



**Enriching later life**

# **Jubilee Community Care**

## Annual Report 2018–2019

Presented at the Annual General Meeting October 8, 2019



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## CREDITS

### STRATEGY & PROJECTS

Judy Salecich, Shaun Riley

### FINANCIALS

Ross Beck

### PHOTOGRAPHS

Lisa Kibsgaard, Jo May

### DESIGN

121 Creative





# **Our Vision**

**Older people in the community living safe, healthy, active and fulfilled lives.**

UQ Social Research Project

**IT Roadmap**

Excellence in Age Services Award 2019 (Queensland)

**30th Anniversary**

Business Woman of the Year Shortlisting

**1989-2019**

Quality Management Certification

**ISO 9001:2015**

Promotional Video Brisbane North Primary Health Network

**Strategic Planning**

Australian Community Care Outcomes Measurement

**Cinema Advertising**

**Seniors' Expo**

**ACCOM**

## PRESIDENT'S AND DIRECTOR'S SUMMARY

# A Milestone Year

**2018-2019 has been a milestone year in a number of aspects, all of which give us good reason to celebrate.**

Jubilee Community Care had another successful year, marked by steady growth in home care packages and overall client numbers, increased service types and options, new systems and processes, and tight fiscal management.

2018-2019 has been a milestone year for Jubilee Community Care in that we gained ISO 9001:2015 Quality Management Certification, completed our IT Roadmap, embedded the Australian Community Care Outcomes Measure (ACCOM) in our client review process and marked the beginning of our 30th anniversary year (2019).

To top off a great year, our Client Support Coordination Team won the Team Category in the Excellence in Age Services Awards 2019 (Queensland).

Our staff numbers increased by 10% (from 80 to 88) and Staff Satisfaction Survey results indicate ongoing high levels of staff satisfaction. We introduced Volunteer Engagement Agreements for our 10 volunteers.

At 30 June 2019, active clients numbered 511 and Home Care Package clients 115. Client Satisfaction Survey results indicate clients continue to be very happy with the service we provide.

The goals of the Jubilee Community Care Strategic Plan 2016-2021 continued to direct our business planning and operations in 2018-2019, with excellent results, as this report shows.

Despite many government reforms and pressures imposed on aged care service providers, in 2018-2019 Jubilee Community Care was able to improve both revenue and profitability. The year resulted in a surplus of \$107,064 while our customer base grew by 14%. Our strong balance sheet and good reserves place us in a good position to continue to grow and meet future challenges.

In 2018-2019 we reduced fees charged to Home Care Package clients and benchmarked key financial and operational data with other aged care service providers.

This year we developed the Jubilee Community Care Strategic Plan 2019-2024 (to be launched at this year's Annual General Meeting), had our clients participate in a loneliness research project, and began a project to assess our current facilities and location and make recommendations for the future.

2018-2019 is the end of an era for two long-serving Management Committee members, Sue Paulsen and Annette Wotton, who are not seeking election in 2019-2020. We acknowledge their significant contributions over the past 10-11 years and wish them well in their future endeavours.



**Dr Judy Salecich**  
PRESIDENT



**Shaun Riley**  
DIRECTOR

# A Milestone Year

## **We gained ISO 9001:2015 Quality Management Certification**

In 2018-2019, Jubilee Community Care gained ISO 9001:2015 Quality Management Certification. To do so, we had to demonstrate our ability to consistently provide services that meet customer and regulatory requirements. Applying the ISO standard will help Jubilee Community Care better organise its processes and continually improve efficiency and customer satisfaction. ISO is a network of the international standards of 162 nations with a Central Secretariat in Geneva, Switzerland, that coordinates the system.

## **Our Director clocked up 10 years**

Jubilee Community Care's Director, Mr Shaun Riley, has been leading the organisation since February 2009. In 2019, following a successful performance review, his contract was renewed for another 3 years.

## **2019: Jubilee Community Care's 30th anniversary**

Jubilee Community Care commenced in 1989 as a pilot project of The University of Queensland's Social Work Department. To begin, there were three staff - a coordinator and two social work students - plenty of money, but no clients! The trio door-knocked homes in Brisbane's Red Hill-Paddington area to find their first clients. At 30 June 2019, Jubilee Community Care had a staff of 88 and 10 volunteers serving more than 500 clients across Brisbane's north-western, western, and south-western suburbs.

## **50,000 Hours of service**

➔ Over 50,000 hours of direct care and support services.

## **955 Client admissions**

➔ 955 clients admitted, new or moved internally between funded programs, an increase of 18% compared with 2017-2018.

## **961 Referrals**

➔ This total includes existing clients transferring to a different level of care, an increase of 16% compared with 2017-2018.



## Our Client Support Coordination Team recognised



Jubilee Community Care's Client Support Coordination Team won the Team category in the Excellence in Age Services Awards 2019 (Queensland). Following this award, the team will compete in the Australian awards with the winner to be announced in Adelaide in October 2019.

### **IT Roadmap completed**

During 2018-2019, an IT Roadmap was completed. The roadmap provides strategic direction for our future IT needs. Further to this, we procured a new IT service provider, who is providing us with cloud technology and much-improved day-to-day services.

### **The ACCOM embedded**

The Australian Community Care Outcomes Measure (ACCOM) tool, introduced last year, is now embedded in our client review process. The ACCOM assesses and measures clients' quality of life on an ongoing basis and assists us to ensure that clients of Jubilee Community Care receive appropriate support matched to their individual needs.

## THE YEAR IN REVIEW

# Our People

### MANAGEMENT COMMITTEE

<b>President</b>	Dr Judy Salecich
<b>Vice-president</b>	Mark Vining
<b>Secretary</b>	Annette Wotton
<b>Treasurer</b>	Ross Beck
<b>Members</b>	
Sue Paulsen	Joe Morris
Dr Alexander Robinson	Sabina Janstrom

### LIFE MEMBERS

Denise Bolland	Lionel Neal
Jenny Bostock	Joan Sherrin-Moody
Dr Sue Colen	Judith Rodins

### VOLUNTEERS

Peter Anderson	Melinda Porrino
Gina Fajardo	Angela Roberts
Marjorie Jackson	Aramesh Tavakoli
Vijalakshmi Jayaram	Heather Van As
Karilyn Lau	Gwen Yonna
Jo May	

### ADMINISTRATION STAFF

<b>Director</b>	Shaun Riley
<b>Client Support Manager</b>	Nicky Panagopoulos
<b>Client Support Coordinators</b>	Sandy Kelly
	Lorraine Kiss
	Kristie Reed
<b>Office Coordinator</b>	Brigid Batchelor
<b>Office Administrator</b>	Leigh Willett
<b>Scheduler</b>	Leanne Verhoef
<b>Financial Administrator</b>	Deborah Love
<b>Finance Assistants</b>	Pam Stalley
	Ronelle Coltham
<b>Activities Officer</b>	Vicki Burden
<b>Quality &amp; Training Officer</b>	Deanne Garner
<b>Community Engagement Officer</b>	Vidya Muthanna
<b>Communications Officer</b>	Lisa Kibsgaard

### SUPPORT WORKERS

Joanne Adams	Leah McGuigan
Jennifer Allum	Helen Mulliss
Peter Andersen	Lois Nicholls
Sophia Andreatidis	Rossana Norton
Kaitlyn Barker	Mary O'Connell
Katrina Basham	Alan O'Kane
Dawn Bennetts	Gaylene O'Kane
Shirley Berry	Kim O'Toole
Lois Bradley	Marylyn Parreno
Pauline Braun	Georgina Patterson
Emma Bretherton	Rosie Perkins
Yvette Brown	Lily Pham
Christine Bruhl	Ann Price
Jessica Burton	Kristina Rahardjo
Debra Changuion	Kaylene Ramsden
Gary Cooper	Ekaterina Razmakhova
Frances Cox	Kristie Reed
Leah Cusi	Madison Richardson
Alison Duncan	Carol Riley
Fran Edwards	Maryanne Russell
Marjorie Evans	Patricia Salvatore
Ellen Fletcher	Robyn Sealey
Shauna Foote	Jasinthia Sellertorai
Cindy Franklin	Michelle Shaw
Maree Galler	Carol Shield
Donna Geddes	Sonja Shipard
Richard Hanson	Belinda Simon
Jennette Heyer	Casey Simon
Rebekah Higgins	Andrea Slabbert
Gregory How	Sandra Smith
Andrea Howes	Rachael Sneath
Olympia Hunter	Donna Strofield
Bronwyn Jackson	Elise Sutton
Sue-Ellen Jaensch	Leonie Taifalos
Minky Jefferies	Justine Tarplett
Elsie Kanda	Karlee Thomas
Marion Karklins	Annette Thwaites
Hilary Kaye	Gabriella Veidt-Wiedmer
Marie Kenny	Steven Warren
Lisa Kibsgaard	Sue Watson
Cheryl le Gros	Mary Ann Watson
Lara Levey	Tania Watts
Annemaree Loof	Tracey Webster
Samantha McCarron	Leigh Willett
Cassie McCarthy	Eileen Williams
Amy McCulloch	Amy Winner
Sue McDonald	Joanne Yeadon



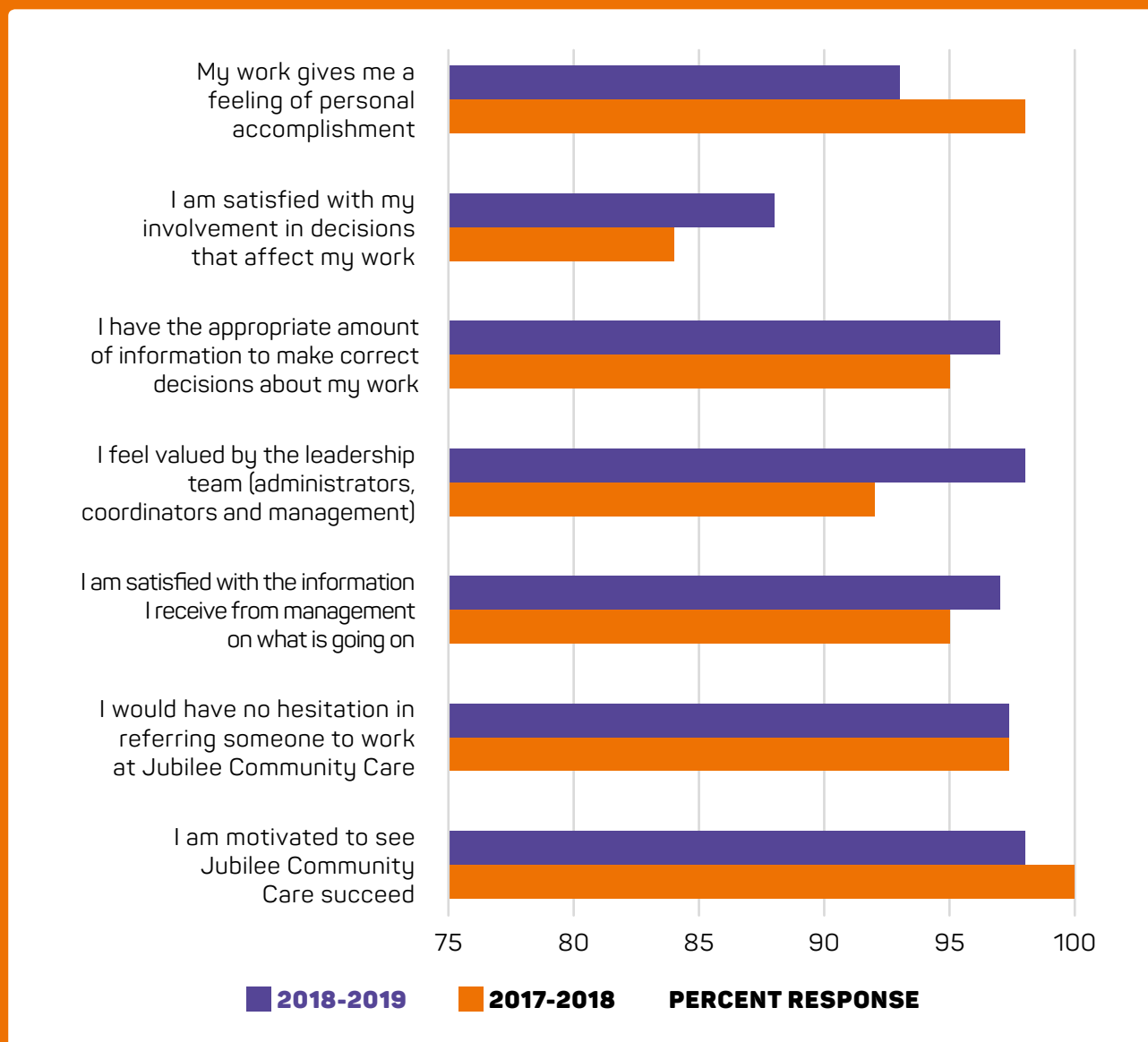
## CONSULTANTS

Accountant	William Buck	Staff Training	
IT Network	APACHE	Allied Connect	Food Solutions
Website	Absolute Media	Bettens Training and Consultancy	LifeTec
Brand Design	121 Creative	First Response First Aid and Fire Safety	Mobile Rehab Australia
Newsletter & Print Distributors	Litho Art	Fleet Driver Training	National Care Solutions
Industrial Relations & Human Resources	Miles Witt Partnership		Queensland Aids Council (Silver Rainbow Aged Care Training Program)

## At Jubilee Community Care our staff love what they do...

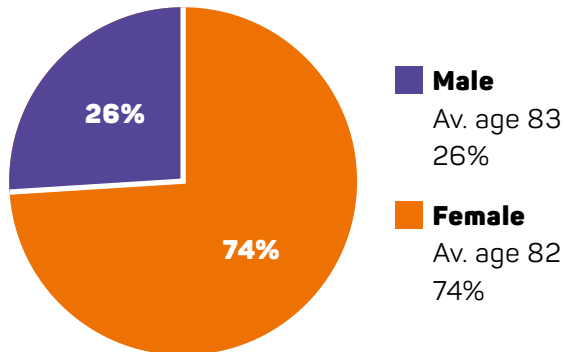
### STAFF SATISFACTION SURVEY RESULTS 2018-2019

The following results are based on 62 replies, a 78% response rate.



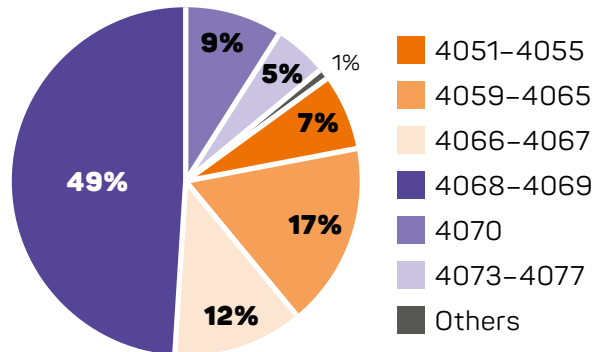
# Our Clients

## GENDER AND AVERAGE AGE OF OUR CLIENTS



- ➔ A typical client of Jubilee Community Care was a female in her early 80s. Our female clients outnumbered male clients 3:1.

## CLIENT LOCALITY BY POSTCODE



- ➔ About one half of our clients live in Indooroopilly, Taringa, Chapel Hill, Kenmore, Brookfield or Pullenvale.
- ➔ Many live in St Lucia, Toowong, Auchenflower, Milton, Paddington, Rosalie, Bardon, Ashgrove, Kelvin Grove or The Gap.
- ➔ Client numbers have grown in Brisbane's northern suburbs such as Enoggera, Mitchelton and Arana Hills and in the south around Sinnamon Park, Corinda, Oxley and Forest Lake.





## Lose some, gain more...

On one hand, our contract with the Queensland Department of Communities for services to clients under 65 years of age expired in June 2019 and was not renewed. The department through a tender process awarded contracts to a smaller number of service providers than they had done previously.

On the other hand, overall client numbers as at 30 June 2019 (511) show an increase of 14% on 2017-2018 numbers.

Our total number of Home Care Package clients increased from 102 to 115 in 2018-2019. This number included 28 Level 4 clients, 25 Level 3 clients, 57 Level 2 clients and 5 Level 1 clients.

# 511

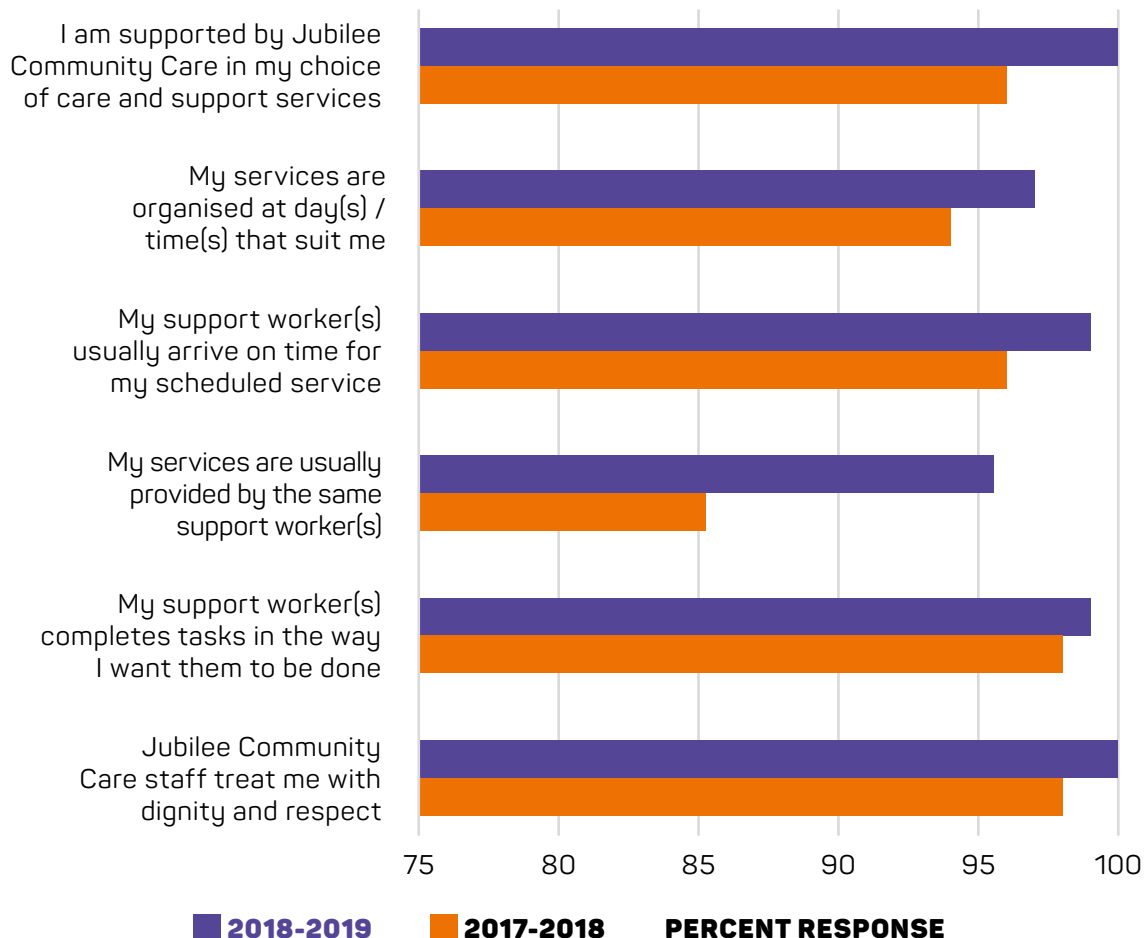
## Active clients

# 115

## Home Care Package clients

## CLIENT SATISFACTION SURVEY RESULTS 2018-2019

The 2018-2019 results are based on a survey of our Commonwealth Home Support Programme (CHSP) clients, of which 134 responded, a 53% response. These results are compared with the results of the 2017-2018 survey of Home Care Package (HCP) clients, of which 51 responded, a 51% response rate.



## STRATEGY

# Goal 1

**A flexible, innovative and well-managed organisation – one that older people and their families can trust and depend on.**

The Management Committee of Jubilee Community Care continued to meet on a monthly basis in 2018-2019. It comprised eight elected members and the Director (ex-officio). One member, Dr Alexander Robinson, who lives and works in Darwin, “attended” meetings via Skype. This is the kind of commitment demonstrated by all members of the committee.

In 2018-2019 the committee completed a comprehensive review of its governance documents including the Management Committee Charter. An updated charter was approved in November 2018.

The Jubilee Community Care Strategic Plan 2016-2021 continued to direct our business and marketing planning.

Our administrative and financial processes were compliant with the guidelines of our funding bodies and Australian Accounting Standards.

A full set of financial reports was distributed to committee members each month.

Periodic financial and operational reports were compiled and sent to funding bodies within prescribed timescales.

Staff payroll, salary sacrificing, superannuation, PAYG, BAS and government reports were compiled and delivered within prescribed timescales.

We introduced Single Touch Payroll at the beginning of the financial year.

Our staff continued to work to a Continuous Quality Improvement calendar to ensure all aspects of our service are monitored on

a regular basis. In addition we continued a planned preventative maintenance program for equipment used by support workers, office-based staff and clients to ensure we meet regulatory compliance.

Our IT Roadmap includes plans for the installation of fibre to our offices to provide a high-speed internet connection and replacement of telephony to include Voice Over Internet Protocol (VOIP). VOIP provides a number of technological advantages compared with traditional telephone lines including less expensive call charges.

Our Director accepted invitations from Leading Age Services Australia (LASA) to participate in a panel discussion on the Royal Commission into Aged Care at the LASA Queensland State Conference (Gold Coast), and the Brisbane North Primary Health Network to be Master of Ceremonies at its annual Aged Care Forum (Brisbane). He also served on the LASA Home Care Advisory Care Committee.

We ensured that all our people engage in professional development and training. In 2018-2019 members of the Management Committee, Director and senior staff attended the Better Boards Conference in Adelaide in August 2018 or the LASA Queensland State Conference held at the Gold Coast in March 2019.





Quality and training officer Deanne Garner thanked Management Committee member Sue Paulsen for her contribution to the committee during last year's AGM.

## STRATEGY

# Goal 2

**Providing personalised, consistent and reliable services to clients, who choose the timing and kind of support they want.**

In 2018-2019 we provided care and support services to clients across four programs:

- ➔ Home Care Packages
- ➔ Commonwealth Home Support Program with Brisbane North Primary Health Network
- ➔ Queensland Community Care for people under the age of 65 years
- ➔ Private services

Clients of Jubilee Community Care have a care plan individual to their care and support needs, which are provided on a day and at the time(s) of their choosing.

The Australian Community Care Outcomes Measure (ACCOM) was embedded in our client review process. The ACCOM assesses and measures quality of life for clients on an ongoing basis ensuring that clients of Jubilee Community Care receive appropriate support matched to their individual needs.

We promoted and facilitated access to assistive technology for our clients to enhance their support services particularly with use of security alarms and fall detectors. The alarms and detectors are linked back to a monitoring centre 24/7.

Our falls prevention program Stay Standing was well attended throughout the year. The program is an integral part of our service and provides a valuable incentive for client participation to reduce their risk of falling. Clients attend a weekly session for eight weeks and are informed of balance and strength exercises and presentations are provided from allied health professionals covering the management of continence, chronic pain, bone health, vision, footwear, medication, sleep and more.

On completion of the Stay Standing program clients are encouraged to attend our weekly exercise program Keep Standing.

**“Efficient and well-managed.”**

**– Client feedback**

**“Perfectly wonderful in every way.”**

**– Client feedback**





Jubilee's Stay Standing program proved a great success in 2018/2019. More than 50 participants took part in the falls prevention program including Victor, Neil and Kathleen.

# Goal 3

**Supporting older people to live at home or with their family, helping them stay connected and engaged in the community.**

The Activities Program continues to offer a wide variety of activities, events, classes and outings that provide opportunities for clients to socialise and often re-engage with their community. The program has attracted a number of new clients this past year through word of mouth of existing clients, which is wonderful.

We held a Freedom and Choice in Ageing Expo during Seniors' Week in August 2018. It included a diverse range of community services, businesses and organisations providing products and services for older Australians. Brisbane City Councillor Mr Julian Simmonds (now the Federal Member for Ryan) was guest speaker at the event.

Our Client End of Year Christmas luncheon was held at Broncos Leagues Club. The clients enjoyed a two-course lunch and entertainment by the River City Clippers and a local school musical group.

An Anzac Day remembrance lunch was held at the Sherwood Magpies Club. Army personnel attended and a local musician played the Last Post during our ceremony.

All other outings were popular and well received.

Hydrotherapy and exercise classes continued throughout the year with new clients joining.

To make our services and activities known to a wider audience, we engaged a professional to produce a promotional film using our clients and support workers. The film was aired at local cinemas during the Christmas and New Year period and it is now embedded into the home page of our website.

A number of our clients met with researchers from The University of Queensland Social Work Department to help develop a questionnaire in connection with its research project on loneliness.

**“First class activities – and always picked up on time.”**  
**– Client feedback**





Our Jubilee Wanderers have had a great year visiting places across South-East Queensland including restaurants, farms, historic houses, art classes and nurseries. Always popular is our end-of-year Christmas party which included more than 50 guests, including Robyn and Stella.

# Goal 4

**Employing and retaining staff who are caring, well-trained and able to provide older people and their families with the education and support they need or are seeking.**

During 2018-2019 we increased our staffing level by 10% with a net increase of 8 employees to a total of 88. We had 10 volunteers.

We have continued to develop and support our workforce by investing in staff education and training enabling employees to obtain industry qualifications.

We engage employees in the development of our annual training program through the completion of a training needs analysis. The information gained enables us to identify education of choice for inclusion in the annual mandatory education program.

Our 2018-2019 education program was delivered over two full consecutive days and covered:

- ➔ Manual handling
- ➔ Workplace health and safety
- ➔ Infection control
- ➔ Medication management
- ➔ Fire safety
- ➔ Safe food handling
- ➔ Nutrition
- ➔ Safe driving
- ➔ Silver Rainbow Training Program
- ➔ Education on how to meet the needs of elderly LGBTI persons.

Employees also attended the Applying First Aid and CPR training courses.

**88**  
**Staff**

**10**  
**Volunteers**

Monthly meetings were held with the office staff and full staff meetings occurred on a regular basis. We continue to increase pay rates for administration and coordination employees in line with the Equal Remuneration Order made by Fair Work Australia (FWA). These increases are in addition to the annual CPI increases as directed by FWA and will continue to apply annually in December until and including December 2020.

The fixed-term role of our Events Coordinator was made permanent part-time.

Negotiations with staff representatives commenced to update the Jubilee Community Care Enterprise Agreement. The process included meetings with staff representatives towards the end of June 2019 followed by a presentation to staff of the terms and conditions of the proposed agreement prior to their vote on the agreement in July 2019.





Staff at Jubilee undertake training every year to maintain and upgrade their skills. This includes training in pressure stocking application, as practiced by Anne, Sandra and Sue.



# A Milestone Year

**The 2018-2019 financial year has been a good one for Jubilee Community Care and one in which we were able to improve both revenue and profitability.**

The year resulted in a surplus of \$107,064. In addition, we grew our customer base by 14% which says much about the quality of services we offer and our standing in the community.

### INCOME

Total revenue grew by 8% during the year to \$3.867M and was derived from a combination of government grants, fee-for-service income, donations and investments.

### EXPENDITURE

Total expenditure grew by 4% during the year to \$3.760M. It is a good result when revenue and customer growth is considered.

Salaries, wages and associated costs continue to be our largest expense at \$2.820M and include significant outlays on staff training and development which is crucial to maintaining the high standards of care that we take pride in.

### BALANCE SHEET

Our strong balance sheet and good reserves continue to place us in a good position to grow and meet the challenges of the future.

Total assets amount to \$5.422M and exceed total liabilities of \$1.349M by 4 times.

Our full financial statements are independently audited and we report regularly to government and funding bodies.

### THE FUTURE

The Australian Bureau of Statistics predicts that the proportion of people over the age of 65 will increase from 15% in 2017 to between 21% and 23% in 2066. At the same

time, in the 2019-2020 Budget, the Federal Government announced it would provide \$282.4M over five years for an additional 10,000 Home Care Packages.

All organisations over the past three years have had to restructure and become more business and market focussed as a result of the reforms in the aged care industry.

Our next challenge is to take advantage of this growth and continue to grow the business.

Summary	2018-2019	2017-2018
Revenue	\$3.867M	\$3.585M
Expenditure	\$3.760M	\$3.616M
Assets	\$5.422M	\$4.968M
Liabilities	\$1.349M	\$1.002M
Accumulated funds	\$4.073M	\$3.966M
Return on assets	2.0%	
Return on equity	2.6%	

## PROJECTS

# A Milestone Year

### **Jubilee Community Care comes full circle.**

In 1989, a small group of people from The University of Queensland (UQ) Social Work Department participated in a project reaching out to older people living in our community. The project led to the establishment of Jubilee Community Care. Thirty years on, we are again participating in a UQ Social Work Department project concerned about the welfare of older people living in our community!

### **UQ Loneliness Study**

In 2018-2019, Jubilee Community Care was approached by The University of Queensland Social Work Department to assist in its research regarding loneliness experienced by older people living in the community. A number of our clients volunteered to meet with researchers to develop a questionnaire. The questionnaire was then sent to all our clients requesting they complete it and return the completed form to UQ. The study continues, with results of the research expected in 2020.

### **New Strategic Plan**

In November 2018, senior staff joined members of the Management Committee to review our current strategic plan and develop a new 5-year plan (2019-2024). The vision, mission and values remain unchanged, but the goals and related strategies have changed. The new plan is to be launched at our Annual General Meeting on 8 October 2019.



*Jubilee Community Care premises, 16 November 2002*

### **We're outgrowing our premises!**

For a number of years we've realised we are outgrowing our premises at 87 Central Avenue, Indooroopilly. In 2018-2019, we commenced a project to identify Jubilee Community Care's current and future accommodation needs.

### **Facilities and Assets Management Project**

Joe Morris, a member of our Management Committee, is leading the Facilities and Assets Management Project for the committee. It is linked to our vision of establishing a Jubilee Community Care Centre that will house our offices and include facilities for our Activities Program and other client services and education.

### OUR VISION

Older people in the community living safe, healthy, active and fulfilled lives.

### OUR PURPOSE

Enriching later life by providing personalised services, community connections, education and support for older people and their families.

### STRATEGIC GOALS

We want Jubilee Community Care to be known as:

1

A flexible, innovative and well-managed organisation - one that older people and their families can trust and depend on.

#### TRUSTED ORGANISATION

2

Providing personalised, consistent and reliable services to clients who choose the timing and nature of support they want.

#### PERSONALISED SERVICES

3

Supporting older people to live at home or with their families, helping them to stay connected and engaged in the community.


#### COMMUNITY CONNECTIONS


4


Employing and retaining staff who are caring, well-trained and provide older people and their families with education and support.

#### EDUCATION AND SUPPORT

### OUR VALUES

 **People are our priority.** Good relationships are important to us. We treat all people equally, with dignity and respect. Our communication is open and transparent. We foster teamwork, partnerships and a sense of community. We seek social justice for all.

 **We aim for the highest standards** of service, performance and accountability. By being responsive, flexible and through continuous improvement, we seek excellence in all that we do.

 **We revere our history and our past,** but we look to the future. We embrace change through effective planning and innovation.



## TRUSTED ORGANISATION

### ➔ TRANSPARENT, CLEAR, CONSISTENT COMMUNICATION

**Objective:** Make older people and their families aware of where they can go for help and support.

**Initiative:** Ensure all our communication channels provide the same transparent, clear and consistent message(s). Use stories, case studies and testimonials as examples.

### ➔ PLANNING

**Objective:** Plan well and in turn help older people and their families plan well.

**Initiative:** Adopt technologies, systems and processes that are easy-to-use, cost-effective, meet needs and keep ahead of changes and trends in the aged care industry; assist older people and their families to understand and adapt to their use.

### ➔ FOCUS GROUP

**Objective:** Road test new initiatives to make sure that they are easy-to-use, engaging and meet needs.

**Initiative:** Bring together clients, carers and staff on a regular basis

### ➔ RESEARCH AND EVALUATION

**Objective:** Conduct in-depth monitoring and evaluation of our systems and process, and research into new possibilities.

**Initiative:** Form partnerships with universities, government agencies, sister-organisations and industry specialists.

## PERSONALISED SERVICES

### ➔ SPECIFIC AND TAILORED SERVICES

**Objective:** Support the needs of older people in our community.

**Initiative:** Provide the services asked of us or we will make it happen!

Examples include decluttering, chronic illness management, social outings, falls prevention, hairdressing, respite, gardening, podiatry and dog walking

### ➔ GIVING BACK TO OUR COMMUNITY

**Objective:** Support older people in our community to stay safe, healthy, active and engaged.

**Initiative:** Provide and subsidise activities that are non-government funded. Examples include the Activities Program, exercise classes such as hydrotherapy, gym workouts, Stay Standing falls prevention program, and online support.

### ➔ SERVICE TRANSPARENCY

**Objective:** Communicate all service options, fees and costs.

**Initiative:** Offer a simple 3-step process:

1. Identify needs
2. Explain costs
3. Plan for the future

## COMMUNITY CONNECTIONS

### ➔ AGED CARE STATISTICS

**Objective:** Evaluate the impact of our services and support on our clients' lives.

**Initiative:** Partner with a research organisation or university to carry out a 5-year study

### ➔ CARER SUPPORT GROUP

**Objective:** Provide carers in our community with support.

**Initiative:** Form online and offline groups, organise regular meetings with guest speakers and facilitate networking.

### ➔ PROGRAM PARTNERS

**Objective:** Connect with industry and business specialists to work with us.

**Initiative:** Provide clients, prospective clients and families with advice on topics such as advanced care planning, chronic illness prevention and management, wellness, enablement, legal and financial planning.

Establish the Jubilee Community Care Centre.

### ➔ AMBASSADORS

**Objective:** Increase our public profile.

**Initiative:** Engage ambassadors that are passionate about our cause and to represent us in the community.

### ➔ VOLUNTEERS

**Objective:** Expand our volunteer program to engage more members of the community in supporting older people.

**Initiative:** Engage suitable individuals and allocate specific tasks to them.

## EDUCATION AND SUPPORT

### ➔ LATER LIFE EDUCATION

**Objective:** Assist clients, potential clients and their families to navigate the aged care system and make them aware of support services available in the community.

**Initiative:** Offer an ongoing program of practical support services through the Jubilee Community Centre including an annual planned program of public and small group meetings and forums, covering a range of topics such as: My Aged Care, advanced care planning, legal and financial planning.

### ➔ LATER LIFE SUPPORT

**Objective:** Provide practical support for older people and their families to stay living in and connected to their community.

**Initiative:** Invite people to join our Activities Program, Stay Standing falls prevention program, yoga and exercise programs. Refer them to specialist services that are non government funded, as appropriate. Provide information freely online and at events as well as the Jubilee Community Centre coffee shop.

### ➔ STAFF EDUCATION

**Objective:** Ensure all our staff are well trained and able to respond to client needs and queries.

**Initiative:** Provide staff with ongoing professional development on topics such as dementia, falls prevention, aged care initiatives, chronic illness management, medication management, wellness and enablement.



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