

A photograph of a woman with dark hair in a ponytail, wearing a dark patterned shirt, leaning over an elderly man with white hair. They are in a clinical setting, looking at a piece of medical equipment. The woman is pointing at something on the equipment. The man is looking down at it. The background shows a window with a view of the outdoors. The image is partially covered by a dark blue diagonal overlay on the left and a green diagonal overlay on the right.

# 2017-2018 ANNUAL REPORT

**A YEAR OF ACCOMPLISHMENTS**

Huon Eldercare Ltd  
trading as Huon Regional Care™

# 2017-2018 ANNUAL REPORT

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Huon Regional Care is proud to be a contemporary, responsive, values-based community organisation.

We provide southern Tasmanian regional communities with high-quality aged residential and in-home health care services. Our current footprint includes the Huon Valley, the Tasman Peninsula, Kingston & Channel, the Central Highlands, as well as other areas of southern Tasmania.

Critical to our success is the dedication and support of our staff, our Auxiliaries, our volunteers, our key partnerships with other providers, our Board of Directors, and our ongoing engagement with our communities.

## CHAIR'S REPORT

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Huon Regional Care's goal is to deliver locally accessible, high-quality aged care services with an integrated approach to our two core services: residential aged care and in-home care.

2017-2018 has been a year of changes and challenges. The fact that we have been able to step up and meet those challenges is a testament to the commitment and compassion of our staff, our dedicated volunteers, and our partnerships with our supporters – including both State and Commonwealth government.

2017-2018

## CHAIR'S REPORT

continued...

To respond to the challenges of 2017-2018, the Board has had to adjust our thinking and make some hard decisions. We've asked more from our management and staff than ever before. But the result of all that effort is undeniable success in shifting our focus back to our core services.

A major concern looking forward is the looming shortage of aged-care workers, especially in regional areas like the Huon Valley & Tasman Peninsula. Averting this potential crisis will require the collaboration of all those involved in the delivery of care – providers, government, and unions.

In response to this skills shortage, Huon Regional Care has partnered with education and training organisations to address this. We now have more students training at our facilities than ever before.

With the challenges facing the entire aged-care sector, the question is – where do we go from here? The Huon Regional Care Board has spent the better part of 2018 reviewing our strategic plan in order to answer that question.

The answer is this: it's time for us to focus our efforts on our core services. This shift in thinking and planning for the future will be supported and implemented by our re-structured executive management team; a new business transformation plan; and a new approach to business development, workforce development, and strategic planning.

I would like to thank the Board, CEO, management and staff for stepping up and meeting the challenges of the last twelve months. In particular, I would like to thank Board Directors Janet Symons and Carol Parker for their many years of irreplaceable service to the Huon Regional Care family, and I wish them both all the best for their retirement.



Jos Driessen  
Chairman

### 1.3 million

*supported by the aged care industry in Australia*

### 15%

*of Australia's population aged 65 years and over*

### 366,000

*aged care workers in Australia*

### 436,366

*Australians living with dementia*

# 2017-2018

## Your home, your community



**40,156 days**  
*residential aged care*

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**784 nights**  
*of respite care*

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**34,296 hours**  
*home care services*

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**4,181 nights**  
*rural health patient care*

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**more than  
110,020**  
*tasty meals*

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**4,109 hours**  
*garden and  
maintenance help*

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*a year of  
accomplishments*

# LETTER FROM THE CEO

It is my honour to be writing my fourteenth annual letter to you as CEO of Huon Regional Care.

Sometimes it seems as if these fourteen years have flown by in six minutes, given the fast pace of the world in which we all live and work. Change is the dominant theme of health care, politics, culture and – most certainly – of the aged care sector.

Every year for the past 52 years, since the Huon Districts Eldercare Home Association was formed in 1966, our community organisation has been contributing to the care of older Tasmanians.

From our humble origins that began with Dr OT Kyle's six bed nursing home and seven assisted living units, Huon Regional Care now offers over 140 places for residential aged care, respite care, rural health patients, and sub-acute care. We have three residential aged care facilities: Franklin, Dover, and Nubeena; we employ over 300 staff; and we provide in-home care services to more than 250 people in southern Tasmania (through the Commonwealth Home Support Program and Consumer Directed Care packages).



During this time of unparalleled change, it is vital that we do not become fixated on this moment in time but, rather, take a longer-term view and look much further ahead.

In fact, every year for the past 52 years, Huon Regional Care has been involved in defining the future of aged care in Tasmania.



# 2017-2018

## LETTER FROM THE CEO

continued...

No matter how many thousands of lives we have touched over these decades, or will touch in the years to come, we always see and feel this challenge in the context of that one person, that one individual who has put their trust in us today and will tomorrow.


Ahead, we see a future that lies beyond the exciting developments that exist at the intersection of healthcare and technology. We are rocketing toward that future, toward the edge of imagination and possibility. That's exciting, of course, and a little daunting at the same time. Getting to that future will require courage, resilience and vision.

We are moving in fast-forward, but our momentum comes from a base as solid as the rocks on which the first Huon Districts Eldercare Home building was laid. It is our rock, our foundation, our DNA. Our objective of making a difference in the lives of the people we serve was first written in the visionary intent of Dr OT Kyle 52 years ago. It is just as relevant today, and I'm certain it will continue to sustain us for the next 52 years and beyond.



In 2017-2018, Huon Regional Care has provided tens of thousands of hours of care. This achievement would not be possible without the dedication and support of our staff, our volunteers, our fundraising auxiliaries, our volunteer Board of Directors, our partnerships with community and government stakeholders, and our ongoing engagement with the local communities in which we operate.

This picture, too, is changing. In 2018 we farewelled two of our fundraising organisations: the Esperance Multi-Purpose Health Centre (EMPHC) Auxiliary and the Geeveston Auxiliary.



The challenge of recruiting new members to Auxiliaries in rural and regional areas of Tasmania has increased in recent years and these two Auxiliaries made the difficult but admirable decision to close the doors on what has been an incredible record of decades-long dedication and service.

We are both grateful for and humbled by the many hours of fundraising work that the EMPHC and Geeveston Auxiliary have undertaken in their determination to improve the lived experience and quality of life of the people we care for here at Huon Regional Care. I would also like to personally thank both these Auxiliaries for their 'swan song' donations – by no means inconsiderable.

The Huonville and Tasman Auxiliaries continue to add value to the quality of life of our residents and we are constantly delighted by the very real and practical contributions they make to the happiness of the residents of Franklin and Nubeena.

All volunteers – both within the Auxiliaries and without – continue to demonstrate daily that their care and concern for older Tasmanians matches our own, and we are proud to be able to call them members of the Huon Regional Care family – working together as we walk alongside the people we care for.

So, thank you to all of you for your willingness to work towards a better future for older Tasmanians in your community.

## LETTER FROM THE CEO

continued...

A culture of collaborative innovation has been the basis for every achievement, and every step forward since the beginnings of our organisation in 1966. That culture—singularly focused on the best outcomes for our residents and in-home care recipients—continues to motivate us today. This is why I am convinced that technology will not replace, but rather will extend human caring, that human touch that has always distinguished our work, and always will.

As the aged care landscape, healthcare and technology continue to evolve, both of our business segments – residential aged care and in-home aged care – are well-positioned to meet the needs of our residents, home care clients, healthcare professionals, employees, communities and stakeholders.

As with any organisation, we have areas where we are performing very well and other areas where we are working to fulfil our full potential. However, Huon Regional Care remains 100% committed to delivering the highest levels of aged care services, innovation, customer satisfaction and overall performance.

We continue to build upon our excellent reputation as a trusted provider of aged care and as a partner with others in collaborative innovation in the aged care sector. We remain open about where the best ideas will come from in the future; and we continue to work with many different partners in terms of both funding and care to develop transformational innovative aged care services that align with our Strategic Plan.

For me, Huon Regional Care's 2017-2018 year of accomplishments is reflected in the faces of each and every one of our residents and in-home care clients. This, in turn, reflects our singular focus on serving the people in our community: our elder Tasmanians, together with the daughters and sons, family and friends of all those who have put their trust in our services. Each and every individual in this wider Huon Regional Care community has ownership of our organisation's accomplishments of the past twelve months.

  
Barry Lange  
Chief Executive Officer

# 2017-2018

## ACKNOWLEDGEMENTS

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Huon Regional Care (Huon Eldercare Ltd) is a community-based, not-for-profit, registered charity, and a public company limited by guarantee under the *Corporations Act 2001*.

Huon Regional Care partners with and receives funding from the Crown, through the Tasmanian Health Service, to provide these services:

- provision of up to twelve (12) inpatient beds for the admission, treatment and care of patients with stable medical conditions who are managed by General Practitioners authorised to admit patients to Huon Regional Care campuses in the Huon Valley.
- provision of additional support services to the co-located Tier 2 medical practice based at Dover/Esperance. The Tier 2 status requires Huon Regional Care to provide clinical and accident/emergency room support for the GPs to provide 24/7/365 days emergency stabilisation.

Huon Regional Care (Huon Eldercare Ltd) acknowledges the support of:

- the Crown through the Tasmanian Health Service.
- the Australian Government Department of Health (Commonwealth).
- the Tasmanian Government Department of Health.

Huon Regional Care (Huon Eldercare Ltd) is supported by Primary Health Tasmania under the Australian Government's Primary Health Networks Program. The Delivery of Integrated Primary Health Services in Rural Tasmania (PHTAS-737459) is supported by funding from Tasmania PHN (Primary Health Tasmania) through the Australian Government's PHN Program.

For the provision of services at Tasman Multi-Purpose Service, Huon Regional Care (Huon Eldercare Ltd) acknowledges the support of:

- the Crown through the Tasmanian Health Service.
- the Australian Government Department of Health (Commonwealth).
- the Tasmanian Government Department of Health.



## Huon Eldercare Ltd (Trading as Huon Regional Care)

ABN 63 683 694 146

### Statement of Comprehensive Income

For the Year Ended 30 June 2018

	2018 \$	2017 \$
<b>Income</b>		
GP medicare claims	1,356,841	914,038
Grants	828,023	60,251
Interest income	245,744	260,539
Other income	306,217	959,350
Residential & community care	13,260,059	12,279,368
Rural health	3,195,550	2,222,263
Rental income	243,400	171,608
<b>Total Income</b>	<b>19,435,834</b>	<b>16,867,417</b>
<b>Less: Expenses</b>		
Administration and support services	745,452	1,067,239
Consumables	1,360,372	1,230,803
Depreciation	789,767	770,218
Employee benefits	15,224,893	13,072,367
Other expenses	237,584	139,753
Property overheads	1,030,141	1,070,849
<b>Total Expenses</b>	<b>19,388,209</b>	<b>17,351,229</b>
<b>Net surplus/(deficit)</b>	<b>47,625</b>	<b>(483,812)</b>
<b>Other comprehensive income</b>	<b>-</b>	<b>-</b>
<b>Total comprehensive income for the year</b>	<b>47,625</b>	<b>(483,812)</b>

## Huon Eldercare Ltd (Trading as Huon Regional Care)

ABN 63 683 694 146

### Statement of Financial Position

As At 30 June 2018

	2018 \$	2017 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	4,360,816	2,267,924
Trade and other receivables	1,240,939	1,050,815
Financial assets	7,278,539	10,187,007
Prepayments	46,865	25,487
<b>TOTAL CURRENT ASSETS</b>	<b>12,927,159</b>	<b>13,531,233</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	12,537,380	12,361,250
<b>TOTAL NON-CURRENT ASSETS</b>	<b>12,537,380</b>	<b>12,361,250</b>
<b>TOTAL ASSETS</b>	<b>25,464,539</b>	<b>25,892,483</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	834,946	769,439
Employee benefits	1,860,562	1,702,255
Unexpended funds	937,986	665,673
Other liabilities	5,928,231	6,832,376
<b>TOTAL CURRENT LIABILITIES</b>	<b>9,561,725</b>	<b>9,969,743</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	161,336	228,887
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>161,336</b>	<b>228,887</b>
<b>TOTAL LIABILITIES</b>	<b>9,723,061</b>	<b>10,198,630</b>
<b>NET ASSETS</b>	<b>15,741,478</b>	<b>15,693,853</b>
<b>EQUITY</b>		
Accumulated surpluses	15,741,478	15,693,853
<b>TOTAL EQUITY</b>	<b>15,741,478</b>	<b>15,693,853</b>



Huon Eldercare Ltd  
trading as Huon Regional Care  
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ABN 63 683 694 146

Huon Regional Care <sup>TM</sup>  
The Right Place <sup>TM</sup>

