

Ingenia Care



Ingenia Care is a free service which helps connect residents with support to live an active, independent life in our communities.

The Group's in-house team works closely with community management to offer support, identify needs and ensure that residents receive an appropriate level of care. Through knowledge of government programs and relationships with Approved Care Providers the team provides an invaluable service to residents and their families as they navigate often complex systems and needs.

Ingenia Care is offered in all Ingenia Gardens, Ingenia Lifestyle and Ingenia managed Allswell Communities.

The focus of Ingenia Care is:

Supporting residents mental and physical wellbeing to allow them to live healthy and happy lives in our communities.

The service aims to identify residents' needs, get approval for government funded care and support services, and arrange for the services to be delivered to residents in their home. In Australia, the government pays for the bulk of aged care service even though residents will be expected to contribute to some of the costs if they can afford to do so. Our experienced staff facilitate this service by working with Approved care Providers to meet the needs of residents.

Our care team works with three key care providers: MyHomecare, Feros Care and Five Good Friends. Through these partnerships, Ingenia Care is able to provide close oversight of the quality of care delivered and through annual re-assessments, match changing health care needs with additional services. In addition working with strategic partners enables our residents to access care free of client fees and any special programs on offer from our strategic partners such as the Healthy Living and the Wellness programs.

Our residents also benefit from educational forums and industry updates about their care services.

Engagement with our Care residents

Our care team engage regularly with residents and their families. This includes:

- Offering advice over the phone as needed to residents and community managers who are often the initial point of contact for residents
- Meeting with residents to undertake an initial assessment of their care needs
- Liaising with residents and Approved Care Providers to put appropriate care in place
- Annual reassessments to ensure care levels remain appropriate as residents age.

The Care team also run information sessions at Open Days, resident forums, other outlining the care service and provides assistance with the Be Active and Activate program schedules.

In FY21 our team will continue expansion of the offer for Ingenia Lifestyle communities, through:

- New resident forums aimed at resident needs, including: Care for the Carers of People with Dementia, Planning for Aged Care, Strength and Balance Improvement and Powers of Attorney and Guardianship, as well as programs aimed at assisting relatives of our residents to better understand aged care.
- Development of a private navigator service improving connection with local communities co-located with Ingenia Communities.

INGENIA CARE RESIDENT SNAPSHOT

Total residents accessing care: 625 (422 Ingenia Gardens: 203 Ingenia Lifestyle)
Ave. age 79 years (Ingenia Gardens) : 76 years (Ingenia Lifestyle)

Ingenia Care is also available to residents in the Group's Allswell Communities (owned by the Ingenia's managed funds).

Customer insights:

In May 2020, Ingenia Care moved from an annual survey to seeking feedback after each major client touch point. Care customers are now surveyed after each key contact (initial assessment and after each annual re-assessment).

While the data is currently limited, resident feedback has been overwhelmingly positive with 100% of responses received indicating satisfaction with how the Care team reviewed their needs and respected their wishes.

Increasing the response rate to surveys on customer satisfaction will also be a focus in FY21 and will assist in further enhancing the care offer for residents.