

Tasmania (03) 6208 3208

Independent Retirement Living

Melbourne

9845 3139

Bentleigh	Valkstone	
Burwood	Nangare	
Camberwell	Condare Court	
Forest Hill	Strathdon	
Mt Waverley	Yernga	
Kingsville	Amarco Apartments	9680 0500
Hawthorn	Manningtree	
	Apartments	1800 001 047
	<i>(Under construction)</i>	

Bendigo

5434 3000

White Hills	White Hills Haven	
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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	Kingston	
Montrose	Montrose	
Mornington	Cottage Gardens	
New Town	New Town	
Sorell	Ningana	
Sandy Bay	Queenborough Rise	

Residential Care

Melbourne

Box Hill	Box Hill	9843 2200
Brighton	Girrawheen	9596 2914
Camberwell	Condare Court	9809 1558
	Tanderra	9836 1565
Forest Hill	Strathdon	9845 3111
Hawthorn	<i>(Under construction)</i>	9276 5701
Kew	Carnsworth	9862 0000
Kingsville	Kingsville	9680 0400
Noble Park	Noble Park	9554 0700
Preston	<i>(Under construction)</i>	9276 5701
Wyndham Vale	Manor Lakes	9742 7201

Bendigo

Bendigo	Strath-Haven	5434 3000
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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

Community Home Support Programmes

Allied Health and Therapy Services

Melbourne

Forest Hill	Strathdon Allied Health & Therapy Services	9845 3114
Hawthorn	Hawthorn Centre	9815 0155
Noble Park	Allied Health & Therapy Services	9554 0700
Oakleigh	Allied Health & Therapy Services	9568 0466
Preston	Lumeah Allied Health & Therapy Services	9416 8433

Social Support

Melbourne

Box Hill	Kangerong Centre	9898 7405
Brighton	Girrawheen Centre	9596 0347
Forest Hill	Strathdon Social Support Services	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
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Northern Tasmania

Latrobe	The Platypus Club	6426 2844
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Southern Tasmania

Mornington	The Cottage Club	6282 1150
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Community Respite Services

Melbourne

Carer Respite Service
Eastern, Southern and Western Metro 9089 1900

Geelong

Belmont Kalkee Day Respite 5243 1746

Bendigo

Bendigo Strath-Haven Community Programs 5454 2100
White Hills Seven Hills Respite House 5454 2100

South Tasmania

Mornington The Cottage Club 6282 1150

North Tasmania

Newnham Sunnybrae 6343 3933

Home Care Packages

Melbourne

North West Community Services 9680 0450
Including Short-Term Restorative Care

Southern Community Services 9554 0712
Including Mornington Peninsula

Eastern Community Programs 9845 3137

Loddon Mallee

Loddon Mallee South Community Services 5454 2100
Including Bendigo and surrounding regions

Loddon Mallee North Community Services 4026 7000
Including Mildura, Swan Hill and surrounding regions

Barwon

Barwon Community Services 5241 1544

Gippsland

Gippsland Community Services 5152 9699

Northern Tasmania

Northern Tasmania Community Services 6343 3933

North Western Tasmania Community Services 6426 2846
Including Transition Care

Southern Tasmania

Southern Tasmania Community Services 6282 1193

Living and ageing well



Uniting AgeWell

130 Little Collins Street
Melbourne Victoria 3000
ABN: 43 887 911 651

 **1300 783 435**

 **unitingagewell.org**

Uniting AgeWell is an organisation of the Uniting Church in Australia


Uniting AgeWell