



CEO ANNUAL REPORT 2016

Highlights of 2015/16

Installation of Fire Sprinklers in Yallambee Lodge

PACE Aged Care Launched – Over 710 local people employed; more than 1230 people are supported by PACE member services

Implementation of Care Business Systems in concert with other members of PACE Aged Care

Planning for Evergreen Life Care site improvements commence

New care management team in place in Yallambee Lodge

Ever Bean Café opens

Volunteering enhanced

Dedicated Yallambee Village library opens

Evergreen Business Services enhanced - Evergreen Online

LGBTI Project Outrageous Ageing partnerships with Australian College of Physical Education

Yallambee Lodge refurbishment program continues

Partnerships established with other service providers – Uniting; Meals on Wheels

Anzac Day Ceremony continues Centenary celebrations

Chief Executive's Report

The aged care reforms of the Australian Government under the *Living Longer Living Better* initiatives are continuing to change the way that we, as Evergreen Life Care, steer our efforts to meet the challenges ahead of us.

The Aged Care Roadmap is directing us on what is needed to achieve a sustainable, consumer driven and market based system. The Roadmap is a product of the Aged Care Sector Committee, and is being used by governments, industry and consumers to shape reforms in coming years.

Increased consumer choice will be the major change into the future. A fiscally sustainable Evergreen Life Care will require us to be more flexible in responding to the increasing

diversity of consumers' care needs, preferences and financial circumstances. In return for increased consumer expectations for increased service options and greater choice and control, consumers will be expected to contribute to their care costs where they can afford to do so.

Evergreen Life Care is responding to these challenges by ensuring that we have the appropriate structures and resources in place to invest and grow the opportunities available to us.

This is increasingly evident by the progress we have made in establishing PACE Aged Care as a vehicle to ensure, through our collaboration with other Central Coast organisations, that we provide a contemporary and responsive environment in which to share resources, improve purchasing power, provision of industry best practice training and education of our staff, enhanced career pathways for our staff and a shared corporate office for the Group in the delivery of finance, business and other administrative services. These initiatives undertaken through a collaborative model are being rolled out as opportunities permit and over time should see a strengthening of available resources to meet the care needs and expectations of residents and clients of our respective member organisations.

Evergreen is preparing for the changes in Home Care under the Consumer Directed Care (CDC) model. With proposed changes to home care from February 2017 Evergreen, as an approved provider, is intending to enter the home care market, initially for eligible consumers within our own Yallambee Village through our already existing community care service "*Coast Home Help*". All home care packages are now to be delivered on a CDC basis with an increased emphasis on the consumer being able to exercise choice within the assessed package. This might be through services available from Evergreen or another PACE Aged Care organisation or through sub-contracting or brokerage of services where Evergreen or PACE is unable to provide the specific services or care arrangements requested by the consumer.

We are implementing a planned approach towards next February to ensure that we are ready for our residents and clients in supporting them to stay at home longer. We are excited about the idea of promoting the concept of a "one stop shop" of support and advice that can assist and continue to support our Evergreen community in meeting the care needs of the people who call Evergreen home.

The Board has commenced planning for the medium to long term improvements of the Evergreen site. Options are being assessed in the knowledge of future retirement village and care accommodation business models. There is no doubt that we will be focussing on this aspect as a major consideration over the coming year.

On an operational level we welcome new members of our Yallambee Lodge management team. Deborah Carters as Facility Manager and Jacky Stone as Care Manager have taken up the gauntlet and are working with the team in Yallambee Lodge in this full accreditation year and in the ongoing continuous improvement process. It is comforting to know the care of our residents is in good hands under Deborah and Jacky's leadership.

I commend our staff for their active engagement and positive attitude in responding to the challenges during this time of change and innovation. I particularly thank the members of the Leadership and Management teams for their enthusiasm, ongoing dedication and passion to making a difference in the Evergreen way.

Our strategic focus on achieving a sustainable, consumer driven business is being led by our Board of Directors. In saying this, I thank the Chairman Patrick McHugh and the Evergreen Board of Directors for the governance and guidance in making Evergreen Life Care a better organisation. Together, with the entire Evergreen team I am sure we will see the development of enhanced infrastructure and better care outcomes for our residents and clients.

Thank you

Ted Coupe