

Year in Review

2024

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CCH acknowledges the Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, work and learn.



Life gets better at Clayton Church Homes

During 2024 we've continued to build on our proud history by refreshing and strengthening our commitment to Positive Ageing. We have made life better for South Australians through health and wellbeing supports, quality care, enriched living environments and rewarding work.



The foundations for our high quality performance are based on three key strengths:

1

Supporting the best life possible for our customers, the people we serve;

2

Having a professional kind workforce;

3

Embedding best practice governance and leadership.

Like our industry colleagues, we have had to continuously adapt to the endless cycle of legislative reforms and intense regulatory oversight, while effectively managing sector-wide challenges with workforce demands and operational efficiency. CCH has still been able to innovate and invest in our people and assets, maximising our impact and creating value for our communities.

Clayton Church Homes has gone beyond what is expected. We are reimagining 'ageing well' through the lens of older people, families and our workforce to provide a better positive ageing experience.

The energy and effectiveness of the Board / Executive partnership has continued to lead and deliver CCH's vision and purpose. Our successes during 2024 have been built on a foundation of astute governance, strong operational alignment, sustainable financial management, niche innovations and enhancing our business systems and infrastructure.

As CCH's stewards, the Board manages our governance responsibilities for strategy, risk, performance and compliance through our Board and Committee structures. Each of these Committees have an intense annual work plan, supported by detailed operational reporting, analysis and evaluation of outcomes, and each Director maintains a comprehensive ongoing professional development.

Our operational leadership team has delivered exceptional results across accreditation, clinical governance, capital projects, workforce development and financial strength. But at CCH, we'll always measure ourselves by more than just KPIs such as accreditation ratings and financial strength – the most important measure of our success is our genuine contribution to positive ageing and community wellbeing, and by the way we enable our staff and volunteers to give their best each day.

The achievements of 2024 can be summarised by the CCH teamwork that commissioned "Summerhill", our new iconic residential services home at Uraidla. This \$28 million investment in positive ageing has become an outstanding place for people to live or work as part of the vibrant Adelaide Hill's community.

The Board and Executives are very proud of our achievements during 2024. We congratulate our managers, staff, and volunteers for their hard work and accomplishments throughout the year, which is so important in honouring the trust which the community places in us.

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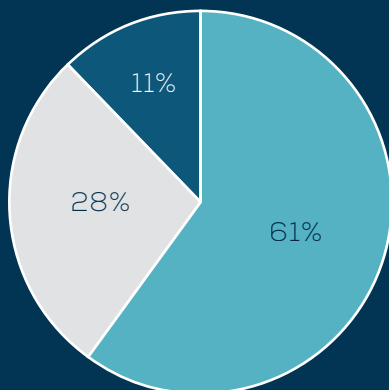
Greg Adey Board Chair and **Jo Boylan** Chief Executive

Our Services

377 aged care residents
218 retirement living residents
48 home care clients

5,712 wellbeing and healthy ageing sessions
96 residents and families participating in our Quality Care Advisory Meetings
35 staff professional development sessions
32 Elizabeth Finnegan Leadership Academy Graduates
43 staff recognised for Service Excellence
17 diverse staff cultures
21 diverse customer cultures

People 592 people



● Part time ● Casual ● Full time

Operating Financials



● Revenue: **\$59,800,000**
● Expenses: **\$55,000,000**
● Surplus: **\$4,800,000**

Balance Sheet

Assets: **\$289,000,000**

Liabilities: **\$148,000,000**

Total Equity: **\$141,000,000**



Our Social Impact

As a not-for-profit ageing well business, social value is at our heart. This drives our commitment to positive ageing, and we use our financial capacity to invest in innovation and continuous improvements that make a real difference to the community.

- The stunning “Summerhill” residential care home at Uraidla continues to make a bold statement showcasing our CCH brand; centre for positive ageing and small house living. Located only 10 minutes from the Tollgate and set amongst vineyards and cherry orchards, “Summerhill” is attracting residents from across the Adelaide Hills as well as people from the eastern suburbs and others seeking a wonderful ‘tree change’ lifestyle.
- CCH residents and clients continue to enjoy the benefits of a range of positive ageing activities including our gyms located in each of our homes, led by exercise physiologists and the positive ageing team. This evidence based reablement approach helps people regain or maintain physical, cognitive and social abilities following illness, injury or decline, ultimately improving their independence and quality of life.

- CCH's warm sense of community and our focus on positive ageing helps our staff contribute to a harmonious, inclusive and kind working culture. We use positive psychology to leverage positive emotions, strengths, and wellbeing that enable human flourishing. Our *Kindness 2025* flyer brings together into an annual program the various special days and events that characterise the Kindness culture at CCH.
- Our staff satisfaction survey results showed that staff have strong understanding of their roles and responsibilities and are committed to CCH's Vision of Positive Ageing. They told us the best part about working at CCH is that we celebrate diversity and that our culture is inclusive.
- Elizabeth Finnegan program – two team members were awarded scholarships to attend the 2025, 2-day International Positive Psychology Association World Congress in Brisbane.
- A small trial of Happiness Matters was delivered on two occasions for Independent Living residents to promote Positive Ageing.
- Random Acts of Kindness Week – Harmony Day, International Nurses and Aged Care Employee and Staff recognition.
- *Light Up a residents life*, an information flyer for residents, families and staff was produced to highlight the many ways that CCH is able to identify what will light up a resident's life, and the systems that support enabling these wishes, services, excursions or experiences to happen for the resident.
- CCH engaged Libby O'Donovan (OAM), a powerful and sassy performer, to bring a strong musical influence on our great positive ageing profile. Libby coordinates our integrated Cabaret series, our Fringe series, Christmas series and community engagement across residential, home care and retirement living. Music has a powerful ability to unite people!



Libby O'Donovan, Community Engagement Co-ordinator

- *Happiness Matters* for residents – 36 residents from across 6 sites have participated in between 1 and 5 small group conversations designed to promote a positive outlook and boost wellbeing. These conversations are continuing into the coming year.
- Positive Ageing Information and introduction to the New Aged Care Standards sessions were delivered to residents and representatives across six sites and also to Home Care clients in readiness for imminent changes. Several staff also attended each one.
- Quality Care Advisory Meetings continue across our residential services and home care to empower the voice of our customers by providing direct feedback to the Board about the quality of our services. In 2024, CCH purchased buses to engage in outings to boost wellbeing; scenic drives to the hills and the beach, sharing a meal at the local pub, shopping at the mall and much more. Our buses help our residents to stay connected with the community and to have fun.
- CCH has maintained full Accreditation compliance across all our services and exceeded the Government mandated care minutes, supported by all our homes achieving 4 out of 5-star ratings.
- CCH has made a strong commitment to 'better-connected digital technologies' to enhance the day-to-day quality and efficiency of our services. This transformation involves leveraging digital tools for better communication, care coordination and access to information.

“While frailty can be a significant concern, it is often reversible through interventions like exercise and improved nutrition”

– Dr Linda Fried, 2008





Our CCH Promise

As a diverse 'ageing well' not-for-profit organisation, our brand and culture are recognised as changing lives for the better. We measure our success through how our commitment to Positive Ageing improves each person's lived experience.

We adapt our services to drive continuous improvement and to meet changing community expectations. We leverage our agile size, culture and financial strength to maximise our social impact, and we embrace the continuous hard work needed to get things done.



Our Positive Ageing Services

Residential Care Homes

Magill Manor

96 beds at 43 Fisher Street, Magill

Park Village

60 beds at 30 Shillabeer Road, Elizabeth Park

Prospect Residences

60 beds at 156 Main North Road, Prospect

Summerhill

60 beds at 1144 Greenhill Road, Uraidla

Woodside Lodge

105 beds at 38 Nairne Road, Woodside

Retirement Villages

Balhannah

7 ILUs at 13 Junction Road, Balhannah

Beulah Terraces, Norwood

33 ILUs at 144-148 Beulah Road, Norwood

Bridgewater Mews

6 ILUs at 1 Second Avenue, Bridgewater

Gumeracha

14 ILUs at 5 Albert Street, Gumeracha

Lobethal

14 ILUs at 3 Jeffrey Street, Lobethal

Magill

30 ILUs at Bricknell St., Harrow Ave. and Fisher St., Magill

Norwood Cottages

9 ILUs at 24-28 Queen Street, Norwood

Percival Street, Norwood

6 ILUs at 2-6 Percival Street, Norwood

Pinoak Tiers, Stirling

31 ILUs at 6-8 Bilney Rd. and 15 Stonehenge Ave., Stirling

The Tiers, Crafers

6 ILUs at 2 Station Street, Crafers

Uraidla Village

North Village: 8 ILUs at 21 Kidney Street, Uraidla

South Village: 9 ILUs at 12-14 Kidney Street, Uraidla

Woodside Gardens

16 ILUs at 11 Nairne Road, Woodside

Home Care Services

Metropolitan Adelaide
Adelaide Hills

Corporate Support Office

Level 1, 156 Main North Road,
Prospect SA 5082
Ph. (08) 8404 8200



Corporate Support Office

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**Life gets better at
Clayton Church Homes**