

Ingenia Connect



Ingenia Connect is a free Service that promotes the engagement and independence of our residents to support their health and wellbeing to live active, longer, happier lives in our communities.

By connecting with residents, our in-house team support them to engage in their community, maintain their independence, and access Services - in their home and in the Community. Through experience, knowledge of government programs and relationships with Approved Providers, the team provides an invaluable service to residents and their families as they navigate often complex systems and needs.

Ingenia Connect is offered across all Ingenia portfolios – Gardens, Lifestyle, Rental and Holidays.

The focus of Ingenia Connect is:

Supporting residents mental and physical wellbeing, assisting them to live healthy and happy lives in our communities

Ingenia Connect works in partnership with residents to identify health and well-being needs, and through referrals, connects them to government funded health and well-being support services. In Australia, the government pays for the bulk of aged care services. e residents are 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 Connect team works with three main strategic partners: Five Good Friends, myHomecare and Silver Chain. Through these partnerships, Ingenia Connect is able to provide close oversight of the quality of health and well-being support, encourage engagement with Communities, annual re-assessments, and the provision of services. In addition, working with strategic partners enables our residents to access any special programs on offer such as Healthy Living and Wellness programs.

Our team have strong relationships across the health and well-being sector to ensure residents have access to Services and are well supported. Residents also benefit from educational forums and industry updates about their care services.

ENGAGEMENT WITH OUR RESIDENTS

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

- Advocating for resident health and well-being needs
- Discussing current or future support needs and providing residents with the right information, resources and additional support as required
- Assisting with the navigation of the process of connecting to care and well-being support services
- Visiting communities to engage and connect with Community Managers and residents, conduct reviews and ensure health and well-being needs are supported and remain appropriate.

The Connect team facilitate information sessions at Open Days, resident forums, and other events, outlining the benefits of the Ingenia Connect Service, and also provide assistance with the Be Active and Activate program schedules.

STRATEGIC DIRECTION

In FY23, Ingenia Connect will continue to expand the Service into additional Ingenia Lifestyle properties, new acquisitions and existing Communities through:

- New resident forums and engagement in collaboration with strategic partners
- Work with our Strategic Partners to provide more opportunities in our communities to enjoy health and well-being programs
- Working proactively with our residents to support them to live their best lives and to access services before they need them.

INGENIA CONNECT RESIDENT SNAPSHOT

Our client numbers continue to grow as we provide much needed peace of mind for our residents. By engaging residents in their journey early our team is able to support them to extend how long they are able to live independently in our communities. Over the last year the average length of stay for residents in our Gardens Communities who were not a part of Ingenia Connect was 3.4 years compared to 4.3 years on average for residents who are a part of Ingenia Connect.

To 30 June 2022, Ingenia Connect:

- Is offered in 76 Communities (Lifestyle 39, Garden Villages 27, Rentals 10)
- Has a total of 1,193 residents (Lifestyle 631, Garden Villages 556, and Rentals 6)
- Average age of residents (Lifestyle 77 years, Garden Villages 79 years)
- 70% increase in uptake of Services on the previous financial year.

CUSTOMER INSIGHTS

Our Connect team have developed a new annual survey seeking feedback from clients on their experience of engagement and impact on their wellbeing (including net promoter score/question). To date we have had a pleasing response rate (320) and some highlights include:

- 51% agree and 35% strongly agree that their engagement with the Connect team has enabled them to access support and services that they wouldn't have known about
- Client involvement with the Connect team has enhanced their well-being by:
 - staying active, 59% agree and 25% strongly agree
 - accessing healthcare services and therapies, 56% agree and 22% strongly agree
 - protecting their mental health, 49% agree and 23% strongly agree
 - finding engagement and connection in their community, 55% agree and 21% strongly agree.