

Annual Report

2021/2022



Huon Eldercare Limited
trading as Huon Regional Care

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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.

Our Vision, Purpose and Values are woven into the fabric of our existence; building individual, team and organisational attitudes; driving our culture.

Our vision

Through our people, grow to be the most trusted aged care provider of choice for wellness and quality of life.

Our purpose

To ensure all ageing Tasmanians can lead meaningful lives through the provision of high quality, safe and compassionate aged care services.

Our values



Accountability

.....

We are, and hold each other, accountable, and we demonstrate this by being responsible for and taking ownership of our actions.



Respect

.....

Our partnerships with consumers, stakeholders and the community are built on dignity, diversity and inclusion.



Belonging

.....

We create a sense of belonging through contribution and acceptance.



Compassion

.....

We deliver high quality, compassionate care.



Meet our Board



Robert Martin Dick
Chairperson
(29 October 2020 - 11
January 2022)



Frank Barta
Deputy Chair
(Appointed Chairperson
10 February 2022)



Natasha Whish Wilson
Board Director / Member
/ Company Secretary



Joanne Sabena
Board Director / Member



Meghraj Thakkar
Board Director / Member



Paula Wriedt
Board Director / Member



David Hay
Board Director / Member
(Retired 29 October 2021)



Penelope Egan
Board Director / Member
(Appointed 7 February 2022)



Christian Street
Board Director / Member
(Appointed 7
February 2022)



Richard Sadek
Board Director / Member
(Appointed 10
February 2022)

Meet our Leadership team



Barry Lange
CEO



Fiona Reid
Acting CEO and
Executive Manager
People and Culture



Robert Mair
Executive Manager
Finance and ICT



Danni West
Executive Manager
Clinical Services

CHAIR OF THE BOARD REPORT



Regardless of the many challenges and regulatory changes occurring across the aged care industry, the focus of the entire team at Huon Regional Care has continued to be supporting the vulnerable members of our community – and their families – in both residential and home settings. This continues a long history of care in Southern Tasmania. The Board and Executive team are proud of the progress made in 2021/22 and excited by the future prospects of the organisation.

The most significant influence over the entire industry for the year has been the Final Report from the Royal Commission into Aged Care Quality and Safety, tabled in Parliament on 1 March 2021. Its many recommendations are already being implemented with associated effects on Huon Regional Care. While some will carry significant challenges, many are consistent with our existing philosophies and practices and therefore present fewer challenges than might have been expected.

Requirements, either introduced or soon to take effect, include minimum care minutes for each resident, curbing of certain restraint practices, and utilisation of residential accommodation deposits. While these represent current best practice, Huon Regional Care already meets the substantial requirements, meaning that there were minimal changes required to its operations. This reflects the focus on quality and community outcomes inherent in our philosophy.

Regulatory change will continue in coming years, most notably with the introduction of a revised assessment-based care and funding model in October 2022, known as the Australian National Aged Care Classification (AN-ACC). This will have significant implications for our organisation's long term funding arrangements, and reaffirm our current care model.

Similarly, the Australian Government will introduce a system of "Star Ratings" which will be published for all residential aged care services based on measurable indicators of quality and available data. They are intended to assist consumers in making an informed choice when they are assessing aged care providers.

Consistent with the themes emerging from the Royal Commission in terms of best practice, the organisation has renewed its focus on risk management across all areas of the business. Significant activity has occurred at all levels from the Board to carers working “on the floor” every day.

The year saw continued disruption to operations and sacrifices made by consumers, their families and staff alike due to the ongoing effects of the COVID-19 pandemic. It is a credit to our staff in particular that the instances of COVID-19 outbreaks were minimal compared to reports from across the sector, and that such outbreaks as experienced were navigated in a calm, professional manner which truly showcased the benefits of well developed contingency and outbreak planning.

The Board has been increasingly mindful of its obligations to ensure the highest standards of governance across the organisation. In addition to risk management, this has included a renewed emphasis on strategic planning, modernisation of the constitution, restructuring of director terms, improved reporting on clinical care, and placing clear emphasis on long term financial planning. This final element will continue to be developed during 2022/23 as the full implications of AN-ACC and other regulatory reforms become clear.

Huon Regional Care was unfortunate to lose the services of its previous Chair, Robert Dick on his retirement from the Board during the year. Robert had been active on the Board for many years and his insights and corporate knowledge have been missed since his departure. Following an assessment of skill requirements for the Board, Penny Egan, Richard Sadek and Christian Street were appointed to the Board, significantly adding to the depth of skills and experience around the table.

On behalf of all directors, it is important that I acknowledge the efforts of the entire team responsible for the care and operations of Huon Regional Care. Many have routinely worked beyond normal requirements in the interests of those in our care. Particular thanks go to Fiona Reid who has spent a considerable period as Acting Chief Executive Officer at short notice and has guided the organisation with skill and professionalism.

FRANK BARTA
Chair of the Board

ACTING CHIEF EXECUTIVE OFFICER REPORT



The year 2021/22 has been filled with challenges, surprises and change - the one thing that has not changed is our reason for being. Our focus on our Residential and Home Care consumers has not wavered and continues to be our focus and priority across the facilities located at Dover, Franklin and Tasman and throughout Southern Tasmania for Home Care. Many of the changes being faced are around compliance and are a result of the Final Report being handed down on 26 February 2021 from the Royal Commission into Aged Care Quality and Safety. The recommendations have provided insight to the sector as to how we can improve our practices and service delivery to ensure we continue to provide the best care and experience to those that have placed their trust and faith in us.

The year we leave behind has seen the completion of a number of on-going negotiations which provides, not only Huon Regional Care with certainty moving forward, but offers our stakeholders an understanding of the direction Huon Regional Care is moving towards and our commitment to continue focusing on our core business.

Over the past twelve months Huon Regional Care has successfully renegotiated a new Employee Enterprise Agreement for both our Nursing team and General staff. I would like to acknowledge the support of not only all our staff but that of the Australian Nursing and Midwifery Federation (ANMF) and the Health and Community Services Union (HACSU), both of which we enjoy a strong and collegiate relationship with.

As an organisation we were fortunate in successfully being awarded a significant funding grant under the 'Business Improvement Fund' which allowed us to implement increased reporting capabilities, review and align our financial goals to our strategic plan and provide opportunities for our staff to increase their skill, knowledge and understanding of their roles. Through these processes we are able to better understand the part we play in the aged care sector and most importantly, how that translates to better quality care and improved outcomes for those who have placed their trust in us.

The HRC Trust program has been developed which will provide us with a focus and direction on our values, vision and purpose. Our Emerging Leaders Program has been very successful with a group of staff that have chosen to invest their time to develop their leadership skills which will provide additional support for teams on the floor, while providing further opportunities for training and advancement. Senior managers have had the opportunity for professional development through workshops and will continue to develop their skills, with exciting opportunities coming up in the new year for additional training and development for our frontline teams.

The challenge that we face is finding the balance between financial viability, compliance and quality care. There are no short cuts, and it is truly an act of careful strategic planning and execution by the teams that work harder than any others I have worked with. It is to the staff out on the floor, those working behind the scenes and in your communities, that the great achievements of Huon Regional Care must be attributed.

Of course, at the very centre of all we do, is provide safe, quality care to our consumers. I feel particularly privileged to be a part of this sector and every day underscores the reason that we do what we do. I have, over the course of this year had the opportunity to work with CEO's across the sector and I am grateful to all of them for being so generous with their knowledge, experience and support as we navigate our way through the changes and improvements to the aged care sector.

Our Board of directors/members, work tirelessly to support and guide the Executive Management team to ensure good governance, I take this opportunity to acknowledge the support and direction they have provided 'To ensure all ageing Tasmanians can lead meaningful lives through the provision of high quality, safe and compassionate aged care services' and for that, I am extremely grateful.

FIONA REID

Acting Chief Executive Officer

ACKNOWLEDGEMENTS

Huon Eldercare Limited trading as Huon Regional Care 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 facilities in the Huon Valley and Tasman Peninsula.
- 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 urgent care treatment room support for the GPs to provide 24/7 365 days emergency stabilisation as required under the Statewide Rural Medical Emergency Response Framework (SWERF) protocols.

Huon Regional Care (Huon Eldercare Limited) 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 the Tasman Multi-Purpose Service, Huon Regional Care (Huon Eldercare Limited) acknowledges the support of:

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





FINANCIAL STATEMENTS

For the Financial Year
ended 30 June 2022

ABN: 63 683 694 146

Huon Eldercare Limited

ABN 63 683 694 146

Statement of Comprehensive Income for the Year Ended 30 June 2022

	2022 \$	2021 \$
Income		
GP Medicare claims	-	1,131
Interest received	60,804	116,365
Other income	333,924	344,851
Revenue from customer contracts	20,069,216	18,591,313
Rental Income	297,573	258,781
Gain on sale of property	938,009	-
Total Income	21,699,526	19,312,441
Less: Expenses		
Administration and management fees	1,068,587	1,294,716
Bad and doubtful debts	115,310	424,827
Consumables	1,302,804	1,755,977
Fringe benefit tax expense	27,746	25,304
Depreciation	903,637	898,823
Employee benefits	16,165,560	15,561,176
Other expenses	1,245,003	237,043
Property overheads	1,143,939	1,099,446
Total Expenses	21,972,586	21,297,312
Net surplus/(deficit) for the year	(273,060)	(1,984,871)
Other comprehensive income		
Revaluation increment	3,951,602	-
Total comprehensive income	3,678,542	(1,984,871)

Huon Eldercare Limited

ABN 63 683 694 146

Statement of Financial Position for the Year Ended 30 June 2022

	2022 \$	2021 \$
ASSETS		
Current assets		
Cash and cash equivalents	10,810,657	8,268,089
Trade and other receivables	532,433	1,544,994
Financial assets	8,342,815	8,325,882
Prepayments	296,679	168,276
Other assets	-	126,646
Total current assets	19,982,584	18,433,887
Non-current assets		
Property, plant and equipment	7,515,316	12,152,491
Investment properties	7,300,000	-
Total non-current assets	14,815,316	12,152,491
Total assets	34,797,900	30,586,378
LIABILITIES		
Current liabilities		
Trade and other payables	645,863	698,151
Employee benefits	1,921,614	2,036,737
Deferred grant funds	1,846,875	1,187,206
Other liabilities	15,165,321	15,103,400
Total current liabilities	19,579,673	19,025,494
Non-current liabilities		
Employee benefits	134,556	155,755
Total non-current liabilities	134,556	155,755
Total liabilities	19,714,229	19,181,249
Net assets	15,083,671	11,405,129
EQUITY		
Asset revaluation reserve	3,951,602	-
Accumulated surpluses	11,132,069	11,405,129
Total equity	15,083,671	11,405,129





**Huon Regional Care
Dover**

15 Chapman Avenue,
Dover, 7117
(03) 6298 1983

**Huon Regional Care
Franklin**

3278 Huon Highway,
Franklin, 7113
(03) 6264 7100

**Huon Regional Care
Tasman**

1614 Nubeena Road,
Nubeena, 7184
(03) 6264 7100



Life. Just the way you love it.