

Annual Report 2023/2024





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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.



Belonging

We create a sense of belonging through contribution and acceptance.



Respect

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



Compassion

We deliver high quality, compassionate care.



Meet our Board



Natasha Whish-Wilson
Chairperson



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
THE CEO



Fiona Reid
Executive Manager
People and Culture



Jackie Horsley
Executive Manager
Finance



Leeanne Triffitt
Executive Manager
Clinical Services

BOARD CHAIR'S REPORT

2023/24 Year In Review

It's been another busy year for Huon Regional Care. The Board, Executive, Management and our Employees continue to monitor, navigate and implement aged care reforms whilst delivering on the high-level quality of care we're recognised for across all our services and communities. To my fellow Directors, the Executive and all who are part of Huon Regional Care, a big thank you and well done. Your ongoing commitment to Huon Regional Care, our consumers and our communities is noticed and appreciated.

In conjunction with ensuring we continue to deliver high-quality care; the Board is focused on safeguarding the long-term sustainability of our business. Following a workshop with the Board and Executive team in early 2024, we set the strategic direction of our business through to 2026, with a longer-term vision extending beyond.

With the ever-increasing focus on corporate governance, the Board created a new Remuneration and Governance Committee and as part of the new Aged Care reforms, our inaugural Consumer Advisory Body (CAB) was formed.

The CAB is cross organisational, and currently comprises a mix of residential and home care consumers, consumer representatives and Huon Regional Care employees. It is starting to find its feet and will be reviewed after the first full year of operation.

I'd like to pay a special mention and thanks to our inaugural members, Glenn Doyle, Robynne Murphy, Robert Menzie, Vicki Evans, Dan Rough, Cathryn Sykes, Tim Peters, Kathleen Noye, Alan Goforth and Michael Cleary for the passion and dedication you have demonstrated to bring the voice of the consumer and their lived experience to the Board. And a big thank you to management and staff from Huon Regional Care who have provided guidance and support to the CAB and the Board. Thank you! I look forward to seeing how the CAB continues to evolve and elevate the voice and lived experience of our consumers over the coming year.



We continue to sub-acute services to the Tasman Peninsula and Huon Valley at Dover for the Tasmanian Health Service. Despite both contracts expiring more than a year ago, Huon Regional Care has continued to support these communities in good faith. Whilst we were promised to have contracts by 30 June 2024, we continue in good faith with the expectation that a fair and equitable agreement will be reached with the Tasmanian Health Service before the end of the 2024 calendar year.

Aged care reforms continue

Milestones and reforms implemented over the past financial year included:

July 2023:

- Responsibility for financial monitoring transferred from the Department of Health & Aged Care to the Aged Care Quality & Safety Commission (ACQSC), as part of the ACQSC's expanded role as the prudential regulator
- The Food and Nutrition Advisory Support Unit was established within the ACQSC and the food complaints and advice "hotline" went live in August 2023
- 15% award wages increased for many Aged Care Workers
- Office of Inspector-General of Aged Care established and commenced and an acting Inspector-General appointed
- Requirement and supplement for 24/7 Registered Nurse coverage in residential aged care commenced
- Final report into the *Independent Capability Review of the ACQSC* published

August 2023:

- My Health Record Aged Care Industry offer released, to facilitate the digital capture of residents' key health information and streamline the sharing of that information when a resident transfers to an acute care setting, such as a hospital

October 2023:

- Mandated Care minutes required to be delivered by Registered Nurses, Enrolled Nurses and Personal Care Workers

December 2023:

- New requirements for governing body membership and provider advisory bodies commenced
- A Bill for a New Rights-Based Aged Care Act Exposure Draft released
- Aged Care Taskforce released its final report to Government (publicly released March 2024)

February 2024:

- Publication of increased information about residential and home care providers' finances and operations on My Aged Care

March 2024:

- Aged Care Outbreak Management Support Supplement commenced

June 2024:

- Public release of the full Government response to the Independent Capability Review of the ACQSC

Similar to last year, change brings about increased training and reporting requirements and puts increased pressure on our organisation and our people, who continue to rise to the challenge.

Key achievements

Our Franklin Residential Aged Care facility currently operates under two (2) Residential Aged Care (RAC) ID's, and both achieved reaccreditation by the ACQSC during the year. The audits confirmed the high quality of care provide to consumers in the Huon. Thank you and well done to all involved!

We were also successful in receiving two grants under the Aged Care Capital Grants Thin Markets Program totaling \$3.4M. The grants will help us convert the Mountain View building at the rear of the Franklin Facility into staff accommodation and upgrade the main kitchen at Franklin. The new staff accommodation will help us attract and retain care staff to the region and an upgraded kitchen will allow us to deliver a more contemporary home style dining experience to our residents.

The significant \$5.2M upgrade to the Dover facility is nearing completion and will be a fabulous improvement and important asset for the small but fiercely independent local community. I look forward to an official "re"-opening and celebration soon!

Final Words

Whilst our end of year result seems to be significantly improved on the past years result, it is in the most part due to the receipt and accounting treatment of the capital grants mentioned above and our actual financial result is similar to the previous year, which is a solid result in a challenging operating environment though ultimately a net loss but EBITDA profit.

The Board and Executive are working hard to ensure the long-term sustainability and future of Huon Regional Care and supporting the communities in which we currently serve. As part of our commitment to ensuring all ageing Tasmanians can lead meaningful lives through the provision of high quality, safe and compassionate services, we will continue to explore growth opportunities and options, across the broad spectrum of aged care services.

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Cheers, Tash

Natasha Whish-Wilson
Chair



Natasha Whish-Wilson
CHAIR OF THE BOARD



CHIEF EXECUTIVE OFFICER'S REPORT

A big year

It has been such an honour to have joined a year ago and to have contributed to supporting older Tasmanians in our facilities and at home.

Over the twelve months, it has been a privilege to have supported consumers living in our facilities, provided 93,946 hours of support to home care clients living at home and supported the Tasmanian Health Service with sub-acute care beds.

We are able to provide this support across the Huon Valley, Tasman Peninsula and Greater Hobart because of the fantastic people we have working across the organisation.

Our residential care teams of registered and enrolled nurses, extended care assistants and lifestyle officers; in-home care teams of support workers, gardening and maintenance and allied health; back of house kitchen, laundry, cleaning and maintenance teams; reception, administration, rostering and scheduling staff; case management; and corporate support from finance, human resources, quality and management all have made an incredible contribution to supporting consumers and their families and supporters. My sincere and heartfelt thanks.

The year has not been without challenges. The aged care sector has continued to reform. The draft aged care legislation was released for public comment mid-financial year, though it did not contain the relevant chapter on funding, subordinate legislation (ie, the rules) nor the implementation phase. Originally slated to be implemented on 1 July 2024, the Minister for Aged Care listened to public feedback and that was changed to 1 July 2025, which was a relief for the sector across Australia.



Like other providers, Huon Regional Care now awaits the final draft Aged Care Bill and related rules to understand the impact. We have a watching brief on such things as consumer service changes, acceleration of reforms in home care, funding arrangements, governance changes, strengthened standards and, of course, the time Government expects for implementation.

Considerable work was undertaken on the quality management system last year. The Board approved a new framework that consolidated a myriad of policies into a more streamlined suite. All residential clinical policies have been updated and by the end of this project in December 2024, it is expected that policy consolidation will translate into less than half the original number of documents. This will enhance access, readership and compliance. Further work in 2025 will then proceed with the automation of all forms and templates to remove reliance on paper.

At the systems layer, there were some big changes across the year. Where possible, unused or underutilised applications were decommissioned, whilst others were replaced with more cost effective but no-less efficient options. Some key projects have included:

- Home care management software was replaced in January, as the previous CRM was being withdrawn from market in early 2024. The new application, SandWai, is a cloud-based system that has strong rostering capability and includes apps for both workers and for clients and families
- Many human resource functions were automated or streamlined through the introduction of Employment Hero, which will be progressively rolled-out until the end of 2024
- Electronic access controls were installed at Franklin and final configuration will occur by November 2024. This project will remove the reliance on keys/locks and instead use swipe cards

In terms of buildings, the big news for residential consumers in the southern Huon Valley was the commencement of renovation works of our Dover facility. Funded under an Australian Government capital grant and with a significant contribution made by the Tasmanian Health System, Dover is receiving a significant upgrade. Works includes a net gain of four new bedrooms, renovation of all existing bedrooms, adding ensuites to rooms that didn't have them, creating a large shared living space, and introducing a small laundry. The design approach, colour scheme and furniture choices will be used across all facilities whenever work is undertaken in the future.

Over the year, there have been some executive management changes. Jackie Horsley was appointed Executive Manager Finance in October. She jumped in after the sudden resignation of the former incumbent but quickly rose to the challenge of completing annual audit and compliance reporting. Under Jackie's stewardship, finance has stabilised over the year and the function is well positioned for the future.

Leeanne Triffitt was promoted from Facility Manager Tasman to the vacant role of Executive Manager Clinical Services. Leeanne has brought to the role a depth of clinical experience from acute, community and aged care nursing contexts, which will stand her in good stead for managing the complexities of the role.

I thank our executive managers, Fi Reid, Jackie Horsley and Leeanne Triffitt, for their leadership, commitment and daily drive to make a difference for consumers we support.

Looking forward, the coming years will be about continual change. The reforms in aged care are the most significant in three decades. It will be tough and require changes to the organisation, but we will do so navigating the changes holding true to the goal of being a sustainable, quality provider that is owned and operated from Tasmania.



David Brennan
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 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 2024

ABN: 63 683 694 146



Huon Eldercare Limited

ABN 63 683 694 146

Statement of Comprehensive Income for the Year Ended 30 June 2024

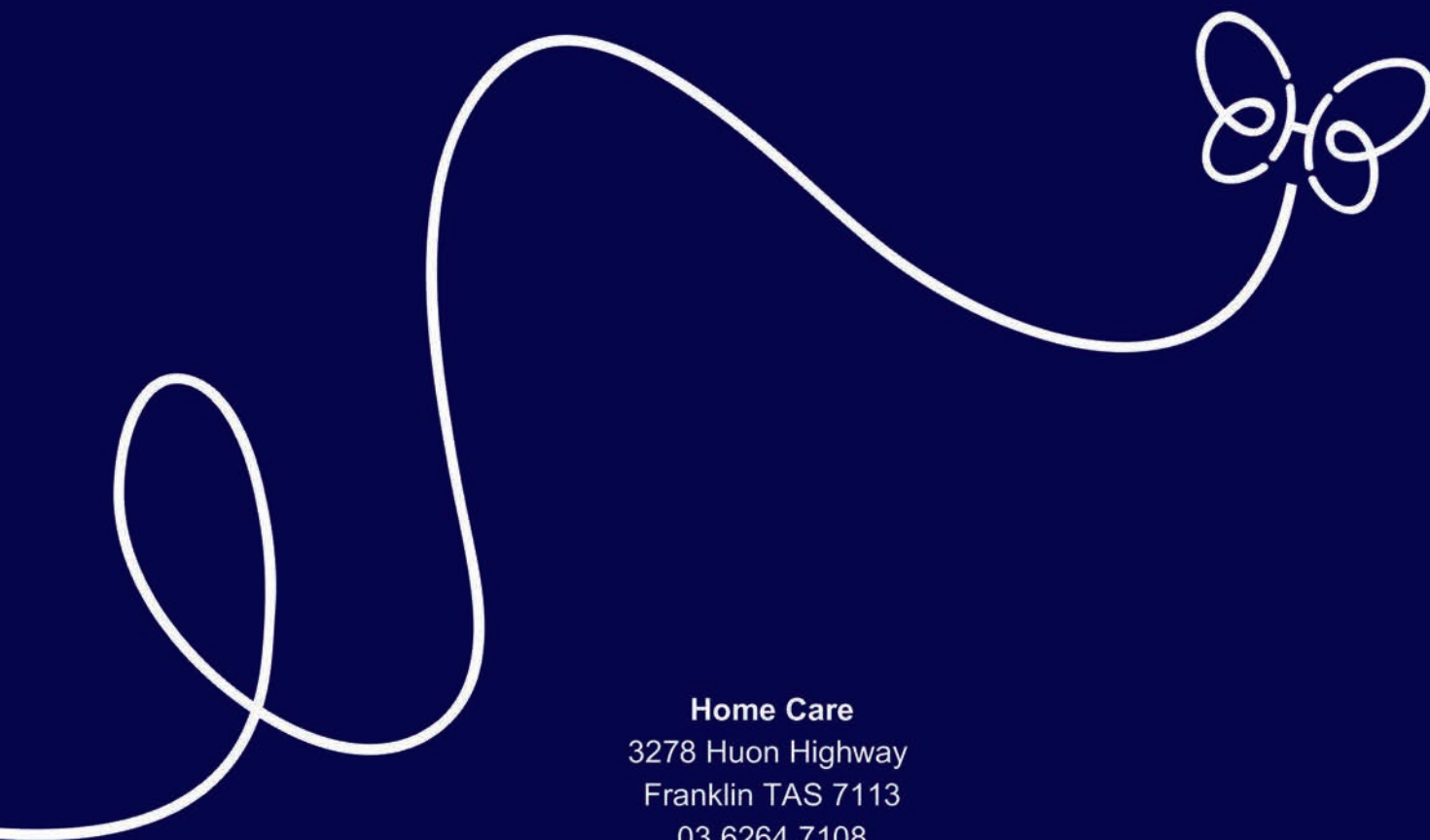
	2024 \$	2023 \$
Income		
Interest received	789,422	324,494
Other income	367,263	353,064
Capital grants	3,441,552	-
Revenue from customer contracts	26,121,766	21,841,808
Rental Income	265,335	269,544
Total Income	30,985,338	22,788,910
Less: Expenses		
Administration and management fees	1,350,431	1,058,096
Bad and doubtful debts	83,743	363
Consumables	1,194,148	1,026,092
Depreciation	701,280	755,414
Employee benefits	21,061,775	16,768,324
Other expenses	2,298,144	2,067,525
Property overheads	1,394,904	1,592,632
Total Expenses	28,084,425	23,268,446
Net surplus/(deficit) for the year	2,900,913	(479,536)
Other comprehensive income	-	-
Total comprehensive income	2,900,913	(479,536)

Huon Eldercare Limited

ABN 63 683 694 146

Statement of Financial Position for the Year Ended 30 June 2024

	2024 \$	2023 \$
ASSETS		
Current assets		
Cash and cash equivalents	5,229,163	1,289,078
Trade and other receivables	2,07,771	2,285,063
Financial assets	13,916,339	16,157,771
Prepayments	406,959	303,730
Total current assets	21,570,232	20,035,642
Non-current assets		
Property, plant and equipment	10,886,748	7,163,131
Investment properties	7,396,029	7,300,000
Total non-current assets	18,282,777	14,463,131
Total assets	39,853,009	34,498,773
LIABILITIES		
Current liabilities		
Trade and other payables	1,558,428	749,957
Employee benefits	1,973,648	1,61,910
Contract liabilities	2,246,621	2,626,886
Other liabilities	16,368,386	14,749,511
Total current liabilities	22,147,083	19,742,264
Non-current liabilities		
Employee benefits	200,878	152,374
Total non-current liabilities	200,878	152,374
Total liabilities	22,347,961	19,894,638
Net assets	17,505,048	14,604,135
EQUITY		
Asset revaluation reserve	3,951,602	3,951,602
Accumulated surpluses	13,553,446	10,652,533
Total equity	17,505,048	14,604,135



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.