OneCare

Annual Report 2020 - 2021

Establishing a culture of kindness and meeting the challenges of change

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Our Purpose

To provide Tasmanian with access to the highest standards of contemporary care and support for members of our community in need of our services.

Our Philosophy

Our philosophy is based around being ethical, the highest quality, compassionate, respectful, trusted in our community, being a great place to work, and setting the benchmarks in aged care.

Who We Are

At OneCare more than 2,000 people choose to be part of a caring, supportive, vibrant community across Tasmania.

We are a leading not-for-profit, non-sectarian aged care provider that has been providing residential aged care, independent living and home care for over 40 years. We are committed to providing safe, quality care for our residents/consumers and are extremely proud of the diversity of services and experiences we offer.

We provide:

- Residential aged care
- Respite care
- Independent living
- Home care

Our Values

We believe our alignment to these shared values is critical to our success.

Choice

Is facilitating informed choices about care and support for those we serve that enables a person to live a life they choose

Integrity

Is doing the right thing, through words, actions and beliefs, even when no one is watching

Compassion

Is to listen and communicate with sincerity, empathy, and kindness. Compassion is also demonstrated through actions such as advocating for others.

Respect

Is how we treat each other and expect to be treated. Being respectful in all situations despite personal differences and opinion.

Dignity

Is the belief that all people hold a special value that's tied solely to their humanity. Humanism affirms the dignity of every individual

Our Governance Structure

The Board still underpins the Governance model but provides for the appointment of up to three Governors, who sit with the Board to assist in determining matters such as the selection of Directors and filling of casual vacancies.

One Governor has been appointed to date. The Committee system provides for four standing committees and if required, a number of taskforces with limited tenure. Each committee has appointed an independent member who has the relevant skills and expertise to assist with committee deliberations.

The board sub-committees are Clinical Governance; Growth & Development; Audit, Finance & Risk; and Governance.

Not for profit

40+ years delivering expert care services

Proudly Tasmanian

Our Governance Structure

Our Board

Mr Lou Johnson
Chairman

Lou was appointed Chairman of the Board in 2021, following the passing of Phil Butler. Lou has also held the position of Deputy Chairman since 2016 and been a member of the Board for 11 years. Lou also offers his knowledge and skill to our Audit, Finance & Risk Committee and wider organisational strategic direction.

Mr Leon Peck
Deputy Chairman

Leon is currently the Deputy Chairman of the Board and Chairman of our Clinical Governance Committee. Leon brings a wealth of experience and has a professional background in education, health administration, human resources and mental health services.

Mr Andrew Crane

Andrew was appointed to the Board in 2020 and has a long affiliation with OneCare that goes back more than 11 years. He has worked broadly in the aged care sector for more than 22 years and offers valuable strategic and operational knowledge that influences and enhances the financial position of our organisation. Andrew is also a member of the Growth & Development Committee.

Mrs Gaye Richardson

Gaye has been a member of our Board since 2010 and currently chairs OneCare's Growth & Development Committee. She is currently an Alderman with the Glenorchy City Council. Gaye was previously employed at a senior level in the education and aged care sector.

Ms Sue Hickey

Sue joined OneCare's Board in 2016 and is a member of the Audit, Finance & Risk Committee. Sue was elected as Lord Mayor of Hobart in 2014 and is a former Telstra Tasmanian Business Woman of the Year. Sue is currently an Alderman with the Glenorchy City Council and recently held the position of Speaker of the Tasmanian House of Assembly.

Mr Geoff Squibb

Geoff holds an extensive parliamentary history, serving the Devonport City Council for 22 years, with 14 of those as Mayor. He has been a Justice of the Peace since 1985 and is currently Vice President of the Tasmanian Society of Justices of the Peace. Geoff's exemplary knowledge and skill will ensure OneCare's growth and sustainability.

Our Governance Structure

Our Independent Committee

Mr Daniel Richards

Independent Member of Audit, Finance & Risk Committee

Daniel has worked at Accru Hobart for over 25 years. He has extensive experience across a broad range of industries and provides advice on tax planning, business structures and financial management. As well as being a Chartered Accountant, Daniel is also a qualified Financial Planner.

Ms Karen Linegar

Independent Member of Clinical Governance Committee

Karen holds an appointment as an Adjunct Associate Professor with the University of Tasmania. Karen led the development of various nursing programs and implemented an interdisciplinary teaching program. Karen has a strong clinical background and worked in both the private and public healthcare systems. She provides leadership in clinical governance and risk in her workplace with a strong focus on education to support competency.

Our Governor

Mr Roger Richardson

Roger is a long-term contributor to OneCare. He has been a Member for 14 years, Director for 9 years and has most recently served as Governor. OneCare benefits from his significant expertise in the education and training sectors and as a Director in the not-for-profit sector for more than 38 years and a Rotarian for 29 years.

CEO's Report

This is my second year as CEO for OneCare Limited and without question, the last 12 months have been challenging across the aged care industry for a myriad of reasons. Despite these challenges, our extended OneCare family has excelled in collaboration, unity and determination to continue delivering the highest standard of care and support. All of our successes and achievements are a direct result of an amazing group of people who choose to work at OneCare. Your personal and individual contributions in all aspects of our service have not gone unnoticed. As the CEO, I am very grateful to each and every one of you for your continued commitment to this amazing organisation. OneCare Limited continues to thrive and grow, creating momentum and recognition within the Tasmanian community as a viable, contemporary and well-respected provider of aged care services in residential, independent living and community support.

Whilst acknowledging our achievements are important, I am also conscious that we still have more work to do. The following information captures our successes as well as areas of focus into the future.

Covid-19 Management

Living with Covid-19 is something that will be part of our daily lives for some time to come. Whilst we adapt to a new way of living that includes check-in apps, hand sanitising, social distancing, vaccination and ongoing monitoring; our priority is to keep people safe and to follow all legal directives set by the Government. On this point, I would like to acknowledge our staff at the front line who faced the questions from the community, who created unique opportunities to enable visitations during lock down periods and who provided a deep level of dignity and respect to those who left us during those challenging times. Thank you.

Strategic Plan

I have worked collaboratively with the OneCare Board of Directors and Senior Management to redesign our 5 year strategic plan. This document provides clarity of direction, areas of future focus and where our investment needs to be. It captures the changing needs of the aged care industry, consumer expectations as well as the intentions to lift the standards within aged care as defined by the Royal Commission recommendations. Elements of focus over the next 5 years include, but are not limited to, improving the lived experience of our consumers and employees, expanding our workforce strategy to meet future demands, continuing work that creates financial sustainability and remaining true to our core values and service principles.

Communication and Culture

This year we have continued to focus on improving workplace culture, engagement with staff, consumers and families as well as bringing to life our values of integrity, compassion, respect, choice and dignity. Coupled with our philosophy of accountability, acting ethically and applying a humanist lens to all we do, OneCare continues to strengthen our workplace culture.

A new initiative in staff engagement has included a staff engagement survey. This survey sought the views and perspective of staff on what we do well and what we need to improve on. The voices of staff are incredibly important to our management team and I can assure all staff that 'we heard you'. As a direct outcome of the survey results, OneCare has responded to the call for action by implementing a range of new programs including additional front line staff, scholarship programs and staff recognition.

This year has seen the Executive Team spend many hours at each service connecting with and listening to our consumers. Understanding what works and what needs further improvement is a constant question we seek to answer. The engagement of consumers in the look and feel of our services as well as some of the operational aspects is critical. In some facilities, our consumers are helping with staff recruitment by interviewing potential staff for their home. Next year OneCare is aiming to open up more community forums to showcase what we do, listen to our community and continue to drive practice changes that support the lived experience of consumers and staff.

Audit, Finance & Risk

We have worked incredibly hard this year to create a level of stability in our financial performance to create improved revenue that enables us to reinvest back into our services and people. This has been a collective achievement with many staff playing their part in contributing to sound financial management of our resources. As a clinical CEO, my focus has been to improve the staffing numbers at the front line. We have added an additional 38,000 hours to front line roles across our services to meet the demands of workload pressure and care needs. Thanks to the contributions of many, OneCare Limited is now in a solid financial position to confidently move forward into the future as a leading provider of aged care services in Tasmania.

Clinical Governance

Our clinical governance processes and internal monitoring systems remain solid with all services maintaining full compliance, each holding the maximum 4-star rating as set by the Aged Care Commission. Over the year, a shift in our focus and action has been to critically analyse data and then undertake quality improvement initiatives to reduce the frequency of incidents and harm to those in our care. OneCare Limited actively reports on quality indicators as set by the Aged Care Commission that enables us to benchmark our performance within the industry.

As an aged care provider, OneCare Limited is leading the way by analysing all serious incidents in order to better understand what happened, why it happened and how we can prevent a similar incident occurring into the future. As the CEO, I actively participate in state and national collaboratives with industry regulators and peak bodies to ensure that our voice is at the table of all discussions relevant to our service.

Growth and Development

Our focus has been to stabilise our workforce and to improve our buildings and environments with the intent to enhance the lived experience of our consumers and staff. As an organisation, we have focused on growing our home care service to reach further into the community than ever before. Our adopted model of care principle is to create 'healthcare hubs' across all existing services where residential, independent living and home care all co-exist on the same geographical footprint. This decision has led to the exploration of building additional independent living units as well as offices for home care staff to work from across a number of our facilities.

Whilst OneCare Limited has also explored the possibility of acquisitions and mergers with other aged care providers, we have purposefully focused on improving what we have with the aim of delivering high quality care and support in residential, independent living and home care. This year saw the decision to permanently close the wellness centre pools at Barossa Park and to repurpose the building to create a community hub for our independent living consumers, as well as office spaces for our home care team. OneCare is pushing ahead with plans for further independent living unit developments at Barossa Park and Rubicon Grove, with the purchase of additional land at Port Sorell to enable further growth and development. The long-awaited bathroom renovations at Bishop Davies Court will commence over the coming months thanks to a successful Government grant application. This improvement will benefit all current and future consumers.

Thank you

I would like to publicly thank the OneCare Board of Directors for their ongoing support, in particular the Board Chairman, Lou Johnson and Deputy Chair, Leon Peck for facilitating such positive change at the Governance level. I am incredibly fortunate to have a supportive Board who provide me with a high level of trust and freedom to perform my role to the best of my ability.

I would also like to acknowledge my Executive and Senior Management Team for your continued support and trust in my vision, direction and leadership. Your individual and collective contributions have exceeded our goals and is a true reflection of your commitment to walk with me and create long term, sustainable change for OneCare Limited. To my Executive Assistant Tracy Long, you keep me focused on the task at hand and balanced with professionalism and humour. Finally, to all the wider OneCare family including our amazing volunteers and auxiliary members, thank you for a job well done. Our future is positive and we are in very strong and capable hands.

Mr Peter Williams
Chief Executive Officer

Chairman’s Report

On behalf of the Directors of OneCare Limited, I am pleased to report on the results of the company for the year ended 30 June 2021.

In preparing this report I am somewhat conflicted as, on the one hand OneCare is travelling very well in a challenging environment but on the other hand we lost our Board Chairman and long-term Director Phil Butler who passed away on the 29th January 2021.

Phil’s association with OneCare covered a long period of time. His involvement dated back prior to the formation of OneCare in 2002 and he held positions of leadership with the Company since that time with a short break. Phil’s contribution to the development of OneCare was significant and his influence will continue for some time. He was full of determination and had a clear view of what OneCare should achieve.

As Chairman I wrote to Mr. and Mrs. Butler and the family to express sincere condolences on the loss of Phil from all at OneCare. They will miss him and so shall we.

This year has been nothing if not eventful. We had the loss of our Chairman, the Royal Commission Report and the Covid 19 pandemic. There has also been a need, along with the rest of our industry, to address the Federal Government’s inadequate funding and their short-term approach to aged care.

As indicated above, the Board is comfortable with the state of affairs on OneCare at the moment. We are aware that things do not ‘just happen’. We are in this position due to the hard work by a great number of people and a culture of continuous improvement. We applaud the discipline of our staff and our leadership team who see a problem, know that we are better than this and have the courage to put things right. The leadership of our Chief Executive Officer Pete Williams and his Executive team is impressive and they have the Board’s full support.

The financial statements highlight the way differing accounting standards impact the various classes of assets, and the changes to the carrying values of these assets emanating from mandatory revaluations. The company finished the year with a small recurrent profit before reducing the fair value of our independent living unit assets by $7m and increasing the fair value of resident obligation liabilities by a further $3m. Conversely, the Directors have increased the value of the residential properties by $23m which in accordance with another accounting standard must be shown as an increase in reserves rather than a surplus in our profit and loss statement.

The Royal Commission into Aged Care Quality and Safety (Royal Commission) released its final report on 26 February 2021 making 148 recommendations covering quality, funding and sustainability reforms. The Federal Government responded to these recommendations in May 2021 with a five-year aged care reform plan to address services and sustainability, quality and safety, workforce, governance and home care.

These reforms will require a focused approach and the upgrading of our internal systems to provide the additional reports required by the Federal Government and to ensure OneCare maintains the high standards of quality and service already achieved. A particular challenge will be the mandated increase in our workforce numbers and the skill levels required by these additional staff. This is required to achieve a minimum care time of two hundred minutes per resident per day which must include forty minutes per day with a registered nurse.

Another recommendation is the introduction of a new residential care funding model (AN-ACC) to replace the current ACFI model for implementation from October 2022. This new model will require substantial internal training and a much more disciplined approach to the introduction of ACFI some years ago.

The Federal Government has also announced the introduction of a new, value based Aged Care Act by July 2023 which will be of great interest to us. I have highlighted a number of significant changes coming our way but I am confident that our current Board and management have the qualities and skill necessary to make the changes recommended by the Royal Commission and mandated by the Federal Government.

I would like take this opportunity to thank my fellow directors and the OneCare management team including our independent committee members for their ongoing commitment and support as we strive to be the leading operator in the aged care industry in Tasmania. May I also thank all the staff for their dedication and quality of service to our residents. I enjoy working with you all.

Mr Lou Johnson
Chairman

Vale Phillip Butler OAM

Our Chairman, Mr Phillip Butler OAM, sadly passed away in January of 2021. The Board of OneCare, Executive, Management and the wider OneCare family were greatly saddened by this news.

Phil played a significant role in the amalgamation of the Umina Park Nursing Home and the St Luke's Association to form OneCare. Phil was well known and respected for his significant community achievements throughout Tasmania. He served in a wide variety of community organisations and received many awards of recognition, including the Medal of the Order of Australia.

It was a great privilege for us to have Phil involved in the governance of OneCare for the past 17 years, displaying tireless leadership and expertise.

Residential Care

Supporting older Tasmanians to live life how they choose.

Our five facilities boast an extensive range of accessible services, options and activities that make them unique. Our staff have risen to the challenge of delivering these services as fully as possible during a challenging time, within the boundaries of social distancing procedures. Activities include: vibrant leisure and lifestyle programs, physiotherapy, exercise classes, art groups, school visits, freshly cooked nutritious meals, cafes, beauty rooms, hairdressers, regular pet therapy, monthly resident meetings, a resident menu committee, plus a range of comfortable open spaces (both indoor and outdoor) to relax and socialise.

Our Locations

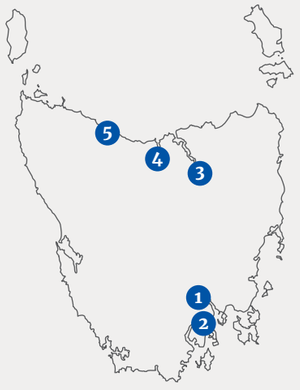
1. Barossa Park Lodge
(Glenorchy)

2. Bishop Davies Court
(Kingston)

3. The Manor
(Kings Meadows)

4. Rubicon Grove
(Port Sorell)

5. Umina Park
(Burnie)



Freshly cooked nutritious meals

Outdoor & activity areas

Hair & beauty salons and cafes

Pet therapy

Independence – kitchens and lounges

Hospitality

2021 saw the implementation of a new menu structure across all our facilities, the first time OneCare have had a Statewide Seasonal Menu.

This major program took several months to plan and develop. Importantly the first step was to undertake comprehensive resident surveys at each site, surrounding the topics of “Meal Satisfaction”, “The Dining Experience” and “Your Favourite Foods”. Open feedback on all aspects of our catering service was sought throughout this process, and Food Focus Group Meetings were held. This information forming the foundation to design the first OneCare seasonal Menu.

Draft menus were developed with a large variety of meals and snacks plus ensuring all dietary requirements are provided for. Each site needed to consider their kitchen space and equipment, new supplier’s sources and pantry lists developed. Recipes were tested and many changes made before the final version was given to a Dietitian for approval.

During this time of development, standardised menus and pantry lists were being developed. Our standard Recipes are now on file with easy access for all chefs and cooks. Pictures are shared to assist with streamlining presentation.

After 4 full weeks of the menu cycle, a Statewide Meal Satisfaction Survey was conducted. Residents were asked to provide feedback on their favourite and least favourite meals. Some recipes had to be tweaked if there was too much spice, for example. Some Residents had not previously experienced dishes such as Stroganoff, Chicken Korma or Panna Cotta so a Menu Handbook was written as a supplement to the menu. This proved a very useful tool.

The benefits of this statewide program are already numerous. If one dish is popular everywhere we prioritise including this recipe again. Concurrently, if we receive negative feedback about a dish from each site, we never use it again. This leads to much higher resident satisfaction. Finally, Catering Staff can, potentially, work easier between sites as they are already familiar with the menu.

Congratulations to all the staff who worked tirelessly to implement this new menu structure.

We will continue improving and growing this program throughout the next year.

Clint Weston
Hospitality Services Manager - Statewide Lead

Grilled Fish in Lemon Caper Sauce served with Roasted Carrots, Green Peas and Buttery Mashed Potatoes.

Above: *Sometimes as we age people can develop difficulties swallowing, this is called Dysphagia. The hospitality team have worked hard during the year to provide texture modified foods that are tasty and pleasing to the eye.*

Right: *Our catering teams provide support for a wide variety of events and celebrations throughout the year. This spread was to celebrate the 100th Birthday of a resident at The Manor.*

Leisure & Lifestyle

Fostering a welcoming, active, vibrant community.

Community choir

Movie afternoons

Indoor bowls

Bus trips

Men's shed

Gardening

Happy hour

Music therapy

We are always looking for ways to create joy and happiness in the lives of our residents. Our Leisure & Lifestyle teams across the state proudly create a monthly calendar with activities to suit everyone.

In 2021, OneCare staff delivered a diverse calendar of activities that could be enjoyed within the facilities during times of COVID restrictions, alongside an array of external visits and excursions.

Arts Program at Bishop Davies Court

The arts program at Bishop Davies Court has been enjoyed by residents for many years.

Run by valued volunteers and members of the Leisure & Lifestyle team, no prior experience is necessary for residents to join the program.

With gentle and supportive encouragement from the Bishop Davies Court team, residents are supported in any arts or crafts project they may wish to try.

Volunteers report improved mental health outcomes and higher levels of social engagement for residents who have interacted with the program over the past year.

‘Here We Are’ Project

Some of our Rubicon Grove residents participated in a creative arts project called *Here We Are*, in celebration of Seniors Week 2020. This project told the life stories of our residents through the mediums of photography and art.

Here We Are was a community-based arts project that nurtured connection and celebrated the local stories of those living and connected to the North-West Coast of Tasmania.

Achieved through a facilitated process led by professional artists to nurture the sharing and creative response to and curation of stories through community-based installations and interventions.

The creative contributors included Anne Morrison and Jessie Pangas as Project Coordinators, artist Liz Braid and photographer, Lauren McKinnon. Anne and Jessie were awarded Australian Government Regional Arts Funding, a major community grant to undertake this exciting creative project, while Rubicon Grove supported the project with staffing and catering services. At the first workshop, the artists introduced the project concept and story-telling. Participants were encouraged to bring photographs and mementos to share, to begin the conversations, facilitated by Anne and Jessie.

Artist Elizabeth Braid engaged with residents and selected one quote from each to be painted/ illustrated, to be given as a gift to participants at the end of the project. Photographer Lauren McKinnon also captured one portrait of the participants and these along with the illustrations, paintings and responses from participants were included in an emotional mini exhibition for families, residents and staff, held at Rubicon Grove.

**** Photographs courtesy of Lauren McKinnon Photography***

Clinical Governance

We are committed to providing safe quality care though best practice and evidence-based research.

Education

The successful annual nurse's education day topics in 2020 have been reinvigorated in 2021. Palliative Care and Wound Care covered in last year's itinerary will be expanded on by this year's line-up of presenters.

Glen Williams *(Clinical Nurse Quality and Care)* commenced with OneCare at the end of June and has quickly established a series of education opportunities for staff. The 3-part series "Recognising and Responding to Clinical Deterioration" has been delivered to all facilities.

2021 service education and training day planning for Northern Clinical (Nurses and Carers) education is under development. Confirmed speakers are Kim Ford from the Aged Care Emergency Operations Centre and Stewart Mearns from CPS. Smith and Nephew, Community Rapid Response Team and representatives from UTAS will present along with a presentation on Renegotiating the Last Year of Life.

Planning is underway for Basic Lifesaving (CPR) sessions to be offered in each service. These sessions will attract 1 CPD point and an attendance certificate. The sessions will be targeted to nursing staff however all interested staff may attend.

We took advantage of an opportunity to upskill nurses at Umina Park. This was facilitated by NW pathology, engaging their staff to do some buddy shifts with Umina Park nurses. This collaboration is designed to upskill in phlebotomy with the goal of OneCare nursing staff being trained to assist in providing this service for non-routine / urgent bloods.

COVID Response

OneCare's COVID-19 response management plan has been regularly reviewed and updated. The Infection Prevention Lead is a new role which has been established in each facility. This role is designed to support and guide appropriate response to any COVID-19 outbreak, while being proactive in preventing the spread of infection in all circumstances. The Lead is proactive in ensuring compliance with Policy & Procedures and legislated requirements, and for monitoring to ensure there is adequate PPE supply within the home.

OneCare engaged Consultant Pharmacy Service CPS to complete COVID-19 medication management reviews for all residents who chose to be included in the program.

Residents had an assessment of risk from COVID-19 completed with those at higher risk due to a combination of advanced age, multiple co morbidities and frailty included in the program for pre-emptive changes to their therapy.

A COVID-19 specific medication plan was developed which focussed on four main objectives to improve resident outcomes in the event of COVID-19 outbreak. Specific emphasis was to reducing polypharmacy, medication regimen simplification, reducing medications that may increase susceptibility to or the severity of COVID-19, and optimisation and rationalisation of treatment for existing risk factors.

OneCare is pleased with the final CPS report which shows this was a very worthwhile program that will influence medication management in future resident medication reviews that will be completed under the RMMR system, potentiating better overall stakeholder outcomes.

COVID-19 has presented challenges for families and loved ones to visit facilities at will. Public Health Directions have restricted access visits to residential aged care; however, OneCare realises the importance of regular contact with loved ones and has proactively encouraged continued contact via a variety of methods, including but not limited to e forms, such as face time to ensure resident mental health and social connection are maintained.

Visits have been facilitated where at all possible and OneCare actively encourages continued support visits, particularly by those who have partnerships in the care of residents.

OneCare endorses the Partners-in-Care (Principle 7) of the Industry Code for Visiting Residential Aged Care Home during COVID-19.

OneCare has also developed a letter to support a G2G application for interstate visitors to assist in risk mitigation for facility visits and this has been shared within industry.

National Mandatory Quality Indicator Program

Participation in the National Aged Care Mandatory Quality Indicator Program (QI Program) has been a requirement for all approved providers of residential care services since 1 July 2019. The QI Program requires quarterly reporting against five quality indicators across crucial care areas – pressure injuries, physical restraint, unplanned weight loss, falls and major injury, and medication management.

As of 1 July 2021, services are required to commence reporting on the new National Aged Care Mandatory Quality Indicator Program.

The two (2) additional indicators are Falls and major injury and Medication management.

The Australian Institute of Health and Welfare (AIHW) publish quarterly quality indicator data, de-identified by provider, at a national, state and territory level on the GEN Aged Care Data website.

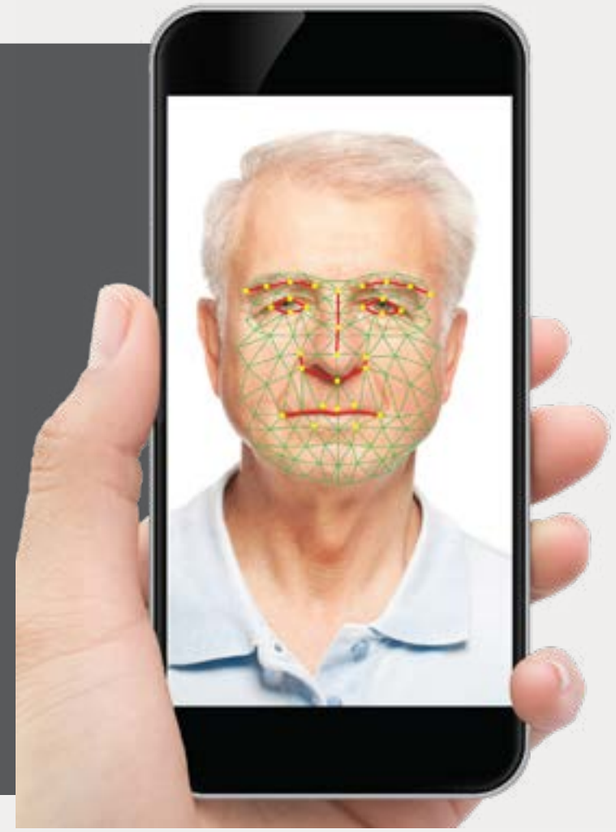
PainChek® - summary of benefits:

1. Automates key assessment processes, saving time and reducing risk of error.

2. Empowers all caregivers to accurately assess and manage pain at the bedside and in the home environment.

3. Documents pain assessments for reporting, compliance and monitoring effectiveness of treatment.

4. Supports the healthcare providers to improve the quality of life for people in pain and provides a platform for optimising healthcare treatment costs.



PainChek

OneCare is proud to have established the use of the PainChek® system within our facilities and services. PainChek® is now the gold-standard for pain assessment – providing a voice for those who cannot verbalise their pain. PainChek® has become the established standard of care within Residential Aged Care facilities, helping carers to accurately and rapidly assess pain severity levels at the point of care, for those residents living with dementia or cognitive impairment. The PainChek® App's assessment framework includes the use of artificial intelligence to automatically assess the micro-facial features of pain for aged care residents, driving objectivity and consistency in all assessments.

There are times when an aged care resident's ability to reliably communicate the severity of their pain will fluctuate, with causes ranging from acute delirium brought on by a urinary tract infection, to the impacts of psychotropic medications. In these, and other scenarios, residents may require access to both PainChek® and NRS over the course of a day, or even an hour.PainChek® is the universal pain assessment solution, capturing pain scores for all residents regardless of their condition or ability to communicate their pain. Pain scores which are documented in real time, are seamlessly sent to your CMS and PainChek® Analytics within seconds of completion at the point of care. Through this, PainChek® ensures accurate pain assessment and enables best-practice pain management regardless of the situation.

Fall Project

During the last quarter of this financial year, the quality team have undertaken a review of falls across all five sites. The review examined the areas of footwear and lighting in relation to falls risk. The study found a correlation between footwear and dim lighting, suggesting that a quarter of falls could potentially reduce by improving lighting and ensuring consumers are wearing appropriate footwear.

Locally the facilities have addressed the challenges in their monthly action plan. This will include a Critical Systems Analysis (CSA) of the residents at high risk of frequent falls reviewing alert devises, declutter of rooms, footwear and ongoing assessment. We also identified an opportunity to audit all facilities falls prevention sensors (type, condition, education) with in depth analysis of the top 5 frequent falling consumers at facility level.

Serious Incident Reporting Scheme (SIRS)

Commencing April 2021 mandatory reporting requirements changed for residential care providers.

Reporting timelines are:

- **1 April - Critical within 24 hours**
- **1 October - All other than critical (Serious).**

For a Priority 1 reportable incident, the Commission must be notified within 24 hours of becoming aware of the reportable incident. If, after initial notice given, there is awareness of significant new information in relation to the reportable incident, the Commission must be notified as soon as possible.

Facilities that have National Disability Insurance Scheme (NDIS) participants compulsory reporting obligations commenced on 1 Dec 2020 and as of 1 April, reporting obligations for NDIS participants includes reporting (applicable incidents) to the ACQSC in addition to the NDIS commission.

Eight additional SIRS online learning modules were launched relating to each of the reportable incident types.

These modules can be accessed via the Commission's Aged Care Learning Information Solution (Alis).

New Aged Care Quality Standards online learning program

This learning program will assist aged care services to understand and meet the Aged Care Quality Standards and to prepare for quality assessment.

Accreditation Update

All sites maintain full compliance with the Aged Care Standards.

Barossa Park Lodge: awaiting on-site re-accreditation review, with accreditation extended to January 2022.

Bishop Davies Court: awaiting on-site re-accreditation review, with accreditation extended to March 2022.

Rubicon Grove: re-accreditation application submitted during September 2021, with on-site visit expected within the next 4-5 months.

The Manor Complex: reaccreditation application due to be submitted to ACQSC in February 2022

Umina Park: reaccreditation application due to be submitted to ACQSC in May 2022

Pressure injury trial

The Aged Care Quality Standards address the need of the organisation to manage pressure injuries *(Standard 3 Personal care and clinical care - 3(b) Effective management of high-impact or high-prevalence risks associated with the care of each consumer)*.

As a provider, all facilities should have a system in place to conduct consumer screening, conduct risk and skin assessments, implement prevention plans, address existing pressure injuries, treat, monitor and document care.

In an article submitted to the Royal Commission titled "*Two-Hourly Repositioning for Prevention of Pressure Ulcers in the Elderly: Patient Safety or Elder Abuse?*" Sharp, Schulz Moore & McLaws 2018, highlighted the need for highly effective pressure care in 24 hour facilities.

To better address these issues, OneCare is currently undergoing a Pressure Injury Trial, due to end on the 30th September.

This trial presents an opportunity for staff to focus on the appropriateness of footwear and bedding to further reduce PI incidence at the trial facilities.

Documentation does not support that two hour positional changes have been routinely attended across the entire 24 hour period. Feedback has been provided to each service regarding this identified gap in practice.

Lynnmaree Padman
Executive Manager Clinical Services

People & Culture

Shaping OneCare for the future.

Staff Engagement Survey

For two weeks in May we invited all OneCare staff to participate in the 2021 Staff Engagement Survey, facilitated by an external company called InSync.

Following the staff engagement survey, the executive team communicated the results via the staff newsletter, and also visited all services to discuss the results with staff. All staff had the opportunity to attend the session and share their thoughts with us.

It was a very positive experience all round with a number of actions being developed as a direct result of the voices of our employees.

The following are just some of the key actions we are taking based on the survey responses.

- Creating a OneCare Limited scholarship program for staff.
- Creating a OneCare Limited staff recognition and reward program.
- Creating a corporate office communication strategy to all staff highlighting what is happening across all OneCare services.
- Creating a 'walk in my shoes day' where OneCare executives and facility staff work alongside one another for a day, experiencing the challenges of a different role. This will allow staff to better understand each person's working schedule.
- Creating CEO and Executive Communication forums for Staff and Families.
- Creating opportunities that promote OneCare Limited brand awareness and marketing in the Tasmanian community.

We have the right to safe, productive and respectful workplace cultures where we can just 'get on with the job'

Health Support for Staff

Our newly engaged Employee Assistance Program (EAP) provider is Newport & Wildman, who will provide mental health support for our staff. They are a professional, Australian owned and not-for-profit EAP provider.

Staff referrals to this EAP have commenced. Staff are eligible for three (3) free sessions.

This voluntary, confidential and complimentary program provides staff assistance with:

- Improving relationships / communication with others
- Crisis and trauma counselling
- Grief and loss support
- Strategies for handling conflict
- Facing alcohol, drug or gambling addictions
- Feeling depressed
- Improving work performance
- Assistance with financial or legal distress

We have also engaged a new Private Health Insurer which provides staff with the benefits of employer discounts.

Staff Newsletter

The Staff Newsletter continued to grow and develop throughout the year, with strong support and feedback from staff regarding its communication and content.

People & Culture

Staff Service Awards

Almost 100 staff celebrated their years of service with OneCare in February this year. Together this group have over 800 years of experience! Highlights included, two staff members celebrating 30 years and another five celebrating 25 years of service.

Christmas Competition

Our Christmas Decorating Competition proved popular across all our sites, with staff and residents getting involved in a statewide friendly festive competition! Umina Park was the winning facility in 2020. After much discussion the team donated their $1000 prize to purchase new items for residents to enjoy in the gardens.

"Leaders instill in their people a hope for success and a belief in themselves. Positive leaders empower people to accomplish their goals."

Leadership Program for Managers

As part of our ongoing committment to staff training and development, this year we provided a comprehensive leadership program for our Management Team.

OneCare is proud to be proactively establishing new Team Lead roles and supporting our Management Staff with new skillsets and training.

Staff Development

It was wonderful to see a number of internal staff promotions this year. Providing education, training and career paths is an important component of our culture. A number of staff members completed their chef apprenticeships, qualified as Enrolled and Registered Nurses or completed their Certificate III in Individual Support.

We are looking forward to supporting more staff undertake further study next year with the OneCare scholarship program.

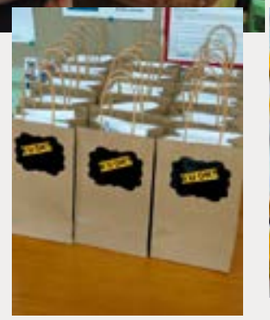
Workplace Health & Safety

We continued to focus on health and safety during 2020-21, particularly with the additional challenge of COVID-19. Each facility has a Safe and Well Committee with staff representatives to ensure ongoing training and support.

A number of new initiatives commenced this year including monthly WHS Awards and THANK YOU notice boards at each facility, allowing an easy way to display messages from residents, visitors and staff.

Staff Activities

Staff participated in a wide variety of enrichment activities and celebrations this year, including R U OK Day and Cultural Days! We also took the opportunity to thank our staff during Aged Care Employee Day.



OneCare

Aged Care Employee Day
Thanks for caring

On Aged Care Employee Day, the Board and Executive team at OneCare thanked all our staff.. You develop meaningful relationships withvour residents and go above and beyond the call of duty every day. We thankvyou for the important work you do and everything you bring to OneCare.

Independent Living & Home Care

We are focused on growing our state-wide consumer base and providing the services and support that our consumers choose.

Home Care

This year, our focus has been on growth & development of Home Care Services. We have laid the groundwork to establish offices for our Home Care staff to be able to work across the state.

We have undertaken outreach through shopping centres and advertising campaigns throughout Tasmania.

We offer personal, tailored Home Care packages.

Our support services include:

- Personal care
- Meal preparation
- Transport to appointments
- Social support
- Cleaning
- Shopping
- Gardening
- Respite care (in-home and emergency)
- Equipment hire and purchase
- Nursing services
- Massage therapy
- Allied health services, such as physiotherapy, hydrotherapy and podiatry
- Private Fee for Service

ILU's

Located on-site at two of our aged care homes, OneCare's village residents play an important part in our state-wide communities.

They are inclusive, friendly and active groups who embrace an independent lifestyle whilst enjoying the benefits of living close by a diverse range of services including cafes and hairdressing salons, plus a calendar of regular activities, such as group outings and bus trips.

This year, a decision making process was undertaken to redevelop the Barossa Park Wellness Centre. (See facing page for further details).

Repurpose of Barossa Park Wellness Centre

The Barossa Park Wellness Centre was opened in May 2016 and had been managed and operated under contract by the YMCA. In March 2020, the pool facilities were closed as a direct result of the Covid-19 pandemic and never reopened. The Board of OneCare and the Executive team took some months to review the situation and concluded that the cost of running the facility into the future is not viable. In addition, OneCare would need to spend significant funds on replacing equipment and infrastructure if the facility were to be reopened. This would result in significant financial loss to OneCare whose primary objective is to provide quality aged care services. Therefore, a decision was made to permanently close the centre and to repurpose the building to create a community hub specifically for the OneCare Limited ILU residents and a base for our Homecare staff to work out of in the Glenorchy area.

OneCare Limited has engaged Cykel Architecture to redesign the building in consultation with our OneCare community. The image above provides an illustrative of what the centre could look like as planning and the specific details are being developed. It is hoped that the repurposed centre will be open and operational by late 2022.

Donations and Bequests

We are always looking for ways to enhance the lives of our residents – whether it be through innovative leisure and lifestyle programs, special events, inviting indoor and outdoor spaces, improved accessibility within our homes or perhaps new equipment and technology.

Your valuable contribution is greatly appreciated and will help us enhance the lives of our residents across Tasmania. To speak about making a donation or finding out more about our Bequest Program, please contact **marketing@onecare.org.au**

OneCare

OneCare Limited Extract of General Purpose Financial Report

For the year ended 30 June 2021

Directors' Report

The Directors of OneCare Limited submit herewith the annual financial report of the Company for the financial year ended 30 June 2021.

Directors

The names and particulars of the Directors of the Company during or since the end of the financial year are:

Name	Particulars	Special Responsibilities
Mr Lou Johnson FCA	Appointed— AGM 31/10/2008	Chair of Board of Directors Chair of Audit, Finance & Risk Committee Member of Governance Committee
Mr Leon Peck BA (Admin & Economics): Cert Ed; JP	Appointed— Board 24/10/2015	Deputy Chair of Board of Directors Chair of Clinical Governance Committee Member of Governance Committee
Mr Andrew Crane B.Com, CPA, GAICD	Appointed— Board 31/7/2020	Member of Growth and Development Committee Member of Governance Committee
Mrs Gaye Richardson, MAICD	Appointed – AGM 29/10/2010	Chair of Growth and Development Committee Member of Governance Committee
Ms Susanne Hickey MBA, PHF, FAICD, FAMI, CPM, Grad. Cert. Digital Marketing	Appointed – 29/4/2016	Member of Audit, Finance & Risk Committee Member of Governance Committee
Mr Geoff Squibb JP, Dip Rec	Appointed – AGM 27/10/2017	Member of Clinical Governance Committee Member of Governance Committee
Mr Phil Butler OAM, MAICD	Term - 31/10/2008 to Jan 2021	Previous Chair of Board of Directors Previous Chair of Governance Committee Previous Member of Growth and Development Committee Previous Ex-Officio Member of Audit, Finance and Risk Committee Previous Ex-Officio Member of Clinical Governance Committee

Company Secretary

Mr Colin Stewart - Appointed 27/03/2020

Principal activities

The principal activity of the Company during the year was the care of the elderly and those persons deemed appropriate in accommodation provided by the Company. This care is provided through residential and community care, independent living units (ILUs), affordable housing units and property management.

Review of operations

The net operating loss for the Company in the 2021 financial year was $9.79m (2019: $2.28m loss). Refer to the Chairman's Report for additional comments relating to the Company's operations for the financial year.

Significant events after reporting date

Since the end of the financial year, there have not been any new projects that have commenced.

Future developments

The Company is undertaking a feasibility study on the development of a Retirement Village surrounding Rubicon Grove Aged Care, Port Sorell.

The outbreak of COVID-19 has caused disruption to businesses and economic activity across Australia, particularly in aged care services. The Company has recorded all additional government funding, and costs associated with COVID-19, for the year ended 30 June 2021 in the financial statements. As the situation remains fluid due to evolving changes in government policy and ongoing COVID-19 cases across Australia, as at the date these financial statements are authorised for issue, the directors considered that the financial impact of COVID-19 on the financial statements cannot be reasonably estimated for future financial periods. The Company continues to monitor the developments, including any requirements imposed by both the Australian and Tasmanian Governments and the impact on its operations.

Environmental regulations

The Directors are not aware of any matters which would cause them to believe that the Company has not complied with all relevant environmental legislation as far as it concerns the operations of the Company.

Dividends

The constitution of the Company states that the Company must apply its income and property solely towards the promotion of the objects of the Company and must not pay or transfer directly or indirectly any of its income and property to any member by way of a dividend.

Indemnification of officers and auditors

During the financial year, the Company paid a premium in respect of a contract insuring the Directors of the Company (as named above) and all Officers of the Company and of any related body corporate against a liability incurred as such by a Director, Secretary or Officer to the extent permitted by the Corporations Act 2001. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium. The Company has not otherwise, during or since the financial year, indemnified or agreed to indemnify an officer or auditor of the Company or of any related body corporate against a liability incurred as such as an officer or auditor.

Directors' meetings

The following table sets out the number of Directors' meetings (including meetings of committees of Directors) held during the financial year and the number of meetings attended by each Director (while they were a Director or committee member). During the financial year thirteen Board meetings, eleven Growth and Development Committee meetings, eleven Audit, Finance & Risk Committee meetings; eleven Clinical Governance Committee and eleven Governance Committee meetings were held.

	Board of Directors		Growth & Development Committee		Audit, Finance & Risk Committee		Clinical Governance Committee		Governance Committee	
Directors:	Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended
Mr Phil Butler	8	8	6	6	6	6	6	6	6	6
Mr Andrew Crane	11	11	11	11	–	–	–	–	10	10
Ms Susanne Hickey	13	11	–	–	11	11	–	–	11	11
Mr Lou Johnson	13	13	–	–	11	11	–	–	11	11
Mr Leon Peck	13	13	–	–	–	–	11	10	11	11
Mrs Gaye Richardson	13	13	11	11	–	–	–	–	11	11
Mr Geoff Squibb	12	12	–	–	–	–	11	11^	10	10
Independent Members:										
Mr Daniel Richards*	–	–	–	–	11	11	–	–	–	–
Ms Karen Linegar**	–	–	–	–	–	–	11	11	–	–

* Independent Member of Audit, Finance & Risk Committee.
** Independent Member of Clinical Governance Committee.
^ Attended as an Observer for two Clinical Governance Committee meetings.
NB Meetings "Held" indicates meetings the Director/Independent Member was entitled to attend.

Auditor's independence declaration

The auditor's independence declaration is included on the next page of this financial report.

On behalf of the Directors

Mr Lou Johnson
DIRECTOR (Chair)
Hobart, 19 October 2021

Auditor's Independence Declaration

Deloitte.

Deloitte Touche Tohmatsu
ABN 74 490 121 060
Level 8, 22 Elizabeth Street
Hobart, TAS, 7000
Australia

Phone: +61 3 6237 7000
www.deloitte.com.au

19 October 2021

The Board Members
OneCare Limited
140 Macquarie Street
HOBART TAS 7000

Dear Board Members,

Auditor's Independence Declaration to OneCare Limited

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the directors of OneCare Limited.

As lead audit partner for the audit of the financial statements of OneCare Limited for the financial year ended 30 June 2021, I declare that to the best of my knowledge and belief, there have been no contraventions of:

(i) the auditor independence requirements of *the Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and

(ii) any applicable code of professional conduct in relation to the audit.

Yours sincerely

DELOITTE TOUCHE TOHMATSU

Carl Harris
Partner
Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Asia Pacific Limited and the Deloitte organisation.

Extract of Statement of Profit or Loss

For the year ended 30 June 2021

	Note	2021	2020
		$'000	$'000
Recurrent income			
Service revenue	5a	55,656	49,958
Other income	5b	7,466	7,914
Total recurrent revenue		**63,122**	**57,872**
Recurrent Expenses			
Employee benefits expense	6b	(42,300)	(40,609)
Depreciation and amortisation expenses		(3,795)	(3,638)
Finance costs	6a	(3,303)	(3,774)
Materials and services		(10,462)	(9,734)
Other expenses		(2,825)	(2,641)
Total recurrent expenses		**(62,685)**	**(60,396)**
Net recurrent profit/(loss) for the year		**437**	**(2,524)**
Capital income			
Change in fair value of investment property		(7,131)	-
Change in fair value of resident obligations		(3,272)	64
Capital grant		176	176
Total capital income		**(10,227)**	**240**
Net operating profit/(loss) for the year		**(9,790)**	**(2,284)**

The statement of profit or loss should be read in conjunction with the accompanying notes.

Extract of Statement of Comprehensive Income

For the year ended 30 June 2021

	Note	2021	2020
		$'000	$'000
Net operating profit/(loss) for the year		**(9,790)**	**(2,284)**
Other comprehensive income			
Items that will not be subsequently reclassified to the profit or loss			
Gain/(loss) on revaluation of Property, Plant and Equipment		23,345	-
Total other comprehensive income for the year		**-**	**-**
Total comprehensive income for the year		**13,555**	**(2,284)**

The statement of profit or loss should be read in conjunction with the accompanying notes.

Extract of Statement of Financial Position

For the year ended 30 June 2021

	Note	2021	2020
		$'000	$'000
Assets			
Current Assets			
Cash and cash equivalents	**7**	25,687	18,671
Trade and other receivables	**8**	919	719
Inventories	**9**	12	12
Other assets	**10**	484	357
Total Current Assets		**27,102**	**19,759**
Non-Current Assets			
Property, plant and equipment	**11,21**	138,973	117,904
Investment property	**12**	46,334	52,930
Right of use asset	**14**	198	375
Total Non-Current Assets		**185,506**	**171,209**
Total Assets		**212,608**	**190,968**
Liabilities			
Current Liabilities			
Trade and other payables	**15**	4,584	2,957
Borrowings	**16**	2,482	2,482
Provisions	**17**	4,682	4,527
Resident obligations	**18**	105,931	96,693
Lease liabilities	**13,14**	110	221
Other current liabilities	**19**	1,318	1,430
Total Current Liabilities		**119,107**	**108,310**
Non-Current Liabilities			
Trade and other payables	**15**	26	31
Borrowings	**16**	11,743	14,223
Provisions	**17**	900	877
Lease liabilities	**13,14**	82	155
Other non-current liabilities	**19**	3,353	3,530
Total Non-Current Liabilities		**16,104**	**18,816**
Total Liabilities		**135,211**	**127,126**
Net Assets		**77,397**	**63,842**
Equity			
Reserves	**20**	43,473	20,128
Retained earnings		33,924	43,714
Total Equity		**77,397**	**63,842**

The statement of financial position should be read in conjunction with the accompanying notes.

Extract of Statement of Changes in Equity

For the year ended 30 June 2021

	Retained Earnings	Reserves	Total
	$'000	$'000	$'000
Balance at 1 July 2019	**45,998**	**20,128**	**66,126**
Comprehensive income			
Profit for the year	(2,284)	-	(2,284)
Gain/(loss) on revaluation of Property, Plant and Equipment	-	-	-
Total comprehensive income for the year attributable to the member of the company	(2,284)	-	(2,284)
Balance at 30 June 2020	**43,714**	**20,128**	**63,842**
Balance at 1 July 2020	**43,714**	**20,128**	**63,842**
Comprehensive income			
Profit for the year	(9,790)	-	(9,790)
Gain/(loss) on revaluation of Property, Plant and Equipment	-	23,345	23,345
Total comprehensive income for the year attributable to the member of the company	**(9,790)**	**23,345**	**13,555**
Balance at 30 June 2021	**33,924**	**43,473**	**77,397**

The statement of profit or loss should be read in conjunction with the accompanying notes.

Extract of Statement of Cash Flows

For the year ended 30 June 2021

	Note	2021	2020
		$'000	$'000
Cash flows from operating activities			
Receipts from governments		44,128	37,958
Receipts from customers		13,957	15,293
Payments to suppliers and employees		(54,049)	(51,395)
Interest and other financial costs paid		(14)	(14)
Net cash provided by operating activities		**4,022**	**1,842**
Cash flows from investing activities			
Purchase/construction of property, plant and equipment and investment property		(1,661)	(1,341)
Proceeds from sale of property, plant and equipment		40	3
Independent living unit security deposits received		4,913	2,270
Independent living unit resident obligations refunded		(3,101)	(692)
Interest paid		(440)	(635)
Interest received		106	199
Net cash provided by (used in) investing activities		**(143)**	**(196)**
Cash flows from financing activities			
Accommodation deposits received		27,656	26,275
Accommodation deposits refunded		(21,740)	(17,309)
Net movement in resident trust funds		(5)	(23)
Proceeds from interest bearing loans and borrowings		-	-
Repayment of interest bearing loans and borrowings		(2,480)	(3,309)
		(294)	(225)
Net cash provided by (used in) financing activities		**3,137**	**5,409**
Net increase/(decrease) in cash held		7,016	7,055
Cash and cash equivalents at beginning of financial year		18,671	11,616
Cash and cash equivalents at end of financial year	**7**	**25,687**	**18,671**

Extract of Notes to the Financial Statements

1. General information and statement of compliance

OneCare Limited (the Company) is a Public Company Limited by Guarantee, incorporated and operating in Australia. Registered office and Principal place of business is 140 Macquarie Street, Hobart, Tasmania.

These financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. OneCare Ltd is a not-for-profit entity for the purpose of preparing the financial statements.

The financial statements for the year ended 30 June 2021 were approved and authorised for issue by the Directors on 19 October 2021.

Basis of preparation

The financial statements have been prepared using the measurement bases specified by Australian Accounting Standards for each type of asset, liability, income and expense. The measurement bases are described below. All amounts are presented in Australian dollars.

The financial report has been prepared on a going concern basis which assumes that the Company will be able to meet its obligations as and when they fall due. The Company's current liabilities exceed current assets by $92m as at 30 June 2021 (2020: $89m). This mainly arises because of the requirement to classify resident obligations, which comprise refundable accommodation deposits and Independent Living Unit resident obligations of $106m (2020: $97m) as current liabilities. Accounting Standards require that resident obligations are classified as current because all residents have the right to terminate their occupancy contract with a short notice period, and OneCare has no unconditional contractual right to defer settlement for at least 12 months. Based on historic turnover calculations, approximately 25% of residents are estimated to leave each year and therefore it is not expected that the full obligation to residents will fall due within one year.

5. Revenue and other income

(a) Revenue from services:

Government revenue	44,397	39,200
Property revenue	338	333
Basic daily care fee	10,294	10,102
Other resident fees and charges	476	127
Other service income	151	196
	55,656	**49,958**

(b) Other income:

Deferred management fee	1,390	1,011
Rental revenue	571	584
Imputed income on RADs and Bonds	2,850	3,310
Daily accommodation payment	2,329	2,415
Donations	4	168
Other revenue	216	227
Banks and other financial institutions	106	199
	7,466	**7,914**

12. Investment property

FAIR VALUE		
Balance at the beginning of the period	52,930	52,822
Transfers from capital work in progress	-	-
Additions	535	157
Depreciation	-	(49)
Gain/(loss) on revaluation	(7,131)	-
Balance at end of the period	**46,334**	**52,930**

The fair value of the Company's investment property as at 30 June 2021 has been arrived at on the basis of the valuation carried out by Knight Frank with effective date at 30 June 2021.

Valuers are independent and not related to OneCare, and have appropriate qualifications and recent experience in the valuation of retirement villages, commercial, and aged care assets. Please refer to Note 4(iii) for details of the valuation approach adopted by Knight Frank with respect to each class of properties.

20. Reserves

ASSET REVALUATION RESERVE		
Balance at 30 June 30	20,128	20,128
Gain/(loss) on revaluation of property plant and equipment	23,345	-
Balance at 30 June 2021	**43,473**	**20,128**

The asset revaluation reserve arises on the revaluation of non-current assets. Where a revalued asset is sold, the portion of the asset revaluation reserve which relates to the asset is effectively realised, and is transferred to retained earnings.

21. Movement in carrying amounts

	Land and building at fair value $'000	Plant and equipment at cost $'000	Capital works in progress at cost $'000	Total $'000
Balance at the beginning of the period	**112,180**	**5,459**	**263**	**117,902**
Additions	218	898	257	1,373
Disposals	-	(153)	-	(153)
Transfers	117	-	(117)	-
Revaluation increments/ (decrements)	26,126	(2,781)	-	23,345
Depreciation expenses	(2,224)	(1,270)	-	(3,494)
Carrying amount at 30 June 2021	**136,417**	**2,153**	**403**	**138,973**

24. Key management personnel compensation

The aggregate compensation made to key management personnel of the Company is set out below:

Directors	607	589
Executives	1,562	1,380
Total	**2,169**	**1,969**

31. Subsequent events

There has not been any matter or circumstance, other than that referred to in the financial statements or notes thereto, that has arisen since the end of the financial year, that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

Directors' Declaration

Onecare limited
ACN 100 869 421

Directors' Declaration

For the year ended 30 June 2021

In accordance with a resolution of the Directors of Onecare Limited, I declare that:

In the opinion of the Directors:

1. The financial statements and notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012: and
   a. comply with Accounting Standards and the Australian Charities and Not-for-profits Commission Regulation 2013, and;
   b. give a true and fair view of the financial position as at 30 June 2021 and of the performance for the year ended on that date of the company.
2. In the Directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

On behalf of the Directors:

Lou Johnson
Director (Chair)
19 October 2021

Independent Auditor's Report

Deloitte.

Deloitte Touche Tohmatsu
ABN 74 490 121 060
Level 8, 22 Elizabeth Street
Hobart, TAS, 7000
Australia

Tel: +61 3 6237 7000
www.deloitte.com.au

Independent Auditor's Report to the Members of OneCare Limited

Opinion

We have audited the financial report of OneCare Limited (the "Entity") which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss, statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information, and the declaration by the directors.

In our opinion, the accompanying financial report of the entity is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the "ACNC Act"), including:

(i) giving a true and fair view of the Entity's financial position as at 30 June 2021 and of its financial performance for the year then ended; and

(ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the auditor independence requirements of the ACNC Act and the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the "Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The directors are responsible for the other information. The other information obtained at the date of this auditor's report comprises the Directors' Report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Asia Pacific Limited and the Deloitte organisation.

Deloitte.

Responsibilities of the Directors for the Financial Report

The directors of the Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the ACNC Act and for such internal control the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Entity to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

DELOITTE TOUCHE TOHMATSU

Carl Harris
Partner
Chartered Accountants
Hobart, 22 October 2021

140 Macquarie Street, Hobart Tasmania 7000

(03) 6220 1200

info@onecare.org.au

onecare.org.au