

Uniting AgeWell
Annual Report 2015



At Uniting AgeWell, our focus is on supporting older 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.

It's what we call ageing well.



Lillian Martin resident Doris Thackery, accompanied by volunteer Sue Moore, had her wish to travel up Mt Wellington on a motorbike fulfilled by the Wishing Well program.

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Front cover: Girrawheen residents Carmel and Angelo Petti enjoy being out and about
Back page: Kalkee Nangatta residents Bruce Hedding and Len Mostert
take some time out in the sensory garden

Ningana residents Isabella and Joe Shorrock

About UA

As an organisation of the Uniting Church, Uniting AgeWell has a long history of providing residential and community services for older Australians in Victoria and Tasmania. Many of these communities were established by individual congregations responding to the needs of local older people more than 60 years ago.

In 2004, these services were brought together as one organisation, Uniting Aged Care, now known as Uniting AgeWell. Our name proudly shows the strong connection to the Church and its beliefs, as well as representing a positive view of ageing in the 21st century.

Uniting AgeWell is a practical expression of the Church at work.

Our vision is to be a creative leader enabling communities to age well and individuals to live to their potential.

Our mission is to provide specialised services enabling older people to maximise their wellbeing and access care when required.

Our values of respect, partnership, wisdom, fairness and stewardship shape and inform all that we do.



Ningana resident Darrell Davis in the garden with Project Officer Ken Harris

The Elements

With services available throughout metropolitan and regional Victoria and Tasmania, Uniting AgeWell provides a range of options to support a person's health and wellbeing, including independent and assisted living, home care, social support and therapy programs, respite and residential care communities.

At Uniting AgeWell we aim to:

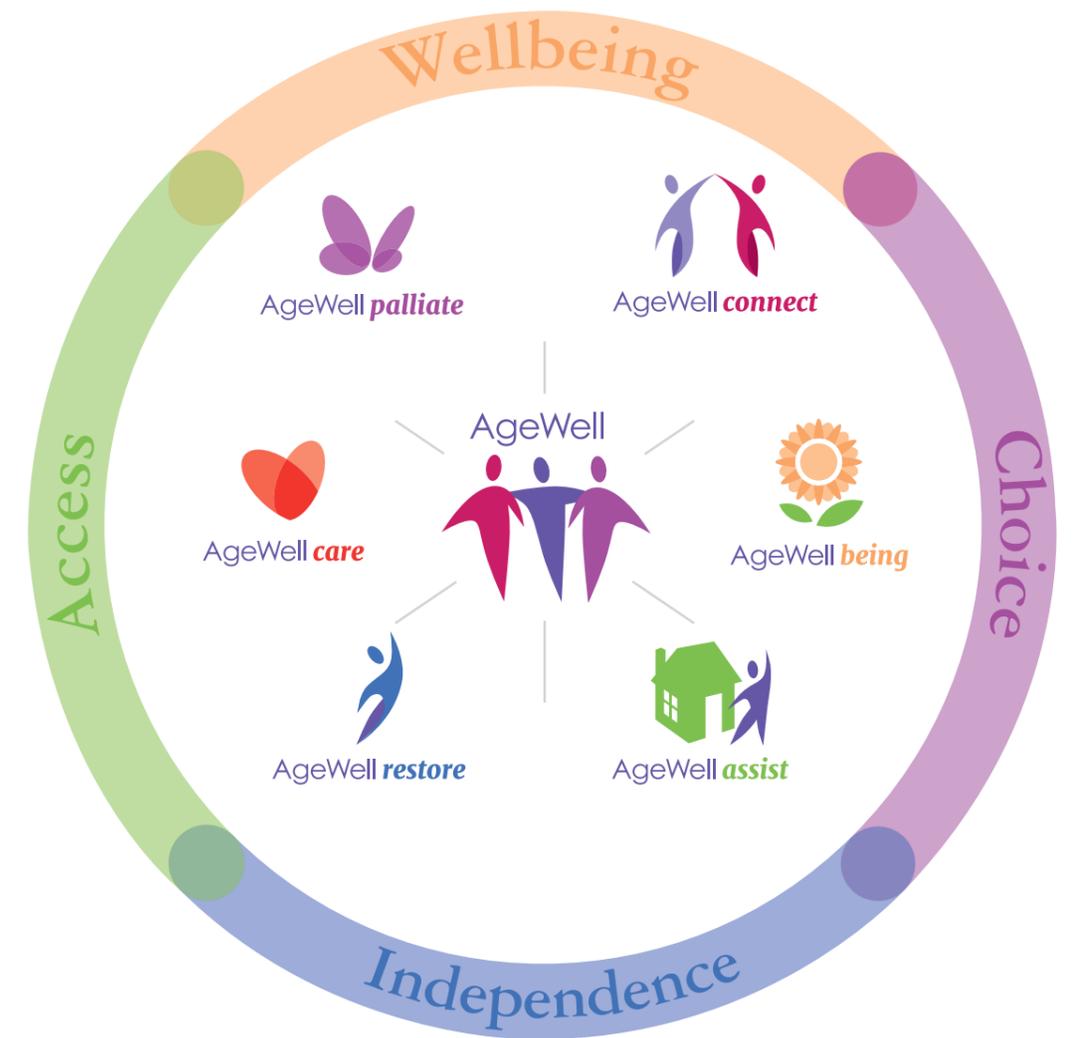
- ▶ Concentrate on what people can do and connect them to their passions and interests
- ▶ Focus on choice, independence and 'doing-with', rather than 'doing-for'
- ▶ Promote wellness, wherever a person is on their life journey
- ▶ Encourage wellbeing of body, mind and soul
- ▶ Give you support and high quality clinical care as needed

Our aim is to support everyone on their individual ageing journey through choice, autonomy, flexibility and community.

The Uniting AgeWell Service Model has six elements: Connect, Being, Assist, Restore, Care and Palliate.

The AgeWell philosophy is built on the recognition that people want to grow old in their own community. To be as independent as possible and have purpose. And to be valued and make a contribution.

AgeWell recognises the different stages of the ageing process. These are reflected in the services you may choose to support your goals, while offering service continuity and peace of mind as your needs change.



- AgeWell Connect** Supporting you to engage with your 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 to restore and maintain your health, independence and wellbeing.
- AgeWell Care** Offering you 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 Report



Uniting AgeWell entered its eleventh year with a new Executive Director, welcoming Ms Valerie Lyons in January. It is pleasing the Board quickly developed a good appreciation of Ms Lyons and the depth of experience she has brought to the role. We look forward to a long and mutually beneficial relationship as we work together to achieve the organisation's vision to be a creative leader enabling communities to age well and individuals to live to their potential.

An ageing population, together with ever-changing government regulations and requirements, increased market competition and the groundswell of consumer expectation, makes the aged care sector a particularly dynamic and challenging environment in which to operate. Our Board, with the assistance of the Senior Executive Team, has actively responded to the demands of change, particularly the need to support consumer choice, to be responsive and agile.

During the year, the Board approved a new development on the former Lumeah site at Preston and advanced planning for a major new development on our Hawthorn site. This not only evidences our commitment to providing residential facilities of high quality and meeting the expectations of contemporary residents and their families, but it demonstrates the Board's commitment to being a leading player in the provision of both residential aged care and independent retirement living services in both Victoria and Tasmania. This commitment is also expressed in the significant funding provided for major refurbishment of our Condare Court facility in Camberwell and the expansion of our Manor Lakes facility in Wyndham Vale.

The year also saw the successful transition to delivering all home care packages on a Consumer Directed Care basis ahead of the Australian Government's 1 July 2015 deadline. The Board appreciates the significant work undertaken by the Senior Executive and Community Services Leadership teams to achieve this result. The organisation will

continue to grow and develop its service capability in government funded and private home care services and initiate projects to achieve improved efficiencies and service pathways that strengthen our service integration, enabling current and future clients to readily access the services they need to age well.

The Board's relationship with the Uniting Church Synod of Victoria and Tasmania has come under review as a result of the Synod's Major Strategic Review (MSR). That review has led to major structural changes for the many UnitingCare agencies which report to the Synod Commission for Mission. On a number of occasions the Board has met with representatives of the Major Strategic Review and consistently proposed that all senior services provided by agencies of the Synod be under one administration, advising that Uniting AgeWell is well positioned to take on that responsibility. We await with great interest the outcome of the MSR recommendations.

There are many challenges facing the Board in the immediate future. Quite apart from the potential changes the Synod may impose, the Board recognises that in an increasingly competitive environment for both residential and community aged care, Uniting AgeWell must be clear about what services it will offer and how it will ensure excellence in the delivery of those services. This year, the Board has given increased attention to quality issues and these will remain an important focus for the future.

The commitment of each member of the Board to Uniting AgeWell remains high, as shown in attendance at Board and committee meetings. I thank the Board and especially the two members who served as Deputy Chair, Alan Wilkinson until 30 June and Wendy Quinn from 1 July. Their support has been a great encouragement.

Rev Allan Thompson

Executive Director & CEO Report



The senior services sector is undergoing the most significant transformation in its history. It's an exciting time to be involved in providing care and support for our seniors, with more control and choice being given to consumers. But it's also a very challenging time as we move to a market-based system and Uniting AgeWell must ensure it is well-positioned to thrive in the new competitive landscape.

Over the past two years, several major federal government reforms have been implemented – the 'living longer, living better' reforms, with key changes to aged care financing, and the start of Consumer Directed Care (CDC). Over the coming years, CDC will be rolled out across all senior services, home care government funding arrangements will change and there will be ongoing reviews, all of which will impact on how we deliver our services.

These changes are necessary to ensure we can cater for Australia's growing population. By 2055, it's estimated the number of people living to 100 will be close to 40,000, compared to just

5,000 today. The aged care sector is one of Australia's largest and fastest growing service industries and contributes one per cent of Gross Domestic Product in Australia. Yet according to the Global AgeWatch Index, the quality of life for Australian seniors is 13th in the world. The sector reforms are not happening in isolation. Several other government reports into superannuation and housing for older Australians will affect the future direction, funding and growth of aged care.

As a key not-for-profit provider of senior services across Victoria and Tasmania, it is essential that UA positions itself to respond effectively to these systemic reforms and forthcoming demographic changes, to ensure the ongoing availability of and access to quality senior services.

Over the past 12 months, we have worked diligently to build a robust platform on which to strengthen and grow our services. Our corporate services and regional teams spent months working to ensure UA was fully compliant in time for the full roll-out of CDC in community services

on July 1, 2015. I am delighted to report that UA's CDC service model has already been acknowledged by the Australian Aged Care Quality Agency (AACQA) as showing best practice and one of the most progressive in the industry.

We continue to have a strong focus on providing quality services and facilities. In 2014-15, 13 residential sites in Victoria and Tasmania underwent successful accreditations by the AACQA, while Quality Review Audits of community programs in Tasmania, Forest Hill, Noble Park and Bendigo were also successful. We began construction of a new wing at Manor Lakes in Wyndham Vale, Victoria, and works are being undertaken to modernise and improve various sites across Victoria and Tasmania. This includes new dining rooms and bars, refurbishments to bedrooms, courtyards and lounge areas. Major garden landscaping works have also been completed at a number of sites.

What sets Uniting AgeWell apart from other senior service providers is its vision to enable everyone to age well and live to their potential. This philosophy is embedded in our six AgeWell elements – Connect, Being, Assist, Restore, Care and Palliate. We are continuing to integrate these elements into the Uniting AgeWell Service Model, recognising that everyone's journey is different and UA's services can support their individual and changing needs at all times.

The aged care reforms are designed to promote and develop more responsive, innovative and affordable services. At Uniting AgeWell, we are continually striving for excellence and actively working with our clients to help us deliver services that meet their needs and objectives. I am pleased to note that several programs were recognised during the year for their high quality and innovation. Kangerong Centre in Box Hill was named a City of Whitehorse Food Premises of the Year, UA's Namaste program was a finalist in the Best Dementia Program category at the 6th Ageing Asia Conference in Singapore and Strath-Haven Community in Bendigo was a finalist in the Bendigo Business Excellence Awards.

Uniting AgeWell is fortunate to enjoy tremendous community support for its services, particularly from the Uniting Church of Australia and Uniting Church congregations across Tasmania and Victoria. The broader community is also integral to UA's ability to provide its services. Our annual Golf Day in November 2014 was a wonderful example of this community support in action, raising \$23,000 for our Wishing Well program.

I began at Uniting AgeWell in January 2015 and my first six months have been extremely positive and rewarding. I thank Graeme Barnes for his excellent work as Acting Executive Director after the departure of Sharon Donovan in August 2014.

I would particularly like to thank the many dedicated staff and volunteers who deliver our services across Victoria and Tasmania every day. I am always moved by their dedication and willingness to live out UA's values of respect, partnership, wisdom, fairness and stewardship in everything they do. It is these people who ensure the individuals we support continue to experience a sense of wellbeing, choice and independence at every age and stage of their lives and feel valued members of their community.

Valerie J Lyons

Celebrate

Recognising our achievements

There were many reasons to celebrate at Uniting AgeWell in 2014-2015. From significant milestones to recognition of our innovative programs, we are always proud to acknowledge the achievements of our staff, volunteers, programs and services.

10th anniversary

In October 2014 Uniting AgeWell celebrated the 10th anniversary of the formation of Uniting Aged Care (now Uniting AgeWell). An official cocktail party was held at the Old Treasury Building with friends of Uniting AgeWell, Uniting Church in Australia representatives and past and present Board Members, Executives and other staff.

All UA sites held a local event in October as part of the annual Foundation Day celebrations. Activities focussed on the many AgeWell initiatives that have been introduced across the organisation, which are key to the delivery of care and services.

A book recognising UA's history – 'Ten Years Working Together' – celebrated the key achievements of the past decade, while recognising the vision, mission and dedication of individual Uniting Church congregations across Victoria and Tasmania that established many of UA's seniors communities.

It highlighted how congregations had transformed their vision to reality through planning, hard work and persistence, lobbying governments for finance, encouraging and managing bequests of land and fundraising

campaigns, garnering local community support and volunteering their time providing practical and pastoral assistance to ageing members of their communities.

Uniting AgeWell continues that tradition.

Awards

Several Uniting AgeWell programs and services received recognition for their high quality and innovation.

Kangerong Centre was named a City of Whitehorse Food Premises of the Year in February. The Box Hill day centre won the 5-star Food Hygiene Assessment Award Class 1 category, beating major public and private hospitals with professional kitchens. Activity Assistant Dawn Maher said it was an amazing honour and a reflection of the centre's high standards of food hygiene and handling procedures.

Carnsworth Community in Kew was built in 1947 and is Uniting AgeWell's oldest site.

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Kingsville residents Stanley Bryar (left) and Bernard Kaye



Cutting the 10th Anniversary Cake: Board Chairs past and present (LtoR) Rev Allan Thompson (2014-current), Dr Alan Wilkinson (2007-2014) and Ms Janet Wood (2004-2007)

UA's Namaste program was a finalist in the Best Dementia Program category at the 6th Ageing Asia Conference in Singapore. The achievement recognised UA's palliative approach program piloted at Carnsworth for immobile palliative residents. The judges were impressed with UA Namaste's unique blend of care for skin integrity, sensory touch, taste and smell elements. Strath-Haven Community was also a finalist in the Bendigo Business Excellence Awards in October 2014.

Meals on Wheels

Uniting AgeWell was delighted to be part of the official celebrations for the 60th anniversary of Meals on Wheels Tasmania. UA has provided meals for the north west of the state for 15 years, and for five years in the south. It now provides more than two thirds of the meals for Meals on Wheels Tasmania – an average of 550 meals per day. In early 2015, our kitchen at Strathaven celebrated preparing its one millionth meal.

We were invited to attend the 60th anniversary celebrations at Government House with the Governor of Tasmania, Her Excellency Professor The Honourable Kate Warner AM, who acknowledged how integral Uniting AgeWell is to the provision of Meals on Wheels in Tasmania.

55 years old

Lillian Martin in Mornington, Tasmania, celebrated its 55th birthday with two special events in May 2015.

About 80 past staff, volunteers and board members attended a high tea on May 21 – 55 years to the day after Lillian Martin was officially opened. Guests were able to view photos of staff and volunteers from the past five-and-a-half decades and reflect on the many great achievements of the centre.



Laying the foundation stone at Lillian Martin 55 years ago

An anniversary lunch was then held for residents on May 25 – the date the first residents arrived at Lillian Martin. Staff dressed in 1960s outfits and food from the era was served.

25 years old

Girrawheen in Brighton, Victoria, turned 25 in October 2014. The event was acknowledged as part of the centre's Foundation Day celebrations, which also recognised the 10th anniversary of Uniting AgeWell.

Brighton MP Louise Asher presented awards to volunteers and Dora Plumb was acknowledged for her outstanding financial contribution to the day room and garden refurbishment.

Girrawheen's first Director of Nursing Lesley Taylor also attended and was able to recall stories about the early days of the centre. A three piece band entertained guests and food was provided by the centre's catering staff.

Accreditation

UA's services consistently receive high recognition from assessors. In 2014-15, 13 residential sites in Victoria and Tasmania 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.

Quality Review Audits of community programs in Tasmania, Forest Hill, Noble Park and Bendigo were also successful. In addition, 12 sites received unannounced annual visits from AACQA, and all passed with flying colours.

The Quality Team prepares for accreditation and Quality Reviews Audits by conducting full internal audits against the applicable standards to identify great work and any deficiencies in systems and processes. This also supports the continuous improvement of programs and services.

Auditors have said they were "very impressed" with UA's systems and processes, they had received very positive resident and staff feedback, and on several occasions described facilities among the best they had seen.

Achievements worth celebrating.

Opportunity

Planning for the future

Ongoing reforms to the senior services sector present many challenges and opportunities for aged care providers. The **Uniting AgeWell 2015-17 Strategic Plan**, as approved by the Board, aims to ensure the organisation keeps pace with those changes and is at the forefront of senior services moving forward.

Consumer Directed Care

In July 2015, the Federal Government's fundamental change to the way aged and community care is funded and operated was introduced. Consumer Directed Care (CDC) provides clients with greater control over their own lives by enabling them to choose the types of care and services they access, who delivers those services and when they will be delivered. In practical terms, it means increased competition in the sector.

Meeting the July 1 deadline was a huge undertaking. The Uniting AgeWell corporate services and regional teams spent months working to ensure UA was fully compliant with CDC in the months leading up to the deadline. UA was fortunate to have participated in and contributed to national research into CDC from 2009-12, so was aware of the changes required. As a result, UA was able to implement a timely and smooth transition to the new service delivery platform when the changes came into effect.

The high standard of UA's preparation and its CDC service model have already been acknowledged by the Australian Aged Care Quality Agency during independent assessments of two of UA's community services programs. Auditors said UA's information, tools and forms showed best practice, and they described UA as one of the most progressive organisations around the implementation of Consumer Directed Care.

UA's approach builds on its values and follows four simple principles: choice, flexibility, client control and transparency.

By 2055, there will be some 40,000 Australians aged 100 – compared to 5,000 today.



Nan Phillips (right) appreciates the home care support she receives from Uniting AgeWell. Pictured with Personal Care Assistant Nicole McKenzie.

Sustainable environments

UA continued to roll out its Ten Year Property Strategy in 2014-15, which includes major developments and renovations across the organisation.

Major Works

A key project is the redevelopment of the Uniting AgeWell Lumeah site in Preston. The Board has approved the demolition of the existing building and development of a multi-storey, 104-bed aged care facility. It includes a semi basement for car parking and back of house services, hairdresser, chapel and mini mart.

The project is still in the planning stage and will be put to the local council in the next financial year.

Another major project is the construction of 33 single bedrooms with ensuites at Manor Lakes in Wyndham Vale, Victoria. The expansion of the 60-bed facility also includes new administration offices, activities and living and dining areas, utility and amenities areas, and landscaping and additional car parking. The project also includes refurbishment of the existing building. Completion of the works is due in April 2016.

Significant work is also underway at some of UA's older sites to modernise the bedrooms and living areas and create more welcoming environments. These works are progressing at Condare Court in Camberwell and Carnsworth in Kew.

Minor Works

Minor works at sites across Victoria and Tasmania have included bedroom and bathroom refurbishments, makeovers to courtyards, major garden landscaping works, upgrades to lounge and dining areas, improved accessible pathways, new mini marts and cafes or bars.

The Victorian sites include Strath-Haven in Bendigo, Kalkee Nangatta and Kalkee Murray in Geelong, Girrawheen in Brighton, Strathdon in Forest Hill, and Box Hill. Works have been completed at Strathglen, Ningana, Queenborough Rise, Strathaven, and Lillian Martin in Southern Tasmania and Strathdevon in Northern Tasmania.

Improving work systems

Uniting AgeWell continued to introduce the PeoplePoint Clinical Management system into its residential sites in 2014-15. The roll out began in early 2014, with the system installed at 12 of UA's 20 sites during the financial year.

PeoplePoint is designed to help UA provide improved services to clients. It enables the organisation to record information such as resident medical charting, observations, assessments, care plans, incident management and manage staff workbooks.

The full implementation of PeoplePoint across all UA residential sites is due for completion in December 2015.



Strathglen's aged care resident Monica Taylor and Independent Living Unit resident Gwen Brooks share a laugh

Care

Focussing on our clients

Uniting AgeWell offers a continuum of care and support when and where people need it.

Whether they live independently at home, in supported accommodation, retirement living or residential care, UA empowers people to direct their own care and live to their potential.

Creating a caring and supportive environment for older people is key to the ethos of Uniting AgeWell.

Enhancing pastoral care

Pastoral and spiritual care is fundamental to Uniting AgeWell's philosophy to enable people to age well. A caring and supportive community has far-reaching benefits.

Uniting AgeWell introduced a new program last financial year to increase pastoral care and community connections within its aged care residences. The ListenWell program was successfully piloted at Queenborough Rise in Tasmania and subsequently introduced at six more sites.

The program involves training volunteer pastoral visitors to provide pastoral care for residents, working under the oversight of Uniting AgeWell chaplains. Volunteers are matched with suitable residents for regular visits.

UA Director of Mission John Clarke says ListenWell is one example of the Uniting Church's ethos in action and ensures the values of the Church are reflected in all aspects of Uniting AgeWell care and services. "There are huge pastoral care needs for people settling into a new community."

UA has been working steadily over the past year to extend its pastoral care outreach by introducing dedicated chaplains at all sites in Tasmania and Victoria for the first time.

The role of chaplaincy is more important than ever, as they support people transitioning into care and through the challenges of ageing and dying well. Chaplains are Uniting Church ministers or pastors, or lay people from the Church community, who support the spiritual and emotional needs of clients and their families.



Condare Court resident Shijin Xu with her My Story creation

My Story

The My Story project is a celebration of engagement, relationship, belonging and support aimed at enhancing the wellbeing and social and community connection of clients. UA received a \$90,000 grant from the Percy Baxter Charitable Trust and the Diana Browne Trust through Perpetual Trustees to enable the organisation to bring to life the stories of 196 residents from six UA sites.

"Story Catchers", including students, staff and volunteers, captured the life stories of clients through interviews with them and their families. The end products were magnificent keepsakes, including story boards and printed books.

Education Project Coordinator Karl Moon says the project had a number of key outcomes, including reconnecting clients with their life histories, improving their feelings of self-worth, fostering a sense of wellbeing, promoting connections between the client and community and enhancing staff understanding of a client's history and identity.

"A real sense of community developed between the clients, their Story Catchers and staff. It was a great way for staff to gain new perspectives about clients and enhance their relationships."

The My Story project will now be embedded into daily practise across UA.

Five steps to care

With the introduction of the Consumer Directed Care (CDC) approach, Uniting AgeWell is committed to making the experience of organising and receiving services at home as simple, flexible and responsive as possible.

To give people the support and confidence to choose the right home care services for them,

UA developed a simple Five Step Approach. These are:

- Step 1 – Commencing Our Conversation
- Step 2 – Developing My Plan
- Step 3 – Implementing My Plan
- Step 4 – Reviewing My Plan
- Step 5 – Transitions

UA also introduced its self-direction approach, which enables clients to choose the level of involvement they have in the arrangement and delivery of their home care services. Three self-direction levels offer different types of control to clients – from full case management and arrangement of all services and appointments on behalf of clients, to clients actively managing their own budgets and services.

Our approach to self-direction is underpinned by the belief that we all have the ability to learn, grow and develop; Uniting AgeWell's role is to assist clients to build on their strengths and capabilities.

Play Up

Uniting AgeWell is one of the first organisations to introduce the hugely successful Play Up program in Victoria.

Designed to help residents struggling with their transition to aged care or who self-isolate, it involves trained actors role-playing with residents, singing familiar songs and generally having a laugh.

A six-month pilot program began in early 2015 at Strathdon in Forest Hill and Condare Court in Camberwell, and it has seen fantastic results.

Condare Court Lifestyle Coordinator Liz Marsh says residents are much more communicative after the visit by Play Up and happy to be involved in activities. She says some people have a clear, physical reaction to the entertaining visit, which is tailored to a resident's needs, while others show more subtle mood changes. "It's certainly made a difference to everyone involved."



Strathdon residents Fran and Arthur Hammett had their wish to take a horse and carriage ride through Melbourne fulfilled thanks to the Wishing Well

The program will continue at Strathdon beyond the pilot period, and it is hoped it will eventually roll out to more sites.

Caring for indigenous seniors

Uniting AgeWell's reputation as a high quality provider of senior services was recognised when the Tasmanian Department of Social Services asked the organisation to provide emergency support to eight Aboriginal and Torres Strait Islander (ATSI) clients.

Working with Six Rivers Aboriginal Corporation, UA was granted an Emergency Allocation to provide Level 2 Home Care Packages to the clients in the Devonport region. To ensure a smooth transition to UA, Direct Care Workers met with Six Rivers staff, in clients' homes, and where possible Six Rivers staff were employed by UA.

The allocation became permanent in June 2014 and UA continued to provide the services to all clients this financial year.

Strathdevon Manager of Integrated Services Vicki Pollock said being chosen by DSS to provide the initial emergency care was special and the smooth transition to UA was recognised with the permanent allocation.

"The staff worked very hard to support the clients and calm their initial agitation," she said.

Further acknowledgement of UA's support for ATSI clients came in the 2014 Aged Care Approvals Round (ACAR) when Strathdevon was granted a number of ATSI residential bed places.

Never too old to dream

Uniting AgeWell's inspiring Wishing Well program brings hope, joy and happiness to the people we support by enabling them to experience long-held dreams and ambitions. UA was able to fulfil 19 wishes for clients in 2014-15. Diverse as they are individual, the wishes included everything from motorbike, horse and carriage and helicopter rides, to a zoo excursion, family reunion, pamper session, fishing expedition and a trip to the ballet.

Strathdon residents Fran and Arthur Hammett had always wanted to take a romantic horse and carriage ride through Melbourne. The Wishing Well was able to fulfil that dream on a sunny winter's day, with the couple enjoying a glass of sparkling wine to celebrate. The delight on their faces shows just what the experience meant to them.

The wishes have many positive benefits for recipients. Carers and family members say they see loved ones light up when they are granted their wish. And for some, the experience can have a lasting impact, offering a renewed and positive outlook.

Community

Joining together to build a better world

Uniting AgeWell has a strong community of staff, volunteers, supporters and sponsors. They all work together for a common cause – enabling seniors to age well. And without them, UA would not be the dynamic and quality organisation it is.

Each year, UA holds a number of key events to recognise its committed community.

Charity Golf Day

Each November, Uniting AgeWell's supporters and sponsors come together for a round of Ambrose golf and to raise money for the Wishing Well program.

The second annual Charity Golf Day was held on 14 November 2014 at Green Acres Golf Club in Kew. The 75 players enjoyed brunch before a round of golf, then a gourmet dinner and auction. The event raised \$23,000 for the Wishing Well program, which helps people supported by Uniting AgeWell achieve their dreams.

The day is a major event on the Uniting AgeWell fundraising calendar and our sincere thanks go to the many organisations and individuals who made it a success, including our Major Sponsor Selectus Salary Packaging, and Gold sponsor Stella Renovations and Maintenance.

Staff

Each October, UA recognises the commitment of staff and volunteers at its annual Foundation Day celebrations. This year's events coincided with the 10th anniversary celebrations across the organisation.

Awards are given to staff who demonstrate excellence in their work, initiative and a commitment to Uniting AgeWell values. The 2014 Employee of the Year was Helen Gillon, Administration Officer at Lillian Martin in Tasmania. Helen is renowned for her warmth and professionalism and is highly respected by colleagues.

Regional Employee of the Year awards were also given to staff from various areas of the organisation – Del Ferraro of Noble Park, Laurie Micallef of Kingsville, Mary De Sousa of Girrawheen Day Centre, Narissa Brown of Ningana and Gaylene Morris of Aldersgate.

Staff were also acknowledged for years of service, including five, 10, 15, 20, 25 and even 30 years of service.



Uniting AgeWell supporters make their drive count at the 2014 Charity Golf Day

Volunteers

Uniting AgeWell is fortunate to have a large army of more than 600 dedicated volunteers to help it deliver its many services and make a positive difference to other people's lives. Volunteers have been a vital part of UA since it began and every day contribute to the wellbeing of our clients by supporting and enhancing our services.

Volunteers of all ages assist in a range of ways, including entertainment, transport, home visits, gardening, fundraising events and supporting lifestyle activities. Encouraging student participation helps plant the seed of volunteering and creates intergenerational connections between young people and our clients.

UA acknowledges the wonderful contributions volunteers make with a number of events through the year, including Foundation Day, National Volunteer Week and International Volunteer Day. To mark National Volunteer Week in May, UA sites were encouraged to celebrate, recognise or reward their volunteers through a special morning/afternoon tea or luncheon.

Volunteers were also acknowledged during Foundation Day celebrations in October, recognising the long and ongoing contributions they make to the entire UA community.

UA Volunteer Coordinator Mary Hatzis said it was important to recognise volunteers as it ensured they felt valued and connected to the UA community.

Connecting with community

Working with local community groups and building social connections are important parts of Uniting AgeWell's service delivery and vision to be a creative leader enabling communities to age well.

Uniting AgeWell joined with the Rotary Club of Glenferrie Inc (RCOG) to develop a Men's Shed at UA's Hawthorn Centre site in Hawthorn. RCOG approached Uniting AgeWell in 2013 to partner on the project after identifying a clear need for such a community resource in Hawthorn.

The Shed is part of an inclusive community hub designed to promote social inclusion, participation and connection for men and women of all ages. It offers a range of activities such as woodworking, art and craft, gardening and computers. It also provides a local forum where volunteers can work with and mentor shed participants in an inclusive and constructive environment.

The project was made possible through intensive planning and fundraising during the financial year, including a \$60,000 grant from the Victorian Government under the Strengthening Men's Sheds Program. Funding was also provided by Uniting AgeWell, RCOG, Bunnings Hawthorn, Bendigo and Adelaide Banks and Velux Australia.

The Men's Shed will enable UA's Hawthorn Centre clients to pursue their craft interests and allow the health professionals to extend their programs using the new facilities.

Uniting AgeWell operates services in five of the eight Uniting Church Presbyteries across Victoria and Tasmania – Loddon Mallee, Port Phillip East, Port Phillip West, Tasmania and Yarra Yarra.



Hawthorn Men's Shed participant Neil Davies (left) shares some woodworking knowledge with a guest at the opening of the new facility

Innovate

Leading the way

Uniting AgeWell understands that evolution and innovation are essential to ensuring it remains at the forefront of senior services.

UA is always looking at how it can enhance the level of care and support it provides and introduced a number of innovative programs in 2014 –15 that reinforce our vision to be a creative leader enabling communities to age well and individuals to live to their potential.

Exercise for life

Remaining active as people age is an essential ingredient to maintaining physical health and mental wellbeing. An innovative new gym designed specifically for older people was introduced at Uniting AgeWell's Strathdon Day Therapy Centre in Forest Hill in April 2015.

The Helsinki University Research (HUR) gym equipment uses air resistance and smart card technology to deliver a tailored workout to clients. Exercise physiologists work with each client to develop a program to meet their needs, which is stored on the smart card. Programs are adapted as the user's ability changes.

More than 100 people have so far signed up to the program, including existing Day Therapy Centre clients, residents at Strathdon Community and clients from the broader community. Users say the gym has improved their fitness and areas of concern, while GPs and specialists have been surprised at the progress of their clients after just a few months.

The gym is also one of 10 Australian pilot sites for the Step Forward – Together™ project, funded by the Department of Social Services and run by CommunityWest and the Council on The Ageing (COTA). The project aims to support organisations and consumers to work together to innovate, solve problems or improve services with a wellness and enablement focus.

Innovates: Make changes in something established, especially by introducing new methods, ideas or products.

Source: Oxford Dictionaries

Through the project, UA has developed a peer buddy system in the HUR gym to provide people with the social benefit of exercising, as well as to support each other completing the exercises.



Strathdon resident Jean Concannon enjoys the DineWell experience

Participants will be involved in the co-design of their exercise program and be matched to a trained peer buddy.

UA Namaste

Meaning "honouring the spirit within", UA Namaste is a palliative program piloted at Uniting AgeWell Carnsworth in Kew as part of the AgeWell Palliate initiative.

Massage, music and aromatherapy are used to soothe yet gently stimulate residents who may be agitated or withdrawn due to the effects of end-stage dementia. Staff work with residents holistically to stimulate their five senses in a comforting and pleasurable way.

This includes the 'skin integrity' approach, where the mind and body of the person is nurtured through nourishing creams and the gentle touch of massage. Everyone has an iPod mini with a personal playlist, and people have comfort items of their choice such as dolls, life-like animals and blankets.

An enclosed Namaste room was created to promote sensory stimulation, evoking feelings of calmness and allowing the residents to focus on individual sensory components. The room includes sensory stimulation through aromatherapy, natural light, visuals of a warming fireplace or tropical rainforest, and familiar music from the residents' era.

Kerry Whitlock, UA's palliative care specialist, says they are simple things, but they add up to a much greater level of care and support. She says it decreases the stress and anxiety of residents and consequently their families and staff who, in turn, work with calmer, more relaxed residents.

Staff also understand how to communicate effectively with residents who have limited communication abilities.

Families have acknowledged the enormous benefits of the program for their loved ones. They say they are more responsive, look brighter and are more alert.

Discussions are underway to introduce UA Namaste at other sites.

Dementia checklist

Uniting AgeWell launched a unique tool in June 2015 to help support groups provide meaningful programs and activities for people with dementia.

The Dementia-Friendly Social Support Checklist was the culmination of a two-year project between UA and Barwon South West Department of Health and Human Services. It was launched at the first state-wide forum for Planned Activity Groups (PAG) held in Geelong.

The checklist was produced after UA recognised a need amongst social support groups to create more dementia-friendly environments. It was developed with the assistance of Alzheimer's Australia Victoria, the Dementia Training Study Centre, University of Wollongong, regional health departments, local governments, rural hospitals and the Gunditjmarra Aboriginal Co-op.

It is designed to ensure people living with dementia can experience social support programs that reduce the effects of dementia and increase opportunities for meaningful participation. It can be used by any social support program.

The aim of the project was to enable more people with dementia to attend social support groups in a way that is pleasurable and beneficial for them, which not only enhances their lives, but that of their carer.

DineWell

Everyone appreciates a good dining experience – a nicely set table, a choice of food and drinks and interesting company. Uniting AgeWell's new DineWell program brings that experience to life for residents.

Residents select food in the dining room, tables are formally set, there's an attractive array of hot and cold food, sweets and drinks and there's not a medication trolley in sight.

Hotel Services Manager Melissa Nicholson says DineWell started to be rolled out to sites in early 2015. It aims to improve the health and wellbeing outcomes for residents and encourage greater enjoyment and community engagement over a meal.

"It's also about fostering greater resident independence and participation, and providing more meal options including second helpings for residents and families."

The DineWell experience, which will be fully implemented in 2016, also includes the Tower of Snacks initiative. Once a week, residents and families can have a High Tea style experience, with beautifully set tables and bite-size pieces of sweet and savoury delights.

Young Onset Dementia Group

As more people under the age of 65 are diagnosed with Dementia, the need for appropriate programs and services has increased. Uniting AgeWell has developed a social group to specifically meet the needs of people with young onset dementia in the Geelong region and help keep them living at home for longer.

Working with Alzheimer's Australia Victoria, Uniting AgeWell held a series of workshops in 2014–15 with people with young onset dementia and their carers to determine what support they required. Teresa Roberts, Team Leader Western Region, said because of their age, participants were more active and had different needs and expectations of older people with dementia.

"We're hoping to provide a really vibrant program for people that's appropriate to their needs. It's about keeping everyone active and connected in the community."

The Young Onset Dementia Group, the only one of its type in the Geelong region, involves weekly activities that are determined by the group and generally involve an outing. The six-hour sessions also give carers a break and has enabled them to form their own support network.

From Seed to Table

Exercise and maintaining a healthy diet is essential as people age. The Uniting AgeWell Noble Park Community has developed the perfect program to not only meet those needs, but bring people together.

From Seed to Table is a project that involves developing a full-scale community garden with outdoor kitchen facilities, raised garden beds, accessible pathways, a Men's Shed and lawn bowls area to be used by community clients, aged care residents and the broader community.

It will encourage clients to exercise in the garden, cultivate relationships, and provide organic food to the Noble Park Community kitchen. The project also aims to participate in the free food movement, giving locals free access to the garden's bountiful harvest. This in turn will nurture and build community relationships, encourage healthy eating and increase social engagement.

Plans for the garden were drawn up during the financial year and initial landscaping undertaken. Work is now underway to raise funds for the full development of the garden.

People

Skilling our staff to deliver the AgeWell model

Staff are integral to Uniting AgeWell. Our 2,500 staff are committed to providing the highest quality care and support to clients and strive to make a difference every day.

We also recognise it is important to help our employees maintain and build their skills, to ensure they remain at the forefront of service delivery and provide them with the best opportunities to deliver the AgeWell model to clients and their families.

Inclusive work practices

Uniting AgeWell has a long history of providing services for older people irrespective of their faith, cultural background, gender or sexual identity. This includes people from the Lesbian, Gay, Bi-sexual, Transgender and Intersex community. UA recognises that LGBTI ageing is a unique and important experience requiring a considered, consultative and systemic approach.

In 2014, UA established a senior executive LGBTI Working Group and a number of Task Groups to review our approach towards this community. This organisation-wide journey seeks to ensure all people accessing Uniting AgeWell services feel welcome, respected and valued, within a culture where diversity is not only accepted, but celebrated.

In addition, UA has surveyed staff to assess their attitudes, conducted introductory staff education sessions in partnership with Transgender Victoria, ensured senior staff

attended courses run by Gay and Lesbian Health Victoria and co-convened the LGBTI Inclusive Practice Forums in Melbourne's southern region.

Uniting AgeWell employs people in 152 different roles – from hotel services and administration to nurses, chaplains and care workers.

UA is now planning to include LGBTI training as part of its induction training and ongoing education strategy. This includes educating staff about LGBTI definitions, understanding the perspectives and needs of the LGBTI community and how our own staff's perspectives can facilitate or be a barrier to responding to those needs.

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Tanderra resident Victoria Martin with Care Manager Sonia Jussy

Safety at work

A mentoring program to reduce workplace injuries and ensure staff are safe at work was introduced to a number of sites in July 2014.

The MoveWell program uses a “train the trainer” approach to educate dedicated people – MoveWell Facilitators – within all UA facilities to help each workplace reduce the risk of manual task-related injuries. Facilitators then coach and support staff in the safe performance of their relevant manual tasks, allowing for increased activity, ownership and monitoring at each site. Facilitators also receive mentoring and support from UA’s Occupational Health and Safety, Learning and Development, and Human Resources teams.

MoveWell has already seen a reduction in WorkCover claims across Tasmania and Victoria and has contributed to a 24.1 per cent reduction in client skin tears between December 2014 and June 2015. It has also resulted in improved identification and resolution of manual handling risks and hazards.

The program has been successfully rolled out to Condare Court, Tanderra, Manor Lakes and Strath-Haven in Victoria, and it will be introduced at all remaining sites in 2016-2017.

The MoveWell education ‘philosophy’ is now an integral part of all manual handling education and incorporated into the every day manual handling teaching at all Victorian and Tasmanian sites.

Training senior staff

All Managers of Integrated Services (MIS) underwent leadership workshops in Tasmania and Victoria to help them effectively manage and operate within the Uniting AgeWell business and service environment. The workshops focussed on developing personal, interpersonal,

supervisory and managerial skills, as well as enhancing financial management competence, improving staff morale and retention and developing a culture that is adaptive and leads to greater productivity.

Creating an excellent first impression with potential and existing clients is essential in the new senior services environment. The Quality and Risk team conducted a number of training workshops for admissions and customer service staff to enhance customer service, help them understand the changes to the sector and understand UA processes and procedures.

Customer service and communication training will be rolled out to Hotel Services staff in 2015–16.

Consumer Directed Care

As part of our preparation for Consumer Directed Care, UA invested in the development of our staff through a structured training and education program including: person-centred and goal-directed care planning, respecting client choices and motivational interviewing. Training and education of all community services staff and extension of this to clients, will be an imperative as we strengthen our capacity and capability.

Turning purple

A vibrant new uniform reflecting the style and colours of Uniting AgeWell was introduced across the organisation in 2014–15.

All staff who work in residential aged care or community programs can now be seen in their distinctive purple and black outfits, which include shirts, trousers, skirts, dresses, jackets and polo shirts.

Staff readily embraced the smart new attire, which gives a consistent and professional approach across the organisation.



Box Hill RN Savannah Lu shares some time with resident Chris Anastasiou

Financials

Uniting AgeWell derived a net operating surplus of \$5.673 million for the financial year ending 30 June 2015. This compares to the prior year net operating surplus of \$7.306 million.

The lower net surplus was primarily due to a \$1.800 million reduction in donations and bequests and lower occupancy.

Occupancy of residential aged care facilities reduced from 96 per cent to 93 per cent as a consequence of the introduction of aged care reforms in July 2014. The reforms increased new resident accommodation payments and means tested fees.

Despite lower occupancy, operating revenue increased three per cent to \$155.694 million due to higher resident acuity government subsidy payments and interest received.

The net surplus after investment gains was \$8.789 million.

Financial position

The value of net assets increased during 2014-15 by \$8.789 million to \$215.011 million, due to the net operating surplus of \$5.673 million and a net gain of \$3.116 million on investments held for resale.

Cash and investments increased by \$20.734 million.

Resident ingoings increased by \$10.431 million to \$132.502 million.

Cash flow

There was a net cash inflow of \$0.162 million for 2014-15. This result comprised cash inflows from operating activities of \$19.552 million and financial activities of \$10.230 million, offset by a cash outflow from investing activities of \$29.621 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.

The aged care sector contributes one per cent of Gross Domestic Product in Australia.

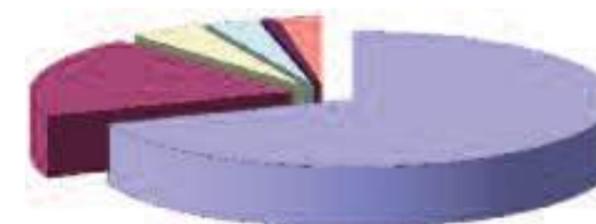
Uniting AgeWell 2014/2015

Sources of Revenue

Operating Activities	\$
Government Funding	107,678,397
Fees	30,229,122
Interest	7,207,138
Retentions	5,167,281
Donations	1,217,763
Other	4,194,421
Total Revenue	155,694,122

Sources of Revenue – 2014/15

Fees	19.4%
Interest	4.6%
Retentions	3.3%
Donations	0.8%
Other	2.7%
Government Funding	69.2%

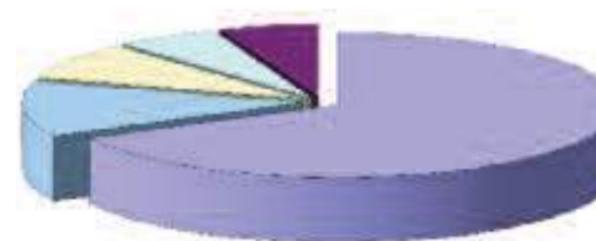


Sources of Expenditure

	\$
Employee Benefit Expense	101,090,872
Care and Hotel Services	18,727,622
Infrastructure Services	12,512,103
Depreciation	9,077,098
Administration Expenses	8,613,099
Total Expenditure	150,020,794
Net Operating Surplus	5,673,328

Expenditure Categories – 2014/15

Care and Hotel Services	12.5%
Infrastructure Services	8.3%
Depreciation	6.1%
Administration Expenses	5.7%
Employee Benefit Expense	67.4%



Governance

Uniting AgeWell has a committed Board of Governance that provides strategic guidance and good governance to the organisation.

UA particularly acknowledges the significant involvement and guidance of Dr Alan Wilkinson, who was Chair of the Board from 2007 to October 2014. In his seven years as Chair, Alan oversaw many key changes including the renaming of the organisation from Uniting Aged Care to Uniting AgeWell, reflecting the ageing well vision.

Rev Allan Thompson was welcomed as the new Chair in October 2014. Allan has been a member of the UA Board since 2008 and is a committed member of Board Committees.

Uniting AgeWell thanks Members who retired during the year – Karen Janiszewski, Libby Pallot and Anna Martiniello – and welcomes new Board Member Sabine Phillips.

The Board is supported by a series of committees that advise on key aspects of governance. 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 & Nominations Committee Chairperson since March 2015
Ex officio member of all Board Committees
Qualifications - Bachelor of Arts, Bachelor of Divinity, Member AICD

Dr Cathy Balding

Board member since March 2010
Quality and Safety Committee Chairperson since May 2010
Qualifications - PhD (Business Administration), Master of Business (Health Administration), Associate Diploma, Medical Record Administration, 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

Ms Karen Janiszewski

Board member 2005 to November 2014
Property & Development Committee Chairperson February 2011
Qualifications - Bachelor of Applied Science in Building Technology, Graduate Diploma in Property Development Management, Graduate Diploma in Project Management, Graduate AICD

Ms Julia Langdon

Board member since October 2013
Audit & 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
BA, Grad DipEd, BTheol, MLitt, PhD, MEd(Lead)

Mrs Jill Linklater

Board member since March 2010
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 Anna Martiniello

Board member December 2014 to June 2015
Property & Development Committee Chair February to June 2015
Qualifications – Graduate Certificate in Property, Bachelor of Architecture, Bachelor of Building, Bachelor of Applied Science

Ms Libby Pallot

Board member 2006 to March 2015
Remuneration & Nominations Committee Chair September 2010 to March 2015
Qualifications - Bachelor of Arts, Bachelor of Laws with Honours, Graduate AICD

Ms Sabine Phillips

Board member since March 2015
Audit & Risk Committee member since April 2015
Qualifications – Master of Laws, Master of Business, Bachelor of Applied Science, Registered Nurse, Certificate in Mediation and Conciliation, Graduate AICD

Mrs Wendy Quinn

Board member since December 2012
Mission Committee Chairperson since February 2015
Quality & Safety Committee member since May 2013
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 & 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 & Development Committee member since February 2015
Qualifications - Bachelor of Engineering, Bachelor of Arts (History & Politics), PhD (International Relations), Graduate AICD



Acknowledgements

Uniting AgeWell appreciates and acknowledges the significant support we receive from many individuals and organisations across Victoria and Tasmania, which enables us to provide high quality senior services.

We are extremely grateful to those who remembered Uniting AgeWell in their will, or from whom we received bequests. These funds provide an enduring gift that enables UA to provide its wonderful range of programs and initiatives.

Our annual Charity Golf Day raised significant funds for our Wishing Well program, helping us grant wishes to 19 Uniting AgeWell seniors. We were also fortunate to receive ongoing support from Federal, State and Local Governments over the past year and organisations that donated gifts in kind to help us deliver our services.

In particular, we would like to acknowledge the following:

Trusts and Foundations

Bell Charitable Fund
Carla Fiora Family Trust
Dora and Trevor Nixon Trust
The Eirene Lucas Foundation
Gregory Joseph & Zig Dickson Trust
Perpetual Trustees through the Diana Browne Trust
Perpetual Trustees through the Percy Baxter Charitable Trust
Strathdon Community Perpetual Trust

Bequests

Est Oliver Ambler
Est Nolene Rosa Berryman
Est Ernest L Brown
Est Helen Joyce Clark
The Erica Cromwell Trust
Est of DTM & Ethel Davies Memorial Fund
Est Winsome Fraser
Est Frank S Horn
Est John Henry Jones
Est Betty Knight
Est Dorothy Mildred Lane
Est Margaret Mary Langford
Est Mimi Lucas
Est Albert Leslie Renshaw
Est Bertha Rimmington
Est Patricia Russell
Estate of Mildred Louisa Tonks
The Joe White Bequest

Major Donors

Ms Elizabeth Canty
Mr Alexander Curlis
Mr Ken Hutchinson
Ms Kaye Nixon
Mr Scott Parkes
Ms Leonie Peake
Mr David Ross-Smith

Events

Strathdon Art Exhibition

Reverend Barbara Allen
Blackburn South Community Bank, Bendigo Bank
The Carstens Family
Fiducian Financial Services
Save Time Visuals
Wilbow Group Pty Ltd

2014 Charity Golf Day

Major Sponsor

Selectus Salary Packaging

Gold Sponsor

Stella Renovations and Maintenance

Silver Sponsors

Asaleo Care (TENA)
Blue Apache
Cura Health Group
Gemini Catering
Grant Thornton
Maxi Care
Russell Kennedy
Salary Options
SCA Hygiene
Solutions Three
Thomson Adsett

Hole-in-One Sponsor

Flexiplumb

Drinks Cart Sponsor

CH2

Prize Sponsor

Mark Plavin

Community Groups

BICCYS Op shop Supporters Inc.
Burwood Heights Congregation (UCA)
Hawthorn Community Chest
Kalkee Op Shop, Geelong
Littlewood Charities Club Inc.
Mission Op Shop
Neale Street Uniting Church
Rotary Club of Glenferrie
Uniting Church Heathmont Women's Fellowship
Weeroona Uniting Church
Whitehorse Community Chest Inc.

Corporate Volunteers

Eastern Volunteers
Glaxo Smith Kline
NAB

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Directory

Central Office

Uniting AgeWell

130 Little Collins Street

Melbourne VIC 3000

1300 783 435

Regional Offices

Victoria South/East

(03) 9845 3126

Victoria North/West

(03) 9680 0400

Tasmania

(03) 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

Bentleigh Valkstone

Burwood Nangare

Camberwell Condare Court 9845 3139

Forest Hill Strathdon

Mt Waverley Yernga

Kingsville Amarco Apartments 9680 0500

Bendigo

White Hills White Hills Haven 5434 3000

Geelong

Belmont Kalkee ILUs
Costa Court Serviced Apartments 5243 9566

North Tasmania

Latrobe Strathdevon

Perth Glenrowan Village 6341 1400

Sth Launceston Wesley Court

Georgetown Denison Court 6323 8200

Newnham Aldersgate Village

South Tasmania

Berriedale Strathglen Mews

Kingston Kingston

Montrose Montrose

Mornington Cottage Gardens 6208 3208

New Town 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 9818 4484

Kingsville Kingsville Centre 9680 0400

Noble Park Currawong Community Centre 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 Flexible Respite 9845 3143

Southern Metro Region Flexible Respite 9554 0700

Geelong

Belmont Kalkee Day Respite 5243 1746

Bendigo

Strath-Haven Community Programs 5434 3030

Seven Hills Respite House 5434 3030

South Tasmania

Mornington The Cottage Club 6282 1150

North Tasmania

Newnham Sunnybrae 6323 8200

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Directory (continued)

Home Care Services

(Home Care Packages and Private Service Options)

Melbourne

Kingsville Community Programs 9680 0400
Brimbank, Hobson's Bay, Maribyrnong,
Melbourne, Melton, Moonee Valley, Wyndham

Noble Park Community Programs 9554 0712
Bayside, Cardinia, Casey, Frankston,
Greater Dandenong, Kingston,
Mornington Peninsula

Strathdon Community Programs 9845 3139
Boroondara, Knox, Monash,
Whitehorse

Bendigo

Strath-Haven Community Programs 5434 3030
Greater Bendigo, Macedon Ranges

Geelong

Kalkee Community Programs 5243 9566
Greater Geelong, Golden Plains

North Tasmania

North Tasmania Community Programs 6343 3933
George Town, Launceston, Meander Valley,
West Tamar

Latrobe Community Programs 6426 2846
Devonport, Kentish, Latrobe

South Tasmania

Eastern Shore Community Programs 6282 1193
Clarence, Huon Valley, Sorell, Tasman

Western Shore Community Programs 6208 3208
Brighton, Derwent Valley, Glenorchy,
Hobart, Kingborough, Southern Midlands

Day Therapy Centres

Melbourne

Forest Hill Strathdon Day
Therapy Centre 9845 3114

Hawthorn Hawthorn Centre 9815 0155

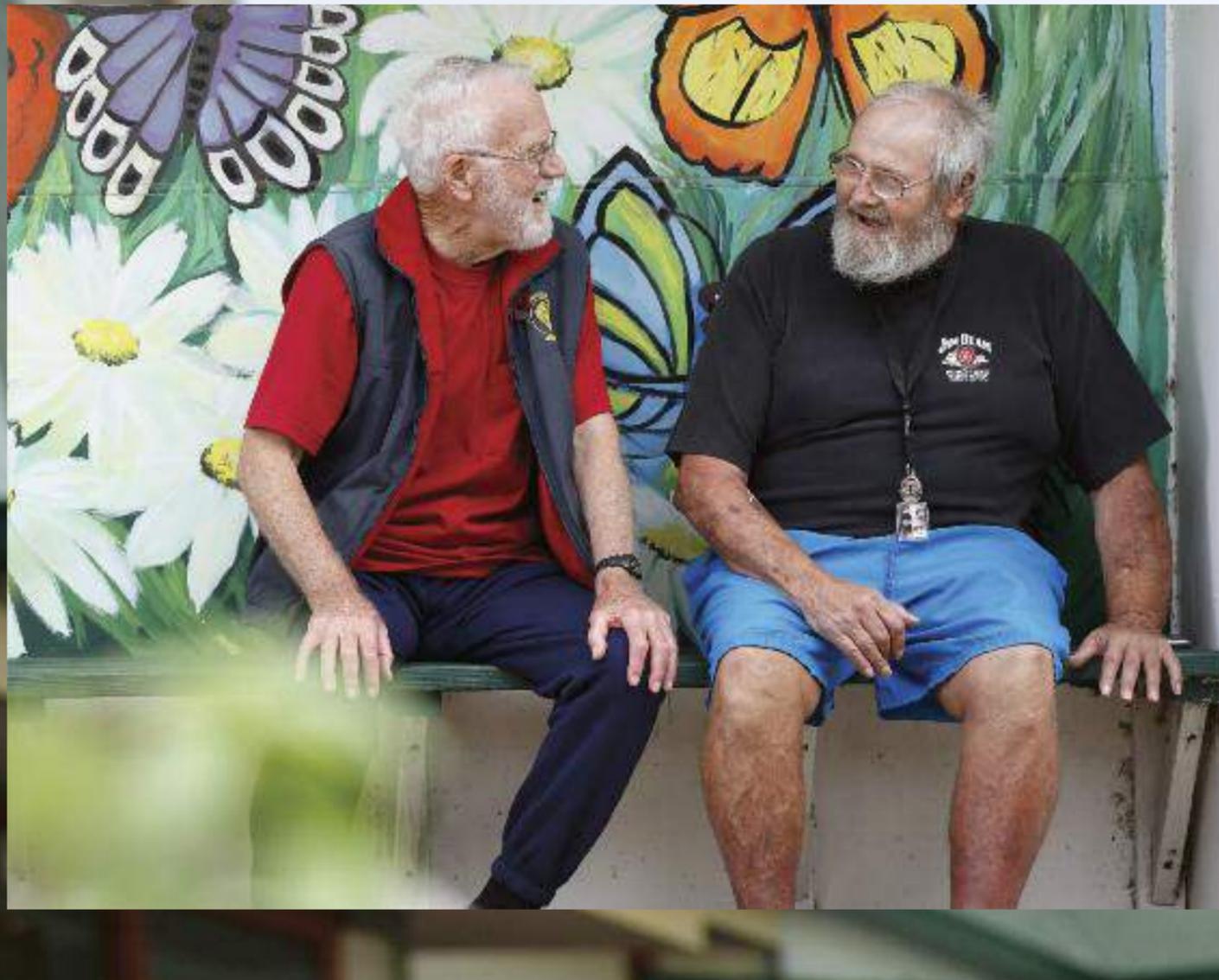
Noble Park Currawong
Community Centre 9554 0700

Oakleigh Oakleigh Centre 9568 0466

Preston Lumeah Day
Therapy Centre 9416 8433



Kingsville residents Russell and Nancy Treble



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unitingagewell.org

Uniting AgeWell is an organisation of the Uniting Church in Australia