OneCare

Annual Report 2021 - 2022

Establishing a culture of kindness and meeting the challenges of change

Contents

Who We Are	**3**
Our Values	**4**
Our Governance Structure	**5**
Our Board	**6**
Chairman's Report	**8**
CEO's Report	**10**
Clinical Report	**12**
Accreditation Update	**14**
National Quality Indicator Program	**16**
Serious Incident Response Scheme	**17**
Ensign Patient Monitoring	**18**
Hospitality Services	**20**
Residential Care	**22**
Leisure and Lifestyle	**24**
People and Culture	**28**
Staff Profiles	**30**
Celebrating our Teams	**31**
Financials	**33**
Directors' Report	34
Auditor's Independence Declaration	37
Extract of Statement of Profit or Loss	38
Extract of Statement of Comprehensive Income	39
Extract of Statement of Financial Position	40
Extract of Statement of Changes in Equity	41
Extract of Statement of Cash Flows	42
Extract of Notes to the Financial Statements	43
Directors' Declaration	45
Independent Auditor's Report	46

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
- NDIS Support
- Palliative Care

Our Purpose

To provide Tasmanians 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, providing the highest quality care, compassionate, respectful, trusted in our community, being a great place to work, and setting the benchmarks in aged 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 three 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; Audit, Finance & Risk; and Governance.

Not for profit

40+ years delivering expert care services

Proudly Tasmanian

Our Board

Mr Leon Peck
Chairman

Leon was appointed Chairman of our Board in 2021. He has a professional background in education, health services, human resources and mental health services.

Ms Sue Hickey
Deputy Chairman

Sue joined OneCare's Board in 2016. 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 Lou Johnson

Lou has been a member of our Board for 11 years, holding the Deputy Chair and Chair positions at various times during this period. He offers his knowledge and skill to our Audit, Finance & Risk Committee and wider organisational strategic direction.

Mrs Gaye Richardson

Gaye has been a member of our Board since 2010. 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.

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 is currently Chair of the Clinical Governance Committee. Geoff's exemplary knowledge and skill will ensure OneCare's growth and sustainability.

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 currently Chairs the Audit, Finance & Risk Committee.

Our Independent Committee

Mr Daniel Richards

Independent Member of Audit, Finance & Risk Committee

Daniel has worked at Accru Hobart for over 26 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 the 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 15 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.

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 2022.

Firstly, I acknowledge my predecessor, Lou Johnson, who was appointed Chairman on 29 January 2021, following the unfortunate passing of the Chairman and long-term Director, Phil Butler. Director Johnson was appointed Chairman for the balance of Director Butler's term; the Annual General Meeting in November 2021.

The year was not an easy one for the aged care industry. Ongoing challenges posed by COVID-19 coupled with staffing shortages were exacerbated by recommendations from the Royal Commission and subsequent government reforms and regulatory changes. While OneCare welcomes any changes to make the aged care sector as best as it can possibly be, we also understand the challenges change poses, particularly in the context of workforce shortages.

Throughout these challenges, the OneCare Board strengthened its focus on transformational change, reflecting a new era in consumer expectations within a rapidly changing industry. All of which has subsequently been included in the recent amendments to OneCare Limited's Strategic Plan 2021-2025.

Throughout all of our service avenues – residential, community care and independent living – we strive for excellence.

To deliver on our purpose of providing Tasmanians with access to the highest standards of contemporary care and support, OneCare Limited is redefining its service model. We are creating community-based precincts each delivering a full range of integrated aged care services, including the vital component of assisting consumers to access the level of care to which they are entitled and deserve.

The challenges, changes and developments would not have been achieved without the outstanding leadership of our CEO, Pete Williams, and the support of his executive team.

The net operating result for the year ended 30 June 2022 was a loss of $2.28M. This was materially affected by additional costs arising from managing resident safety during the COVID-19 pandemic. OneCare met its occupancy targets and commenced its planned work on improving our service delivery through investment in our people. OneCare reduced its debt by $4.944M and maintained our strong financial position. The result is in line with Board expectation and represents excellent work by our managers and staff.

OneCare's property assets were revalued with a net increase of $6.820M to our balance sheet, resulting in total comprehensive income for the year of $4.516M.

OneCare acknowledges the sector is under financial stress and welcomes the Government's commitments to improved funding and increased wages.

Significant work was undertaken during the year for construction to proceed on the conversion of the Wellness Centre and the building of additional units at Barossa Park Lodge, the new ILU development at Rubicon Grove and bathroom conversions at Bishop Davies Court. Significant expenditure has also been committed to the upgrade of our IT systems.

A further development that warrants acknowledgement is the growth of our clinical governance sector. Quality data is now driving our response to resident and consumer needs, with a focus on improved quality outcomes.

I take this opportunity to express appreciation to our staff. The quality of care is dependent upon the level of understanding, knowledge, commitment, dedication, and empathy of our staff. This was tested during the year with the demands that came with COVID-19 and staff shortages that demanded overtime and additional shifts, along with the need to comply with isolation and PPE requirements. On top of this, ensuring regular and effective communication occurred providing clarity on the frequently changing rules and regulations - all designed to keep our aged care community safe.

The provision of care and support at the bedside, in the dining room, during activity sessions and in the home solidifies our reputation and credibility as we strive to be the leading aged care provider in Tasmania. We recognise this can only be achieved by quality people delivering a quality service.

I also take this opportunity to thank my fellow Directors, the Independent Committee Members Karen Linegar (Clinical Governance) and Daniel Richards (Audit, Finance & Risk); for their ongoing commitment and support. To our Company Secretary, Colin Stewart, and Executive Assistant, Tracy Long, a special thank you for your commitment and unwavering support.

Leon Peck
Chairman of the Board

Tracy Long

EA to CEO and Board Chairman

From my perspective, I have seen, and will no doubt continue to see, significant change for the better at OneCare. I work very closely with the CEO and the Board, and what stands out the most is the genuineness and willingness of both parties to work together collaboratively, with trust and respect, to ensure the best outcomes for our consumers and staff.

The industry is a challenging one and at times, feels relentless. A sense of humour is critical.

For me personally, I strongly believe that in everything we do, it is important to remember that kindness matters.

CEO's Report

The aged care industry continues to navigate major reform following the Royal Commission and the subsequent Government response. As the CEO for OneCare Limited, I cannot help but feel a sense of honour and pride in the work that we get to do every day.

The last year has continued to challenge our industry and yet, our extended OneCare team including the executive, management, frontline staff and volunteers, all remain committed and unified in our pursuit of excellence in the delivery of contemporary, consumer-focused care and support.

Our success and achievements across the past 12 months have occurred as a direct result of the individual and collective contributions of our dedicated OneCare team. The focus on strengthening our workplace culture where inclusion, acceptance and authenticity are enabled to thrive, underpins who we are as an aged care provider, and this flows outward into the delivery of our services.

It is through our collective efforts that OneCare Limited continues to grow, creating momentum and recognition within the Tasmanian community as a viable and well-respected provider of aged care services in residential aged care, independent living and community support. Below are some notable points of focus over the last year that will extend into our future planning.

COVID-19 Management

Living with COVID-19 is now part of our everyday life and language. Our focus on keeping our employees, consumers and the wider community safe remains our top priority. We have seen many changes in Government rules, regulations and directions over the last year specific to COVID-19, and it has been pleasing to see how well everyone adapted whilst we navigated continuously changing dynamics in such uncertain times.

On this point, I would like to acknowledge our employees with sincere thanks for your continued dedication, care and support to our consumers. Without doubt, you were and continue to be the safe, guiding light for those consumers who felt vulnerable, afraid and isolated during this last year. I would also like to pay my respects to those consumers we lost during this time and to extend my condolences to their family and friends.

Strategic Plan 2021-2025

The OneCare Board of Directors, Executive and Management continue to monitor and collaborate on our five-year strategic plan. The plan provides clarity on our operating values, direction, areas of focus and investment. It is the lens through which we see our entire operation, and it is the framework in which we measure our success. The plan captures the changing needs of the aged care industry, consumer expectations as well as the intention to lift aged care quality standards as defined by the Royal Commission recommendations. Key activities and areas of focus include;

- ***Our Consumers*** - where food, lifestyle activities, the environment, choice and partnerships aim to improve the consumer's lived experience.
- ***Our People*** - where investment in our workforce strategy, staff ratios, education and training as well as reward and recognition aim to improve our employee's lived experience.

- ***Our Finance*** - where service growth, business diversification and investment in our buildings and infrastructure is essential to remain competitive and sustainable.
- ***Our Governance*** - where investment in our Information Technology and compliance systems, communication and marketing strategies enhance and support service delivery.

OneCare Service Model – a precinct approach

Our service model continues to be refined in light of the rapidly changing aged care environment. The model describes how we deliver care and support to our consumers across residential aged care, independent living and community support, whilst the precinct approach defines the partners we use and the geographical boundaries in which we operate.

The OneCare Service Model – *A Precinct Approach*, has clearly defined aims and objectives, ultimately enabling choice and inclusion that support a positive lived experience as well as seamless integration between service offerings. The model also creates a true 'point of difference' that aligns to our Strategic Plan 2021-2025.

Sustainability Program

This year saw the launch of OneCare Limited's first sustainability program that considers our environmental, social and financial responsibilities. In pursuing our purpose – to 'provide Tasmanians with access to the highest standards of contemporary care and support for members of our community in need of our service' – we acknowledge the impacts that our operations can have on our environment and the wider community. We must promote and preserve a healthy environment by improving resource efficiency, enabling climate resilience and greening our built environments wherever possible.

The program highlights our commitment to taking a sustainable approach to management and service delivery by integrating sustainable practices across our organisation while fostering a shared sense of responsibility and vision for optimal performance from our management, employees, business partners and consumers. Our sustainability program provides clarity on 11 key focus areas that we will actively pursue and report back to the wider community on progress and outcomes. These areas include;

- sustainable transport;
- waste management;
- energy efficiency;
- leadership in sustainability;
- empowering people;
- purchasing and contracts;
- chemical management;
- water management;
- greening built environments;
- pharmaceuticals; and
- food waste.

Thank you

I would like to publicly thank the OneCare Board of Directors for their ongoing support and mentorship, in particular the Board Chairman Leon Peck and Deputy Chair Sue Hickey. True collaboration between the Directors, CEO and Executive have enabled positive change at our governance level where I and the Executive are afforded the freedom to perform our roles successfully.

I would also like to acknowledge my Executive and Management team for your continued support and trust in my vision, direction, and leadership. Your individual and collective contributions underpin our success, and I am incredibly grateful for your commitment to walk with me, to lead by example as we create long term, sustainable change. To my Executive Assistant, Tracy Long, your unwavering support, knowledge and skill contribute to our overall success in so many ways. Thank you for all you do.

Finally, to the wider OneCare Team including our amazing volunteers and auxillary members, thank you for a job well done. Our future is positive and I am excited about what the next year will bring.

Peter Williams
Chief Executive Officer

Clinical Report

COVID-19

This year Covid-19 has again dominated the aged care landscape. Throughout last year, our dedicated staff successfully navigated and managed outbreaks in each facility minimising the impact to residents, visitors, staff and other stakeholders. We strive to continue delivering best practice outcomes using risk mitigating strategies that are aligned to the assessed level of risk.

It is important to appreciate that Covid-19 is not the only virus of concern in the residential aged care setting. The prevalence of Influenza and other respiratory pathogens are still circulating in our communities although at a much lower rate than previous years. Pleasingly, OneCare has had no outbreaks of influenza; however, there have been incidences of respiratory syncytial virus. This common virus in children, can affect people of all ages and may make elderly people severely unwell potentiating pneumonia with an increased mortality rate.

It is reasonable to conclude the impact of heightened awareness and adherence to conscious social behaviour such as; social distancing, mask wearing and hand hygiene implemented to reduce the risk of Covid-19 have had a positive influence in reducing the transmission of influenza and other infections in our services.

OneCare is very appreciative of visitor and staff awareness of infection control measures and asks that we all remain vigilant to symptoms of respiratory illness and do the right thing when unwell or showing the slightest of symptoms, self-isolate and test to prevent the spread.

Although the state of emergency in Tasmania ended on 30 June 2022 and subsequent mandated vaccination has now been dissolved. This should not deter us from being fully vaccinated, it is the safest way in building your protection against severe illness and other complications.

At each opportunity, OneCare facility management secure in-service vaccination hubs and every new admission is offered opportunity for vaccination.

OneCare services are taking measured and controlled actions with regard to visitor and workforce management mitigation strategies, and these are reviewed in response to any surges in the prevalence of virus in the community.

COVID-19 is managed by OneCare like other notifiable disease whilst following expert and the latest public health advice.

Ways to reduce risk of transmission are:

- **Stay home if unwell –** The best way to stop viruses from spreading is to stay at home. This means not going out into the community until symptoms have resolved. A negative COVID-19 test does not mean that you can return to work straight away – if you are still symptomatic, you should stay at home.
- **Hand hygiene –** Use soap and warm water or alcohol-based hand rub to prevent virus spread. Clean hands regularly, particularly before eating, after touching surfaces or objects that may be contaminated as well as after coughing, sneezing or handling tissues.
- **Cleaning of items and surfaces –** Ensure frequently touched surfaces like phones/pagers, keyboards, door handles, handrails, exit code panels are thoroughly and regularly cleaned to stop the spread of illness in a facility or at a consumer's home.

- **Cover your coughs and sneezes –** Sneeze or cough into tissues, or your elbow, and clean your hands afterwards. This helps stop the spread to other people.
- **Stop sharing –** Do not share eating utensils, cups, towels or other items such as pens or pencils unless they are thoroughly cleaned between people using them.
- **Encourage eating and drinking –** To avoid dehydration, ensure you have frequent and small amounts of fluids or snacks.
- **Follow the rules –** Wear your mask correctly and change it regularly. Do not re-use disposable masks.
- **Keep up to date with your vaccination**

Accreditation update

Barossa Park Lodge

The service had its 3-year accreditation visit in in February 2022. This was the first reaccreditation audit against the 8 eight standards.

The Commission's report detailed opportunities for improvement in standards 2 Ongoing assessment and planning with consumers; 3 Personal care and clinical care; 5 Organisation's service environment; 7 Human resources and 8 Organisational governance. The service is re-accredited to January 2024 and is committed to a timeline for completing remediating measures in each of the standards identified as unmet. All sub sets of each standard must be achieved to attain a met result which is a rigid measure for provider compliance. OneCare takes its responsibilities to achieve and maintain all standards as met very seriously, and engaged an external auditing service to review all OneCare facilities to risk mitigate for future Commission audits, whilst supporting each service with continuous improvement.

Bishop Davies Court

Bishop Davies Court was due for re-accreditation by 2 October 2022, this date has now been extended for another 6 months by the Commission.

Rubicon Grove

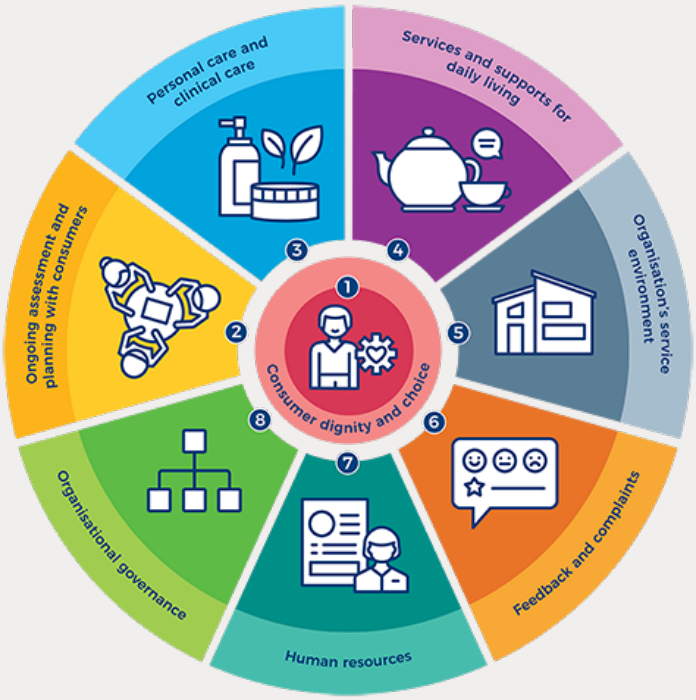
Rubicon Grove decision made 14 Feb 2022 to extend accreditation period from 27 March 2019 to 27 September 2023.

Umina Park

Umina Park was due for re-accreditation by 31 October 2022, this date has now been extended for another 6 months by the Commission.

The Manor

The Manor's accreditation status has been extended until 18 February 2023 by the Commission.



HomeCare

HomeCare re-accreditation can be expected at any time.

NDIS

All aged care providers delivering services to NDIS participants were registered automatic NDIS provider status on 1 December 2020. This means that OneCare has been required to meet the obligations of the National Disability Insurance Scheme Act 2013 (NDIS Act) and the NDIS (Provider Registration and Practice Standards) Rules 2018, in relation to the NDIS participants they support.

An independent audit process of OneCare in preparation for required continuation of NDIS Certification will be undertaken late in 2022

.

National Aged Care Mandatory Quality Indicator Program (QI Program)

Like all aged care providers, OneCare Limited participates in the QI Program requires residential aged care providers to report on crucial areas of care to support quality improvement and better health outcomes for older Australians

The current QI Program captures five key areas of care and data is reported to Government quarterly. These include;

- pressure injuries
- physical restraint
- unplanned weight loss
- falls and major injury
- medication management

As a result of the Royal Commission into aged care, the will be an expansion of the current QI Program, commencing 1 April 2023 to include;

- Activities of daily living – Percentage of care recipients who experienced a decline in activities of daily living
- Incontinence care – Percentage of care recipients who experienced incontinence associated dermatitis
- Hospitalisation – Percentage of care recipients who had one or more emergency department presentations
- Workforce – Percentage of staff turnover
- Consumer experience – Percentage of care recipients who report 'good' or 'excellent' experience of the service
- Quality of life – Percentage of care recipients who report 'good' or 'excellent' quality of life.

The QI Program provides a national benchmarking opportunity to compare performance with other aged care providers. OneCare Limited has a robust Clinical Governance program and hence, all data is transparently reported to the Board of Directors

Serious Incident Response Scheme (SIRS)

What is the SIRS?

As an outcome of the Royal Commission enquiry, the Aged Care Commission commenced the SIRS program on 1 April 2021 for all residential care services. The criteria for reporting as set by the Commission are listed below.

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Neglect of a consumer
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate use of restrictive practices
- Unexplained absence from care

This program will also extend to include the Home Care setting on 1 December 2022, although the criteria for reporting has not yet been finalised.

The intent of SIRS has four key elements, these include;

1. To strengthen aged care systems
2. To reduce risk to residents
3. To build skills to better understand causation of serious incidents, and
4. To drive improvements and reduce recurrence.

OneCare Limited is leading the way in understanding why such incidents occur by using a risk management tool to analysis SIRS incidents. This tool is called 'Critical Systems Analysis' and was designed by our CEO, Pete Williams.

The CSA Tool looks at 'what happened, why it happened and how can we prevent it from happening again'. The CSA tool was presented at the national aged care conference and the Commission have met with our CEO to explore how this tool can add value to the wider aged care sector. It is exciting to know OneCare is proactively addressing risk in such a way that captures the intent of SIRS and enables our service to reduce risk through analysis and changes to our internal process and systems.

Essentially, the SIRS process and the application of the CSA tool is helping to improve our overarching risk management systems. At OneCare, we have strong leadership and safety culture, we take incidents seriously, we report and analyse them quickly, we take appropriate action as needed and monitor and system changes for effectiveness.

The QR Code provides a link to the Aged Care Quality and Safety Commissions 'Essential elements of effective incident management systems'. This process forms part of our Clinical Governance framework.

Ensign Patient Monitoring

The Royal Commission findings reflect 1 in 3 people accessing residential aged care and home care service have experienced substandard care.

OneCare is taking the lead in supporting excellence in the delivery of clinical and quality care by introducing supportive mechanics and equipment for staff to assist them to perform their functions effectively and efficiently. The goal being to optimise resident outcomes by the delivery of clinical care that is both anticipatory and reactive.

Ensign patient monitoring is contemporary clinical equipment that supports the delivery of coordinated care. The focus of care using this form of non-intrusive monitoring whilst the resident is in bed, is to obtain timely clinical assessment that alerts staff to respond to the changing needs of resident. The parameters for monitoring are customisable allowing personalisation of care.

The Ensign system has the potential to save lives, through the timely notification of accurate information to nursing staff. Ensign continuously monitors the resident and will generate an alarm to prompt immediate staff intervention when any critical parameter is breached. The monitoring system is pivotal in achieving positive impact on the quality of individualised resident care. It is expected adverse events and unnecessary hospital transfers will be reduced.

A trial of the equipment showed a value add to resident care along with workforce benefits. Key resident information is able to be conveyed to staff at as safe distance during any period of infection outbreak. Unnecessary bedside contacts are limited, reducing risk of infection transmission, and freeing up staff time. OneCare has purchased two monitoring systems for each facility, the expected date for delivery and implementation across the organisation is early September 2022.

The Ensign pad monitors:

- Resident out of Bed or in bed (replaces the need for bed sensors)
- Live recording Heart Rate and Respiration Rate (Improved clinical monitoring)
- Restlessness and Sleep Quality (Providing quality real time sleep assessments)
- Incontinence (Reduces the chance of a resident being left in a wet bed)
- Turn-over care monitoring and scheduled reminders (Improves pressure area care)
- Life signs critical alarms.

Care staff will be alerted when a resident requires assistance to re-position or if a high-risk resident records a bed exit. This remote monitoring system freeing up staff time to prioritise competing resident needs without missing crucial timeframes for care delivery.

Final Thoughts

OneCare continues to explore opportunities to strengthen our delivery of care and support to our residents through quality initiatives and programs. Staff education and training is key to our success and as such, we continue to develop professional development days that enable staff to come together, learn and explore contemporary thinking and action in our sector.

We seek business partners who have similar values and understand the importance of delivering personalised care.

OneCare continues to collaborated closely with business partners such as the University of Tasmania, Dementia Australia and various others services. Such connections enable us to participate in potential research programs specific to the aged care sector and to enable access to the latest education learning technologies and equipment that support our staff to continually enhance their knowledge and skill.

Despite the numerous challenges facing our industry, we are excited to look ahead and engage in opportunities that enhance the quality of care and support we provide to those who entrust us with their care.

Lynnmaree Padman
Executive Manager
Clinical Services

Hospitality Services

Hospitality Services have faced challenges at all sites due to COVID-19 and its ongoing impacts.

Lockdowns and staff shortages, coupled with requirements for additional cleaning and sanitizing meant routines for meal delivery were re-organised, often on a daily basis depending on the circumstances. Hospitality teams at all OneCare sites should be recognised for their willingness and commitment to meet these challenges and ensure services were maintained.

While COVID-19 continues to impact services, we have learnt much more about outbreak management. Team work, especially between departments, has never been better.

External Food Safety third party audits were conducted between February and August 2022, with all sites achieving 100 per cent compliance, which was an excellent result.

In terms of achievements, the Food Safety Program annual review took place in September with several improvements implemented and all facilities will have a minimum of three food safety supervisors by the end of this year. In addition to this, several team members have completed comprehensive training with many others expressing an interest in doing so.

Unannounced inspections from environmental health officers also saw OneCare achieve 100 per cent compliance.

Substantial investment has been made at all facilities with the purchase of new combination ovens at Barossa Park Lodge; a new conveyor dishwasher, floor scrubber, combination oven and heat on demand system at The Manor; service trollies for Bishop Davies Court; and a bratt pan and two motorised drink trollies at Umina Park.

The Dietary Care System (DCS) electronic menu management software was implemented in February 2022, with all sites now online. There has been nothing but positive feedback about this time-saving program. Detailed daily reports are printed for meal service which dramatically reduces incorrect meals being served. All Hospitality Services Managers are extremely supportive of the DCS initiative.

The new statewide Spring/Summer Menu was released in September with positive feedback. A menu satisfaction survey will be conducted after two full cycles of the four week menu. Consistency has been maintained between all sites with the ongoing improvement of our online recipe database. Suppliers have also assisted to maintain quality by responding to feedback and rectifying any issues in a timely manner. Contracts with our meat supplier and fruit & vegetable supplier, have been renewed this year to ensure a reliable supply of quality ingredients.

Like most segments of aged care, attracting suitably-trained staff is a challenge for Hospitality Services, and has been regularly discussed at manager meetings, with experienced chefs particularly difficult to recruit.

Hospitality Services strive to continuously improve by:–

- Ongoing customer service training.
- Improving our Texture Modified Moulded Foods.
- Regular chef/cook workshops to develop menus and recipes, tastings, plating and presentation tips and tricks, trouble shooting, workflow and team work.
- Statewide calendar of cultural celebrations.
- Standardised safe operating procedures project for all equipment and tools, made available on the intranet.
- Standardised statewide position descriptions for Hospitality Service Managers and the entire catering and domestic team.
- Standardised pantry lists with central electronic ordering system – such as Tech1.

Finally and most importantly I would like to thank every member of our Hospitality Team for their amazing contributions this year.

Kind regards

Clint Weston
Hospitality Services
Manager Statewide Lead

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 and school visits. Cafe visits plus other services to attend and enjoy are 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

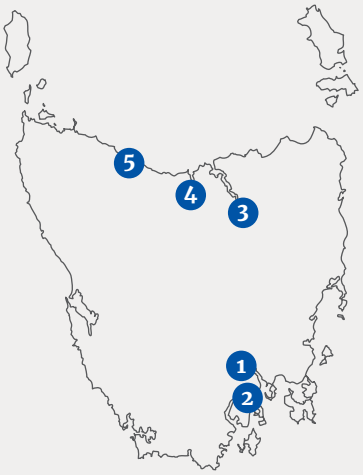
1. Barossa Park Lodge
(Glenorchy)

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

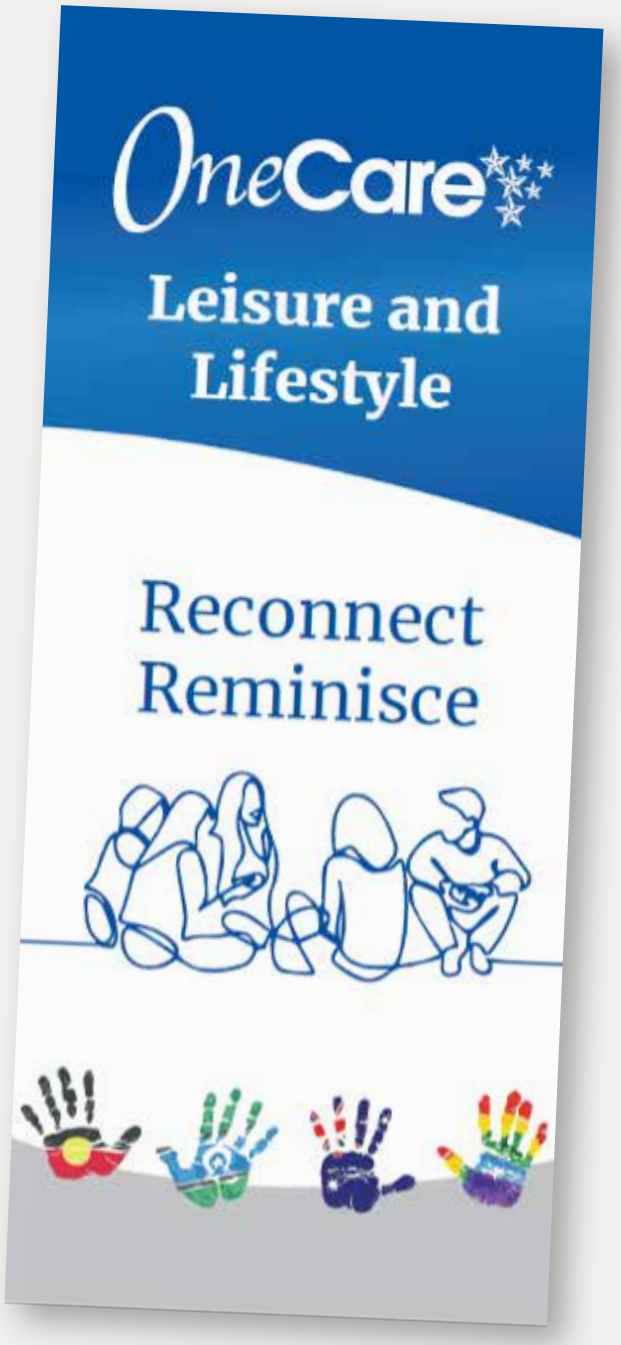
Hair & beauty salons and cafes

Pet therapy

Independence – kitchens and lounges

Leisure and Lifestyle

The annual theme for Leisure and Lifestyle this year was reconnect and reminisce. Despite the challenges of COVID at the start of 2022, the team delivered a diverse calendar of activities and events.



All facilities celebrated NAIDOC Week in July this year. This year's theme was 'Get Up! Stand Up! Show Up!', which was about everyone committing to and supporting institutional, structural, collaborative, and cooperative change.

Bishop Davies Court celebrated NAIDOC Week by holding a special lunch. On the menu were some delicious wallaby and kangaroo sausages. Residents were treated to a historical talk about the Palawa people – Tasmania's Aboriginal people – and learnt the skills of basket weaving. At The Manor, residents teamed up to participate in an Indigenous art activity where they created beautiful artworks inspired by the symbols, styles and stories of enduring Australian art form.

During December OneCare CEO, Peter Williams, and the Executive Team visited each of OneCare's facilities around the state, talking to residents, families and staff.

Peter shared the results of the resident feedback survey and explained the additional measures being put in place to protect the OneCare community as we learnt to live with COVID-19.

We celebrated many birthdays and a wedding!

Betty celebrated her 100th birthday in April and enjoyed time with family that had flown down to celebrate this special time with her and to share in the delicious cake that our catering staff had prepared!

During August at The Manor we held a very special commitment ceremony for two of our residents. Dianne and Neil, met approximately three years ago at The Manor, and it was a wonderful occasion for their friends and staff to witness their commitment to each other, wish them congratulations and enjoy a delicious afternoon tea following the ceremony.

The Centenarian Portrait Project by Teenagers was a community arts project that promoting intergenerational friendships, celebrating life at 100 (in all its forms) and fighting the negative ageing stigma.

Each of the residents involved in the project and their families were invited to view the portraits at a public exhibition at Mawson's Pavilion. The artists did a truly remarkable job, and it was such a special project for our residents to be part of.

Thank you Embraced for making this all happen!

Chloe Arthur

100 / The Centenarian Portrait Project by Teenagers

Hannah Jack (Glenorchy)

13.12.1921

Acrylic on canvas

Hannah Jack is one of the wittiest and amusing women I have ever met. Hannah has an incredible memory, which enabled me to discover so much about her life in addition to her beautiful personality.

Hannah Jack was born in Hobart on December 13, 1921, and went to Cornwall Primary School before attending Davis College at 15. Hannah began working as an infant nursery sister when she was 18 and a half years old, walking to all of her clients' homes. She worked at Cadbury before becoming a nurse, where she swore, she did not eat any of the chocolate which I'm not quite sure I believe.

When I first went to meet Hannah the I noticed how she was not like any person that I met before, I was expecting her to be quiet and reserved but I was wrong, she actually had the same sarcastic personality as me which made me more comfortable when speaking to her about her fascinating life. When speaking to her one of my favourite quotes was when I asked to take some photos of her for her portrait, and she said "I will try not to break your camera'" which I think sums Hannah up as a person.

One of the most time-consuming aspects of this project was deciding which photo to use for Hannah's portrait because I wanted the portrait to reflect Hannah's personality and outstanding style. Hannah was always beautifully dressed every time I went to see her, usually in a wonderful cardigan and long skirt with her blue slippers.

For this portrait I utilised acrylic on canvas for the portrait and solely used pallet knives to add expression, as well as neutral and pink undertones, to lend life to the picture, which I believe brings out her personality, which was one of my major goals when painting Hannah.

Overall, this project has been a fantastic learning experience, and I am incredibly grateful to Hannah Jack and her family for allowing me to paint her portrait.

Isabella Hayes

100 / The Centenarian Portrait Project by Teenagers

Monica Grey (Glenorchy)

14.02.1922

Oil & acrylic on canvas

Monica Grey is currently 100 years old. Born valentine's day 1922, she has lived a long and peaceful life. I feel very grateful in having the experience of meeting her and getting to know her and her son Lionel and daughter-in-law Sandra.

Every morning I went in to see Monica, we always found her sat quietly doing a colouring in. In our visits we always spent the whole time talking, I got to listen to so many stories of her life. She has a very cheeky smile and contagious laugh that I saw when she told me of the dances she used to attend held by the council. I got to hear about her family and her late husband Robert. I also heard of her wonderful garden which had 57 types of flowers including Gladys, irises, and dahlias. A garden so impressive I was told tourists used to take pictures of to send home to their families. I was even lucky enough to see pictures and the garden was just beautiful.

When considering Monica's portrait, I decided that including the element of her garden would be a way to reflect this part of her life and the conversations we had. So, I decided to paint a portrait of Monica alongside some of these flowers.

The painting itself was done from a reference photo taken of Monica on our very first visit, capturing her subtle smile. When doing this painting I was careful to not let the surrounding imagery take away from Monica herself, so I decided to do a plain background. I used the colour pink as it reminds me of Monica. Every time I visited her, she always had a soft pink blanket across her lap, the same colour which I have used. I also decided to use pink as I was told she married in a pink wedding dress made by her friend. Her wedding was 79 years ago this year.

I feel very privileged in getting to meet Monica and to learn about her life. I have really enjoyed creating this portrait for her and her family.

People and Culture

With more than 900 people in our OneCare team, the focus this year was improving the employee experience and health and wellbeing initiatives.

Pleasingly, our annual staff engagement survey indicated we were on the right path. A high percentage of staff completed this year's survey and both alignment and engagement has improved.

Highlights include:

I understand how my role contributes to OneCare's long term strategy

2021 > 68%
2022 > 78%

OneCare requires me to uphold the highest ethical standards at all times 87%

I am proud of our values 86%

OneCare has effective plans for developing & retaining it's people 59% (increased from 41%)

"It's about dignity and respect for our team"

OneCare introduced a new staff program providing free period products to our team. OneCare believes that everyone should have free and ready access to a pad or tampon. We believe this is about dignity and having respect for our team. The product dispensers are discreet and easy to use. Introduced in June, the feedback from staff has been positive.

New Recruitment App

A key project for the HR team this year was to implement a new recruitment system. In such a competitive job market, it's critical that our recruitment process makes it quick and simple to apply for roles and that our onboarding process is welcoming.

Our new system Martian Logic, allows people to apply on any device and expressions of interest to join our team can be lodged by scanning a QR code. The platform provides candidates applying for positions with OneCare a positive experience as they receive more communication at various stages throughout the recruitment process.

Other key benefits of the platform include:

- Hiring Managers are empowered as they are able to undertake electronic shortlisting and progress candidates through various stages of recruitment.
- Once OneCare accepts a candidate as an employee the candidate can undertake their entire onboarding within the system. This provides a seamless, paperless process for both the candidate and for OneCare payroll and HR departments.
- Onboarding packs can be customised and changed for each specific role.
- Hiring managers can also utilise talent pools that are created from candidates lodging expressions of interest to join the OneCare Team

Future developments within the system include the recruitment and management of volunteers across all facilities.

Health and Wellbeing

Acknowledging the challenges of the pandemic on our mental health and wellbeing, the OneCare team developed a range of new programs to support our overall wellbeing.

- **NEW PAID LEAVE** - We understand that life can suddenly change for our team members and we are keen to support employees through challenging life events. We created a new leave type called exceptional leave which includes events not covered by traditional leave; such as miscarriage, violence/ assault, pandemics, plus other personal emergencies. While this type of leave is new, staff have already been able to access it to support extended family and to manage the impact of unfortunate circumstances in their lives.

MENTAL HEALTH FIRST AID Australia

- **MENTAL HEALTH** - An initiative of our Safe and Well Committees has supported a number of staff at each service to complete the Mental Health First Aid Certificate.
- **EAP** - Our Employee Assistance Program (EAP) visited our services regularly. We understand that sometimes people might be hesitant to reach out and make an appointment. Having trained councillors onsite joining staff in the lunch room or team meetings helps break down barriers to supporting good mental health and getting the support our team members may need. Our EAP program has also developed a range of face-to-face and online training for our managers and frontline workers to build resilience and manage stress.
- **MANUAL HANDLING COACHES** - Developed by our Safe and Well Committees, the Manual Handling Coaches Program allows staff to undertake a five-day training program with the Australian Association of Manutention Practitioners. This gives them the skills to coach and support frontline staff to undertake work safely and reduce musculoskeletal issues. Our coaches meet quarterly with a physiotherapist to continue their learning and discuss new ideas to support staff.

Natalie Neilson
Executive Manager
People and Systems

Staff Profiles

Mandi Blignault

Mandi Blignault joined the OneCare team in May 2022 as the Facility Manager for The Manor.

She has a love for nursing, as it allows her to look after and advocate on behalf of our society's most special people.

"The aged care sector is a calling for me, and I'm thrilled to be able to work in an area I am genuinely passionate about in such a magnificent part of the world," Mandi said.

"A year ago, I made the move from South Africa to Tasmania and I absolutely love it here especially as someone who enjoys nature and being outdoors."

Mandi is very proud to be a part of the amazing team at The Manor and is committed to continuing to provide the best possible care to residents.

Debbie Hutchinson

Debbie Hutchinson joined the OneCare team in 2020 and was quickly promoted to Human Resources Manager.

This year, OneCare was delighted to hear Debbie won a scholarship to attend the 2022 Industry Enterprise and Development (I-LEAD) Program.

The I-LEAD Program, which is part of the overall Tasmania Leaders Program, focuses on the challenges and increasing complexities facing the community sector. The Program consists of eight workshops where participants focus on three key areas: personal leadership, strategic leadership and business leadership.

Debbie said the program was brilliant, and it enabled her to explore her leadership style whilst expanding her industry network.

Celebrating our Teams!

International Nurses Day

Thank You - I would like to publicly thank the OneCare team for their amazing efforts at the start of 2022 when COVID arrived in Tasmania in earnest. Wearing full PPE 24 hours a day, queueing in the rain to have PCR tests, daily Rapid Antigen Tests and deep cleaning facilities from top to bottom became normal. Throughout the rapidly changing situation, you did everything possible to reduce the COVID risk and care for our residents. Thank you for the care, compassion, professionalism and dedication you show every day, but particularly during the COVID pandemic.

Natalie Neilson
Executive Manager People and Systems

Aged Cared Thank you Day

Hospitality Services Week

OneCare Limited
Extract of General Purpose Financial Report

For the year ended 30 June 2022

Directors' Report

The Directors of OneCare Limited submit herewith the annual financial report of the Company for the financial year ended 30 June 2022.

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 Leon Peck BA (Admin & Economics): Cert Ed; JP	Appointed – Board 24/10/2015	· Chair of Board of Directors (from Nov 21) · Member of Governance Committee · Former Deputy Chair of Board of Directors (to Oct 21) · Former Chair of Clinical Governance Committee (to Nov 21)
Ms Susanne Hickey MBA, PHF, FAICD, FAMI, CPM, Grad. Cert. Digital Marketing	Appointed – Board 29/4/2016	· Deputy Chair of Board of Directors (from Nov 21) · Member of Governance Committee · Former Member of Audit, Finance & Risk Committee (to Nov 21)
Mr Andrew Crane B.Com, CPA, GAICD	Appointed – Board 31/7/2020	· Chair of Audit, Finance & Risk Committee (from Dec 21) · Member of Governance Committee · Former Member of Growth & Development Committee (to Sep 21)
Mr Lou Johnson FCA	Appointed – AGM 31/10/2008	· Member of Audit, Finance & Risk Committee · Member of Governance Committee · Former Chair of Board of Directors (to Nov 21)
Mrs Gaye Richardson MAICD	Appointed – AGM 29/10/2010	· Member of Clinical Governance Committee (from Dec 21) · Member of Governance Committee · Former Chair Growth & Development Committee (to Sep 21)
Mr Geoff Squibb JP, Dip Rec	Appointed – AGM 27/10/2017	· Chair of Clinical Governance Committee (from Dec 21) · Member of Clinical Governance Committee · Member of 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 older persons, and other appropriate persons, 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 2022 financial year was $2.28m (2021: $9.79m). 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 has contracted the services of a Consultant to evaluate the viability of a precinct model for the delivery of aged care services in the Port Sorell area.

Plans are also well underway for an increase in the number of ILUs on the Barossa Park Village.

Planning is also being undertaken for upgrades of Resident rooms & ensuites at Bishop Davies Court.

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 2022 in the consolidated 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 consolidated financial statements are authorised for issue, the Directors considered that the financial impact of COVID-19 on the consolidated 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 twelve Board meetings, twelve Audit, Finance & Risk Committee meetings; nine Clinical Governance Committee and twelve 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 Leon Peck	12	12	-	-	-	-	9	9	12	12
Ms Susanne Hickey	12	11	5	5	-	-	-	-	12	11
Mr Andrew Crane	12	12	7	7	3	3	-	-	12	12
Mr Lou Johnson	12	12	12	12	-	-	-	-	12	12
Mrs Gaye Richardson	12	12	-	-	3	3	4	4	12	12
Mr Geoff Squibb	12	12	-	-	-	-	9	9	12	12
Independent Members:										
Mr Daniel Richards*	-	-	12	12	-	-	-	-	-	-
Ms Karen Linegar**	-	-	-	-	-	-	9	9	-	-

* Independent Member of Audit, Finance & Risk Committee.
** Independent Member of Clinical Governance Committee.
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 Leon Peck
DIRECTOR (Chair)
Hobart, 30 September 2022

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

30 September 2022

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 2022, 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
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 2022

	Note	2022	2021
		$'000	$'000
Recurrent income			
Service revenue	5a	59,282	55,656
Other income	5b	7,507	7,466
Total recurrent revenue		**66,789**	**63,122**
Recurrent Expenses			
Employee benefits expense	6b	(46,357)	(42,300)
Depreciation and amortisation expenses		(4,334)	(3,795)
Finance costs	6a	(3,691)	(3,303)
Materials and services		(11,553)	(10,462)
Other expenses		(2,871)	(2,825)
Total recurrent expenses		**(68,806)**	**(62,685)**
Net recurrent profit/(loss) for the year		**(2,017)**	**437**
Capital income			
Change in fair value of investment property		-	(7,131)
Change in fair value of resident obligations		(437)	(3,272)
Capital grant		176	176
Total capital income		**(261)**	**(10,227)**
Net operating profit/(loss) for the year		**(2,278)**	**(9,790)**

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 2022

	Note	2022	2021
		$'000	$'000
Net operating profit/(loss) for the year		**(2,278)**	**(9,790)**

Other comprehensive income

Items that will not be subsequently reclassified to the profit or loss			
Gain/(loss) on revaluation of Property, Plant and Equipment		6,820	23,345
Total other comprehensive income for the year		**6,820**	**23,345**
Total comprehensive income for the year		**4,542**	**13,555**

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 2022

	Note	2022	2021
		$'000	$'000
Assets			
Current Assets			
Cash and cash equivalents	**7**	25,818	25,687
Trade and other receivables	**8**	1,405	919
Inventories	**9**	12	12
Other assets	**10**	612	484
Total Current Assets		**27,847**	**27,102**
Non-Current Assets			
Property, plant and equipment	**11,23**	143,475	138,973
Investment property	**12**	46,538	46,334
Right of use asset	**15**	809	198
Total Non-Current Assets		**190,822**	**185,506**
Total Assets		**218,669**	**212,608**
Liabilities			
Current Liabilities			
Trade and other payables	**16**	3,772	4,584
Borrowings	**17**	1,002	2,482
Provisions	**19**	4,758	4,682
Resident obligations	**20**	113,864	105,931
Lease liabilities	**13,15**	183	110
Other current liabilities	**21**	266	1,318
Total Current Liabilities		**123,845**	**119,107**
Non-Current Liabilities			
Trade and other payables	**16**	20	26
Borrowings	**17**	8,282	11,743
Provisions	**19**	785	900
Lease liabilities	**13,15**	621	82
Other non-current liabilities	**21**	3,177	3,353
Total Non-Current Liabilities		**12,885**	**16,104**
Total Liabilities		**136,730**	**135,211**
Net Assets		**81,939**	**77,397**
Equity			
Reserves	**22**	50,293	43,473
Retained earnings		31,646	33,924
Total Equity		**81,939**	**77,397**

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 2022

	Retained Earnings	Reserves	Total
	$'000	$'000	$'000
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**
Balance at 1 July 2021	**33,924**	**43,473**	**77,397**
Comprehensive income			
Profit for the year	(2,278)	-	(2,278)
Gain/(loss) on revaluation of Property, Plant and Equipment	-	6,820	6,820
Total comprehensive income for the year attributable to the member of the company	**(2,278)**	**6,820**	**4,542**
Balance at 30 June 2022	**31,646**	**50,293**	**81,939**

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 2022

	Note	2022	2021
		$'000	$'000
Cash flows from operating activities			
Receipts from governments		47,089	44,128
Receipts from customers		14,112	13,957
Payments to suppliers and employees		(62,576)	(54,049)
Interest and other financial costs paid		(5)	(14)
Net cash provided by operating activities		**(1,380)**	**4,022**
Cash flows from investing activities			
Purchase/construction of property, plant and equipment and investment property		(1,989)	(1,661)
Proceeds from sale of property, plant and equipment		2	40
Independent living unit security deposits received		4,621	4,913
Independent living unit resident obligations refunded		(2,873)	(3,101)
Interest paid		(513)	(440)
Interest received		115	106
Net cash provided by (used in) investing activities		**(636)**	**(143)**
Cash flows from financing activities			
Accommodation deposits received		27,424	27,656
Accommodation deposits refunded		(20,110)	(21,740)
Net movement in resident trust funds		4	(5)
Proceeds from interest bearing loans and borrowings		-	-
Repayment of interest bearing loans and borrowings		(4,941)	(2,480)
Payment of lease liability		(229)	(294)
Net cash provided by (used in) financing activities		**2,148**	**3,137**
Net increase/(decrease) in cash held		131	7,016
Cash and cash equivalents at beginning of financial year		25,687	18,671
Cash and cash equivalents at end of financial year	**7**	**25,818**	**25,687**

The statement of cash flows should be read in conjunction with the accompanying notes.

Extract of Notes to the Financial Statements

Full financial report and notes are available on our website at www.onecare.org.au/publications/

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 consolidated financial statements comply with the recognition and measurement requirements of Australian Accounting Standards, the presentation requirements in those Standards as modified by AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for profit Tier 2 Entities (AASB 1060) and the disclosure requirements in AASB 1060. Accordingly, the consolidated financial statements comply with Australian Account Standards – Simplified Disclosures. In the prior year the consolidated financial statements were general purpose financial statements prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements. There was no impact on the recognition and measurement of amounts recognised in the statements of financial position, profit and loss and other comprehensive income and cash flows of the Company as a result of the change in the basis of preparation. OneCare Ltd is a not-for-profit entity for the purpose of preparing the consolidated financial statements.

The principal activity of the Company during the year was the care of older persons, and other appropriate persons, 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.

The consolidated financial statements for the year ended 30 June 2022 were approved and authorised for issue by the Directors on 30 September 2022.

Basis of preparation

The consolidated 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 $96m as at 30 June 2022 (2021: $92m). This mainly arises because of the requirement to classify resident obligations, which comprise refundable accommodation deposits and Independent Living Unit resident obligations of $114m (2021: $106m) 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 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

	2022	2021
	$'000	$'000
(a) Revenue from services:		
Government revenue	47,228	44,397
Property revenue	366	338
Basic daily care fee	10,649	10,294
Other resident fees and charges	813	476
Other service income	226	151
	59,282	**55,656**
(b) Other income:		
Deferred management fee	1,257	1,390
Rental revenue	580	571
Imputed income on RADs and Bonds	3,165	2,850
Daily accommodation payment	2,225	2,329
Donations	2	4
Other revenue	163	216
Banks and other financial institutions	115	106
	7,507	**7,466**

12. Investment property

FAIR VALUE		
Balance at the beginning of the period	46,334	52,930
Transfers from capital work in progress	-	-
Additions	281	535
Depreciation	(75)	-
Gain/(loss) on revaluation	-	(7,131)
Balance at end of the period	**46,538**	**46,334**

The fair value of the Company's investment property as at 30 June 2022 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.

22. Reserves

ASSET REVALUATION RESERVE		
Balance at 30 June 2021	43,473	20,128
Gain/(loss) on revaluation of property plant and equipment	6,820	23,345
Balance at 30 June 2022	**50,293**	**43,473**

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.

23. 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
Carrying amount at 30 June 2021	**136,417**	**2,153**	**403**	**138,973**
Additions	185	1,295	235	1,715
Disposals	-	-	-	-
Transfers	-	-	-	-
Revaluation increments/ (decrements)	6,820	-	-	6,820
Depreciation expenses	(3,196)	(837)	-	(4,033)
Carrying amount at 30 June 2022	**140,226**	**2,611**	**638**	**143,475**

26. Key management personnel compensation

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

Directors	563	607
Executives	1,615	1,562
Total	**2,178**	**2,169**

34. 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 2022

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 2022 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:

Leon Peck
Director (Chair)
30 September 2022

Independent Auditor's Report

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

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 2022, 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 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 2022 and of its financial performance for the year then ended; and

(ii) complying with Australian Accounting Standards – Simplified Disclosures 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

Directors are responsible for the other information. The other information obtained at the date of this auditor's report comprises the Director's Report for the year ended 30 June 2022, 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.

Responsibilities of directors for the Financial Report

directors of the Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Accounting Standards – Simplified Disclosures and the ACNC Act and for such internal control as 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.

Liability limited by a scheme approved under Professional Standards Legislation.
Member of Deloitte Asia Pacific Limited and the Deloitte organisation.

Independent Auditor's Report

Deloitte.

In preparing the financial report, 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 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 directors.

- Conclude on the appropriateness of 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 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
DELOITTE TOUCHE TOHMATSU

Carl Harris

Partner
Chartered Accountants
Hobart, 30 September 2022

140 Macquarie Street, Hobart Tasmania 7000

(03) 6220 1200

info@onecare.org.au

onecare.org.au