



Celebrating
our workforce




2021/22 Annual Review

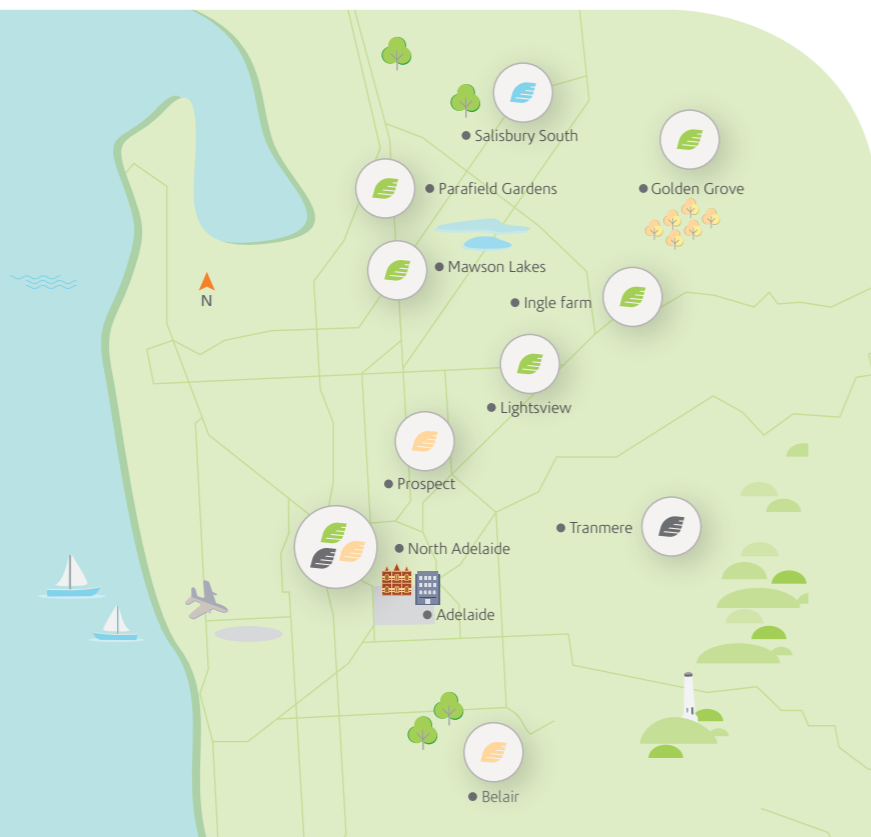


Helping Hand provides services across many lands traditionally owned by the Kurna, Narangga, Peramangk, Ngadjuri, Nukunu, Banggarla and Nawu people.


Helping Hand acknowledges the traditional owners of the land on which we work and provide services. We pay respect to their culture and heritage and to Elders past, present and emerging.

Our locations in Metropolitan Adelaide

-  Residential Care Homes
-  Retirement units
-  Home Care office
-  Corporate offices



Our locations in Regional South Australia

-  Residential Care Homes
-  Retirement units
-  Home Care offices



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Message from the Chair



In November 2021, following the reopening of the South Australian borders, the challenges faced by the aged care sector came into intense focus when Helping Hand experienced the direct impact of the pandemic.

The Board is grateful for the strong leadership and management demonstrated by the CEO, Mr Chris Stewart and the Executive Team during this period, as well as the commitment and dedication shown by all our staff across every level of the organisation.

During this period, our staff went above and beyond expectations, and continue to do so, to deliver continuous care in extraordinarily difficult and volatile circumstances, benefiting enormously, the older people in our care.

In March 2022, through a survey of clients, family members and representatives, Helping Hand achieved a trust rating of 7.69 out of 9. Our Home Care and Residential services continued to score very well against the internationally recognised Net Promoter Score (NPS). Given the backdrop of the pandemic this is an excellent outcome of which we are very proud.

I would like to acknowledge residents, clients and their families for their understanding and resilience during periods of visitor restrictions, or interrupted service delivery that arose due to COVID-19. When visitor restrictions were lifted, members of the Board were able to go out and meet and speak to residents and families. Moving forward, this personal engagement will continue to be a focal point for us.

The decision to support Kindred Living in Whyalla, exemplifies our mission to create communities and experiences to enable older people to live their best lives. It is a reflection of our sound financial management practices and our cohesive governance frameworks, that we were able to reach out and support older people in this regional community where there were very limited alternative options for the continued viability of these services.

In 2022, we engaged an independent consultant to review our performance. The purpose of this was to ensure we continue to uphold best practice in the delivery of aged care organisational governance, as well as identifying any gaps and consolidating our collective expertise.

A key outcome of this review was that the Board reconfirmed its commitment to consumer and stakeholder engagement and to embedding the voice of the consumer into its decision-making processes.

Looking ahead, the Board has confidence that Helping Hand is well prepared to meet the legislative changes and significant regulatory reforms stemming from the *Royal Commission into Aged Care Quality and Safety*. It is a major change agenda that Helping Hand welcomes.

In closing, the Board thanks and acknowledges the contribution of Silvia Caricasole, who served on the Board from January 2013 to December 2021. In October 2021, we welcomed two new members Janet Finlay and Julie Cooper both of whom bring a wealth of board experience and a commitment to aged care services. I thank sincerely, the Board Directors for their sustained and continued contribution and enabling older people who are recipients of our care, to live their best lives.

Professor Brenda Wilson AM
Chair of the Board

Message from the Chief Executive Officer

2021/22 was another big year with its share of challenges, milestones and opportunities.

When the South Australian borders reopened in November 2021; overnight, we were dealing with multiple COVID-19 cases across the organisation. The flow-on effects of residential and home care staff going into quarantine, or awaiting test results, made it one of the most difficult periods we have experienced. The resilience and commitment shown by our team, particularly over the Christmas and New Year period was exemplary and as an organisation we can be immensely proud.

Throughout the pandemic, the need to attract, support and sustain our workforce remained very much at the forefront of our decision-making. Remuneration was one way we showed our appreciation and acknowledged the cumulative effects of COVID-19 fatigue. During the last few years, we have supported staff with paid pandemic leave, salary loadings through the peak of COVID-19 and Helping Hand recognition bonuses.

Supporting and growing a more skilled workforce is one of the five key pillars of the regulatory reform agenda for the aged care sector. Offering additional training and education, including study leave, the *Helping Hand Dementia Scholarship* and the *Palliative Care Holistic Leaders Program* are just some examples of our proactive response.

In 2022, we introduced a new *Diversity, Inclusion and Belonging (DIB) Framework*. Aligning with the Framework, was the launch of our new policy on family and domestic violence which includes the provision of ten days of paid leave and financial support for emergency situations.

In November 2021, Helping Hand entered into a management agreement with Kindred Living in Whyalla. I was proud that

Helping Hand was able to offer this support and to show our commitment to older people and continue our decades long legacy of providing care in regional South Australia.

Behind the scenes we have been laying the groundwork for the implementation of aged care reforms, including care minutes per resident per day, the introduction of Star Rating systems for residential care homes and changes to Home Care funding, just to name a few.

I would like to acknowledge some changes to our team. We said farewell to Julie Goods, Executive Manager, People and Culture, who retired in March 2022, after 19 years of service. We welcomed Natalie Morris, who brings outstanding knowledge and experience to this role as we develop our new workforce strategy. In addition, we welcomed Luci Badge as our first ever Company Secretary and Paul Hodgson in the role of Coordinating Chaplain.

I would like to thank sincerely our Board Chair, Professor Brenda Wilson AM, the Board, and the Executive team for all their support and hard work over this past twelve months.

I would also like to acknowledge our entire workforce who have worked tirelessly and with great dedication, perseverance and compassion. They are a truly remarkable team.

Finally, I would like to express my gratitude to the residents, clients, their families and friends who have chosen Helping Hand, and allowed us the immense privilege of providing care and services.

Whilst there are challenges ahead for the sector, our strategic priorities are clear and we continue to seek and find wonderful opportunities. We look forward to a positive and exciting future and continuing to make a positive impact on the lives of older South Australians.

Chris Stewart
Chief Executive Officer

The Helping Hand Board is a skills-based board and promotes the highest standards of good governance.

Helping Hand Board

Board and Board Committee meetings are conducted regularly and canvas a range of issues including clinical care, occupational safety, financial performance, risk management and strategic direction.



Professor Brenda Wilson AM

Board Chair since August 2020

Professor Brenda Wilson has significant clinical and management experience in the healthcare industry in the public, private and not-for-profit sectors in Australia and the UK. Professor Wilson has held senior executive leadership roles across the sectors, most recently as CEO Cancer Council SA. In 2019, she was made a Member of the General Order of Australia for significant service to community health, the Arts, and to the people of South Australia through a range of roles. A former Lieutenant Governor of SA, Professor Wilson has significant experience managing health services and a deep understanding of the aged care sector.



Chris Stewart

CEO and Board Member since Jan 2019. Pursuant to the Helping Hand Aged Care Inc Constitution, the CEO is also a Member of the Board of Directors.

Mr Chris Stewart has extensive executive level leadership experience across diverse sectors including professional services, financial services and healthcare. He has also consulted extensively to clients on business growth, strategy and corporate governance. Chris was a Board Director of Helping Hand for nine years and chaired the Finance and Property Committee from 2012 to 2015. He served on a range of other boards and committees, predominantly in the not-for-profit sector and is currently a Board member of Windmill Theatre Company. His qualifications include BSc (Hons); MBA; GAICD; Dip Fin. Services; Level 1 Accredited Executive Coach. Chris is passionate about leadership and bringing his commercial and consulting expertise to ensure the growth and on-going success of Helping Hand.



Associate Professor Dr Craig Whitehead

Board Member since January 2008

Associate Professor, Dr Craig Whitehead is the Regional Clinical Director for Rehabilitation, Aged and Palliative Care for Southern Adelaide Local Health Network (SALHN). He is also a member of the executive of SALHN. Dr Whitehead is a staff specialist in geriatric medicine and Chair of the Client Care sub-committee. He is also a member of the Flinders University Department of Rehabilitation and Aged Care, an active clinician in public and private practice and a Member of the Aged Care Advisory Committee that advises the Australian Health Protection Principal Committee about aged care policy related to COVID-19.

Ms Erica Benn

Board Member since January 2015

Ms Erica Benn has more than 20 years of experience in strategic communications, marketing, reputation management and governance across Australia and the UK. She is currently the Director, Strategic Communications for the Australian Financial Security Authority and had held senior positions at Health Workforce Australia, the BBC and the National Patient Safety Agency in the NHS. She has served on several boards and committees and is also currently Chair of the OT Advisory Board at UniSA. Ms Benn is Deputy Chair, and Chair of the Governance sub-committee.



Mr Jason Cattonar

Board Member since August 2015

Mr Jason Cattonar is a finance professional focussed on delivering strategic outcomes and strong corporate governance, is a qualified Chartered Accountant with more than 15 years of financial experience within international accounting firms, and large private and public companies. He is the CFO of Cobham Aviation Services, also a member of the Institute of Chartered Accountant, Taxation Institute of Australia and the Australian Institute of company Directors. Mr Cattonar is Chair of the Finance and Property sub-committee.

Associate Professor Angela Scarino

Board Member since October 2018

Angela Scarino is Associate Professor in Applied Linguistics and Director of the Research Centre for Languages and Cultures, University of South Australia. Her research and development work focuses on the role of language and culture in communication in diverse domains, including age care, and particularly in contexts of linguistic and cultural diversity. Her projects span state and national contexts in Australia as well as sustained work in Singapore, Hong Kong, Malaysia, France, Italy and New Zealand. She is currently the Chair of the Multicultural Education and Languages Committee, an advisory committee on languages and multicultural education to the Minister for Education and Child Development in South Australia.





Dr John Harvey
Board Member since February 2020

Dr John Harvey is currently of Chair of Rural Business Support, Studio Nine Architects and the Australian Wine Research Institute's nominations committee. He is a Non-Executive Director of headspace (the National Youth Mental Health Network), Can:Do Group and Revenir Winemaking as well as a Trustee for the Winston Churchill Memorial Trust (SA) and the South Australian Grain Industry Trust.

Ms Julie Cooper

Board Member since October 2021

Ms Julie Cooper is the Chair of Nova Systems Pty Ltd, a major defence engineering and technology company, and is also Chair of the South Australian Film Corporation (SAFC). She is a Non-Executive Director at Credit Union SA; ASC Pty Ltd; and the Adelaide Crows Foundation. Julie is an Advisory Board Member for the Sarah Group, one of South Australia's most successful construction companies and is a Board Member and a Fellow of the Australian Institute of Company Directors (FAICD). A former Management Consultant for the global consulting firm, McKinsey & Company, she has supported clients in sectors including health, defence, retail, and oil and gas, and has worked in Australia, the UK, Europe, Asia, and the Middle East. Prior to joining McKinsey, Julie worked for BAE Systems (Australia and UK) and the banking and brewing sectors in South Australia.



Ms Janet Finlay
Board Member since October 2021

Ms Janet Finlay is an experienced independent company director with a strong commercial and finance background across a range of industries. A chartered accountant and former partner of Big 4 accounting firm EY, she has extensive experience in leadership, governance, business development, financial management and reporting, risk management and stakeholder engagement. Janet's other board roles include SA Water Corporation, SA Football Commission, University of Adelaide, Adelaide Oval Stadium Management Authority Limited and the Libraries Board SA.



Organisation chart



2020-2025 Strategic Plan

OUR VISION

The most trusted and exceptional partner in aged care and wellbeing services.

Strategic Plan 2020 – 2025

HOW WE WILL REALISE OUR VISION

Deliver outstanding care and service

Provide excellent clinical care and develop leading service models across our residential care homes, building scale and new capabilities.

Develop and expand our homecare enterprise into new services and locations; maintain our strong commitment to regional communities.

Strengthen our clinical governance, safety, risk management and overall transparency to exceed the quality expectations of our stakeholders.

Grow a sustainable business

Embed high standards of corporate, financial, care and environmental governance throughout the organisation.

Redevelop the North Adelaide precinct to create a world leading ageing and wellbeing community that integrates new models of housing, care and service.

Develop strategic and tactical partnerships and collaborations that enable us to grow and achieve high impact service outcomes.

Develop our team

Establish a 'one team' culture that fosters teamwork, collaboration, agility, wellbeing and client responsiveness.

Create a learning organisation that allows our entire team to grow personally and professionally; and to step into new opportunities with confidence.

Attract and retain the best talent, embrace diversity and grow capability at all levels, to support those in our care.

DRIVEN BY THESE VALUES

Excellence

Respect

Compassion

Community

FOUNDED ON OUR MISSION

We create communities and experiences to enable older people to live their best lives.



Helping Hand
new aged care



Delivering outstanding care and services

A new approach to COVID-19 care

In January 2022 we introduced *Partners in Care* and *Open with Care* to support the ongoing health and wellbeing of residents during COVID-19. These programs are activated when a home introduces levels of visitor restrictions in response to active cases.

Partners in Care recognises the specific ongoing daily care, support or services that some family members, or representatives, provide to someone living or staying in residential care. The program has been designed to provide a safe pathway so that these relationships, or 'partnerships' can continue.

Open with Care recognises the life-enhancing value that regular visits and contact contributes to the wellbeing of people living in residential care. This flexible framework is designed to meet State and Federal Government requirements and works in tandem with *Partners in Care*.

Open with Care defines three levels of access which are implemented as COVID-19 cases are detected and cleared in the homes.

Elevate Lifestyle

Elevate Lifestyle are services that we offer residents and are not funded or subsidised by the Australian Government.

With a focus on wellbeing and quality of life, as well as creating a shared community – *Elevate Lifestyle* reflects our strategic mission to create communities and experiences that enable older people to live their best lives.

In December 2021, *Elevate Lifestyle* was introduced at Mawson Lakes, Parafield Gardens and Ingle Farm.

The food of love

Lightsview's Hotel Service team, in collaboration with the Lifestyles team have been creating culturally immersive food experiences. The starting point involved speaking to residents and discovering what types of food and cuisine they would like. From there, cultural themes were explored and developed.

Once a month, a culturally inspired menu is prepared, complemented by music, dressing up and decorations from the selected region. The lunches even continued during periods of visitor restrictions, providing much needed joy and a sense of connection during those challenging times.

In August 2022, the Lightsview Hotel Services team was recognised by the Institute of Hospitality in Healthcare receiving an award for acknowledging the cultural and linguistically diverse backgrounds of residents through themed food experiences.



Engaging with purpose

Turn Up Your Voice (TUYV) is an integral part of Helping Hand’s consumer engagement program; helping us to better understand how people experience our services as well as finding areas of improvement and celebrating what we do well.

TUYV runs over a two year cycle across all residential homes and has five phases: discovery, reporting, co-creation, embedding and evaluation. In 2021/22, Parafield Gardens and Ingle Farm, both completed a two year *TUYV* cycle.

In 2021/22, *TUYV* engaged with*:

98	residents
14	family members and representatives
32	volunteers
51	staff

(*NB: As a result of COVID-19 visitor restrictions in residential care homes, engagement numbers were lower than previous years.)

Engagement surveys

In 2021/22 we reached out with two Home Care surveys and two Sentiment surveys.

August 2021 Home Care survey for consumers*

Home Care surveys focussed on a range of issues including services, communications and our COVID-19 response.

- 159 participants
- 95% believe staff took precautions to prevent the spread of COVID-19
- staff satisfaction rated at 9.2 out of 10 and service satisfaction rated 8.9 out of 10.

June 2022 Home Care survey for consumers*

- 117 participants
- Top four priorities for consumers (i.e. what was most important to them):
 - (1) quality of service
 - (2) punctual service
 - (3) relationships with staff and
 - (4) having regular staff
- 89% believe staff took precautions to prevent the spread of COVID-19.

October 2021 Sentiment survey for staff and consumers*

Sentiment surveys focussed on how people felt about the role we played in supporting them through COVID-19.

- 346 consumers and 339 staff participated
- 92% of consumers were satisfied with how we supported them during COVID-19
- 68% of consumers responded that they didn’t think we could be doing more to support them through COVID-19.

March 2022 Sentiment survey

- 361 consumers and 284 staff participated
- 88% of consumers were satisfied with how we supported them during COVID-19
- 85% of consumers and 81% of staff agreed our COVID-19 related communications were easy to understand.

In line with our strategic vision to be the most trusted and exceptional partner in aged care our Sentiment surveys also investigated how we rated on the questions around ‘trust’.

Participants were asked to rate us on a scale of 0-9 on the following statements:

- Helping Hand is good at what it does
- Helping Hand is honest
- Helping Hand keeps its promises
- Helping Hand is trying hard to have a positive impact on society

October 2021

We achieved a trust rating of 7.58 out of 9 from our consumers.

March 2022

We achieved a trust rating of 6.85 out of 9 from staff and 7.69 out of 9 from consumers.

*In these surveys ‘consumers’ refers to clients, family members and representatives:

Net promoter score (NPS)

We use the internationally recognised NPS model to capture customer satisfaction.

Score from residents living in residential care	39
Score from residential family members or representatives	39
Score from Home Care clients	59
Score from Home Care members or representatives	35

NPS Scale

- 70-100: Excellent
- 30-70: Great
- 0-30: Good
- 100-0: Needs improvement

Celebrating 10 years in Port Lincoln

In October 2021, we celebrated ten years of delivering home care services to people living on the Eyre Peninsula. During this first decade, we employed 45 locals and provided 86,000 hours of service to support 646 clients to live independently at home.

As part of the celebrations, staff and clients enjoyed a BBQ in the Park on Wellington Square in November 2021. In keeping with the community spirit, members of the Port Lincoln Rotary club did the cooking and everyone enjoyed a slice of celebratory cake made by staff member Kira Picken.



L-R Helen McLean, Peg Sevell, Paul Cowper, Keith Barker, Diane Graham

Strengthening our relationships to the region, Helping Hand was the naming sponsor of the Port Lincoln Tunarama Ambassador quest held in January 2022.

Real Care the Second Time Around

Helping Hand's ground-breaking project *Real Care the Second Time Around* (RCSTA) continued giving a voice and sharing the experiences of Forgotten Australians* and Care Leavers, whilst enhancing our national reputation as a leader in this field.

2021/22 highlights:

- More than 2000 aged care professionals from across Australia participated in presentations and webinars delivered by the project, including 45 aged care navigators. Helping Hand presented at the first Forgotten Australians' Conference – *Enabling Better Aged and Community Care for Forgotten Australians*; and almost one thousand people completed the online training course designed through this project: *Working with aged care clients who experienced childhood trauma in 'care'*.
- The project received a two year extension of funding from the Australian Government, through the Dementia and Aged Care Services Fund.
- A new Advisory Group was established. Members of the group bring a high level of individual and collective expertise across research, diversity, Government, aged and health care sectors and a lived experience of trauma.

*Forgotten Australians include people who were harmed in State, out of home and institutional care during their childhood, former wards of the State, former child migrants and care leavers, in addition to the Stolen Generations. We respect that not everyone identifies with this terminology.



On 16 November 2021, Co-design members and colleagues commemorated the National Apology to Forgotten Australians* at the SA Memorial for Forgotten Australians, in North Adelaide. L – R Meg Schwarz, Project Officer, Chris Stewart, CEO, Priscilla (Cilla) Taylor, member of the RCSTA project, co-design group.

Staying in Tell Touch

Between September 2021 and January 2022, Lightsview Residential Care Home trialed a Tell Touch kiosk and system to streamline the process and capture feedback and experiences from residents and families.

Post project evaluation showed that more feedback was received via Tell Touch than existing feedback channels – in other words, more voices were heard and more experiences were shared.

In July 2022, the Executive Team endorsed the introduction of a Tell Touch system to all Helping Hand residential care homes.



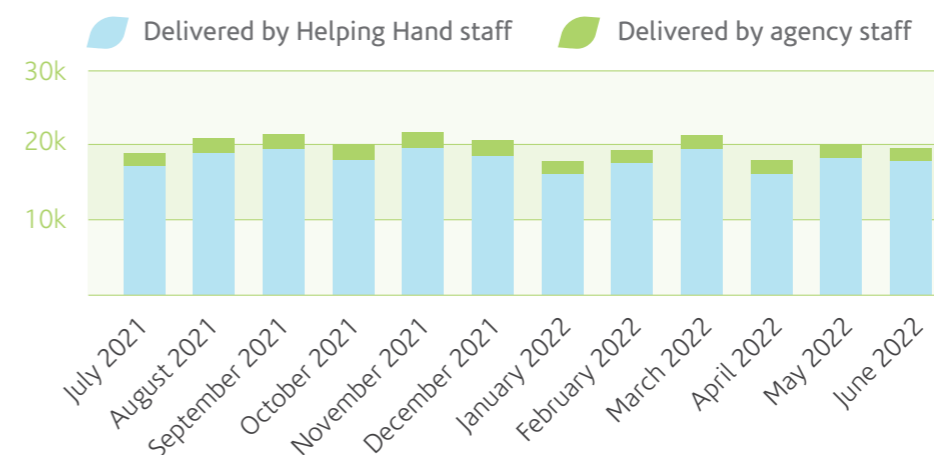
Growing a sustainable business

Focus on Home Care

As at June 2022:

- 682 Home Care Packages were supported across the SA regions
- Helping Hand supported 50% of all available packages in the Mid North Region
- 13% growth for new packages supported in 2021/22
- in 2021/22, packages on the Eyre Peninsula increased by 110%
- more than 60% of the packages in metropolitan Adelaide are in the northern area
- 41% of clients in metropolitan Adelaide and regional SA are on a Level 2 Home Care Package.

Hours of service



- more than 236,000 hours of services were delivered during 2021/22* (marginal increase from previous year)
- 58% of services were delivered to Home Care Package clients
- more than 90% of all services were delivered by Helping Hand employees and 9.3% were delivered by agency staff.

*COVID-19 impacted on hours of services with staff being unable to report for work, as a result of testing positive and going into isolation.

Focus on Capital works and infrastructure

Regional

Clare Residential Care Home
Laundry refurbishment \$65,000

Jamestown Residential Care Home
Kitchen refurbishment \$40,000



Metropolitan



Parafield Gardens Residential Care Home
Car park upgrade and lighting and landscaping \$200,000



North Adelaide
Refurbishment of Retirement Living unit into a Respite Retreat \$70,000

Respite and the journey of care

In 2021, the Home Care and Consumer Engagement teams partnered with six carers who are family members of Home Care clients on a co-design project to redesign how we deliver respite services.

Those initial conversations clearly showed a need for respite experiences that were aspirational, contemporary, and suitable for both carers and clients.

Emerging from this project was the development of the 'Respite Retreat' in North Adelaide. In late 2021/22 work commenced on repurposing one of our retirement units and developing a respite model that was more inclusive and offered greater flexibility to clients on a Home Care Package or receiving services through the Commonwealth Home Support Programme (CHSP).

The retreat welcomed its first guests in August 2022.



Lealholme's Right-size project

Following a six month process of engagement and consultation with residents, families, staff and volunteers, the decision was made to reduce Lealholme from 104 to 90 beds and to move the Memory Support Unit from Regent House to John Pirie.

On the 15 and 16 June 2022, staff from metropolitan Adelaide and regional SA, volunteered to travel to Port Pirie to support the Lealholme team as 16 residents moved into new rooms.





Enhancing communications

In 2021/22 we transitioned our telecommunications services from Telstra to Vocus, effectively bringing all our homes and corporate offices across regional SA and metropolitan Adelaide under the same communication network.

The outcome has been better communications and quicker data speeds and access to the Intranet – particularly for regional sites.

Focus on fundraising

Highlights

- Purchase of a 12 seater bus (see below), with wheelchair lift for Port Pirie Residential Care Home. Funds were raised by the Lealholme Auxiliary Committee, local community and a \$33,000 donation from Freemasons SA & NT and Freemasons Port Pirie.
- Purchase of seven Tovertafels ensuring all care homes have a Tovertafel. These purchases were supported through corporate donations and fundraising efforts.

A legacy of giving

For twenty years, Helping Hand's Carinya Auxiliary supported the residents, families and staff of Carinya Residential Care Home.

In total, the Auxiliary raised \$129,176 for equipment purchases, furniture, home and garden improvements and much more. Through their fundraising activities, the Auxiliary also supported local businesses in the region.

In June 2022, the Carinya Auxiliary presented their final donation of almost \$9,000, towards the purchase a Tovertafel, an interactive system designed for people living with dementia.



On the road

In 2021/22 we were back on the road promoting our services, engaging with people interested in a career in aged care and showing our support and presence across the community.

September 2021

Yorke Peninsula Field Days

Meeting people from across the region at this three-day event attracting up to 30,000 visitors.



November 2021

Feast's annual community picnic

Showing our ongoing support to the LGBTIQ+ community.



March 2022

The Big Meet

Engaging with our future workforce at Australia's biggest careers expo for undergraduates and graduates.



March 2022

Colour Tumby Festival

The Home Care team from Port Lincoln were out in force in Tumby Bay promoting our services.



May 2022

Adelaide Careers and Employment Expo

Meeting people interested in a career in aged care at the Adelaide Showgrounds.



Developing our team



Palliative Care Holistic Leaders

Through the Helping Hand *Palliative Care Holistic Leaders* program, senior nurses from our metropolitan and regional care homes and our Home Care team were selected to complete a thirteen week Professional Certificate in Palliative Care Nursing through UniSA.

This core group will form a leadership group who will share their learnings with fellow nurses and team members to expand our collective knowledge, skills and understanding in the delivery of palliative care.

This learning program has been made possible through the support of the SA Health Palliative Care grants program.

Focus on research

In March 2022, the Aged Care Centre for Growth and Translational Research announced it was offering 60 translational research grants to transform the way aged care is delivered in Australia.

Four applicants from Helping Hand were awarded stage one grants to focus on the following areas:

- Model of Care and Student Placement
- Dignity of Risk
- Smart Wearables
- Falls Prevention.

Model of Care and Smart Wearables have since progressed to stage two grant funding.



Diversity, Inclusion and Belonging

To deliver on our strategic vision to be the 'most trusted and exceptional partner in aged care' we have developed a *Diversity, Inclusion and Belonging (DIB)* Framework.

The *DIB* framework is designed to enable Helping Hand to:

- be an employer of choice
- be a service provider of choice
- be prepared for the ongoing reform agenda in response to the Aged Care Royal Commission
- exceed expectations relating to relevant Aged Care Quality Standards.

This overarching framework brings together our ongoing commitment of support and advocacy for:

- Forgotten Australians and Care Leavers
- gender equality
- preventing family and domestic violence
- LGBTIQ+ inclusivity
- cultural diversity.

Gender equality and family and domestic violence

In 2022, we established a partnership with *Our Watch*, a leading national agency that works to raise awareness around preventing violence against women and their children. Through this partnership, we can share evidence based resources and embed them across the organisation.

We have introduced a range of procedures and guidelines to support team members (including staff working on a casual basis) who are experiencing family and domestic violence:

- ten days of paid leave
- flexible working conditions (such as changing location or rosters)
- emergency support in the form of basic personal items, food vouchers, phone, and emergency accommodation up to \$1000
- referral to expert services.

In 2022, more than 60 managers undertook training with the Working Women's Centre to support staff who disclose they are experiencing family and domestic violence.

Helping Hand recognises the connections between gender inequality and family and domestic violence.

Statement of Comprehensive Income

For the year ended 30 June 2022

	2022 \$'000	2021 \$'000
Operating Income		
Revenue from Services	98,056	92,653
Non Operating Income	11,829	11,797
Other Income	14,972	12,679
Total Operating Income	124,857	117,129
Operating Expenditure		
Employee expenses	95,210	84,993
Finance costs	71	48
Administration expenses	3,309	2,643
Depreciation and amortisation	7,243	6,910
Repairs and maintenance	2,360	2,194
Other expense	16,887	16,137
Refundable Accommodation Deposit Lease Expense	5,472	5,204
Right-of-use Depreciation	396	409
Lease interest expense	26	21
Total Operating Expenditure	130,974	118,559
Net (Deficit) from Operations	(6,117)	(1,430)
Total Comprehensive (Deficit) for the year	(6,117)	(1,430)

For a detailed financial report please visit the Australian Charities and Not For Profits website: www.acnc.gov.au

Statement of Financial Position

For the year ended 30 June 2022

	2022 \$'000	2021 \$'000
Assets		
Current Assets		
Cash and Cash Equivalents	1,815	9,774
Trade and Other Receivables	6,956	2,777
Financial Assets	19,394	19,758
Total Current Assets	28,165	32,309
Non-current Assets		
Other Financial Assets	1,689	1,789
Investments accounted for using the equity method	4,108	2,491
Resident Funded Units	24,855	20,895
Plant & Equipment	35,431	34,965
Property (L&B)	201,770	205,572
Right-of-use assets	1,693	1,086
Total Non-current Assets	269,546	266,798
Total Assets	297,711	299,107
Liabilities		
Current Liabilities		
Trade and Other Payables	10,665	13,527
Subsidies Received in Advance	11,949	7,286
Borrowings	-	-
Provisions	12,414	11,976
Lease Liability – Current	379	438
Refundable Accommodation Deposits	132,958	130,891
RFU Licenses	10,844	10,796
Total Current Liabilities	179,209	174,914
Non-current Liabilities		
Provisions	3,246	3,487
Lease Liability – Non-current	1,314	648
Total Non-current Liabilities	4,560	4,135
Total Liabilities	183,769	179,049
Net Assets	113,942	120,059
Accumulated Funds	18,993	25,110
Capital Grants Reserve	17,396	17,396
Asset Revaluation Reserve	75,113	75,113
Trust and ID Funds	2,440	2,440
Total Equity	113,942	120,059



Helping Hand

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Helping Hand
new aged care