

Ingenia Gardens



Our Gardens communities cater to residents who wish to live in an engaged, supportive community, and include independent living units for couples or singles, with communal gardens and a community room which hosts meals and other activities. These secure communities have an onsite manager and an in-house cook who provide activities and optional freshly made meals for residents.

Engagement with our Gardens residents

Our on-site management team engages with our residents daily. While the daily meal service and regular activities are key opportunities for resident engagement, our on-site teams are very accessible.

Other key forms of engagement include:

- A regular newsletter, Community Connection, which provides community news, activities and information for residents
- The Portfolio Manager makes regular trips to each community and actively engages with residents to ensure there are additional, regular contacts for residents outside the on-site team.
- The Activate program provides residents with a regular schedule of activities and attracts a high level of resident participation. Utilising our inhouse team and external providers the program supports social connection, health and wellbeing. It is through this program that many of our residents have been engaged in giving back to the community through our partnership with Ronald McDonald House Charities Australia
- Our annual resident survey allows us to engage with residents on specific topics and provides an important feedback mechanism for our teams. In the spirit of continuous improvement, feedback from the survey is used to identify opportunities to enhance our service, value and resident engagement.

Ingenia Care is also available to all Ingenia Gardens residents. Residents accessing this service have access to the Group's Care team and receive regular checks through phone calls and site visits.

Supporting our residents during COVID-19

Given the vulnerable nature of our residents our team acted quickly during the COVID-19 pandemic to restrict access to the communities, put additional hygiene measures in place and ultimately to effect a total lock down.

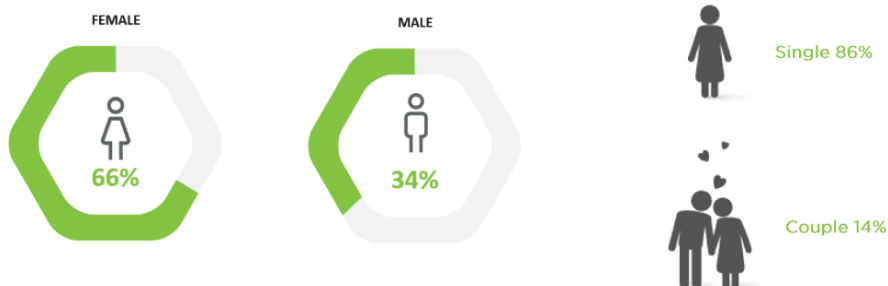
Through the period of lock down of the communities, resident engagement was extended, with members of the Group's corporate office, support centre and executive team making phone calls to residents to check on their mental as well as physical well being and provide much needed social interaction. This supplemented changes to the resident activity programs to enable remote participation.

Locking down the communities and providing meals direct to residents units ensured resident health and safety and no residents contracted the infection.

RESIDENT SNAPSHOT

Ave. age 80 years with two thirds of residents aged 65-84 years
Ave. tenure 3.2 years
Utilising Ingenia Care: 422

Gender and marital status



Our latest resident survey had a response rate of 58%. Overall satisfaction with the community was 4.05 (on a scale of 1 to 5 where 5 was the most satisfied). This represented a slight decline on 2018, following five years of consistent improvement.