

Integrating Care Services

Amanda Quealy

Australian Unity, Retirement Living

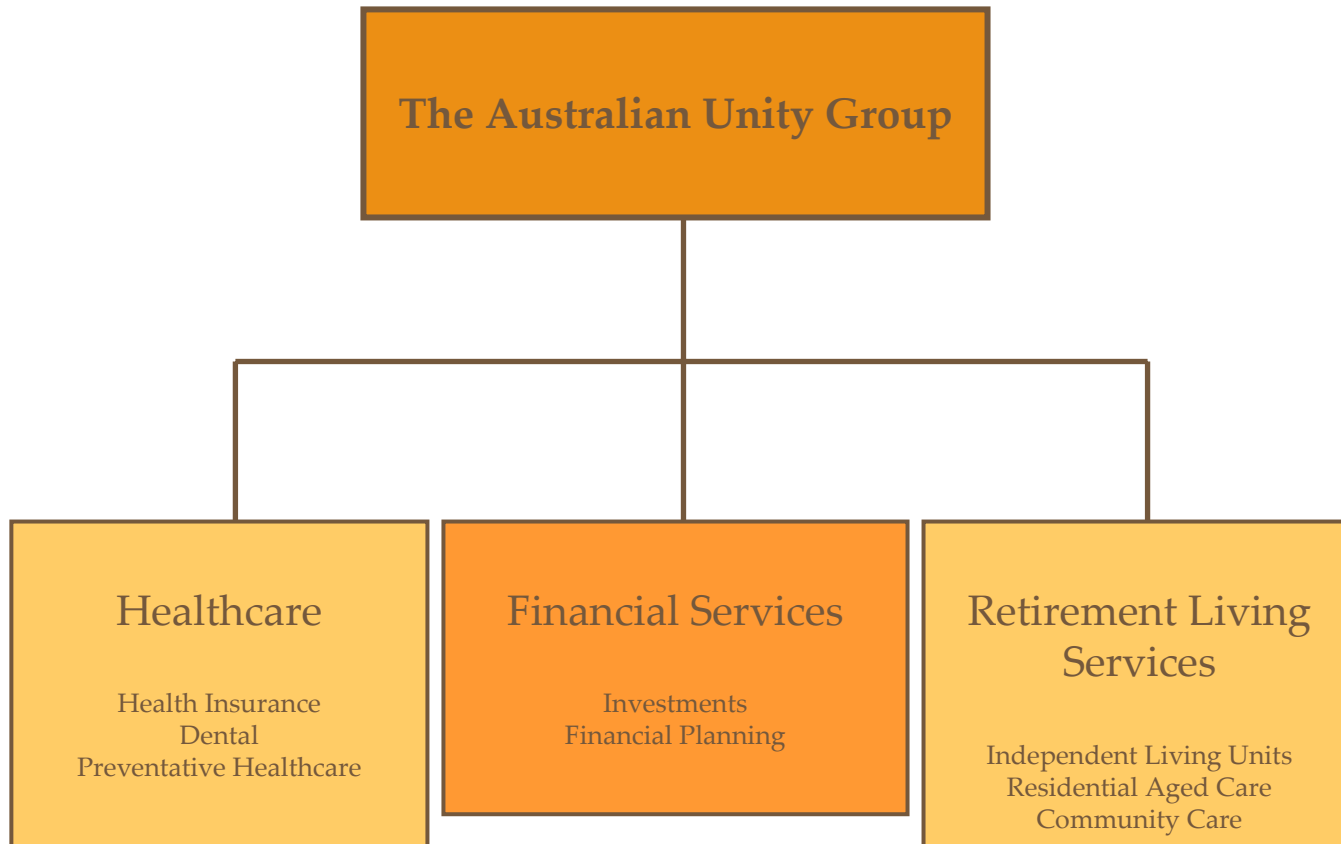
Aged Care Association Australia

26th Annual Congress

29 October 2007

Sydney

- Australian Unity is a national healthcare, financial services and retirement living group with approximately 400,000 customers, 190,000 members, \$270 million in members' funds and anticipated annual revenues of some \$634 million.
- The group has a proud 165-year history. Australian Unity, as an entity, was formed with the merger of Australian Natives Association and Manchester Unity (Vic) in 1993.
- Our operating base was further expanded in March 2005 through a merger with Grand United Friendly Society.



Our Business:

Snapshot – Retirement Living Services



- Our involvement in retirement living and the aged care sector dates back to 1962 in Victoria and 1948 in NSW.
- We operate 14 retirement villages and 4 Residential Aged Care Facilities - 12 sites in NSW & 3 in Victoria.
- We have a total portfolio of 2095, comprising 1575 Independent Living Units, 126 Serviced Apartments, 341 Aged Care beds and 53 Community Care places.
- A further 350 units and beds are under construction.
- We employ around 1/3 of all Australian Unity staff

Industry Themes

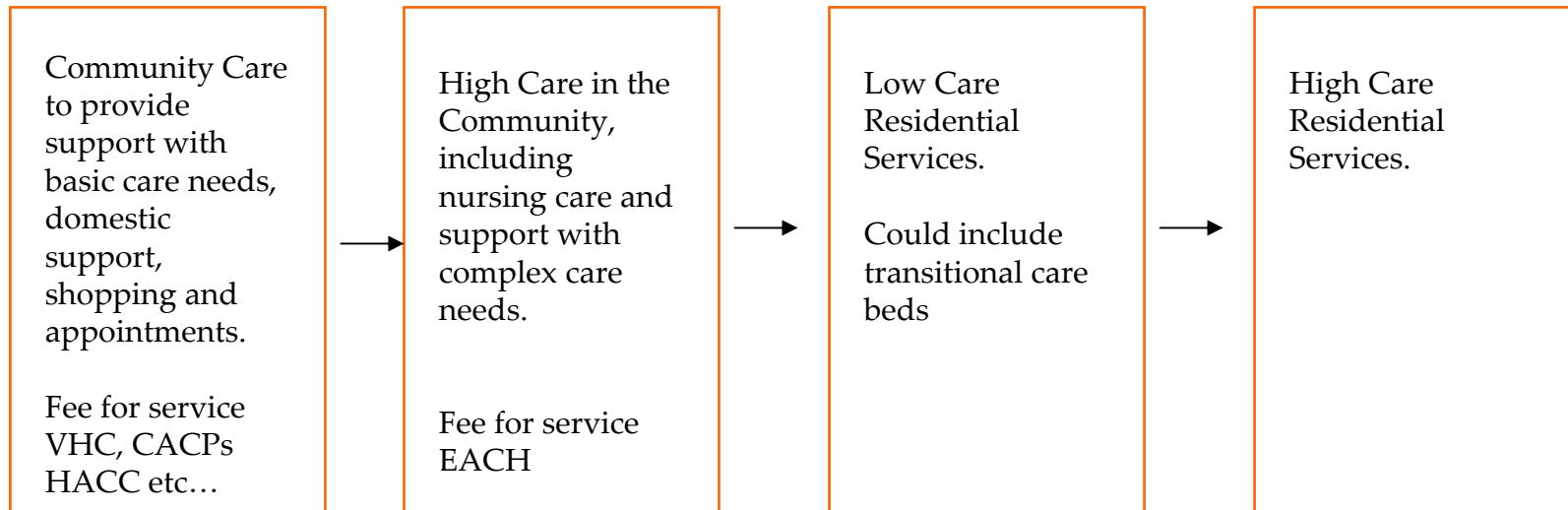


- There are numerous government funding sources for community care at the local, state and commonwealth level.
- Domiciliary Care is a major growth sector in aged care. For example, hospital in the home, post acute care programs, community nursing.
- Number of private agencies has grown dramatically over the last 10 years.
- Large retirement companies are developing community care businesses. For example, ARCare at Home (ARC), Primecarers (Primelife)
- The retirement industry is increasingly managing a frail resident population. Retirement Village Care Pilot.
- Private Health Insurance is funding early discharge and case management services.
- Transitional care and respite options within a residential aged care facility.

Integrating Care Services

- Create a continuum of care for our clients/residents
- Care Management services to respond to and review changing care needs of residents, including, access to respite.
- Facilitate movements from the community into a village through to residential aged care placement.
- Co-locating independent living with residential aged care.
- Supporting ageing-in-place.

Resident Access to Care Services



Flexibility in service, responds to resident expectations and meets their changing needs overtime

Conclusions

- Many organisations are reviewing their business plan and considering a range of care options and examining market opportunities. Eg Transitional care beds.
- Organisations need to consider what fits into their core business.
- Recognise that the market is changing, mergers, acquisitions and greater diversity.
- Developers, builders, aged care providers, RV providers and community care providers all looking at how they will present their services to the market.

Amanda Quealy
Manager, Business Strategy & Development
Australian Unity Retirement Living Services

114 Albert Road
South Melbourne
Victoria 3205

Tel: 03 8682 6204

Mob: 0408 990 438

Email: aquealy@australianunity.com.au