



# Year in Review

2022





**"CCH is challenging how we think about age and ageing. Our services are reorienting toward optimising everyone's capacity to thrive. Positive Ageing is core to our business."**

Jo Boylan CE

# Celebrating positive ageing

Over the past year we've faced numerous challenges and opportunities in the aged care and retirement living sector. Despite these times of constant change, CCH has worked tirelessly to provide high-quality outcomes for our residents and clients, and we're proud to share our progress and achievements with you.

Our commitment to excellence remains at the forefront of all that we do, and we're confident that the efforts of our dedicated staff will continue to drive positive experiences for all those we serve.

The decision to 'normalise' the COVID pandemic response continues to have a significant impact on aged care residents and staff, and has placed an even greater demand on protecting vulnerable older people and our frontline staff, who have responded with unmatched commitment and kindness.

To maintain our position as leaders in positive ageing our organisation is continuing to change and evolve to 'make healthy normal'. While industry challenges remain, we are attracting and recruiting people who want to work in this new restorative way and actively shape positive outcomes.

Strong corporate and clinical stewardship underpins our leadership partnership between the Board and the Executive team. We've expanded our governance systems and our engagement with the voice of our customers to ensure that we're able to fully meet our regulatory obligations, as well as the diverse expectations of the people who put their trust in CCH.

On behalf of the Board and Executive, we congratulate our management, staff and volunteers for their hard work and achievements throughout the past year. We sincerely thank them for their commitment to bringing our CCH vision and values to life every day.

**Greg Adey** Board Chair and **Jo Boylan** Chief Executive

# Our social impact

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We evaluate ourselves by more than just operational business KPIs. The most important measure of our success is our genuine contribution to positive ageing, and by the way we enable our staff and volunteers to give their best each day.

During 2022, we continued to improve the health and wellbeing of our customers and staff, as well as strengthening the operational systems needed to underpin CCH's long term success.

- Our strategic priorities focused on customer engagement, workforce capabilities, digital transformation and long-term sustainability.
- All of our residential and home care services are fully accredited, supported by a strong quality management and clinical governance framework.
- CCH's innovative positive ageing strategy has been launched, including establishing senior-friendly gyms and restorative programs to 'push back' on frailty and deterioration.
- We've safely moved through COVID-19 pandemic with minimal impact on our residents and staff, and are now managing the COVID-normal stage.
- Despite significant funding challenges, we continue to make sound net surpluses to invest in our customers, staff and infrastructure.
- Work has commenced on CCH's state of the art flagship – a new \$28million residential aged care home situated in an iconic location overlooking the Uraidla valley. Replacing the original 25 bed facility, the new "Summerhill" will be a great place to live and work, and will be an active part of the vibrant Hills community.
- Staged investments are being made in our people and technology to deliver a digital transformation program to improve our operating systems, efficiencies and data-driven business decisions.
- Significant work has been done to adapt to the regulatory changes related to how residential aged care is funded (AN-ACC) and the transition to regulated minimum care minutes per resident.
- CCH is doing well in attracting and retaining staff. The 'Kind Hearts' campaign ("It takes a kind heart to work at CCH") was launched to encourage a positive mind set and resilient workforce culture.
- We've strengthened our relationship with the Clayton Wesley Uniting Church through initiatives such as an annual CCH Founders Day, and we're exploring potential development collaborations to support the long-term viability of the Norwood Congregation.
- We donated a \$25,000 international study tour to the Aboriginal Community Aged Care Service, and are developing a Reconciliation Plan to address our responsibilities to our First Nations people.



## Services

**310** aged care residents

**230** retirement living residents

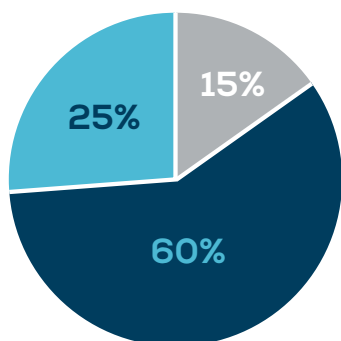
## Balance Sheet

Assets  
\$184,988,070

Liabilities  
\$96,673,060

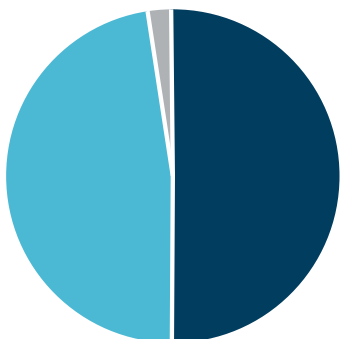
Net Assets  
\$88,315,010

## People: 359 staff



● Part time ● Casual ● Full time

## Operating financials



● Revenue **\$40,855,500**  
● Expenses **\$38,983,730**  
● Surplus **\$1,871,770**



**“It takes a kind heart to work at CCH.”**

Claire Hogarth  
Executive Manager  
People and Culture

# Vision

To lead and inspire positive ageing, where each person lives their best possible life.

# Guiding Principles

## Respect

We support the identity and culture of older people, their families and the community and treat all with dignity and respect.

## Quality

We are committed to high quality, compassionate and personalised services delivered in a safe, welcoming environment.

## Choice

With a person-centred philosophy, we support the independence and choices of older people.

## Governance

Our leadership and management systems are transparent, accountable and responsive to changing individual and community expectations.

**“Stakeholder engagement is at the heart of our culture and strategy – knowing what’s important to people and listening to what they tell us”.**

Greg Adey, Board Chair







# Our positive ageing services

## Residential Care Homes

Magill  
Park Village, Elizabeth  
Prospect  
Summerhill, Uraidla (re-opening early 2024)  
Onkaparinga Valley, Woodside

## Retirement Villages

Magill  
Beulah Terraces, Norwood  
Percival Street, Norwood  
Queen Street, Norwood  
Uraidla Village  
Balhannah  
Crafers  
Gumeracha  
Lobethal  
Pinoak Tiers, Stirling  
Woodside

## Home Care Services

Metropolitan Adelaide  
Adelaide Hills

## Corporate Support Office

Prospect





Clayton Church Homes

**Administration**

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Prospect SA 5082

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