



# Annual Report



Year Ended 30 June 2015

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### Huon Eldercare

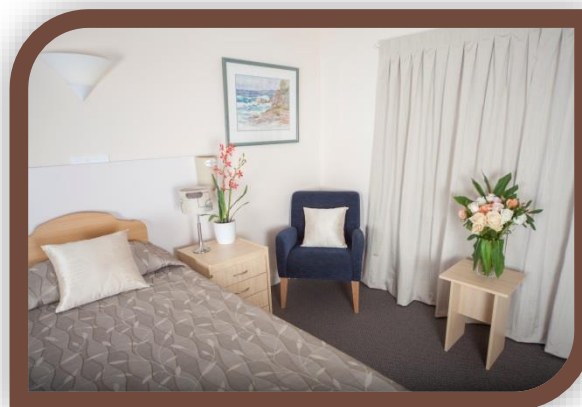
OT Kyle Centre, 3278 Huon Highway, Franklin TAS 7113

Esperance Multi Purpose Health Centre, 15 Chapman Avenue, Dover TAS 7117

## About Huon Eldercare

Huon Eldercare is an award winning, community based, not-for-profit health and aged care organisation in Tasmania. Services include :

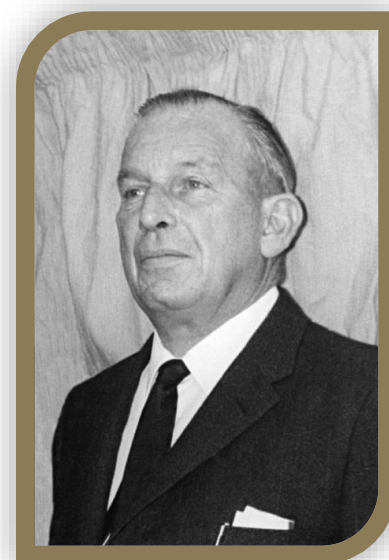
- Sub-Acute Hospital Beds
- Residential Care Services
- Respite Services
- Dementia Specific
- Home Care
- Veterans Home Care
- Affordable Housing
- Visiting Specialists
- Geriatric Outreach Clinics
- Carers Program and Support
- Huon Valley Health and Wellbeing Program
- Allied Health



## How We Started

The late Dr OT Kyle realised the great need for an aged care facility in the Huon, particularly following the successful completion of the Huon District Hospital in 1965.

A public meeting was held in April 1965 to gauge support in the community and from this a steering committee was formed to investigate the feasibility of the project. A subsequent public meeting was held in July 1966, and the Huon Districts Eldercare Home Association was formed to raise funds throughout the community and to seek a Government grant. Plans were drawn up and land was made available by the State Government adjacent to the Huon District Hospital at Franklin.



Through the generous support of the local community and a grant from the Commonwealth Government construction began in 1968 of a six bed Nursing Home and seven independent units (8 beds) along with a Matron's flat. Building was completed in 1969 and officially opened by the Hon M Everett on 5 July 1969.

## Service Profile

Situated over 2 sites, OT Kyle Centre (Franklin) and the Esperance Multi Purpose Health Centre (Dover), we have 112 Beds comprised of :

- 100 Residential Aged Care Beds including 3 Respite
- 12 Rural Health Beds

1 Palliative Care Suite (Dover)

Home Care services provided :

- Consumer Directed Care Packages
  - 5 Level 1
  - 28 Level 2
  - 5 Level 3
  - 12 Level 4
- VETERANS Home Care (40+)

15 Units offering affordable housing options (Huonville & Ranelagh)

National Respite for Carers Program (NRCP)\*

\*This service is brokered to Huon Eldercare by the Huon Valley Council, and is an Australian Government Funded Initiative.





## Chairman's Report

We are very proud to present the 2014- 2015 Annual Report for Huon Eldercare.

The year 2014-2015 has presented some interesting challenges for the Board. The pace set by the reforms in health and aged care has meant that the Board has had to put in a committed effort in carrying out its custodial role to keep abreast of new developments and strategy and any associated risks. The Living Longer Living Better (LLLb) reform continues to be a significant focus with a wave of

changes being released by the Federal Government.

In September 2014 we celebrated and honoured the retirement of David Turfrey after many years as a Board Member and Chairman of the Board. His experience, wisdom and enthusiasm has helped stamp Huon Eldercare's reputation as a leading health and aged care provider.

I would also like to applaud and recognise the donation of \$328,431 by the late Mrs Marjorie Page.

Much of the focus on our achievements has been in the quality of service and innovation in relation to the delivery of services. But in order to be successful we have had to be performing at the highest level on a number of fronts. I would particularly like to mention :

- The review of the governance processes, and the risk management and audit reporting that are thorough and of the highest quality to provide the transparency that is essential for Board Members to be able to meet our responsibilities;
- The introduction of information technology in Rostering, Payroll, Clinical Care (Home Care and Residential) and Medication Administration; and
- The performance by our staff and their Managers evidenced by the positive responses from surveys and external assessments of our programs.

Huon Eldercare had to review its operations this year due to a significant reduction of funding, which included :

- A decrease in the Aged Care Funding Instrument (ACFI);
- Increase in Workers Compensation costs;
- The Australian Government ceasing the Dementia Supplement; and
- The Australian Government ceasing the Pre-Entry Subsidy.

This recent history highlights the requirement for Huon Eldercare to be constantly vigilant in the ever changing landscape of health and aged care service delivery, along with increasing competition from local and interstate providers.

The Tasmanian Government continues to fund and support the 12 sub-acute hospital beds (Rural Health Beds) at the OT Kyle Centre (Franklin) and the Esperance Multi Purpose Health Centre (Dover). The benefit to the community of this service is invaluable.

The delivery of quality services gives us great satisfaction but it also presents a challenge. If we are to remain at the forefront of health and aged care service provision, the challenge of course is that we have to sustain those efforts over the ensuing years. I am pleased to be able to report that the Board, the management team and the staff have risen to this challenge in 2014-15.

I would like to thank our three Auxiliaries (Huonville, Geeveston and Esperance Multi Purpose Health Centre) and all other volunteers for their amazing contribution.

I would like to congratulate Barry Lange (Chief Executive Officer), the Executive Management Team and the staff for their efforts and commitment that have enabled Huon Eldercare to continue to be a quality provider of health and aged care services.

*Jos Driessen*  
*Chairman*

## Summary

### AWARDS

#### ACST Aged Care Awards 2014

The awards run by Aged and Community Services Tasmania (ACST) aim to recognise excellence in a range of areas.

The Huon Eldercare Auxiliaries received a well deserved 'Can Do Community Award', and Di Clark received a High Commended Volunteer Contribution Award.



The Can Do Community Award recognises the achievements of local community groups in embracing their local aged care facility and supporting its residents.

The Volunteer Contribution Award recognises an individual who exemplifies the tireless generosity of volunteers in caring for and supporting older people, people with disabilities and their carers.

Congratulations Huon Eldercare Auxiliaries and Di Clark !

#### Huon Valley Council Australia Day Awards 2015

The Australia Day Awards recognise and celebrate significant contributions made by residents throughout the year, and promote national pride, community responsibility and participation.

Michael Wing joined the Huon Eldercare volunteer program in August 2010, and has accumulated over 3,000 hours of volunteer service.

Michael approaches his volunteer role with enthusiasm, dedication and professionalism, and is considered to be an invaluable volunteer who is held in high regard by the residents, staff and management of Huon Eldercare.

Michael also volunteers for Meals on Wheels, and is a very active member of the Huon Valley Community.

Congratulations Michael for receiving the Australia Day Voluntary Services Award !



## **CLINICAL SERVICES**

Clinical services have had a challenging year largely as a result of the changes within our organisation and the reforms across the aged care sector. Our major challenge has been assessment and intake across our services to ensure our occupancy and funding supports the organisation to be sustainable and viable.

In addition we have implemented information technology systems to support all of our clinical service provision including medication management, clinical assessment and care planning for our residential service, and rostering and documentation solutions to manage our home care services. The implementation of information technology systems has been critical to enable our organisation to be well positioned for future change and growth.

### **Rural Health**

Sub-acute hospital bed Occupancy: overall occupancy to from 1 July 2014 to 30 April 2015 is 84% which meets the performance indicator of 84% stated in our agreement with the state government.

The average length of stay for the period from 1 July 2014 to the 30 April 2015 is 21 days.

The majority of patients admitted to rural health beds are referred by the Royal Hobart Hospital and local general practitioners. The bed occupancy per month is generally higher than 84%, however the occupancy during the months of December and January were low for both the Esperance Multi Purpose Health Centre (EMPHC) and the OT Kyle Centre.

There have been several patients transferred to rural health beds from the acute hospital sector for longer periods of care post an injury or surgery. This has been to provide the patient with care while they are waiting for an appropriate recovery time prior to the commencement of rehabilitation in a clinical rehabilitation unit.

Patients requiring a longer length of stay due to a requirement for residential admission are transitioned to a residential care type as soon as this need is identified and an Aged Care Assessment Team (ACAT) assessment has been completed. These patients are added to the waiting list and transferred to residential care as soon as a bed is available.

### **Emergency Room (EMPHC)**

The emergency room at EMPHC is a shared area between Huon Eldercare and the Dover Medical Practice operated by Huon Valley Council. This area is managed and staffed during business hours by the Dover Medical Practice and after hours by Huon Eldercare. There is however a collaborative approach to care for the benefit of the



community whereby Huon Eldercare nursing staff are available to assist the general practitioners with emergency situations.

Contemporary emergency equipment is maintained to ensure the community is provided with quality emergency care.

The information in this report is related only to the after-hours presentations managed by Huon Eldercare. There were a total of 289 presentations for the period between January 2014 and March 2015. The following analysis and information pertains to these 289 presentations :

Average presentations per month	19
Transfers of patients for tertiary care by air ambulance	4
Transfers of patients for tertiary care by road ambulance	35
Transfers of patients for further care by private vehicle	17
Analysis of age groups for emergency presentations	14% of presentations were paediatric patients between the age of 0-6 years, 28% of presentations were greater than 60 years of age and presentations amongst the remaining age groups 17-20, 21-30, 31-50, 51-60 were evenly distributed.

Number of presentations categorised according to the Australasian Triage Scale: Category 1: 1, Category 2: 19, Category 3: 37, Category 4: 59 and Category 5: 173  
Australasian Triage Scale - the scale utilised to determine time from presentation to when patients should be seen which also represents activity.

75% of after-hours presentations were managed by a registered nurse only, and advice was sought from GP Assist for 43% of these. 31% of presentations were seen by both a registered nurse and a general practitioner.

### **Residential Aged Care Bed Occupancy**

Our average bed occupancy for the year to date is 95% for the OT Kyle Centre and the EMPHC.

We experienced a major issue with bed occupancy whereby we had 14 vacant beds at one stage in the early part of the financial year, which coincided with the introduction of the aged care reforms that commenced 1 July 2015. This was due to concerns for preparation and the complex requirements for entry to residential care, and was a trend experienced by aged care providers nationally. Consequently, we have reviewed our admissions and intake process to assist our potential clients with this process which has improved our occupancy significantly.

## Home Care

We currently have 180 home care clients across a range of services including:

- Aged care packages level 1, 2, 3 and 4;
- Department of Veterans Affairs;
- Home and Community Care; and
- Private clients and National Respite for Carers Program (NRCP).



We have provided significant support for clients and community members to encourage community engagement and relieve social isolation by programs such as Eating With Friends, centre based day care and the Men's Shed.

In addition, we are funded through the Primary Health Network Tasmania (formerly known as Tasmanian Medicare Local) to provide a care coordination program for people with chronic complex illnesses. This program has been successful in improving clients' access to timely services, introduction of allied health support such as a specialist dietician, hospital avoidance, and the introduction of programs and support to promote reablement and health and wellbeing.

## Health and Wellbeing Program

The purpose of this program is to improve health promotion and community services in the Huon Valley and to coordinate a whole of community approach to improving health and wellbeing. This program has a designated coordinator and has achieved the program outcomes that were identified as a priority in the 2010 Huon Valley Health Needs Study. These outcomes include :

- Improvement of systems and processes to communicate with Huon Valley residents regarding health and wellbeing services and programs;
- Provision of an access point where providers can refer community members for information;
- To improve coordination activities between existing service providers to reduce duplication of health and wellbeing activities and services;
- To facilitate networking between providers;
- To coordinate the collection of data regarding health needs; and
- To have the information required to be responsive to these needs.

Key activities have been networking with organisations, community members and coordinating service provider network functions, ongoing development and

maintenance of the Huon Valley Health and Wellbeing website, and the distribution of newsletters and information.

An independent review of the program released in May 2015 was conducted by KP Health which further evidenced the need for the program to continue.

The board and management team are strongly committed to this program and have been actively lobbying for funding of this program to continue with the Minister for Health, members of parliament, and state health authorities.

### **Working Partnerships**

We participate in collaborative working partnerships with a number of organisations to ensure community members and our service users have access to a range of quality health services.

Rural Medical Practitioner / Multidisciplinary Advisory Committee: Quarterly Multidisciplinary Advisory Committee meetings are scheduled each year and held at both the OT Kyle Centre and EMPHC sites to address any quality and risk issues including medication management, changes to practice, policies and procedures, and any other identified clinical issues. Meetings are attended by local general practitioners, allied health practitioners, Huon Eldercare management and senior clinical staff, and consultant pharmacists.

Primary Health Network Tasmania: Working groups Huon Eldercare is involved with are; Transfer of Care – to improve transfer of information about care between acute hospital, community and residential care; Steering committee to develop a care coordination education program; Right Place project to enable the community to have information at multiple sites about how to access services; Information technology communication connectivity project to improve the timely sharing of health information across sectors.

University of Tasmania: Two research projects currently being conducted within our residential facilities relating to improving clinical outcomes with residents.

Huon Valley Council: Brokerage arrangement to enable Huon Eldercare to deliver the NRCP.

Tasmanian Health Organisation: Contract arrangements and provision of resources to enable quality rural health hospital services and a diverse range of allied health services to be provided.

Dementia Behaviour Management Advisory Services and State Palliative Care Service: Key organisations we work with to deliver expert quality care to residents and other service users.

Aged Care Services Tasmania: Peak body representing aged care organisations. Provides advice regarding reforms and legislative requirements, lobbies governments relating to a range of aged care issues, provides resources for workforce development, education and training such as a graduate nurse program.

## **QUALITY**

### **Incidents**

Incidents are monitored and reviewed on a daily basis and reported through appropriate meetings on a monthly basis.

Feedback is encouraged regarding care and services provided to inform our systems and processes for quality improvement.

### **Continuous Improvement Activities**

Continuous Improvement Plan updated and mapped to appropriate standards.

Implementation of iCare software for residential clinical care, medication management and home care.

Digital Medical Record access for rural medical practitioners was instigated.

Standardised documentation for rural health patients according to department standard for state wide rural facilities.

Tele-Health and videoconferencing at both sites.

### **Ongoing Staff Education**

HR recruitment and staff management practices resulting in successful recruitment of quality staff. In addition we have expanded our graduate nurse program and trainee program for extended care assistants to support succession planning for a sustainable workforce.

Updated Clinical Guidelines available to staff via Huon Eldercare intranet.

Review of Aged Care, Home Care, Equip, National Safety and Quality Health Service Standards, Standards Guide for Small Hospitals to ensure compliance is maintained with all standards.

Staff satisfaction survey and resident / client satisfaction surveys are conducted annually.



## Standards and Accreditation

Huon Eldercare has achieved full accreditation status for residential care and home care in accordance with the Aged Care Act and has an exemplary record for quality achievements, safety and risk management and compliance with all standards and legislation.

Accreditation audits and site visits have been conducted as follows:

### *Residential Care*

Unannounced assessment support visit at Franklin on 22 January 2015.

Unannounced assessment support visit at Dover on 19 August 2014.

Franklin – Full accreditation audit on 22 November 2014 and expires 22 November 2017.

### *Quality review for Home & Community Care*

Huon Eldercare – CACP Service, EACH Dementia Service, EACH Service was conducted on the 2 December 2014 and is current until 2017.

National Respite for Carers Program (NRCP), a service sub-contracted to Huon Eldercare by Huon Valley Council was conducted on 3 December 2014 and is current until 2017.



## Human Resource Management and Education Activities

A major roster review has been completed and rationalisation of allocation of staffing resources.

Registered Nurses are being supported to complete the Australian College of Nursing Emergency Nursing Course to ensure there is appropriately qualified staff to work at the EMPHC.

100% of nursing staff have completed mandatory medication competencies.

Mandatory competency training is conducted annually for: medication management, basic life support, emergency training (including fire), manual handling and food safety.

An online buddy system is currently being developed for staff induction and education. This system will be implemented in September 2015.

All staff have access to regular and ongoing training and development according to identified need and the training plan.

Documentation is maintained for all HR practices including; databases for staff contract hours, training, national conviction checks, licenses.

### **Workforce**

As a major employer in the Huon Valley, Huon Eldercare employs over 200 people across the Franklin and Dover sites which covers service delivery in the Huon Valley and Kingborough municipalities. We have successfully maintained levels of suitably qualified and skilled staff across all areas of the organisation. Huon Eldercare works closely with Aged Care Services Tasmania who supports the aged care industry in Tasmania through access to funded training opportunities and employment programs such as the New Directions Program for; Certificate III in Aged Care and Certificate III Home & Community Care, and the Registered Nurse Graduate Program. These programs are directed at assisting aged care organisations in ensuring that there is a sustainable workforce for aged care into the future. The aged care sector in Tasmania currently has about 8000 workers but it is predicted that it will need 13,000 by 2020 [ACST & Council of the Ageing].

Staff continue to be provided with training opportunities. The Home Care workforce is continuing to develop to cater for the needs of increasing Home Care services. It is also evident in the move towards the increased provision of Home Care Services that both Home Care and Residential Care staff need to be equipped with a high level of skills and knowledge to provide the care and services needed now and into the future.

We have employed staff qualified in horticulture to ensure that we continue to provide a high standard of quality home maintenance and gardening services to home care service users, and continue to maintain all Huon Eldercare properties to a high standard.

Huon Eldercare continues to maintain professional relationships with the University of Tasmania, Tas TAFE and various other registered training organisations. In addition, we partner with the Beacon Foundation and schools located south of Hobart in providing students with career information and promoting aged care as a career choice.

Huon Eldercare has a workforce of highly dedicated, skilled and qualified staff across all areas of the organisation. Our Human Resource strategies are focused on continuing to be in line with the current and future direction of the organisation.

## **Recruitment and Retention**

Huon Eldercare Human Resource management systems are fully compliant with the requirements under the Aged Care Accreditation Standards. Our recruitment and selection processes are of best practice standard and are robust. New staff are carefully selected in accordance with the skills, knowledge and attributes required for each specific role. A formal interview process followed by thorough reference checks and National Criminal History checks are conducted for all potential employees, prior to an offer of employment.

We have successfully retained staff through our Registered Nurse Graduate Program and the New Directions (Certificate III in Aged Care and Certificate III Home & Community Care) Program.

We have also successfully sourced a number of staff as a result of student work placement programs through various Registered Training Organisations delivering aged care qualifications.

## **Employee Health & Wellbeing**

Staff have participated in various health and wellbeing activities throughout the year through our employee Work Health and Safety program.

Staff walking groups, the Cancer Council Relay for Life, health awareness weeks with free onsite health checks for e.g. diabetes awareness week, heart health week.

A free annual Flu vaccination program continues to be accessed by staff.

## **Staff Recognition**

Staff are recognised through our staff recognition program where they can be nominated for their contribution as an employee. Each month one nominee is awarded with a gift voucher.

Three new awards were introduced in May 2015 in line with International Nurses Day and will continue to be awarded on an annual basis.

Awards presented :

- Staff contribution to Continuous Improvement awarded to Lizzie Dannals (Registered Nurse);
- Staff contribution to Client or Resident awarded to Wendy Wilson (Receptionist); and
- Staff contribution to Client or Resident awarded to Donna Reynolds (Enrolled Nurse).



### **Electronic Workforce Management Systems (iCare & Time Target)**

Electronic, automated rostering systems have been implemented across both Franklin and Dover sites resulting in improved efficiencies with rostering, labour cost control and work time management records of staff.

### **Gender Equality Reporting**

As a non-public sector employer of more than 100 employees Huon Eldercare is required to report annually against the Gender Equality Standards under the Gender Equality Act 2012. Huon Eldercare was required to lodge its first report for the period 2014/2015. Our first Gender Equality Report was lodged on 2 June 2015. Huon Eldercare was assessed against all standards and deemed compliant. Our next Gender Equality Report is due on 31 May 2016.



## Auxiliary Reports

### **Geeveston Auxiliary**

Once again it gives me great pleasure to give the Geeveston Auxiliary's Annual Report.

We have enjoyed a very successful fundraising year, our ventures becoming a bit more varied. For example, our Melbourne Cup Day 2014 was a lot of hard work for our members. We made a few mistakes, but all the better for 2015. It was a success all the same.

We also have our Spring Festival, Christmas, Easter and Mothers' Day raffles, and cake stalls, which are always a great success.

This year at our Melbourne Cup Day we intend to have a Trade Table to take the place of the Huon Eldercare Fair stall we always had.

This year we are proud to have been able to purchase 1 oxygen concentrator, 1 shower chair, 1 king single barbaric bed at the cost of \$10,599.

Now we will set our sights on the next items needed, and look forward to helping make life more comfortable and easy for our residents.

We have a wonderful and giving community in our little valley, and a great group of caring ladies in our auxiliary. Without the support of these people we would not be able to do what we do.

May we wish the Board, Barry Lange, the staff, and the residents of Huon Eldercare all the best for a safe and Happy Christmas from the members of the Geeveston Auxiliary. God Bless you.

We look forward to working with you in 2015-16.

*Patricia Evans*  
*President*  
*Geeveston Auxiliary*



## Huonville Auxiliary

Let us hold high O Lord, the Lamp of Service for the Care, Comfort and Welfare of All.

I have much pleasure in presenting to you the President's Annual Report. We have had a very busy and rewarding year raising \$20,595.60. We have 33 financial members with one new member joining us this year.

### *Fundraising*

In October we held our Annual Quiz Night at the Huon Valley Golf Club with ABC's Morning Presenter Leon Compton as Quizmaster. We had a great night of fun, good company and generous community support, raising \$3,423.67 towards the palliative care bed we have been fundraising for through the year. The raffle was a wonderful success, especially the 1<sup>st</sup> prize of a Gardener / Handyman for a day. Thank you Leon for all the extra prizes, and for the wonderful support given to us.

Huon Eldercare Fair was held on a lovely November morning and our members enjoyed preparing and servicing Devonshire Teas, sandwiches and soft drinks, plus two raffles. My thanks to Ruth Clark and her daughter Jill for the lovely Christmas Cake, and to June and David Turfrey for the lovely china raffle. Our takings were \$877.30.

Our 24<sup>th</sup> Annual Garden Walk was a huge success, held in November on a glorious sunny day, with over 350 people attending from as far afield as the Gold Coast, Victoria and Sassafras. There were 5 beautiful local Huonville / Lucaston gardens to visit. Thank you to the garden owners, Shirley and Jeff Tong, Lorraine and Geoff Bone, Robbie Griggs and Jillian Hilliard, Lisa and Karl Price and Abbeyfield House for having their gardens looking so beautiful on the day. Thank you to St James Anglican Parish for the use of their hall and grounds for the day and to those generous people who donated some lovely goods and plants to our raffle and plant stall. Our members were flat out ticketing, preparing and serving lunches, selling plants and raffle tickets, and the day finished with a 'Thank You' presentation of a shrub to each garden owner whilst having champagne and nibbles. My thanks to Frances Cooke and Val Lemon for their help in choosing the gardens for the walk and thank you to everyone for your tremendous effort on the day. We were thrilled to raise \$9,417.66.

Morning Tea was held at the end of February at the delightful home and garden of Frances Cooke at Ranelagh. It was a beautiful sunny morning, and with a large outdoor trade table, a raffle and a delicious Morning Tea, a very pleasant time was had by all. Thank you to Frances for opening up her home and garden, raising \$865.10.

A Retro Fashion Parade and High Tea was held in early May at the Palais Theatre in Franklin, which was a wonderful success. Southerly Dolling of 'Shop @ Franklin' and treated guests to a parade of beautiful clothes dating from the 1920s. There were 17 stunning models who modeled hats, shoes, bags, bridal attire and bathers – 2 male

models played to the audience plus 2 well trained dogs who paraded with their owners. A sincere thanks and gratitude to Southerly Dolling for organising the parade, and to Georgie Hart the bright and bubbly MC, and congratulations to Jenny Mular and Grahame Dudgeon for winning the Best Dressed Lady and Gentleman. Our thanks to the Palais Committee for the use of the theatre, and a special thanks to Dot Rowe of Orchard Lea Florist for donating the beautiful presentation flowers. As usual, we had an amazing High Tea following the parade – the tables down the centre of the hall were laden with savouries and cakes for every description. My thanks to all those good cooks !! Thank you to Barbara Jones, Viv Sangster and Val Lemon for the lovely floral arrangements. A special thanks to all who helped set up the afternoon before, with the invaluable help of two gentlemen from Huon Eldercare, who also cleared up after the High Tea – a huge job and much appreciated !! Together with the raffle, we raised \$3,011.87.

In November we were grateful to receive a Huon Aquaculture 'Helping Hand' Grant of \$3,000, which enabled us to present a cheque for \$14,010 to Huon Eldercare for the palliative care bed. Our sincere thanks to Huon Aquaculture for their generosity to us and the wider Huon Valley community.

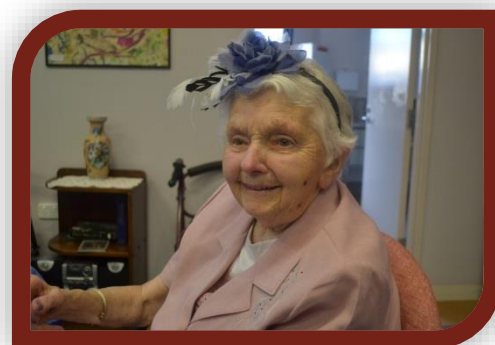
#### Donations to Huon Eldercare:

- Palliative Care Bed
- 1 x 10L Oxygen Concentrator
- 1 x 5L Oxygen Concentrator
- Huon Eldercare Garden Donation
- 3 x Daily Mercurys throughout the year
- Christmas gifts for residents

Total	\$18,615.54
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Total raised 2001-2015	\$207,992.56
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Purchases for Huon Eldercare	\$208,107.24
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#### *Auxiliary Member Activities*

On 13 August the Southern Council of Auxiliaries held their AGM at Huon Eldercare – 45 members from Southern Tasmanian Auxiliaries were welcomed by CEO, Barry Lange, and taken on a tour of the facility. This was followed by the AGM with DON, Pam Welsh, being an excellent guest speaker. Barry presented the Government Award Certificates to 25 members from 8 auxiliaries. Congratulations to Pat Menzie and Doreen Thompson each receiving certificates for 30 years of dedicated service. Kerry Salmon and Anne Thompson were elected joint secretaries of the Southern Council of Auxiliaries for another year. Thank you Barry for organizing the welcome, tour and afternoon tea. The afternoon was a great success with visitors being very impressed with Huon Eldercare.

In mid September the 61<sup>st</sup> State Conference of Tasmanian Hospital and Health Care Auxiliaries was held at the Launceston General Hospital – Anne Thompson, Frances Cooke and I attended. It has since been decided at an Executive State Meeting that the Annual State Conference be discontinued. Times have changed !! Quarterly meetings of the Executive from the South, North and north West will be held at Campbell Town and issues passed on to Auxiliaries.

Volunteers Week Afternoon Tea was well attended by our members. Many thanks to Huon Eldercare.

Huon Eldercare Open Day – Thank you to the ladies who helped on the day making Devonshire Teas, etc.

Huon Eldercare AGM was held in September, and quite a few of our members attended. It was a special night to thank and farewell the Chairman of the board, David Turfrey, who has given 52 years of dedicated service and has always been so helpful to our auxiliaries.

Christmas Luncheon – In December we enjoyed a lovely luncheon at the Huon Manor, thank you Trudi and Ray. David and June Turfrey, and Maureen and Spencer Oates were our guests, and during the afternoon David and Maureen were presented with Certificates of Appreciations for all the help given to our auxiliary over many years. Doreen Thompson was also presented with her Long Service Certificate as she was away at the time of the AGM. We were also pleased to welcome CEO Barry Lange, Greg Tennant and Chairman of the Board Jos Driessen, plus auxiliary members' husbands who help so much at our functions throughout the year. Thanks to Anne and Carol for the Christmas poems, and of course Santa !!

Residents' Christmas gifts – My thanks to Bev Brown for help with the shopping, and to the girls who wrapped.

### *Other*

Vale Jean Johnstone, a dear friend and valued auxiliary member who passed away in June after a long illness. We will miss her so much and remember her with fondness and gratitude.

To all our members who have been unwell during the year, we wish you good health in the future.

Thank you to Maureen Oates and all at the Huon News.

Thank you Trevor Weller for auditing our books.

Thank you to the community for your wonderful support of our fundraising functions during the year and look forward to your support in the future.

I would like to thank each and every one of our members for their tremendous help and support given so willingly over the last 12 months, and for all the yummy food.

My special thanks to my 'four amigos', Kerry and Grahame Salmon, Anne Thompson, and Francis Cooke. I do appreciate their unstinting help. They are always there when I need them and nothing is too much trouble.

Congratulations to Jos Driessen, our Chairman of the Board, and to all the Board members for their continued good governance of Huon Eldercare in these challenging times.

Congratulations to CEO Barry Lange, DON Pam Welsh and their terrific team of dedicated staff for the high standard of care given to our aged in Huon Eldercare.

*Di Clark*  
*President*  
*Huonville Auxiliary*





## Esperance Multi Purpose Health Centre Auxiliary

Statement of Income and Expenditure 1 July 2014 to 30 June 2015.

Balance carried forward from 30 June 2014		11,415.92
<b>INCOME</b>		
Subs & Badges	28.00	
Stall Trade	862.00	
Raffles	1,721.40	
Book Exchange	500.00	
Donations	3,010.00	
Fines	1.00	
		6,142.40
Sub Total		17,558.32
<b>EXPENDITURE</b>		
EMPHC Requests	1,654.95	
Miscellaneous (Christmas gifts, etc)	391.00	
Auxiliary Council Subs	100.00	
Transfer Term Deposit (6 months)	10,000	
		12,145.95
BALANCE as at 30 June 2015		5,412.37

*Aileen Clark*  
*President*  
*EMPHC Auxiliary*





## Governance

The Board during 2014-15 held 10 ordinary meetings, 2 special meeting, and an Annual General Meeting.

Board Member	Attendance
David Turfrey (Chairman to Sept 2014)	3
Jos Driessen (Chairman from Oct 2014)	11
Di Clark	12
John Sangster	12
Grahame Dudgeon	13
Carol Parker	11
Junior Roney	13
Cheryl Studley	10
Janet Symons	13
David Hay (Board Member from Oct 2014)	9



## Life Members

PATRON : M (Peg) Harwood OAM (Deceased)  
D Turfrey OAM JP

Dr OT Kyle (Deceased)  
I Kyle (Deceased)  
J Ashlin (Deceased)  
A Leitch (Deceased)  
B Young  
S Gane (Deceased)  
I (Phyl) Conrades (Deceased)  
D Evans JP (Deceased)  
D Clark  
P Gilby

B Voss (Deceased)  
D (Peg) Bennett (Deceased)  
D Turfrey OAM JP  
D Stilwell (Deceased)  
A (Joan) Clark  
C Evans  
N Walker  
D Beck  
J Symons  
L Darcy

## Staff Service Acknowledgements

We acknowledge the following staff who have reached their anniversaries of service.

### 5 Years

W Barry  
R Brown  
D Child  
K Lahn  
M Samual  
R Schrek  
J Sims  
K Stanway  
S Wass  
T Weller  
G Willie  
L Young

### 10 Years

J Lepp  
W Reynolds  
P Woolley

### 15 Years

L Stevenson

### 20 Years

T Wass

### 40 Years

C Stansfield

## Donors / Sponsors

Huon Eldercare Geeveston Auxiliary  
 Huon Eldercare Huonville Auxiliary  
 Esperance Multi Purpose Health Centre  
 Auxiliary

Aqualine Plumbing  
 Baker Wilson  
 Beck, D  
 Bowdon, M  
 Braun, U  
 Butler, A  
 Cracknell, S  
 Dean, M  
 Duggans Tyre Centre  
 Eaton, R  
 Giddings, L  
 Gordon, T  
 Grainger, K  
 Griggs, K & V  
 Harcourts, Huonville  
 Hauser, L  
 Heron, M  
 Huon Aquaculture  
 Kiehle, M  
 Kile Transport  
 Office National  
 Pepper, P & C  
 Phillips Civil Contracting  
 ROAB – GAB Grand Lodge of  
 Tasmania  
 ROAB – GAB Lodge Lovett 766  
 Roberts, H & P  
 Rotary Club of Huon Valley Inc  
 Sacred Heart Catholic School  
 Seabrook, C  
 Sharp, S  
 Turfrey, D & J



## Our Valued Volunteers

Huon Eldercare is so lucky to have many generous volunteers.

Our volunteer roles are many and varied, and include :

- Personal Support
- Hand, Nail and Beauty Care
- Massage
- Bus Driving
- Art and Craft
- Gardening
- Assisting with Activities
- Fundraising
- Assisting with Book Club, Knit Club, Men's Shed and Computer Tuition
- Reading to Residents
- Assisting with Eating With Friends



Huon Eldercare is always looking for volunteers who are interested in enhancing the quality of life of our residents and patients through activities, companionship and support.

Our volunteer program is run professionally with all volunteers being officially recruited, and then go on to complete a thorough Induction and Training.

If interested, please contact Huon Eldercare.

## Association Membership

The Huon Eldercare Board of Management wishes to encourage interested members of the community to apply for membership of the Association.

The role of Association members is to :

- Elect Board Members from the Association;
- Review actions of the Board; and
- Review and if approved, commit the Association to the Strategic Plan for the Association as presented by the Board.

Please contact Huon Eldercare if you would like to become a member of the Association.

## Financials

The financial “highlights” are shown in the accompanying graphs. The Committee Declaration and the Audit Report are attached to the Financial Statements.

Despite a difficult year, during the 2014-15 Huon Eldercare achieved a small loss of \$75,500. This small loss was achieved after including bequests and donations – which are most gratefully acknowledged.

Income from residential care at both the Dover and Franklin centres continues to be placed under tight constraints. Government funding for the Rural Health beds increased by only 0.01%. The funding through the Aged Care Funding Instrument (ACFI) was also increased by less than half of the National Wage Increase. Combined with a reduced level of occupancy in the first part of the year, a lot of pressure was on the organisation.

Huon Eldercare continues to maintain a strong financial position, holding \$6.7 million in cash reserves (inclusive of the refundable Accommodation Deposits) and having no institutional debt.

During 2014-15 \$1.35 million was spent on capital expenditure. Main projects included :

- The completion of building works for 5 new affordable housing units at Knopwood Lane, Huonville;
- Power back-up generators for both Dover and Franklin;
- Carpet and vinyl replacement at both Franklin and Dover;
- Replacing 4 vehicles – 3 for Home Care services and 1 for Maintenance; and
- The installation of a new electronic care management and medication management system.

Salaries and Employee Benefits remain the major expense – representing 73% of all expenses, or over 72% of total revenue.

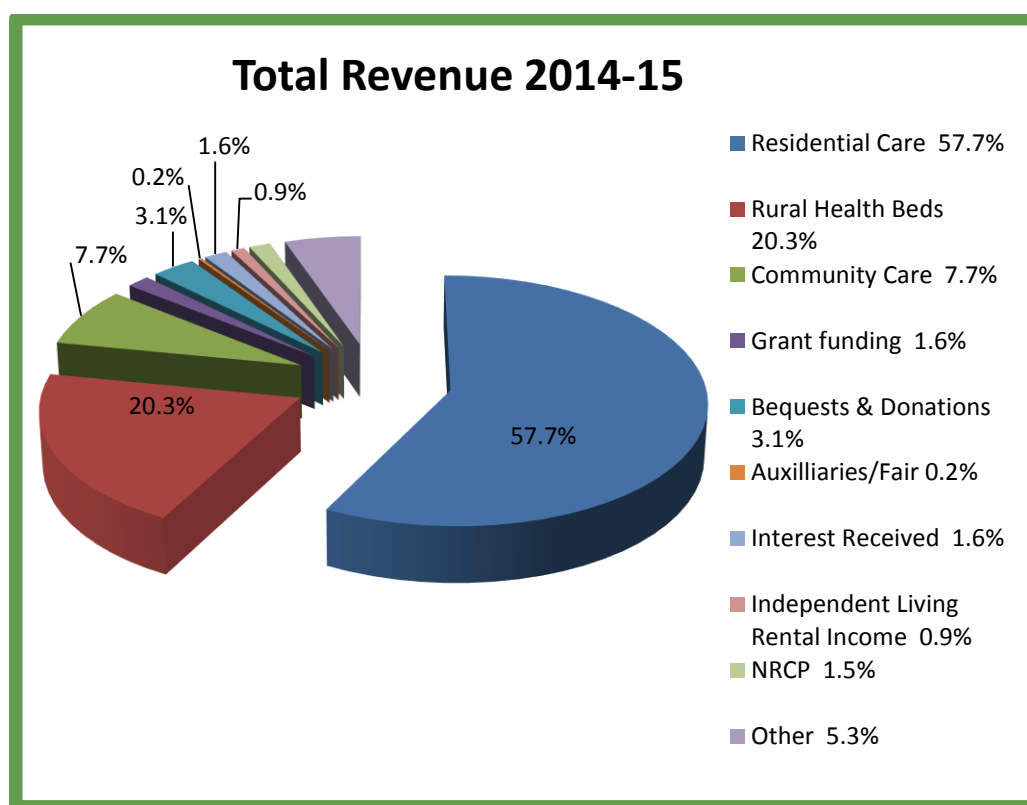
Government funding received, from the Commonwealth and State, was just over \$8 million - which represents over 66% of all revenue received.

Huon Eldercare continues to be a leader in the implementation of processes and systems to meet the demands of the changes to the Aged Care reforms (Living Longer, Living Better). The Consumer Directed Care (CDC) system for Home Care commenced during 2013-14 and from 1 July 2015 all new packages will be under this system. The method that was developed in-house for establishing and reviewing clients' CDC budgets has been shared with a number of providers in the southern Tasmania region.

The main impact of the reforms for residential aged care was the change to Accommodation payments coming into effect for residents admitted on or after 1 July 2014, which has meant Huon Eldercare has received more lump sum payments (Refundable Deposits) than under the previous system. With the falling interest rates, the benefit this may have had has been reduced.

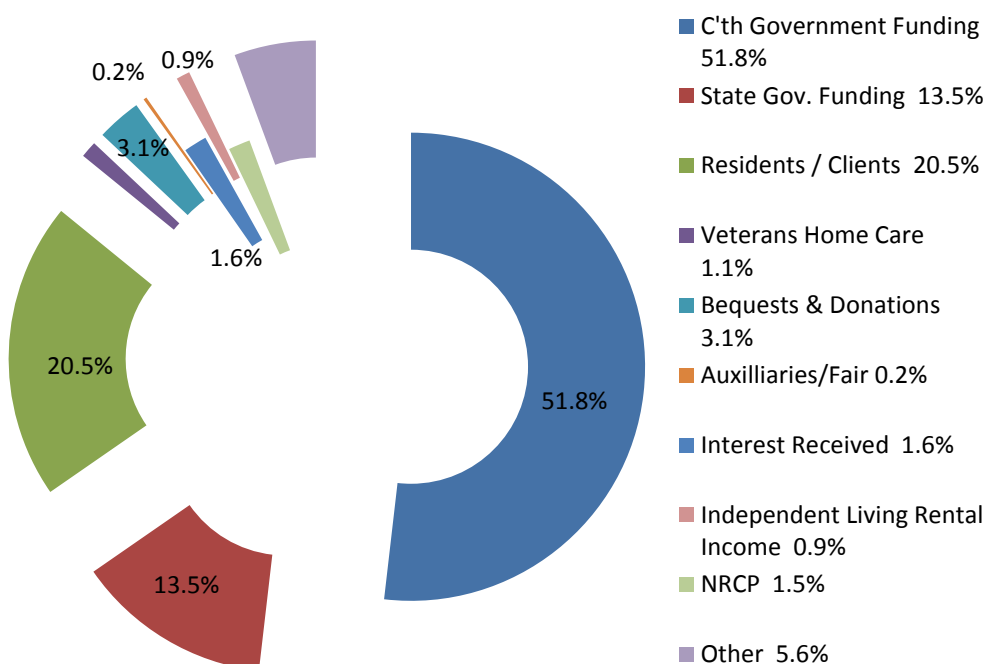
A positive is that Huon Eldercare was successful in the application to be recognised as having been Significantly Refurbished. This means an increase in the level of supplement income the government pays for Supported Residents.

*Prepared by Trevor Weller (B Com) CPA  
Executive Officer – Finance*



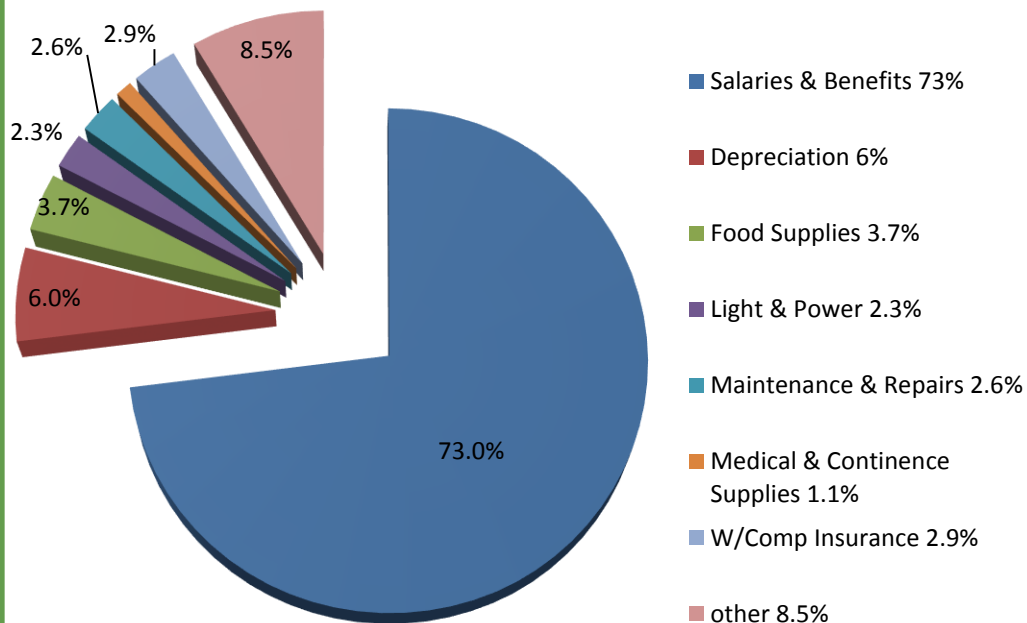
**Total Revenue 2014-15 (the area of service where Revenue was generated)**

## Sources of Funds 2014-15



Sources of Funds 2014-15 (what source the money came from)

## Expenses 2014-15



Expenses 2014-15



	Actual 1/07/2014 to 30/06/2015	Actual 1/07/2013 to 30/06/2014
<b>REVENUE</b>		
<b>Residential Care</b>		
Commonwealth Benefits	5,305,876	4,560,400
Resident Fees	1,615,036	1,546,698
Other	6,000	2,500
<b>Residential Care</b>	<b>6,926,912</b>	<b>6,109,598</b>
<b>Rural Health Beds</b>		
State Gov. Funding	1,622,634	1,641,040
Client Fees	337,047	465,345
Other	480,454	98,646
<b>Rural Health Beds</b>	<b>2,440,135</b>	<b>2,205,031</b>
<b>Community Care</b>		
Commonwealth Benefits	719,996	815,541
Client Fees	65,461	54,661
Veterans Home Care and Other	136,366	91,473
<b>Community Care</b>	<b>921,823</b>	<b>961,675</b>
<b>Grant funding Grant Funding</b>	<b>193,993</b>	<b>225,171</b>
<b>OTHER REVENUE</b>		
Accommodation Bond Retentions	27,339	37,645
Accommodation Charge	294,550	338,351
Daily Accommodation Payment	121,909	
Bequests	368,952	1,161,744
EMPHC - Dover	-	916,500
Donations	20,953	16,902
Fair	6,460	6,986
Interest Received	192,542	247,013
Independent Living Rental Income	113,476	92,071
NRCP	179,690	169,774
Other	190,279	148,661
<b>OTHER REVENUE</b>	<b>1,516,150</b>	<b>3,135,647</b>
<b>TOTAL REVENUE</b>	<b>11,999,013</b>	<b>12,637,122</b>
<b>EXPENSES</b>		
<b>Salaries &amp; Employee Benefits</b>	<b>8,814,615</b>	<b>8,505,167</b>
<b>Depreciation</b>	<b>729,114</b>	<b>617,200</b>
<b>Consumables</b>		
Cleaning Consumables	66,390	61,268
Laundry Consumables	4,816	6,537
Contract Physio & Podiatry	42,115	27,026
Diversional Therapy Materials	17,380	25,138
Food Supplies	448,870	420,642
Vehicle Expenses	64,002	65,500
Light & Power	273,315	280,924
Linen & Crockery	7,094	23,169
Maintenance & Repairs	308,184	197,082
Medical & Continence Supplies	128,846	174,869
Telephone	38,276	28,926
Other	123,083	212,260
	<b>1,522,371</b>	<b>1,523,341</b>
<b>Other Expenses</b>		
Audit Fees	15,252	16,157
Computer Expenses	84,161	102,553
Independednt Living Units Expenses	-	-
Insurances	88,349	82,581
W/Comp Insurance	344,918	328,794
Minor Equipment Purchases	78,148	134,481
Printing & Stationery	65,679	76,223
Rates	55,651	42,258
Training	69,947	65,212
External Contractors	68,154	68,868
Inspections	-	-
Legal Expenses	-	-
Other	138,267	148,800
	<b>1,008,526</b>	<b>1,065,927</b>
<b>OVERALL SURPLUS/(DEFICIT)</b>	<b>(75,613)</b>	<b>925,487</b>

## Balance Sheet as at June 2015

	<u>2015</u>	<u>2014</u>
<b>Current Assets</b>		
Cash and Cash Equivalents	6,777,755	5,965,306
Debtors	679,755	218,475
Sundry Debtors	76,499	86,893
<b>Total Current Assets</b>	<b>7,534,009</b>	<b>6,270,674</b>
<b>Non-Current Assets</b>		
Property, Plant & Equipment	12,537,654	12,006,230
<b>Total Non-Current Assets</b>	<b>12,537,654</b>	<b>12,006,230</b>
<b>Total Assets</b>	<b>20,071,663</b>	<b>18,276,904</b>
<b>Current Liabilities</b>		
Creditors	3,830,350	2,032,395
Employee Provisions	965,795	859,635
Unexpended Grants	-	-
<b>Total Current Liabilities</b>	<b>4,796,145</b>	<b>2,892,030</b>
<b>Non-Current Liabilities</b>		
Employee Provisions	261,201	294,944
<b>Total Non-Current Liabilities</b>	<b>261,201</b>	<b>294,944</b>
<b>Total Liabilities</b>	<b>5,057,346</b>	<b>3,186,974</b>
<b>Net Assets</b>	<b>15,014,317</b>	<b>15,089,930</b>
<b>Equity</b>		
Accumulated Funds	<b>15,014,317</b>	<b>15,089,930</b>

**HUON ELDERCARE INC**  
**COMMITTEE DECLARATION**  
**FOR THE YEAR ENDED 30 JUNE 2015**

In accordance with a resolution of the Committee of Huon Eldercare Inc, I state that :

In the opinion of the Committee :

- a) The financial statements and notes of the company are in accordance with the Incorporated Associations Act, including:
  - i. Giving a true and fair view of the company's financial position as at 30 June 2015 and its performance for the year ended on that date; and
  - ii. Complying with Accounting Standards.
- b) There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

On behalf of the Committee



**Di Clark**  
**Deputy Chair**

Date: 13/10/15.



**Wise Lord & Ferguson**  
Chartered Accountants  
*advice to advantage*

**Auditor's Independence Declaration to the members of Huon Eldercare Inc.**

In relation to our audit of the financial report of Huon Eldercare Inc. for the financial year ended 30 June 2015, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* or any applicable code of professional conduct.

**J DOYLE**  
Partner  
Wise Lord & Ferguson

Date: 12 October 2015



1st Floor 160 Collins Street Hobart TAS 7000 GPO Box 1083 Hobart TAS 7001  
Tel: (03) 6223 6155 Email: email@wlf.com.au Internet: www.wlf.com.au

**Partners:** Harvey Gibson, Danny McCarthy, Douglas Thomson, Joanne Doyle, Stuart Clutterbuck,  
Ian Wheeler, Dean Johnson, Marg Marshall, Paul Lyons, Alicia Leis, Nick Carter  
**Managers:** Melanie Richardson, Simon Jones, Trent Queen, Rachel Mendlik, Nathan Brereton,  
Melissa Johnson, Donna Powell, Rebecca Meredith, Naomi Norman, Maryellen Sailer  
**Consultant:** Peter Baven



**Wise Lord & Ferguson**  
Chartered Accountants  
*advice to advantage*

## **Independent auditor's report to the members of Huon Eldercare Inc.**

### **Report on the financial report**

We have audited the accompanying financial report, being a general purpose financial report of Huon Eldercare Inc. (the 'registered entity'), which comprises the balance sheet as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Committee of Management's declaration.

### **Committee's responsibility for the financial report**

The Committee of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, the *Associations Incorporated Act [Tas]*, and the *Australian Charities and Not-for-Profits Commission Act 2012* and for such internal controls as the Committee determine are necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

### **Auditor's responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



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**Partners:** Harvey Gibson, Danny McCarthy, Douglas Thomson, Joanne Doyle, Stuart Clutterbuck,  
Ian Wheeler, Dean Johnson, Marg Marshall, Paul Lyons, Alicia Leis, Nick Carter  
**Managers:** Melanie Richardson, Simon Jones, Trent Queen, Rachel Mendlik, Nathan Brereton,  
Melissa Johnson, Donna Powell, Rebecca Meredith, Naomi Norman, Maryellen Saller  
**Consultant:** Peter Bowen

### Independence

In conducting our audit we have complied with the independence requirements of the Australian professional accounting bodies and the *Australian Charities and Not-for-Profits Commission Act 2012*. We have given to the Committee of the registered entity a written Auditor's Independence Declaration.

### Opinion

In our opinion the financial report of Huon Eldercare Inc. is in accordance with the requirements of *Associations Incorporated Act [Tas]*, and Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a. giving a true and fair view of the registered entity's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards as disclosed in Note 1, and complying with *Associations Incorporated Act [Tas]* and Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*.



**J DOYLE**  
Partner  
Wise Lord & Ferguson

13 October 2015





**Wise Lord & Ferguson**  
Chartered Accountants  
*advice to advantage*

**HUON ELDERCARE INC.**

**Committee members for the year ended 30 June 2015**

<b>Chairperson</b>	Jos Driessen 21 Roba Court Kingston 7050	<b>Deputy Chair</b>	Diana Clark 85 Glen Rd HUONVILLE 7109
<b>Executive Member</b>	John Sangster 1830 Cygnet Coast Rd CRADOC 7109		
<b>Board Members</b>	Cheryl Studley 49 Judds Hill Rd GEEVESTON 7116	Grahame Dudgeon 3268 Huon Highway FRANKLIN 7113	
	Janet Symons 9 Scenic Hill Rd HUONVILLE 7109	Carol Parker PO Box 236 HUONVILLE 7109	
	Junior Roney 86 Cross Street GROVE 7109	David Hay 43 Wilsons Road SOUTHPORT 7109	

To the best of our knowledge and belief, the abovenamed persons comprised the Committee of Huon Eldercare Inc. as at 30 June 2015.

**J DOYLE**  
Partner  
Wise Lord & Ferguson

Dated: 13 October 2015



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**Managers:** Melanie Richardson, Simon Jones, Trent Queen, Rachel Mendlik, Nathan Breerton, Melissa Johnson, Donna Powell, Rebecca Meredith, Naomi Norman, Maryellen Satter  
**Consultant:** Peter Bevan