



# 2019 - 2020 Annual Report

Life. Just the way you love it.





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

We provide southern Tasmania with high quality aged residential, in-home, respite and rural health care services. Our current footprint includes Hobart, the Huon Valley, the Tasman Peninsula, Kingston & Channel and other areas of southern Tasmania.

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

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# Snapshot

## Huon Regional Care services provided in 2019 - 2020



**40,060 days**

residential aged care

**802 nights**

respite care



**3,202 nights**

rural health patient care

**31,641 hours**

home care services



**2,208 hours**

garden & maintenance help

**over 133,000**

tasty meals



# Our Board 2019-20

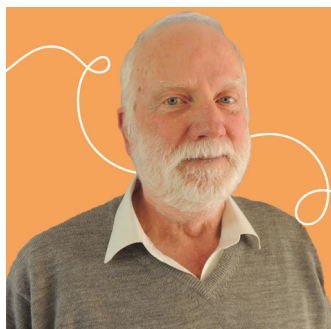
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John Sangster  
**Chair**



Cheryl Studley  
**Deputy Chair (until June 2020)**



Robert Dick  
**Non-executive Director**



Jos Driessen  
**Non-executive Director**



David Hay  
**Non-executive Director**



Meghraj Thakkar  
**Non-executive Director**



Frank Barta  
**Non-executive Director**



Paula Wriedt  
**Non-executive Director**



Joanne Sabena  
**Non-executive Director**



Natasha Whish-Wilson  
**Non-executive Director**



# Our Leadership

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Barry Lange  
**Chief Executive Officer**



Brenton West  
**Chief Operating Officer**



Angela Bradley  
**Executive Manager Clinical Services**



Danielle Robertson  
**Executive Manager Finance & ICT**

# Chair Report

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I am pleased to provide the Chair Report on behalf of Huon Regional Care for 2019-2020.

This year has been a year like no other for both aged care and the world. The worldwide COVID-19 pandemic has brought a vast array of challenges to the sector. The Board and Clinical Governance Committee have worked hard to ensure the organisation has complied with newly required infection control practices whilst also endorsing the Outbreak Management Plan developed in conjunction with Federal and State Governments. We are grateful that Tasmania as a state has so far been fortunate with low numbers of virus cases and deaths, and we thank the Tasmanian government for their hard work and dedication in keeping Tasmanians safe.

The Royal Commission into Aged Care Quality and Safety provided its interim report in October 2019. Due to the COVID-19 pandemic, handing down of the final report has been delayed and will now take place in February 2021. We look forward to the outcomes of this report and how they will benefit the sector moving forward.

The Huon Regional Care Board and its committees continued to meet monthly throughout the year, albeit virtually for the most part. The Board embraced the use of remote meeting technology; this was valuable for our interstate colleagues who have not been able to visit Tasmania since February 2020.

In August 2019 we undertook a skills audit of the Board and commenced a search for five new skilled members to join the existing Board members. The skills audit highlighted the areas we needed to strengthen, and in October 2019 we were fortunate to welcome a very talented group of individuals with a mix of skills to the board.

During the year the Board farewelled two long standing board members. Junior Roney joined the board in 2007 and after 13 years of excellent service retired to enjoy life in the Huon Valley. In June 2020, Cheryl Studley retired after nearly 20 years of service. On behalf of the Board I would like to extend my heartfelt thanks to both Junior and Cheryl for their valued contributions and support. They were both part of many important changes, and their experience and insights will be missed.

In February the Board met to commence working towards the new organisational strategic plan. The 2020-2025 plan will maintain a strategic focus across two pillars, 'Build for the Future' and 'Financial Governance'. The Board are excited to lay the foundations for growth in the organisation into the

future.

Over the year the Board was pleased to support the completion of, and planning for, several significant capital projects. Completed in March 2020, the resident gym at Franklin has been a very welcome addition to the facility, ensuring residents have a dedicated exercise and rehabilitation space. Several other capital projects are now under way across the facilities. A continued investment in such projects will ensure that our facilities are modern and welcoming for residents and their families.



I would like to extend my appreciation to the CEO Barry Lange for leading his team through what has been a challenging year in the aged care sector. The introduction of the new aged care standards has required many adjustments and difficult decisions. Unfortunately Barry experienced a major health issue half way through the year resulting in surgery and extended recovery time.

In closing, a big thank you must be made to our generous supporters and donors, notably the Huon Valley Auxiliary who have continued to fundraise through difficult times to ensure our residents receive those little extra items and gifts to enhance their lives in residential aged care. Their signature event, the Annual Garden walk, was held in November 2019 and was a resounding success, with people coming from all over Tasmania to view some of the Huon Valley's finest gardens, enjoyed on a beautiful spring day. The day has been held for 29 years, a remarkable achievement.



Finally, thank you to the CEO, management, staff and volunteers for their hard work and dedication over a very difficult 12 months. To our residents, clients, consumers and families - thank you. We look forward to continuing our service to you, whether it be in your home or in one of ours.

A handwritten signature in black ink, which appears to read "John Sangster".

John Sangster  
**Chair**



# Acting CEO Report



In presenting the 2019-2020 Annual Report as the organisation's Acting Chief Executive Officer, I look back and reflect that as we started the year none of us knew what was to come and what a challenging period it would be for the organisation, the aged care sector and our communities. It goes without saying that the COVID-19 pandemic has dominated just about everything we have done over the past nine months, and whilst it has presented extraordinary challenges, it has also highlighted the resiliency, commitment and skill of our staffing group. At the same time it is extremely important to acknowledge the impact the pandemic has had on our clients and residents and their families and friends. With the implementation of visitation restrictions the people we provide care and support for had to adjust and speak with each other via telephone, video conferencing and even through open windows at safe distances. With many

COVID-19 precautions still in place, there will be an ongoing need for many years to come to change the way we operate as a business.

Despite the COVID-19 pandemic the Aged Care Royal Commission continued its important work examining the sector and charting a roadmap of reform for implementation when their final report is presented early in 2021. We look forward to the presentation of the Report and the response from the Federal Government. As reform and a focus on long term sustainability is vital for the sector, Huon Regional Care, like many other organisations, has experienced challenging financial times in the past few years. The funding model continues to not keep pace with the cost of expenses and the increased requirements of residential aged care.

As the first year with the new Aged Care Standards, residents, families and staff have been adjusting to the new requirements which include a much greater focus on resident choice. There is a more a wholistic approach for the organisation in meeting the quality requirements, with specific guidelines now in





the areas of organisational governance and human resources.

I am pleased that after a long period of negotiation, the organisation was able to agree to two new Enterprise Agreements with our staffing group. With the Agreements now in place there is certainty for the organisation moving forward as we tackle the significant business model challenges facing the aged care sector. Again, residential aged care funding indexation



has not kept pace with the increasing costs of providing complex care to the cohort of residents entering our facilities. Despite the financial loss the organisation incurred this year we continued to invest in our staff through training, development and improved systems and processes.

The organisation has completed the signing of a new funding agreement to continue to operate the Tasman Multi-Purpose Service at Nubeena for another five years. We are grateful to the Commonwealth and State Governments, including the Tasmanian Health Service, who entrust us with the continued operations of the site. As part of the services offered at Nubeena, I'm pleased to report the medical practice operations have transferred to a new provider under the leadership of Dr John Saul. We look forward to working closely with John and his team.

I would like to thank and acknowledge the Huon Regional Care Board, all of whom over the past 12 months have given up significant time with their knowledge, skills and expertise to guide the organisation through a very challenging period. We continue to strengthen the strategic capability and governance of the organisation as we transitioned to a skills-based Board. I would also like to pay tribute to all Huon Regional Care staff who have gone above and beyond throughout 2019-2020, and who continue to be our greatest asset providing high quality care in a committed and dedicated way to both our residential and community clients.

A handwritten signature in black ink, appearing to be 'B. West'.

Brenton West  
**Acting Chief Executive Officer**



## You've come to the Right Place

With the first foundation stone laid in 1963 in the Huon Valley; Huon Regional Care is a long-established provider of quality community and aged care services across Tasmania. You'll find us in three main locations: Franklin, Dover and Nubeena.

Huon Regional Care leads with courage, through integrity; and accountability; we strive to achieve the very best for our people, and the people we care for, empowering the individual.

Huon Regional Care's Purpose, Vision and Values are woven into the fabric of our existence; building individual, team and organisational attitudes; driving our culture.

<b>Our Vision</b>	<b>To be the Aged Care Provider and Employer of Choice in Tasmanian Communities</b>
<b>Our Purpose</b>	<b>To support older members of the community and contribute to their dignity, meaning and comfort in the setting of their choice</b>

### We Value:

#### **Making a Difference**

- We put people first
- We exceed expectations
- We are always looking for better ways to do things
- We work collaboratively as a team

#### **Empathy**

- We endeavor to understand what someone is feeling
- We are patient and listen
- We support people with kindness

#### **Excellence**

- We take responsibility for our decisions and actions
- We take ownership, we follow through
- We take pride in our work
- We find learning opportunities in our mistakes

#### **Integrity**

- We behave ethically and honestly
- We show respect to everybody
- We do the absolute best we can

#### **Courage**

- We forge ahead even when it's tough
- We embrace change and welcome diversity
- We ask for help when we need it
- We speak up when something needs to be said



# Acknowledgements

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.

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.



# Financials

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

ABN 63 683 694 146

### Statement of Comprehensive Income

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
<b>Income</b>		
GP Medicare Claims	639,579	957,541
Grants	-	143,142
Interest income	176,612	298,414
Other income	285,568	409,377
Residential & community care	14,389,904	13,246,372
Rural health	2,279,449	3,459,957
Rental income	310,475	226,308
<b>Total Income</b>	<b>18,081,587</b>	<b>18,741,111</b>
<b>Less: Expenses</b>		
Administration and management fees	838,005	934,458
Bad and doubtful debts	25,000	-
Consumables	1,436,561	1,427,970
Fringe Benefit Tax expense	148,814	-
Depreciation	857,476	807,131
Employee benefits	15,118,815	14,588,536
Other expenses	252,357	308,274
Property overheads	1,135,314	1,295,465
<b>Total Expenses</b>	<b>19,812,342</b>	<b>19,361,834</b>
<b>Net surplus/(deficit) for the year</b>	<b>(1,730,755)</b>	<b>(620,723)</b>
<b>Other comprehensive income</b>	<b>-</b>	<b>-</b>
<b>Total comprehensive income for the year</b>	<b>(1,730,755)</b>	<b>(620,723)</b>



# Huon Eldercare Ltd (Trading as Huon Regional Care)

ABN 63 683 694 146

## Statement of Financial Position

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
<strong>ASSETS</strong>		
<strong>CURRENT ASSETS</strong>		
Cash and cash equivalents	7,499,215	4,302,279
Trade and other receivables	1,181,931	1,457,711
Financial assets	9,244,510	8,181,683
Prepayments	244,874	46,478
Other assets	178,407	-
<strong>TOTAL CURRENT ASSETS</strong>	<strong>18,348,937</strong>	<strong>13,988,151</strong>
<strong>NON-CURRENT ASSETS</strong>		
Property, plant and equipment	12,314,146	12,627,644
<strong>TOTAL NON-CURRENT ASSETS</strong>	<strong>12,314,146</strong>	<strong>12,627,644</strong>
<strong>TOTAL ASSETS</strong>	<strong>30,663,083</strong>	<strong>26,615,795</strong>
<strong>LIABILITIES</strong>		
<strong>CURRENT LIABILITIES</strong>		
Trade and other payables	937,105	1,067,185
Employee benefits	1,941,633	1,863,513
Unexpended funds	2,070,110	992,638
Other liabilities	12,202,164	7,410,368
<strong>TOTAL CURRENT LIABILITIES</strong>	<strong>17,151,012</strong>	<strong>11,333,704</strong>
<strong>NON-CURRENT LIABILITIES</strong>		
Employee benefits	122,071	161,336
<strong>TOTAL NON-CURRENT LIABILITIES</strong>	<strong>122,071</strong>	<strong>161,336</strong>
<strong>TOTAL LIABILITIES</strong>	<strong>17,273,083</strong>	<strong>11,495,040</strong>
<strong>NET ASSETS</strong>	<strong>13,390,000</strong>	<strong>15,120,755</strong>
<strong>EQUITY</strong>		
Accumulated surpluses	13,390,000	15,120,755
<strong>TOTAL EQUITY</strong>	<strong>13,390,000</strong>	<strong>15,120,755</strong>



Huon Regional Care  
3278 Huon Highway  
Franklin TAS 7113  
Freecall 1800 23 56 89  
ABN 63 683 694 146



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**Just the way**  
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