

Annual Report 2022/2023





INDEX

OUR VISION, PURPOSE AND VALUES	3
MEET OUR BOARD AND LEADERSHIP TEAM	4
2023 JOINT CHAIR OF THE BOARD & CEO REPORT	5
ACKNOWLEDGEMENTS	9
FINANCIAL STATEMENTS	10
PICTURES	13

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



Frank Barta
Chairperson
(10 February 2022- 17
October 2022)



Natasha Whish-Wilson
Deputy Chair/Company
Secretary
(Appointed Chairperson
17 October 2022)



Penelope Egan
Deputy Chair/Board
Director/Member



Christian Street
Board Director/Member
/Company Secretary



Joanne Sabena
Board
Director/Member/Chair
of Clinical Governance
Committee



Meghraj Thakkar
Board Director/Member/
Chair of Finance, Audit
and Risk Management
Committee



Paula Wriedt
Board Director/Member



Richard Sadek
Board Director/Member

Meet our Leadership Team



David Brennan
CEO
(commenced 10 July
2023)



Fiona Reid
Executive Manager
People and Culture



Robert Mair
Executive Manager
Finance and ICT



Danni West
Executive Manager
Clinical Services

CHAIR OF THE BOARD & CHIEF EXECUTIVE OFFICER REPORT

2022/23 Year In Review

It's been a year of significant change for Huon Regional Care and the aged care sector in general. We're extremely proud of how we've navigated the ever-changing landscape and challenges presented during 2022/23 and acknowledge our dedicated employees who consistently go above and beyond to ensure we provide the high-level quality of care we're renowned for. So, to all who are part of Huon Regional Care, thank you.

Aged Care reforms continue

Following the new Federal Labor government coming into office on 23 May 2022 and the release of a number of Aged Care Reforms, there's been a focus on additional funding, but this has been significantly diminished by increased training and reporting requirements and the need to develop and implement new processes and associated documentation. This has put increased pressure on our organisation and our people and brings with it a new set of challenges for us to manage.

To give a sense of the rate and degree of reforms across the aged care sector, consider:

- 1 October 2022 - End of the Aged Care Funding Instrument (ACFI) and introduction of the Australian National Aged Care Classification (AN-ACC) funding model
- 1 December 2022 - Introduction of the Star Ratings Compliance System
- 1 December 2022 - Aged Care Code of Conduct released
- 1 December 2022 - Serious Incident Response Scheme (SIRS) commenced for Home Care
- 1 December 2022 - Legislative changes to the *Quality of Care Principles 2014* commenced in respect to minimising the use of restrictive practices and new consent arrangements

Our valued people have embraced the changes and worked with us to ensure we remain compliant with our obligations but without compromising on the quality of care and support provided to our resident consumers, and in turn their families and loved ones.



The result has been consistent overall 4-star ratings at our Dover and Franklin facilities and whilst Nubeena, as a multipurpose health service, does not fall under the Star Ratings Compliance System, we know the quality of care and resident experience there is equal to that at Dover and Franklin.

Whilst the worst of the pandemic is in the rear view mirror, in the last year we also had two COVID outbreaks what we successfully managed. As we look forward, we will move to a “living with COVID” approach and work with consumers and their representatives to find the right balance.

We acknowledge this hasn't been easy and in addition to adequately resourcing our non-care workforce, attracting and retaining sufficient care staff to meet mandatory care minutes is a key challenge that will continue into next financial year and beyond.

Particularly problematic is the recruitment and retention of registered nurses, who are in short supply nationally, coupled with nursing agencies charging exorbitant hourly rates for short-term nursing contracts. We continue to work through this challenge.

One true highlight has been developing our existing workforce, which is seeing some personal care assistants training as registered nurses, some nurses upgrading qualifications to become nurse practitioners and some enrolled nurses studying to be registered. We are really proud of their efforts and commitment.

Key achievements

Upgrading two facilities has been a key focus for the organisation. In Nubeena, a minor capital grant has enabled the repainting and recarpeting of the facility. Funding was also committed by the Commonwealth Government, with a ten percent contribution by the Tasmanian Government, for a significant upgrade to the Dover facility. Planning is in the advanced stages to add additional rooms, ensuites to all rooms without one, improve consumer's common areas, repaint and recarpet all rooms, add a laundry and improve the general use of space. It is expected that this work will be completed by the end of next financial year.

In December, the Dover facility was successfully reaccredited by the Aged Care Quality and Safety Commission. The audit confirms the high quality of care provided to consumers in the South Huon.

The Nubeena facility has been successfully accredited under the National Safety and Quality Health Service (NSQHS) Standards, which also underscores the quality of care provided to consumers on the Tasman Peninsula.

To build on this success, the Board convened a strategy review day for Directors and executive management in December. The workshop reviewed progress against strategy and contemplated the horizon for threats and opportunities. As part of the day, the Board recognised the place for growth in the mix of strategies to widen aged care supports and achieve and maintain sustainability.

Other highlights include:

- Finalised a number of business improvement initiatives funded by a federal Business Improvement Fund (BIF) Grant secured in December 2021, which included:
 - Workforce Development:
 - Independent analysis of rostering services and support for system implementation and training
 - Development and implementation of an employee Leadership Program
 - Whole of business process and systems improvement:
 - Purchase and implementation of an online risk management, governance, quality and compliance platform
 - Development and implementation of an enhanced financial framework targeting manual procedures and current systems
 - Implementation of automated procurement, credit card management & reconciliation and asset management systems
 - Development and delivery of a Performance Management training program for managers
 - Audit of current systems and processes to ensure compliance to the aged care reform agenda and incoming legislation
 - Audit of current Home Care clinical and business processes to ensure compliance to incoming legislation
 - Audit of current Home Care payments system and ongoing business sustainability
 - Completed a solar conversion at Franklin for environmental sustainability resulting in reduced utilities bills
 - SharePoint migration to cloud based working environment
 - Purchase, implementation and initial costs to migrate to a new online dedicated consumer centred communication system
- Implementing a staff and resident electronic security upgrade at Franklin
- Completed a Cyber Security review to enhance security of our systems and data

Saying thanks, hello and goodbye

Our long-standing CEO Barry Lange retired 30 September 2022 and we thank Barry for his service and wish him well with his future endeavours.

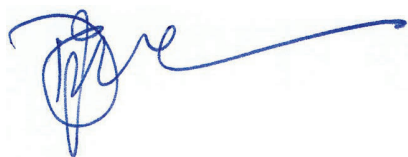
Past Chair Frank Barta retired from the Board in October 2022, and we recognise and thank Frank for his strong stewardship and unflagging dedication in elevating our governance practices and ensuring Huon Regional Care remains a robust and viable organisation. Frank also served as Chair of our Finance and Risk Management (FARM) Committee prior to his appointment to Board Chair and took us to a new level of professionalism and accountability for which we are extremely grateful.

We acknowledge and thank Fiona Reid for her outstanding dedication and commitment to Huon Regional Care as acting CEO from December 2021 to July 2023. Fiona worked tirelessly and selflessly to lead and guide the organisation during this time with great skill and tenacity. Thanks Fi!

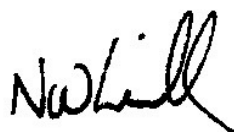
And finally, we embarked on an extensive executive recruitment search to find a new CEO and were delighted to secure the services of David Brennan, who commenced on 10 July 2023 and has well and truly hit the ground running. Welcome David!

Final Words

We're 54 years young and despite the ever-increasing challenges facing the aged care sector, the Board and Executive remain committed to the long-term sustainability and future of Huon Regional Care headquartered in the Huon. To this end we will explore all growth opportunities and options, both in residential and across the broader spectrum of aged care supports, as part of our commitment to ensuring all ageing Tasmanians can lead meaningful lives through the provision of high quality, safe and compassionate services.



David Brennan
CHIEF EXECUTIVE
OFFICER



Natasha Whish-
Wilson
CHAIR OF THE
BOARD

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 seven (7) 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 2023

ABN: 63 683 694 146

Huon Eldercare Limited

ABN 63 683 694 146

Statement of Comprehensive Income for the Year Ended 30 June 2023

	2023	2022
	\$	\$
Income		
GP Medicare claims	-	-
Interest received	324,494	60,804
Other income	353,064	333,924
Revenue from customer contracts	21,841,808	20,069,216
Rental Income	269,544	297,573
Gain on sale of property	-	938,009
Total Income	22,788,910	21,699,526
Less: Expenses		
Administration and management fees	1,058,097	1,068,587
Bad and doubtful debts	363	115,310
Consumables	1,026,092	1,302,804
Fringe benefit tax expense	16,712	27,746
Depreciation	755,414	903,637
Employee benefits	16,519,893	16,165,560
Other expenses	2,067,525	1,245,003
Property overheads	1,592,632	1,143,939
Total Expenses	23,036,728	21,972,586
Net surplus/(deficit) for the year	(247,818)	(273,060)
Other comprehensive income		
Revaluation increment	-	3,951,602
Total comprehensive income	(247,818)	3,678,542

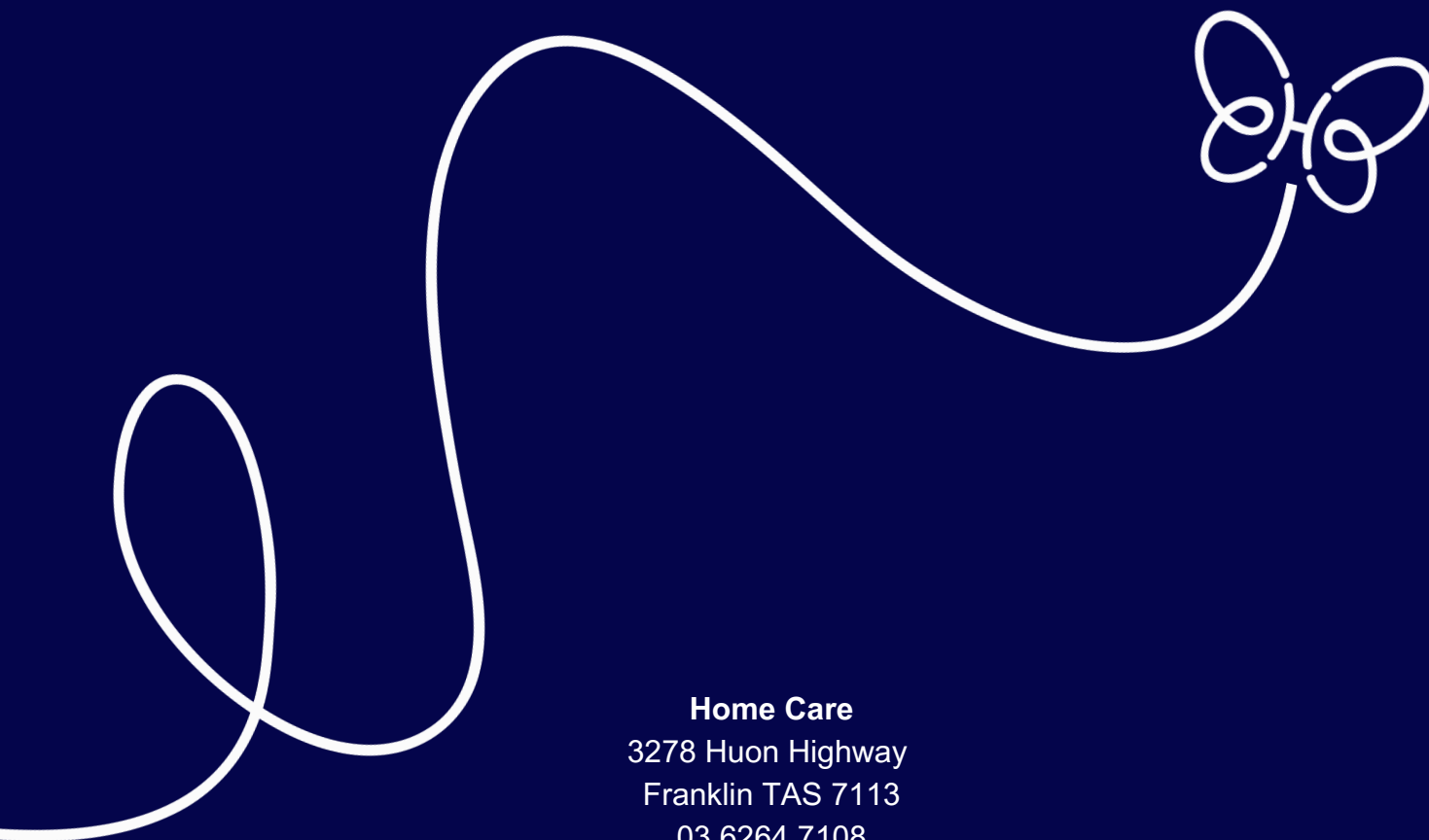
Huon Eldercare Limited

ABN 63 683 694 146

Statement of Financial Position for the Year Ended 30 June 2023

	2023 \$	2022 \$
ASSETS		
Current assets		
Cash and cash equivalents	1,289,078	10,810,657
Trade and other receivables	967,544	532,433
Financial assets	16,157,771	8,342,815
Prepayments	303,730	296,679
Other assets	-	-
Total current assets	18,718,123	19,982,584
Non-current assets		
Property, plant and equipment	7,163,131	7,515,316
Investment properties	7,300,000	7,300,000
Total non-current assets	14,463,131	14,815,316
Total assets	33,181,254	34,797,900
LIABILITIES		
Current liabilities		
Trade and other payables	409,637	645,863
Employee benefits	1,615,910	1,921,614
Deferred grant funds	376,316	1,846,875
Other liabilities	15,791,164	15,165,321
Total current liabilities	18,193,027	19,579,673
Non-current liabilities		
Employee benefits	152,374	134,556
Total non-current liabilities	152,374	134,556
Total liabilities	18,345,401	19,714,229
Net assets	14,835,853	15,083,671
EQUITY		
Asset revaluation reserve	3,951,602	3,951,602
Accumulated surpluses	10,884,251	11,132,069
Total equity	14,835,853	15,083,671





Home Care

3278 Huon Highway
Franklin TAS 7113
03 6264 7108

Dover

15 Chapman Avenue
Dover TAS 7117
03 6298 9201

Franklin

3278 Huon Highway
Franklin TAS 7113
03 6264 7100

Tasman

1614 Nubeena Road
Nubeena TAS 7184
03 6264 7100



Life. Just the way you love it.