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enabling confidence at home

PRESENTATION BY DAVID PANTER / JULY 2017

who we are.

- Not–for–profit established in 1964
- Evolved from housing to service provision
- Strong focus on community
- In 2014 sold Residential Care Home business
- In 2016 relaunched as **E**nabling **C**onfidence at **H**ome

what we do.

- **1700** Independent Living Units over **100** locations (**2000** residents)

- Provide Home Care Services to circa **4000** people per annum

- **5** Wellness Centres providing Allied Health and other services to circa **9000** people per annum

- Currently circa **15000** 'Members'

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our purpose.

Our purpose is to promote self-determination and **enable people to live confidently at home** and have the best possible life as they age.

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why we do what we do.

- **90%+** of us want to live and die at home
- Only **10%** of Australians over 70 get to achieve this
- Around **50%** of people over 70 die in hospital
- The balance die in residential care

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our research.

- Increasing average age of entry into ILUs with minimal change in length of tenure

- Delaying move to residential care by 7 years on average

- Growing understanding of 'triggers' that lead to entry to residential care

  - home maintenance
  - household budget management
  - neighbourliness

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our wellbeing model.

home fit-for-purpose

financial considerations

physical + emotional health

our customer

social connections

social connec-tions.

- Neighbourhood working
- Member Hubs
- Peer volunteering
- Social enterprises

key messages.

- We are social animals that thrive in relation to each other

- Sustainability longer term of the residential care sector

- Social isolation and fear of social isolation are real concerns

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