

ANNUAL ACTIVITY STATEMENT

—
2015-16





MS LIESEL WETT,
CHAIR OF THE GOODWIN BOARD

It is with great pleasure on behalf of the Goodwin Board, that I present to you the 2015–16 Annual Activity Statement.

Goodwin is on a strategic path to ensure that we maintain our position as Canberra's largest and most highly regarded aged care and accommodation services provider, while we adapt to the changes that are redefining the landscape.

We also seek to improve care standards for our residents through new programs and innovations – including 24-hour nursing care in our facilities, and much more as outlined in the following pages.

I am proud to report also that we have extended our home care services into the Queanbeyan and Southern Highlands region.

We have continued to develop improved service offerings for residents with the introduction of 24-hour nursing, health and wellness programs, enhanced palliative care, and more onsite allied health and a pharmacist in the Wellness Centre.

This year, the challenges for a not-for-profit have never been greater. As the home care industry moves to a free-market model, and the aged population grows, we see massive commercial mergers nationally and increased competition locally.

As a not-for-profit organisation, we continually re-invest into services and facilities for the benefit of clients and residents. With total assets over \$408m we maintain a solid financial standing as a result of continued organic growth, diversification of offerings, and strategic partnerships – the latest of which are outlined in this publication.

Development of our people remains a key objective for Goodwin, and a number of industry-leading programs were implemented throughout the year in the areas of staff wellness, recruitment, development and culture.

Our CEO and her executive team have performed well during the year and made significant progress in terms of financial performance and in the execution of our growth strategy. In closing, I would like to thank my fellow directors, the executive team and Goodwin's many committed employees for their contribution and commitment to the Goodwin vision. Finally, I would like to thank you, our members for your support.



MS SUE LEVY,
CHIEF EXECUTIVE OFFICER

I am pleased to deliver the 2015–16 Annual Activity Statement for Goodwin Aged Care Services.

Our performance this past year reflects the quality of our portfolio, the strength of our management team, our processes, and our continued focus on providing more options to residents through additional services and flexible accommodation options.

While recent regulatory reforms have presented opportunities for many parts of our business they have also produced some headwinds and challenges throughout 2015–16.

2015–16 has been an important year for Goodwin as we have continued to respond to the opportunities and challenges occurring in the aged care industry. Industry reports suggest an additional 70,000 beds, 80,000 home care packages and 93,000 retirement living units will be required in the next 10 years to meet the needs of Australia's ageing population.

These projections come at a time when dynamics across the sector are being shaped by varying factors such as an ageing population, changes in consumer demand, the merging of traditionally segmented service streams into more consumer directed solutions, emergence of improved technologies, industry consolidation and new market entrants – all within and alongside the continued national legislative reforms.

In this difficult environment, Goodwin has continued to build on our strong organisational foundation, adapting our practices and investing in our capability. In the 2015–16 financial year, this has included a strong focus on upgrading our internal systems, deploying new technology and preparing our staff for the significant shift required to support our residents and clients through the transition of government reforms, using customised training and development programs. This investment ensured our organisation and staff were well positioned to successfully transition all of our home care customers to consumer directed care.

Operationally our staff delivered more than 86,000 hours of home care during the year, and supported more than 2000 Canberrans every day with home care, retirement living and residential care services across Canberra, Queanbeyan and parts of the southern highlands.

Our business is well positioned for continued growth. We remain focused on implementing our strategic plan which includes organic growth from enhancing our existing portfolio in the Farrer redevelopment and maintaining our track record of successful developments (as in our Crace stage two/three and the Monash Day Club), as well as expanding our national footprint through the provision of care and services.

Whilst there has been a lot of change in the business over the last 12 months, what has not changed is our focus on the safety, health and wellbeing of our residents and staff.

It is our people who establish our reputation as a provider of high quality services to the aged community. They offer the expertise, creativity and initiative for us to adapt to our changing environment while keeping pace with best-practice methodologies. We continue to be an employer of choice through our innovative recruitment and mentoring programs and continue to attract and retain high calibre employees. We negotiated a new employee enterprise agreement which is in place for the next four years. The agreement offers greater choice and flexibility to our employees as well as greater opportunities for defined career progression.

On the back of the outstanding achievements of this financial year I would like to extend my thanks to the Goodwin Board of Directors and our executive team for their dedication and contribution. I also express my thanks to our wonderful, dedicated staff for their hard work and the continued support they have demonstrated over the past year. I would also like to acknowledge the incredible contributions made by all our volunteers. I am inspired by their efforts and I am grateful for those who put our customers first and foremost.

I would also like to take the opportunity to thank our members for all your support throughout the last year.

QUICK OVERVIEW

OUR OPERATING ENVIRONMENT

Established in 1954, Goodwin Aged Care Services is the premier aged care provider in the ACT and one of the ACT's largest private employers, with more than 520 staff.

We are a not-for-profit organisation, owned by our members, for our members.

With our range of home and community care, independent living and residential care services, Goodwin offers a continuum of care for our regions' seniors as they take the very individual, and often long journey from the first stages of retirement through to end of life.

Above all, Goodwin aims to provide quality of life for all, and to support seniors to continue to be influential, active and valued members of their communities.

OUR SERVICE NUMBERS

- 4 independent living villages: Monash, Farrer, Ainslie, Crace
- 4 residential aged care facilities: David Harper House and Ralph Cartwright Centre (Monash), George Sautelle House (Farrer), Goodwin House (Ainslie)
- 3 Day Clubs: Monash, Queanbeyan, Crace
- 500+ independent living apartments
- 330+ residential care beds
- 385 Commonwealth Home Support Programme clients
- 232 Home Care Package clients
- 240 Day Club members

OUR STRATEGIC GOALS

1. Excelling in quality of care and services
2. Sustainable growth
3. Capacity and capability building
4. Social obligation
5. Collaborate to compete

EXCELLING IN QUALITY OF CARE AND SERVICES

We continue to explore a continuum-of-care service model that allows seniors to 'age in place' – that is, in a place they call home, in their own community, and among people they know and trust.

For many this means supporting them to stay in their own home, and to stay active in their community as their mobility declines, or after they've lost a partner or friends. For others, it's relying on specialist dementia and palliative care within the Goodwin village or facility that they call home.

Quality of care is our first priority. We continue to deepen the level of care with services that address quality of life needs, and improve care teams' abilities to meet more specific requirements.



24-HOUR NURSING IN RESIDENTIAL CARE

True to our commitment to high level clinical care, Goodwin has introduced 24-hour onsite nurses in our residential care facilities, from June 2016.

24-hour nursing is not mandated in the ACT.

The initiative provides clinicians with opportunity to provide pain relief quickly; reduce transfers to hospital emergency departments; and conduct high level complex clinical assessment, critical analysis, case conferencing and care planning.

Our residents and their families can be confident that our nursing team will be available to respond to their needs at any given time.

The innovative model also provides comprehensive clinical supervision of the Goodwin registered nurse clinics and the palliative care rounds at each site.

PALLIATIVE CARE PARTNERSHIP

Goodwin continues to progress its partnership with Clare Holland House in providing palliative care rounds and palliative pathways to ensure patient choices are respected at end of life. Through Clare Holland House's pastoral care program and Goodwin's own observations, it became evident that pastoral/spiritual care should make up part of the pathway and would be beneficial not only to residents and their families but also to care team members.

Goodwin has commenced a partnership with Pastor Mark Warren of the Momentum Church of Canberra on a pastoral care program to offer individual spiritual counselling to residents, their families and staff. The program is nondenominational, ensuring inclusion and respect.

The program assists us to foster a spiritual environment, and deepen emotional supports that will benefit the residents through transitional periods, for example, through the admission process, palliative care and other emotional times.

The program will further develop a sense of community and mutual respect.



SENIORS CONTRIBUTING TO THEIR CARE

Our community programs continue to support older people living in the community to maximize their independence and remain living in their homes for as long as they wish. Community supports are delivered taking into account each person's individual goals, preferences and choices, and are underpinned by a strong emphasis on wellness and reablement.

Our Day Clubs continue to provide warm friendly environments where activities are created to promote, strengthen and stimulate physical, emotional, intellectual and social wellbeing.

Clients are involved in program planning and delivery, which aims to build on strengths and achievements in their earlier years, plus hobbies and interests.

AGE FRIENDLY COMMUNITY AWARD

The COTA ACT Seniors Week Positive Ageing Awards are held to celebrate the many individuals, groups and organisations that contribute to the health and wellbeing of our older population.

In March 2016, Goodwin Day Clubs in Monash, Crace and Queanbeyan were collectively recognised with the Age Friendly Community Award. This award recognises a community organisation which has demonstrated innovation in services for seniors and provided opportunities for seniors to lead full and satisfying lives.

AWARD WINNING STAFF

Coordinator of The Central Day Club, Ian Hutchinson was recognised with the prize for carers at the Leading Aged Services Australia (LASA) NSW-ACT Congress in May 2016. The HESTA Nominate a Care Staff Member prize identifies the people who work tirelessly to improve the quality of life for ageing Australians.

The prize recognises Ian's innovation in delivering services to local seniors at the Day Club, helping them maintain their social ties with the community and continue to lead full and satisfying lives. Ian's efforts in developing new and exciting programs clearly demonstrate his interest in, and understanding of each individual's needs and aspirations.

CARE DELIVERY HOURS

Home and community care		
	Hours delivered per week	Total hours per annum (approx.)
Domestic assistance	333	17,316
Personal care	514.5	26,754
Respite	134	6968
Social support	121	6292
Assisted appointments	4.75	247
Meal preparation	79	4108
Medication assistance	89	4628
Shopping	103	5356
Transport	41	2132
Case management	250	13,000
TOTAL	1669.25	86,901

Residential care	
	Total per annum (approx.)
Meals served	382,155
Medications administered	478,522
Rostered hours	421,343
Leisure and lifestyle program hours	17,576

SUSTAINABLE GROWTH, RESPONDING TO HOUSING AND CARE NEEDS

As a not-for-profit organisation, Goodwin's growth is always about re-investing into care services and facilities for the benefit of clients and residents.

Growth focuses on service-based models with the delivery of a range of care and service options aligned with our core business and consistent with our vision, mission and values. These services cater to home and community clients plus residents in independent living villages, specifically assisting them to remain independent and to tap into Goodwin's wellness and reablement offerings.

Services are both inside and outside of current government funding models, with a view to increased sustainability and flexibility as further legislative reforms are planned.



VILLAGE DEVELOPMENT UPDATE

Stage 2-3 of The Central in Crace is underway and on schedule. This final stage includes 57 more apartments and eight two-storey townhouses which provide an alternative product for active 60-plusers. The Central gives Canberra a rare sophisticated apartment living option that is exclusive to seniors, ensuring they are surrounded by like-minded people and professional care supports.

Stage 2-3 provides extra activity opportunities (additional to the existing Lifestyle Club) such as a croquet court and community gardens.

The development application for the redevelopment of Goodwin village Farrer was approved by the ACT Government in November 2015, and at the time of writing the project is under deliberation by the ACT Civil and Administrative Tribunal.

The Woden Valley has amongst the highest percentages of seniors per capita in Canberra. Upgrading and increasing the capacity of

facilities in established suburbs is a crucial supplement to green field sites, to ensure that more seniors are able to stay within their own communities as their needs change with age.

ADAPTING TO HOME CARE REFORMS

Australians are living longer and healthier lives and it is important that as people age, they have choice about their care. To support this objective, the Federal Government announced significant reforms to home care as part of the 2015-16 Budget. Home care will become a market-based system driven by consumer choice with an expectation that providers deliver efficient, effective, innovative and quality services for clients.

The Goodwin team has developed an action plan which will provide a framework for responding to and implementing the changes required to remain viable and competitive into this new future. The focus will be on a person-centred, restorative care approach to client needs.



HOME CARE PACKAGES FOR SOUTHERN HIGHLANDS

In 2016 Goodwin was successful in securing funded home care packages for the southern highlands region, expanding our home care services into the Queanbeyan area for the first time. The existing Queanbeyan Day Club has built meaningful connections with the Queanbeyan community. The new packages enable Goodwin to introduce clients in this area to our full range of in-home and community care services, offering more choice for regional seniors to stay in the homes they love.

MONASH DAY CLUB WELCOMES NEW CLIENTS

In early 2016, our Tuggeranong area Day Club program moved into a purpose designed building adjoining the Goodwin Monash village, from small rented premises at Gowrie shops.

The new building has a client focus and provides larger areas for activities and meals, and, for the first time, outdoor sheltered spaces and gardens. Day Club members continue to enjoy a varied calendar which includes opportunities to explore places of interest around the local region plus various onsite activities and guest speakers.

Goodwin Day Clubs are accessible under the Commonwealth Home Support Programme, or on a fee-for-service basis.

MORE SERVICES AT GOODWIN WELLNESS CENTRE

Goodwin Wellness Centre has continued to grow in both services and demand.

Opened in November 2014, Goodwin welcomed its first GP clinic in March 2015. Over the 2015-16 financial year, the Wellness Centre increased its services to include a physiotherapist, podiatrist and pharmacist.

SERVICE	NO. DELIVERED IN 2015-16*
General practitioner	476
Physiotherapist (commenced July 2015)	423
Podiatrist (commenced August 2015)	151
Geriatrician	84
Nurse practitioner/registered nurse	552

*At 31 March 2016

JENNY WEIRE – A HOME TO SUPPORT A LIFESTYLE



Jenny Weire is a resident of The Central by Goodwin, in Crace. She is also a program leader for Odyssey Travel.

For Jenny, leaving her Canberra home of 16 years and moving to The Central was an obvious choice – particularly with her newfound travel career.

Jenny leads international tours several times a year. Living at The Central means she can simply lock up and leave, knowing that her one-bedroom apartment will be looked after.

“I couldn’t keep relying on neighbours to look after my place while I was away,” Jenny said. “Moving to The Central was the perfect solution.”

The tours that Jenny leads are usually on specialised interests and are made up of a small number of people aged around 50-plus, so Jenny knows first-hand that age is no barrier to travel.

When she’s not jet-setting around the world, she leads a busy social life.

“I go for walks, do the exercise classes in The Central’s clubhouse, and I’m a real movie buff.”

CAPACITY AND CAPABILITY BUILDING

As a not-for-profit, building capacity and capability for Goodwin is a commitment to a sustainable future in which we are able to re-invest into facilities that keep pace with contemporary expectations and feel good to live in. It is also a commitment to keeping pace with innovations and technologies that allow us to provide best-practice care, provide deeper quality of life services, and attract quality employees to a properly supported work environment.

Essential to our journey is the commitment of our staff in this fast-evolving marketplace. In 2015–16 we have worked to build our valued team by creating new opportunities and supporting professional development.



24-HOUR CLINICAL LEADERSHIP

As highlighted under “Excelling in quality of care and services”, Goodwin is among ACT industry leaders with the introduction of 24-hour onsite nursing staff in our residential care facilities.

The new positions enable us to offer higher levels of care, clinical supervision and complex clinical assessment as needs arise, regardless of the time of day or night. This helps bridge gaps in care, ensuring that clinical leadership is available at all times. This may also reduce night-time trips to hospital emergency departments, as we have onsite capacity to deal with some of the trigger points.

The new positions will also provide guidance and mentorship to care workers, and further career options.

HEALTH PROMOTION GRANT FOR GOODWIN HEALTH CLUB

Goodwin has been successful in securing a Health Promotion Grant from the ACT Government for the implementation of =Goodwin Health Club.

The project aims to provide an extension of services for residents and clients accessing the Goodwin Wellness Centre, for preventative health consults or management of existing chronic disease.

Goodwin Wellness Centre is exclusive to Goodwin residents and clients. It offers geriatric assessment, and GP, nurse practitioner and allied health services. Goodwin Health Club seeks to provide a pathway for patients to supplement Wellness Centre services with ongoing management strategies focused on mind, body and soul, for example, tai chi, yoga, meditation and gentle exercise.

Goodwin Health Club will be launched in 2016–17.





EMPOWERING SENIORS WITH TELEHEALTH

During 2015–16 Goodwin piloted the Tunstall Telehealth Integrated Care Platform (ICP) to support people to better manage long-term conditions, within their own homes. Telehealth enables clients to monitor their own vital signs and symptoms daily, and provides data to their health professionals. The aim is to improve clients' understanding of their conditions, empowering them to manage their own health and helping them to stay out of hospital.

Participants reported enjoying the empowering experience, some managing blood pressure better, plus associated anxiety – and some finding stronger relationships with nurses and GPs as a result of the regular data transfer. The trial continues with further groups to investigate the relationship with clients' clinical intervention needs, and the likelihood of clients to engage with Telehealth as a paid service beyond the trial.

A COMMITMENT TO TRAINING

Goodwin has made a commitment to up-skill all personal carers over a four-year period to achieve a minimum qualification of Certificate III in Aged Care.

In 2015–16 Goodwin supported 43 employees in the commencement of their Certificate III or IV in Aged and Community Care, and Certificate II in Continence Care and Promotion, plus another eight in related fields.

Goodwin has sponsored a further 92 employees for skills training such as medication assistance, food safety and supervisory skills.

After the success of a 2014–15 trial, all Goodwin clinicians are now provided with an annual Ausmed training membership for professional development.

With a diverse employee base, Goodwin is currently piloting a language, literacy and numeracy (LLN) program for employees with a view to LLN training being integrated into future training calendars.

TRANSITION TO PRACTICE PILOT PROGRAM

A successful grant submission through the Australian Practice Nurses Association has provided one of Goodwin's graduate nurses with a structured 12-month program focused on increasing confidence, skills and knowledge.

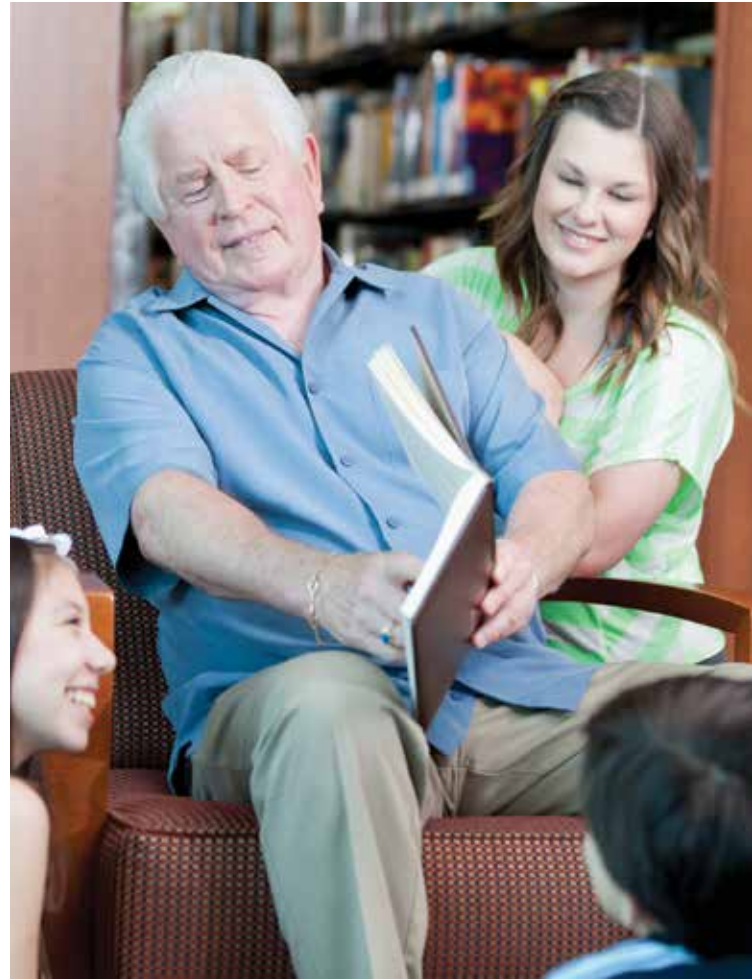
Supported by funding from the Department of Health under the Nursing in Primary Health Care Program, the Australian Practice Nurses Association (APNA) Transition to Practice pilot program aims to support nurses who are transitioning to a variety of primary health care settings.

The successful Goodwin position is one of only two allocated to aged care, nationally.

SOCIAL OBLIGATION AND CONNECTING WITH THE COMMUNITY

Goodwin remains true to its original mission to serve the needs of the growing Canberra seniors' community. A substantial number of our residential care beds are reserved for low means residents; our independent living apartments and villas are priced around the median house prices of the area; and we continually evaluate and assess to ensure that service provision is affordable, without compromising quality.

Our commitment is to quality-of-life services that appeal to the diversity of community members and their backgrounds. We commit also to helping all seniors maintain their valuable community connections, which research shows is vital to mental health and wellbeing.



RESIDENTS GIVING AND RECEIVING

Our lifestyle and activity officers across both residential care and independent living regularly lead resident groups to participate in community events and organisations.

The Monash village bi-yearly fete of resident crafts continues to raise thousands of dollars for charities such as the Royal Blind Society and Snowy Hydro SouthCare. Australia's Biggest Morning Tea was hosted across our villages this year, and residents of The Central participated in the Landcare Clean Up Australia Day.

Regular day trips have supported various community organisations such as the Ginninderra School House Museum, the Old Tuggeranong School House, and music concerts at St Ninian's Church Hall. All were provided with donations to assist with their work.

COFFEE WITH A COP

Police from the Monaro Local Area Command approached Goodwin's Queanbeyan Day Club to become a part of their ongoing community engagement initiative, 'Coffee with a Cop'. Day Club members were invited to a free session at the Club, to connect one-to-one with their local police and help police to identify any concerns and find out how they can better serve the community.

BRIDGING THE GAP

Our Bridging the Gap program developed with Goodwin House residential care facility and Campbell High School has evolved in its second year to a deeper exchange of talents, creating a sense of purpose for all involved.

Begun as a means for school students to engage with the older generation and learn their stories, the strong relationship now extends to the school's band, choir, aboriginal dance troop and other departments. It was this year punctuated





with a rare visit by Goodwin residents to the high school, where they shared in the Year 7 art class (pictured above right) and morning tea prepared by the Year 10 hospitality class.

SENIORS GROW WITH KIDS

A new partnership with Canberra Christian School, Mawson has our oldest and youngest generations reconnecting over a kitchen garden.

Goodwin Farrer residents visited the school to help plant out the schoolyard garden, which they regularly revisit to tend and weed with the children – and later cook with the produce.

Bunnings Tuggeranong generously provided herbs, vegetables and passionfruit vines for the first planting day. Discussions are underway for further intergenerational activities such as reading, crafts or singing groups.

ALZHEIMER'S AUSTRALIA MEMORY WALK

Goodwin has committed to three years' sponsorship of the Alzheimer's Australia Memory Walk/Run (ACT).

In 2015, around 50 Goodwin staff members and residents, and their loved ones participated in the fun run which raises awareness of dementia and raises money to support research efforts. Around 400 people participated in this year's event, launched by Alzheimer's ambassador Ita Buttrose.

Goodwin also proudly claims the oldest participant, in Goodwin independent living resident Tony Bennett who braved the new 1km track, designed to encourage participation by a greater range of people.

COLLABORATION TO COMPETE AND CONTRIBUTE

Collaborations strive to achieve a deeper understanding of the needs of the changing seniors' population, and the specifics of issues that face individuals and which will inform continuing innovations in care and quality-of-life services.

As the largest and longest standing aged care provider locally, Goodwin is in a strong position to support research institutes with access to large cohorts of seniors and carers plus vast experience of the on-the-ground impacts of methods and medications.

Linkage projects allow us to continually test and challenge service methodologies, identifying potential for improvement and/or flexibility that will assist in adapting to the changes that are redefining the aged care and seniors living landscape.



OCCUPATIONAL THERAPY PLACEMENTS/UNIVERSITY OF CANBERRA

A partnership with the University of Canberra commenced in April 2016 to provide work placements to Masters of Occupational Therapy students into Goodwin residential care facilities.

Students undertake a three-week program at Goodwin as part of the Masters degree, during which they:

- engage with residents;
- observe the roles of, and engage with, facility employees;
- participate in the programs that are available for the residents;
- consider the various contexts of the aged care facility such as socio-cultural, physical, political contexts; and
- reflect on the potential role of occupational therapy within the aged care facility.

The University of Canberra also supported Goodwin's successful Health Promotion grant from the ACT Government for the new Goodwin Health Club, and will provide allied health students for the purpose of data collection, measurement and evaluation of the Health Club program.

DEMENTIA CARE RESEARCH/ AUSTRALIAN NATIONAL UNIVERSITY

Preliminary work is underway on a four-year research project announced in 2015, hosted by Goodwin residential care facilities and run by Dr Moyra Mortby of the Centre for Research on Ageing, Health and Wellbeing, Australian National University.

The joint venture will see high level training provided to care team members in appropriate interventions for the management of the behavioural and psychological symptoms of dementia (BPSD). The primary aim is to evaluate the relative efficacy of the interventions to reduce the frequency and severity of BPSD, and minimise the use of anti-psychotic medication to manage BPSD in Australian residential care facilities.



GOODWIN'S RALPH CARTWRIGHT CENTRE CELEBRATES 20 YEARS IN 2016

The Ralph Cartwright Centre was first constructed as part of the original Goodwin Monash village, which was commenced in 1993 and incorporated 73 independent living villas plus a residential aged care facility with a specialised memory support unit.

Today the original village links to the newer Monash village development via a bridge across Goodwin Pond.

The centre was officially opened in 1996 by the then Chief Minister for the ACT, Kate Carnell.

It was named the Ralph Cartwright Centre in 1999, after extensions, and was opened by the Hon Bronwyn Bishop, then Minister for Aged Care.

The name acknowledges more than a decade of service to Goodwin and Canberra's seniors, by Mr Ralph Cartwright, who sat on the Goodwin Board from 1986 to October 1999. Mr Cartwright was dedicated to providing services to the community. He was passionate in providing purpose-built facilities for dementia-specific services that would accommodate older people in need well into the future.

Mr Cartwright joined Goodwin as Secretary to the Board in 1986 and became President in 1987. He was part of the planning committee who first took the proposal for Monash residential care to the ACT Government in 1992.

After final extensions to the village were completed in 2004, the facility was awarded Special Purpose Housing of the Year, at the HIA Housing Awards in 2005.

The Ralph Cartwright Centre is unique among Goodwin's residential care facilities, offering intimate, cottage-style accommodation and specialist dementia care.

The cottage design supports Goodwin's de-institutionalised approach, where care is centred on the individual (rather than the diagnosis) and their quality of life.

Today, the Ralph Cartwright Centre offers 66 single bed ensuite rooms across the Azalea, Clover and Bluebell Cottages.



'ART AND DEMENTIA'/NATIONAL GALLERY OF AUSTRALIA

In 2015 Goodwin commenced a sponsorship of the National Gallery of Australia's Art and Dementia program – a vehicle for the creative exchange of arts and health expertise to enhance the lives of people living with dementia, and their families.

In 2016 there has been significant expansion of the program's scope, with a program of visits from all four Goodwin residential care facilities plus Goodwin Day Clubs.

Since Goodwin's support of the program commenced in May 2015, 567 people visited the gallery to participate in the program; 181 guided tours were conducted, with groups of four to six participants; and 83 regional arts and health professionals participated in the Art and Dementia Outreach Training workshops.

IPAD ART/NATIONAL GALLERY OF AUSTRALIA

The National Gallery of Australia's Art and Dementia program has recently expanded to allow participants to produce their own artworks using the iPad line brush application (pictured).

National Gallery educators led training workshops for Goodwin activities officers, and iPad drawing has now become part of the leisure and lifestyle program offered onsite in Goodwin's Memory Support Units.

The program will provide opportunity for increased social interaction between residents, reducing social isolation and distress. Extensive evaluation will be undertaken to measure benefits to residents and care teams.

OUR PEOPLE

At the end of June 2016, Goodwin employed 526 staff. Goodwin staffing numbers were again stable in 2015–2016, showing a 1.3% growth.

69% of our staff are part-time and the vast majority are women (78%).

Employees aged between 21–30 years represent the largest portion of positions held with Goodwin (32%), followed by 31–40 years old (26%) and 51+ years old (22%).

40% of our employees have worked for Goodwin for 2–5 years, while 21% have been with Goodwin for more than 5 years.



EMPLOYEES STATISTICS

As at 30 June 2016, full time, part time and casual.

Home and community care/Day Clubs	130
Residential care	327
Lifestyle services	24
Corporate	45
Total number of employees	526



PARTNERING FOR EMPLOYEE BENEFITS

Goodwin continues to grow its employee benefits program, aimed at attracting and retaining employees. All employees have access to a comprehensive employee benefits program that includes salary packaging, traineeship opportunities, gym membership, wellness programs, discounted IT purchasing, discounted purchasing on vehicles, free flu vaccinations, birthday leave, financial partnering with Commonwealth Bank, and counselling services.

THANKS TO OUR VOLUNTEERS

Goodwin is lucky to have many generous volunteers working tirelessly throughout the organisation. Our volunteers' roles are varied and include:

- bus driving, to assist with creating varied and enjoyable social outings;
- pet therapy, to assist with improving social and emotional wellbeing, or cognitive function;
- pastoral care, to assist with religious services and provide emotional and spiritual support;
- assisting with group activities like crafts and music.

The Goodwin volunteer program is always looking for volunteers who are interested in enhancing the quality of life of our clients. Our volunteering program is professionally run, providing official induction and training to volunteers prior to performing any task.

Goodwin was honoured to nominate four volunteers in the 2016 Seniors Week Positive Ageing Awards (below).

INTERNAL AWARDS

LENGTH OF SERVICE AWARDS

5 Years of Service: 24 employees

10 Years of Service: 10 employees

ANNUAL BURSARY AWARD

Amita Parmar

Team Leader, Farrer





ANNUAL AWARD FOR EXCELLENCE

David Tuff
Head Chef, Farrer

ACT TELSTRA BUSINESS WOMEN'S AWARDS

Sue Levy
Chief Executive Officer (finalist)

EXTERNAL AWARDS

ACT SENIORS WEEK POSITIVE AGEING AWARDS

Age Friendly Community Award

Goodwin Day Clubs (winner)

Community Sector Volunteers Award

Arthur Billington (finalist)

Brenda Walker (nominee)

Elizabeth Schick (nominee)

Margaret Beamish (nominee)

ACT GOVERNMENT, HEALTHIER WORK

Certificate of recognition – Commitment to creating a healthier workplace, Goodwin Aged Care

GUNGAHLIN COLLEGE

Goodwin certificate of appreciation for supporting student work placements

HESTA NOMINATE A CARE STAFF MEMBER COMPETITION

Ian Hutchinson, Coordinator, The Central Day Club



Goodwin graduates through Kirana, 2015

BOARD OF DIRECTORS



LIESEL WETT
Chair of the Board of
Directors



TERRY CHAMBERLAIN
Vice Chair



PETER CARTWRIGHT
Director



GEOFF KNUCKEY
Director



MARIA STORTI
Director



BARRY JACKSON
Director



LOIS FORDHAM
Director



LAURANN YEN
Director



DAVID MURPHY
Director





Back row (L to R): Barry Jackson, Director Goodwin; Tony Carey, Goodwin; Terry Chamberlain, Vice Chair Goodwin; Sue Levy, CEO Goodwin; Simon Agnello, Manteena; Simon Butt, CEO Manteena; Clive Jones, Goodwin; Stephen Holmes, COO Goodwin.
Front row (L to R): Liesel Wett, Chair Goodwin Board; Mark Bauer, Manteena.

OUR VALUED MEMBERS

Through its constitution, Goodwin extends membership to those interested in the operations and strategic direction of the organisation. At the

close of another successful year, Goodwin extends gratitude to all members for their continued contributions, support and insights.

OUR PARTNERS

ACT HEALTH DIRECTORATE

AMC ARCHITECTURE

ANYTIME FITNESS

ALZHEIMER'S AUSTRALIA

ARTS HEALTH INSTITUTE

AUSMED

AUSTRALIAN NATIONAL UNIVERSITY

AUSTRALIAN PRACTICE NURSES ASSOCIATION

CANBERRA BUSINESS CHAMBER

CAPCORP

CLARE HOLLAND HOUSE

COMMONWEALTH BANK OF AUSTRALIA

COORDINATE GROUP

CUSHMAN & WAKEFIELD

DEMENTIA BEHAVIOUR MANAGEMENT ADVISORY SERVICES (DBMAS)

DELTA DOGS

DEPARTMENT OF HEALTH

DOWSE PROJECTS

ERNST & YOUNG

GUNS N HOSES

FARM FRESH, FYSHWICK MARKETS

HEARING AUSTRALIA

HESTA

ISABELLA PLAINS MEDICAL PRACTICE

JB WERE

KIRANA

LEADING AGED SERVICES AUSTRALIA

MANTEENA

MOMENTUM CHURCH OF CANBERRA

NATIONAL GALLERY OF AUSTRALIA

NEWGATE COMMUNICATIONS

PROBUS CLUB, QUEANBEYAN

PROPERTY COUNCIL OF AUSTRALIA - RETIREMENT LIVING COUNCIL

SOUTHERN AREA HEALTH SERVICE

TOYOTA CANBERRA

UNIVERSITY OF CANBERRA

UNIVERSITY OF WOLLONGONG

WELLNESS AND LIFESTYLES

SUMMARY OF FINANCIAL OPERATIONS

The 2015–16 financial year has seen external pressures increase on not-for-profit organisations and the aged care industry. Changes to federal and territory legislation has placed further financial pressures on the organisation and the industry in which it operates.

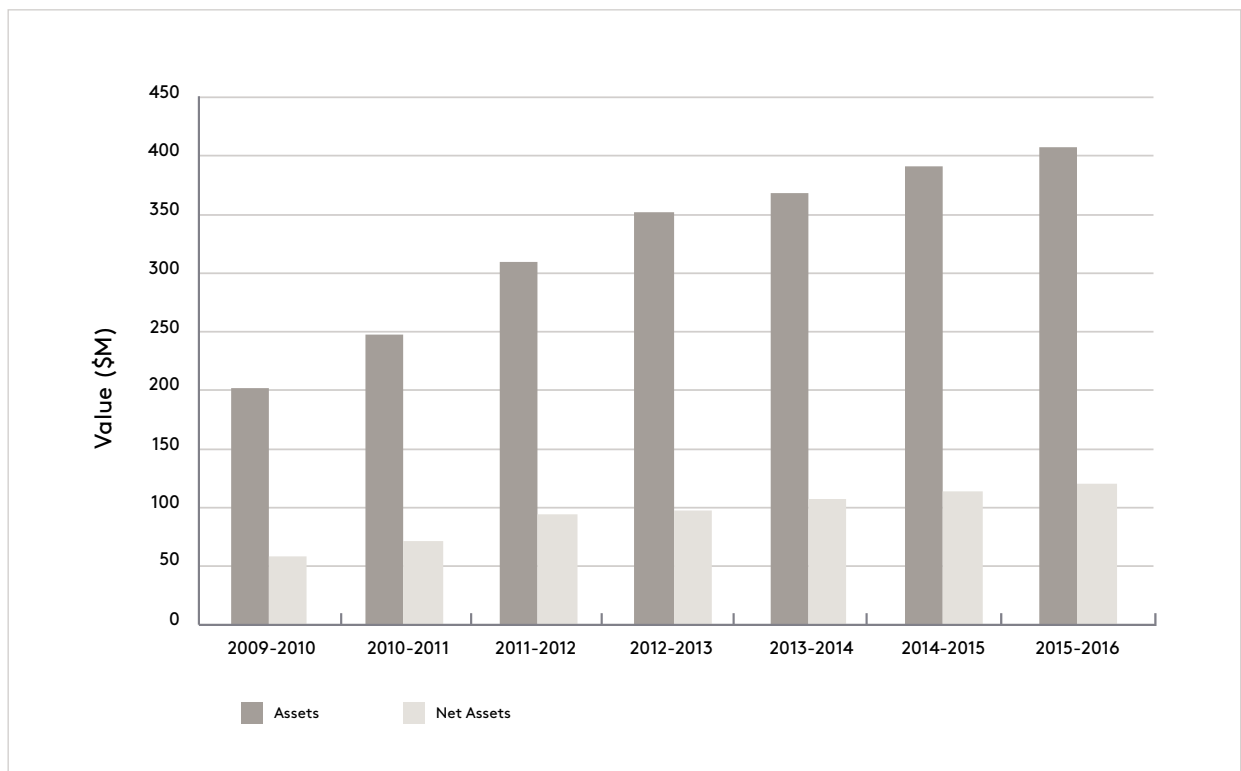
Despite these pressures, Goodwin has continued to operate with a strong fiscal strategy which supports our quality of service to clients and employees. We continue to adapt our fiscal strategy to meet the growing needs and expectations of the over-60 demographic, including legislative changes made to assist.

To prepare for an increase in consumer choice and to meet consumer expectations, Goodwin has begun investing in its ICT infrastructure to allow for expansion and provision of services in an increasingly ICT-savvy client base.

Through sound fiscal policy, operational revenue increased by 3.1% reflective of the expansion and diversity of services delivered, and investment infrastructure.

Finally, during 2015–16 we continued our development program, allowing us to offer services to an increasing number of clients. This financial year has seen Goodwin continue to develop Stage 2–3 of The Central in Crace, in addition to completing a new Day Club at Monash; and refitting David Harper House to provide an additional 16 permanent care beds.

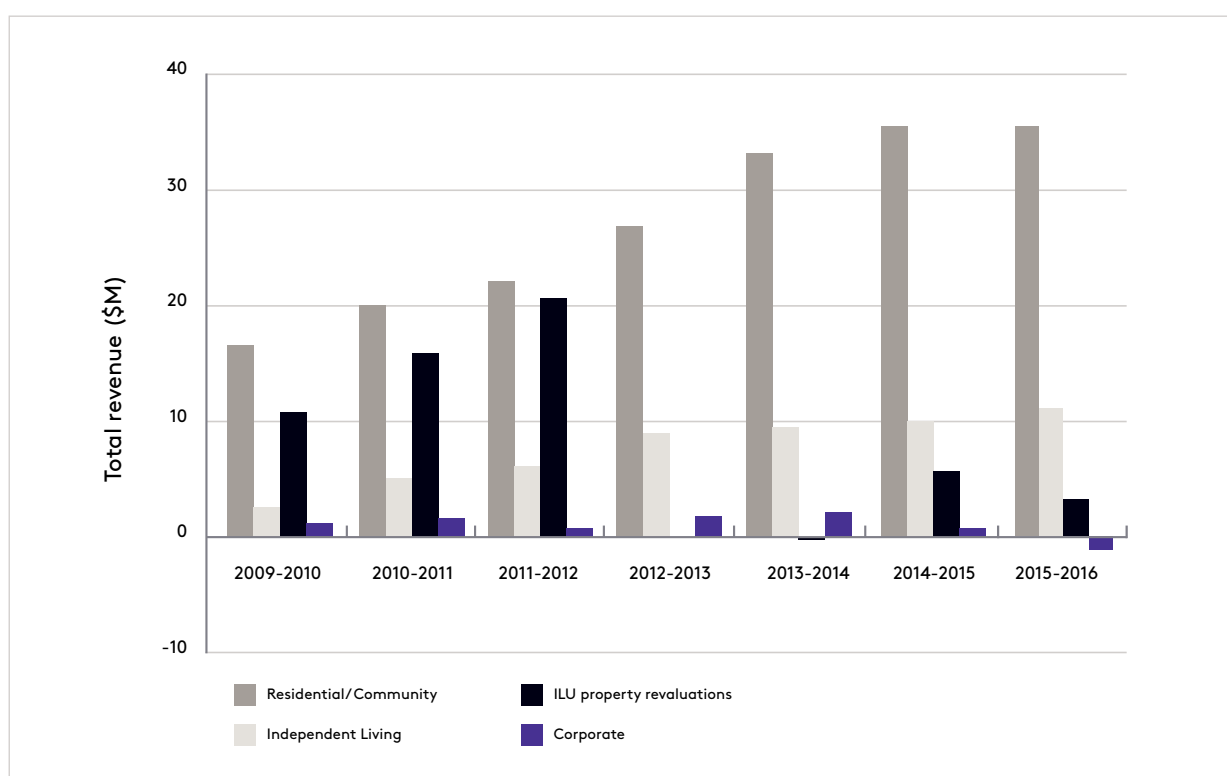
In line with our development program, Goodwin began a relocation strategy to prepare the Farrer site for its redevelopment, ensuring minimal impact on current Farrer residential care residents. This strategy saw an impact on the operational performance of the site, but well within the organisation’s expectations. All of these undertakings have seen the organisation’s total asset base grow to more than \$408m, with a net asset holding of \$120m.



GOODWIN AGED CARE SERVICES LIMITED
CONDENSED FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2016

	2016 (\$'000)	2015 (\$'000)
Revenue		
Subsidies	23,948	24,096
Rent, board and maintenance charges	9,793	9,587
Residents' loan contributions	6,124	5,809
Investment & interest income	4,044	3,283
Grant income	3,196	2,926
Accommodation bond retentions	429	571
Other revenues	2,696	7,356
TOTAL REVENUE	50,230	53,628
Statement of financial position		
Current assets	33,766	68,938
Non-current assets	374,891	322,814
TOTAL ASSETS	408,657	391,753
Current liabilities	288,347	275,682
Non-current liabilities	146	102
TOTAL LIABILITIES	288,493	275,784
NET ASSETS	120,164	115,969





Goodwin village Ainslie & Goodwin House
35 Bonney St
Ainslie

Goodwin village Farrer & George Sautelle House
22 Marshall St
Farrer

Goodwin village Monash & Ralph Cartwright Centre
27 Cockcroft Ave
Monash

Goodwin village Monash (Monash Green) & David Harper House
15 Cockcroft Ave
Monash

The Central by Goodwin
20 Galore Street
Crace

Call **02 6175 5100** · Email info@goodwin.org.au
Goodwin Aged Care Services Limited. 22 Marshall Street, Farrer ACT 2607.

GOODWIN.ORG.AU



GOODWIN
THE BETTER LIFE CHOICE