



Annual Review

2011



Anglican
Retirement
Villages



A MESSAGE FROM THE CHAIRMAN

Real people. Real communities.

Anglican Retirement Villages continues to be one of the premier aged care providers in Australia, offering care, services and accommodation to over 4,000 people in some 25 locations and care and services to a further 1,200 people living within their own homes in the wider community. We currently employ over 2,500 people, who have the support of over 1,000 volunteers.

In purely organisational terms, ARV's primary activities are the provision of care, assistance and accommodation offered to residents and clients. However ARV seeks a deeper engagement both within the communities we support and the broader communities within which we are situated. Everything we offer to our residents and clients first and foremost takes place in the context of a personal relationship. As we provide for people physically, socially, emotionally and spiritually, we become a part of their lives – and they become part of ours. Relationships are at the heart of who we are and what we do.

Relationships are in turn the currency of community and are therefore vital to the attainment of our vision – “creating communities of Christian care”.

The vibrancy of our communities is evident in the enthusiastic participation of our residents and clients in dozens of aspects of life. When this is coupled with support to promote health and well-being it creates a marvellous sense of belonging and vitality. Our villages are great places to live.

Within this network of supportive communities ARV's provision for the spiritual needs of our residents and clients continues to be fundamental and shines through in all we do.

Spiritual care is every bit as important as all the other dimensions of care and for this reason spiritual and pastoral support – not only to our residents but also to community clients and staff – will always be central to our thinking.

“Relationships are the currency of community and therefore vital to the attainment of our vision – creating communities of Christian care.” Allan Fife

On a national front, with the number of older people within Australia increasing at a significant rate – more and more people each year are becoming “older Australians” and with this growth expected to continue for a further 40 years, the demand for care and services continues to expand.

The final report to the Government of the Productivity Commission’s Inquiry into Caring for Older Australians was submitted in recent weeks. The report involved substantial consultation with aged care consumers, providers and interest groups. Its purpose was to define a path for improved efficiency and effectiveness in aged care whilst maintaining protection for the marginalised and vulnerable.

It is expected that significant and widespread structural change to the delivery and funding of aged care may come from the report. ARV will be proactive in responding to the challenges that this new national approach will present.

While many things may change, two things core to our organisational being must never be compromised:

- As we continue to strive to create community and to provide the best possible care and services, we will do so as part of the ministry of the Anglican Church Diocese of Sydney in the name of Christ and for his glory.
- We will continue to offer our care, services and accommodation to all people regardless of race, creed, social or financial circumstance.

I would like to thank the executive and staff, our tireless volunteers and my fellow directors for their achievements and commitment over the past year as we work together to advance the welfare of the people we serve, to the glory of God.

Allan Fife
Chairman



Readiness, renewal and our route to the future

Over the past twelve months I have seen our team of committed staff and volunteers continue in their dedication to serve the people who make up our wonderful network of communities.

In last year's report, I introduced some of the key elements of our approach to the organisation's development of ARV:

- We will continue to operate in the broader Sydney region but expand beyond the areas in which we have traditionally had a strong influence.
- We will make our services more available to people who have limited finances.
- We will develop plans for renewal and renovation of some of our buildings.
- We will train our staff in a broad range of skills to care for our residents and clients with complex health needs.
- We will endeavour to grow our service reach by around 250-300 people per year.

Readiness

Over the last year, we made changes to our care structures and processes to improve our care and service delivery.

Most notable amongst these changes has been:

- Adoption of a comprehensive quality framework to improve clinical outcomes.
- Optimisation of income due to us through the government's Aged Care Funding Instrument (ACFI) in residential care
- More effective and efficient care delivery within Community services
- Introduction of electronic care documentation systems – "iCare" – in residential care.



Renewal

We've planned extensively in consultation with our residents for the renewal of facilities and amenities. Planning will in turn give over to works during 2012. Most notable amongst the renewal projects is:

- The renewal of the "Lober Square" precinct at Castle Hill
- The renovation and upgrade of Elizabeth Lodge at Rushcutters Bay
- The renovation and upgrade of Warrina Assisted Living at Castle Hill

Further information on renewal can be found elsewhere in this report.

Route to the Future

New strategic initiatives developing in care and service will position ARV to meet emerging and future needs in line with our Vision. Key initiatives include:

Christian Ministry

Spiritual care is every bit as important to care as the clinical, social and emotional aspects of care. We are developing approaches to care that bring these elements together in a more integrated manner. Our intention is to also bring the

grace of God – a "gospel edge" – into all we do.

Particular areas of growth for the year have been the development of pastoral care to community clients and the enhancement of pastoral support to staff, many of whom deal with grief and loss on a daily basis.

ARV Health

ARV Health continues to be about supporting people to maintain independence and to enjoy quality of life, wherever they may live – within an ARV village or in the wider community.

Features of ARV Health for the year in review include:

- Our key ARV Health programmes – Better Balance, Brightminds and Palliative Care continue to expand and cover all our services.
- Roving registered nurses are now in place at all independent living villages, providing access to co-ordinated care support.
- Nutrition support is under way, exploring the best ways to support independent living residents through dining options.

“We have made tremendous progress in all our five-year programs.” Rob Freeman

- Social support programmes continue to connect individuals to both their village community and to the wider community, helping residents who are frail, socially isolated or who have special emotional needs. Social support ranges from one on one activity through to large group events.

Community Growth

An increasing number of older people make the choice to remain in their own homes. This is a key growth area for the future and ARV has continued to expand its network of community services, with a particular focus on opportunities for new services in areas where we currently do not have a service presence.

Broadening Access

ARV will be focusing even more of its expertise and resources towards areas where older people may be less well off. Initiatives under way to broaden access include:

- Offering an increased number of Independent Living Units on a rental basis across most of the ARV village network.

- Exploring opportunities for day care services in partnership with parishes.
- Land search for a further new village in western Sydney.
- Exploring opportunities for accommodation for disadvantaged older people (including the homeless and those at risk of homelessness) in the inner city and inner southern suburbs.

ARV communities have always been great places to live. We believe the benefit now being realised as a result of our ongoing programme of strategic development will continue to make them even better places.

Rob Freeman
Chief Executive



Renewal

ARV can rightly be regarded as a “pioneer” in aged care within Australia, having been providing care, services and accommodation for 52 years. This depth of experience and expertise is the main reason for the quality of our care and this is at the heart of all we do. However while our care and service remains as fresh and contemporary as ever, the reality is that some of our buildings need refreshing – it’s time to renew.

Lober Square

Lober House at Castle Hill, a historic home built in the 1920s, has played a part in the lives of thousands of people since Mowll Memorial Village first opened its doors. Lober House is physically at the heart of the Castle Hill complex and is a focal point for community life. Plans are now well advanced for the creation of “Lober Square”, a renewal project re-energising the heart of the site, gathering many of the health, pastoral and community activities that are a feature of village life and integrating them into an accessible and beautiful complex to be shared and enjoyed by all residents for years to come. Lober House and other historic buildings within the precinct will be restored to their former glory, with new state of the art services and units to be built in sympathy, enhancing and energising this focal point of community life.

Elizabeth Lodge

Our residential care facility at Rushcutters Bay has been serving the eastern suburbs community for some 40 years. Numerous upgrades over the years have kept the building fit to be called home, but we are now embarking on a major upgrade to increase amenity for our current residents, readying this facility to serve the community for another 40 years.

Warrina Assisted Living

The oldest residential care facility on the Castle Hill site has many remarkably contemporary design elements that will, with a few improvements, ensure this building remains a first rate place to live for many years to come.

Operations – the beat goes on...

Independent Living

Our 19 independent living communities across the Diocese are home to some 2500 people. Life is vibrant and fun, quiet and peaceful, safe and secure – all at the same time – as one would expect in true community. Plus residents are content in the knowledge that ARV Health is there to promote health and vitality, as well as providing further support should it ever be required.

This year we welcomed residents into our newest communities at Glenhaven Green and Warriewood Brook.

Residential Care

Our 16 residential care facilities provide the additional support people so often require as their care needs increase. Along with this extra physical care come many opportunities for active participation and involvement in

community life. There is a wonderful and unique sense of belonging in each and every location – a place to call home.

Our newest care residence, Marcus Loane House at Warriewood, has been gradually filling throughout the year and is now operating at close to full capacity. Our next new care residence is currently being built at Kingswood and will become operational in early 2012.

Community Care

An increasing number of people are opting to receive care and support in the familiar setting of their own family home. It's surprising what can be achieved when a little support is offered in this way. ARV has been a pioneer in this form of service and now offers over 40 community based programmes, providing care in the home to over 1,200 people and growing.

Foundation for aged care

Anglican Retirement Villages gratefully acknowledges the vital support provided to its ministry by the Foundation for Aged Care.

In the year in review the Foundation's generous donors contributed \$994,000 and \$720,000 was committed to the support of ARV's care initiatives, in particular ARV Health, including Better Balance, Brightminds, Roving RNs, Dream Believe Create and Palliative Care.

To learn more about how you can support the work of the Foundation, phone 9421 5352 or visit arv.org.au

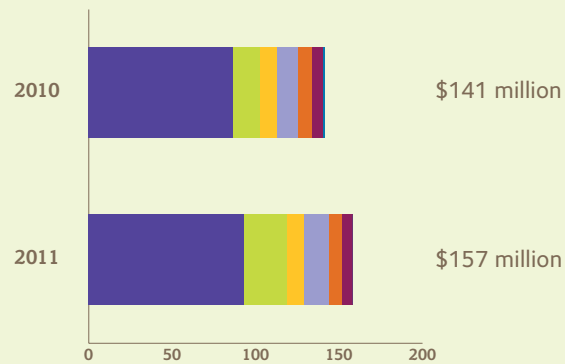


Financial Summary

Income



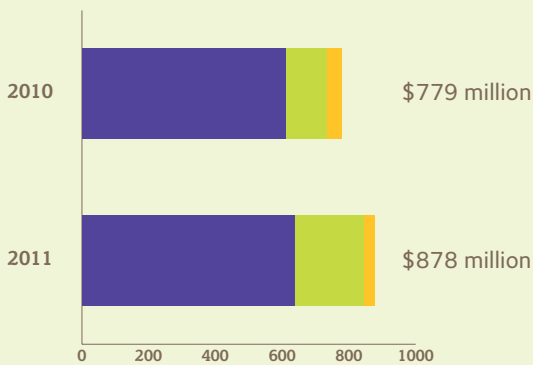
Expenditure



- Government Subsidies
- Resident Charges
- Loan & Bond Retentions
- Investment Income
- Other Income

- Expenditure
- Depreciation
- Property
- Food & Housekeeping
- Administration
- Asset Impairment
- Other Expenses

Assets



Liabilities



- Property, Plant & Equipment
- Cash & Cash Equivalents
- Other

- Resident Loans & Bonds
- Other

Something for everyone:

Resident Entry Loans



Residential Care Bonds



- Rental
- \$200,000 and under
- \$201,000 - \$400,000
- \$400,000 - \$600,000
- \$600,000 and over
- Bond Paid
- No Bond
- Assisted

Within residential aged care the Federal government stipulates the minimum proportion of beds that must be allocated to "supported residents" (i.e. entry with no bond payable). ARV consistently exceeds these minimum requirements for "supported residents".

ARV offers care and service to people regardless of their circumstances, making a contribution to the social welfare of a large number of older Australians through various forms of supported entry into independent living and residential care (beyond government mandated levels), plus special support to community services clients.

The year in review saw the re-introduction of Independent Living Units on a rental basis for those who do not have the capital base required to fund an entry contribution. A further 100 units will be offered on this basis over the coming

two years to ensure that an individual's financial circumstances are not a barrier to joining life in our communities.

Always conscious of our founding purpose and heritage, special discounts continue to be available to retiring clergy, missionaries and stipendiary lay workers.



**Anglican
Retirement
Villages**

Anglican Retirement Villages has grown from one small “Christian Veterans Village” at Castle Hill to an organisation now caring for more than 5,000 residents and clients across the Greater Sydney region – many in our residential communities and some in their own homes.

Care was, is and always will be at the heart of ARV

Dorothy Mowll’s vision of Christian care for others was the inspiration, motivation and driving force behind Anglican Retirement Villages.

This is unchanged.

However we have a fresh approach. We’re now more focused than ever on the potential of what it means to be older, and what’s possible, not what’s become impossible.

Our goal is to applaud older Australians, acknowledge their wisdom and their love, and empower each and every one to live a fulfilling and enriched life.

A smarter look and a catchy name

We have made three important changes.

Firstly our new colours, purple and green will give us a fresh, new energy. They’ll make every piece of advertising, every brochure, every member of staff and every, single sign easily recognisable as part of the ARV family.

Secondly, you’ll see us calling ourselves by the simple acronym ARV. It’s a more familiar version of our name and one which reflects our whole organisation. Today, we offer more than just retirement villages. We now provide community support to people requiring help in their own homes. Plus our plans include health, social and spiritual care for older people in the wider community.

Finally, we have refreshed our emblem. It is a simplified and meaningful adaptation of our current design and we call it ‘the embrace’. It’s a perfect demonstration of the care ARV puts at the heart of everything we do.

ARV Locations



HILLS & WEST

- Castle Hill Villages
 - Glenhaven Green Glenhaven
 - St Stephens Village Penrith
 - Woodberry Village, Winston Hills
- CACP, EACH, HSS
- Baulkam Hills, Penrith
- CACP, HSS
- Blue Mountains, Hawkesbury

SOUTH

- St Lukes Village Dapto
 - Mary Andrews Village, South Hurstville
 - Donald Robinson Village Kirrawee
 - Woolooware Shores, Taren Point
- CACP, EACH, HSS
- Bowral, Dapto, Sutherland Shire

CACP, HSS

- Eurobodalla, St George, Shoalhaven

CITY & EAST

- St Johns Village Glebe
 - Goodwin Village Woollahra
 - Elizabeth Lodge, Rushcutters Bay
- CACP, EACH, HSS
- Eastern Suburbs

NORTH

- St Davids Village Forestville
 - Rohini Village Turramurra
 - Gowrie Village Gordon
 - Warriewood Brook, Warriewood
- CACP, EACH, HSS
- Belrose, Manly

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arv.org.au

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Anglican Retirement Villages
Diocese of Sydney
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Foundation For Aged Care
ABN 24 086 334 058

Vision

Creating Communities of Christian Care.

Mission

Motivated by God's love through Christ, we will provide care and service that promotes the wellbeing and enriches the lives of older people.

Values

We will seek to work together in a manner that reflects God's love, best demonstrated in the example of Jesus Christ in order to meet the social, spiritual and emotional needs of our residents and community clients. This is our Christian witness.

Front cover image

Gwen Davidge has been a resident at ARV Castle Hill for 26 years. She is our 'resident historian' and has kept the ARV archives in good order.

