OneCare

Annual Report 2023 - 2024

Establishing a culture of kindness and meeting the challenges of change

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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 and 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 benchmark 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.

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 opinions.

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.

Integrity

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

Our Governance Structure

OneCare Limited has an experienced Board of Directors providing governance and strategic direction. OneCare is committed to providing high-quality care and support to our elderly consumers. Our governance framework ensures that we operate with integrity, transparency, and accountability, placing the well-being and rights of our consumers at the forefront of everything we do.

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 Mayor of Glenorchy City Council and has held the position of Speaker of the Tasmanian House of Assembly.

Mr Lou Johnson AM

Lou has been a member of our Board for 12 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 which he currently chairs, as well as wider organisational wider organisational strategic direction.

Assoc Prof Karen Linegar

Karen holds an appointment as an Adjunct Associate Professor with UTAS. 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. Karen is currently the chair of the Clinical Governance Committee.

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 Consumer and Marketing Committee. Geoff's exemplary knowledge and skill will ensure OneCare's growth and sustainability.

Mr Daniel Richards

Daniel has worked at Accru Hobart for over 27 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.

Our Independent Board Members

Dr Jay Shoemaker

Jay is a specialist GP with special interest in aged care. He has a master's degree in business administration and owns a GP clinic in Hobart. Jay teaches students and junior doctors in the areas of general practice and aged care, and is passionate about providing exceptional quality aged care.

Ms Linda Manaena

Linda is an organisational coach, facilitator, and leadership specialist. She works with leaders and teams across ten countries to build psychological safety, emotional intelligence, and workplace resilience to help them show up resourcefully and accountably. Linda holds a post graduate degree in marketing, a diploma of financial services, an accreditation in human behaviour and the neuroscience of psych safety and is currently completing a diploma positive psychology.

Mr Paul Tomaszewski

Paul is an experienced health and human services executive and researcher. He has graduate qualifications in management, law, education, social policy and public health. Paul's research interests have focussed on prevention and reduction of harm in paid care relationships.

Mr Marcus Allan

Marcus has been involved in the ICT industry for 30+ years as the operator of his own ICT consultancy, as a consultant for a number of leading private consultancy firms and as an ICT manager/executive for Tasmanian private businesses. Marcus had a particular interest in matching ICT investment with improved business strategic outcomes in the health/ care industry.

Chairman's Report

On behalf of the Directors of OneCare Ltd, it is my pleasure to reflect on the year ending 30th June 2024.

This financial year marked the conclusion of Director Andrew Crane's tenure with OneCare. Andrew's contribution to the company has been invaluable, and his dedication was deeply respected by all. We were fortunate to welcome Daniel Richards, who has been serving as an Independent Committee member of our Audit, Finance, and IT Committee, to the Board. Daniel's strong accounting background and thoughtful, objective approach have made him an excellent fit, aligning seamlessly with the values we uphold at OneCare.

We also had the privilege of appointing new Independent Committee members this year. Mr Paul Tomaszewski and Linda Manaena have joined our Consumer and Marketing Committee, Marcus Allan our Audit, Finance, and IT Committee, and Dr Jay Shoemaker our Quality Care Advisory Committee. Their expertise has already begun to make a meaningful impact, and we look forward to the continued value they will bring to our organisation.

Our governance framework ensures that we operate with integrity, transparency, and accountability, always keeping the rights and wellbeing of our consumers at the forefront. Our commitment remains unwavering to provide exceptional care through an integrated, precinct-style service design. We continually review and refine our practices to ensure we meet the highest industry standards while adapting to the evolving landscape of aged care. Above all, we strive to create an environment where our residents and consumers can age with dignity, respect, and the utmost quality of care.

A key focus for us this year has been fostering partnerships with our residents, consumers, and their loved ones. By creating an environment where individuals feel safe, heard, and involved, we see better outcomes for everyone. We believe in offering choices, not imposing decisions, and in doing so, we help enhance the quality of life for those in our care.

For those residents and consumers who may not be able to voice their needs, we place great importance on engaging their families and those closest to them. Ensuring their loved ones are part of the conversation is crucial to optimising their experience and wellbeing.

Our staff play an essential role in nurturing these relationships, encouraging input from our residents and consumers, and managing expectations with care. As a result, our approach to recruitment has evolved. While clinical expertise remains vital, we now seek additional qualities such as empathy, active listening, and kindness, ensuring these soft skills become part of our culture. A compassionate culture is not only good for our consumers but also good for business.

This commitment to collaboration extends beyond our staff. We've identified the need to provide more opportunities for our consumers to express their opinions and offer suggestions. To that end, we've established a Board Committee dedicated to addressing the issues and ideas that come from Consumer Representative Groups in each of our facilities. With the Baby Boomer generation now entering aged care, providing a platform for feedback is more important than ever.

Of course, the year wasn't without its challenges. The ongoing reforms following the Royal Commission continue to reshape the sector, including new quality standards, increased care minute requirements, and difficulties in recruiting Registered Nurses. These challenges will persist, especially with the Aged Care Taskforce recommendations and new legislation on the horizon.

Nonetheless, our unwavering focus on quality remains a key performance indicator, as assessed by the Aged Care Quality and Safety Commission. I'm proud to report that all our facilities and Home Care services are fully accredited, a testament to the dedication and hard work of everyone within the organisation. To further reinforce our commitment to quality, the Board approved additional funding to enhance resources in this vital area.

I am also proud to report that our financial performance was sound. An operating profit of $5.83m, and recurrent profit of $1.81m was a particularly good result in an environment where many providers continue to struggle to break even. Cash and cash equivalents, in addition to investments, improved over the year. OneCare Ltd obtained an external independent valuation of the organisation's properties, including Residential Aged Care Facilities and Independent Living Units. The valuation resulted in an increase to the relevant accounts in the Consolidated Statement of Financial Position totalling $26.88m. For the first time in OneCare Ltd's history the Net Asset position of the organisation exceeds $100m, at $105.43m, and reflects the year's positive financial result and ongoing financial position.

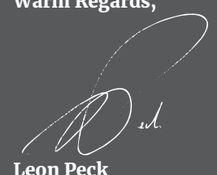
While the expansion of independent living units at Barossa Park Lodge and the development of 85 new units at Rubicon Grove have progressed slower than anticipated, we continue to move forward. Additionally, significant upgrades at Bishop Davies Court, including rooms with ensuites, are nearing completion. The Barossa Park Retirement Village Hub was opened this year with the village residents now able to enjoy their beautifully appointed centre to relax and celebrate active living. The Board has shown a clear appetite for growth, exploring opportunities to acquire two existing retirement villages in the state. While these pursuits were ultimately unsuccessful, our enthusiasm for growth remains undiminished.

As Chairman, I would like to express my deep appreciation for the exceptional leadership of our CEO, Peter Williams. His dedication, expertise, and industry involvement have significantly elevated OneCare's profile, and it was a pleasure to negotiate a contract extension that will see Peter as our CEO through to July 2027.

I also want to acknowledge the entire leadership team, a dynamic and talented group who have expertly navigated the complexities of this industry. My heartfelt thanks go to my fellow Directors and Independent Committee Members for their commitment and support. Special thanks to Colin Stewart, our Company Secretary, and Tracy Long, our Executive Assistant, for your wonderful support and dedication.

Together, we continue to build a brighter future for aged care at OneCare.

Warm Regards,



Leon Peck
Chairman of the Board

CEO's Report

I'm pleased to present the 2023-2024 Annual Report for OneCare Limited. This year's report showcases our ongoing commitment to delivering exceptional care and support to older Tasmanians, who are at the heart of everything we do. Despite the industry's evolving challenges and ongoing reform, our team's resilience and dedication have led to remarkable achievements and milestones. I'm incredibly proud of what we've accomplished, and I'm excited to share some key highlights from the past 12 months.

Our Purpose and Values Alignment:

At OneCare, our purpose remains clear, to provide Tasmanians with access to the highest standards of contemporary care and support. Our core values of Choice, Integrity, Compassion, Respect, and Dignity are the foundation of our success. They guide us in ensuring each person receives care and support tailored to their unique needs.

This past year, we've worked hard to elevate OneCare's profile as a leader in the aged care sector, both in Tasmania and nationally. Through media engagements, presentations at national events, and active involvement in state councils, we've strengthened our reputation as a thought leader in aged care. This increased visibility reflects our drive to stay at the forefront of innovation and excellence.

Our commitment to our purpose and values has resonated strongly with our community, as evidenced by the growing wave of positive feedback from residents across our residential care homes, independent living villages, and community programs. We will continue to actively seek consumer feedback, using it as a valuable tool to further enhance our services.

Precinct Service Model:

Our precinct service model has now been operational for over 12 months, and we continue to refine and enhance our offerings based on valuable staff and resident feedback. This forward-thinking model integrates residential care, independent living, and community services within a single, connected community. It empowers residents to maintain independence while seamlessly accessing the care they need as their circumstances evolve. By fostering a sense of belonging and continuity, we ensure each resident receives personalised care, enhancing their overall quality of life.

Innovation:

In 2023-2024, OneCare has led the charge in driving innovation to improve care delivery and shape the future of aged care. Building on the success of our precinct model, we've launched several key initiatives aimed at further enhancing our services.

One of our standout achievements has been leading a state-wide initiative to improve the transition from hospital to aged care, ensuring a smoother, more supportive experience for residents and their families. We've also taken proactive steps in supporting voluntary assisted dying, providing compassionate, respectful care that honours individual choices.

Our focus on food and nutrition has continued to evolve, with ongoing improvements in meal quality and the overall dining experience for residents. We've also extended our environmental sustainability initiatives, achieving impressive results that align with our long-term commitment to reducing our environmental footprint.

Technological advancements have been another key focus, with the rollout of enhanced nurse call systems, safety monitoring, and communication tools—all designed to improve both resident care and operational efficiency.

These achievements reflect our dedication to continuous improvement, and our vision to provide the highest standard of care and services for older Tasmanians.

Future Outlook:

Looking ahead, OneCare remains focused on building upon our achievements and adapting to the evolving needs of Tasmania's aging population. While challenges in the aged care sector persist, the future is filled with promise. My ongoing research as part of my Churchill Fellowship has enabled us to explore international aged care models, identifying numerous exciting opportunities for transformation. OneCare is determined to lead the way in innovative service design and care delivery.

This year's milestones, improving transitions from hospital to aged care, advancing food and nutrition, and expanding our sustainability efforts are a testament to our commitment to excellence and innovation. We will continue to evolve, ensuring OneCare remains at the forefront of person-centered, high-quality care.

Finally, I'd like to extend my deepest gratitude to our dedicated staff, supportive families, engaged volunteers, and valued stakeholders. Your ongoing trust and partnership inspire us to achieve greater heights each year. A special thank you to the OneCare Board of Directors for their unwavering support, with particular thanks to our Chairman, Leon Peck, for his continued mentorship and guidance.

To my Executive and Management team, your leadership and commitment underpin our success. As we navigate industry reforms together, I'm truly grateful for your dedication. A special thank you to my Executive Assistant, Tracy Long—your expertise and contributions are critical to our success, and I appreciate all that you do.

Together, we will continue to make a lasting, positive impact on the lives of those we serve, as we shape the future of aged care in Tasmania.

Kind Regards,

Peter Williams
CEO, OneCare Limited

Projects

Rubicon pathways project

This project will facilitate the creation of safe and secure access to external green spaces for all residents outside their rooms. Presently, the lack of pathways connecting to the existing peripheral walking circuit restricts external access via resident rooms.

Additionally, the funding will support the installation of a secure perimeter fence around the entire facility, ensuring safe access for all residents, including those with cognitive impairment and mobility challenges.

This aligns with Design Principle 3, 'Access the Outdoors,' as outlined in the National Aged Care Design Principles and Guidelines (Department of Health and Aged Care, p. 63, 2023).

Rubicon Grove Retirement Village development

OneCare is progressing the master planning for the Rubicon Grove site, including the addition of independent living units, to reach development application stage in late 2024.

Bishop Davies Court Derwent Wing Redevelopment

Following on from a successful Aged Care Approvals Round (ACAR) funding application, OneCare's refurbishment of the Derwent Wing at Bishop Davies Court is well underway. $1.8m was obtained through the ACAR process, with a further $2.1m funded by OneCare with support of the board.

The project consists of conversion of 23 rooms, which had shared bathroom facilities, to 19 fully ensuited rooms. In May 2024, 11 rooms were completed and occupied by both new and existing residents. The remaining rooms will be completed in September 2024, with the courtyards and outdoor spaces to be completed by November 2024.

Barossa Park Retirement Village Development

After receiving an approved development application in December 2023 for an increase in Independent Living Units at Barossa Park Lodge, OneCare is working through the final detailed design phase of the project. We are also reviewing the business case and with a sucessful tender process, we will plan to break ground late in the 2025 financial year.

'Lots of love' key to 50 years of service

By Linda Smith

Hanneke Klap, with Bishop Davies Court residents Kathleen Devereaux, 91, and Lorraine O'Relly, 78, has been recognised for 50 years of service with Oncare. Picture: Nikki Davis-Jones

When Hanneke Klap started working in aged care in Tasmania in 1974, she was in her early 20s.

Now, 50 years later, as she celebrates half a century with OneCare, she is 73 and closer in age to the residents she cares for. But Mrs Klap, from Blackmans Bay, loves her work and credits her colleagues and residents for providing a shining light through tough times.

Mrs Klap was born in the Netherlands and studied nursing. But after her dad died suddenly when she was 18, followed by her mum a year and a half later, Mrs Klap was drawn to aged care.

She came to Australia for a holiday, and while in Tasmania mer her future husband Roelf.

Eighteen months later she migrated to Australia – to Tasmania, to be with Roelf – and rembmers her passage cost A$25 and was conditional on her staying at least two years.

Mrs Klap began working at Sunnyside Nursing Home in 1974, and when Sunnyside closed in 1989 and Bishop Davies Court acquired the bed licenses, Mrs Klap worked at Bishop Davies Court at Kingston, now part of OneCare, where she's still employed.

The keen gardener said she would have retired if not for two tradgedies – the death of Roelf in 2016 followed by their son, Tyron, just over a year later.

"After losing my husband and my son it was very hard for me to keep on going" Mrs Klap said.

"That's why I kept going to work, it helps me with my grieving. I have a daughter and another son, and they say 'Mum, stop, you don't have to keep working'. But I just enjoy working with the elderly and giving them alot of love."

Clinical Report

As we look back over the past year, it's clear that our commitment to excellence and innovation in care has resulted in key achievements in line with our core values at OneCare. We have strived to enhance our Quality-of-Care Initiatives and Innovations, ensuring we're well-prepared for the introduction of strengthened standards. Our increased emphasis on clinical governance and data utilisation has significantly enhanced the care we provide across our facilities. I would like to share some key initiatives that define this year's progress.

Accreditation and Compliance

It is pleasing to report that all five residential aged care services and our home care program remain fully compliant against the current aged care accreditation standards. We are also eagerly looking forward to our mid-term NDIS compliance review being undertaken in early 2025.

The STAR ratings continue to be a great measure of aged care performance and we are pleased to report we have maintained an overall 4 STAR rating average with an outstanding 5 STARs for all services for quality measures which reaffirms the quality of service delivery OneCare offers.

Expansion and Strengthening of Our Quality Team

Understanding the vital role played by the Quality Team, we introduced the position of Clinical Quality Coordinator in the South of the state to support the already established position in the North. These coordinators have been instrumental in supporting our facilities through interpreting clinical data and mentoring our nursing teams through clinical case reviews, ultimately providing invaluable insight into resident care. Working under the guidance of our Manager in Quality & Compliance, they ensure that best policy is translated into practice and supports our continuous improvement initiatives.

Additionally, we introduced the role of Enrolled Nurse Quality Project Officers. This new position focuses on conducting gap analyses in preparation for July 1, ensuring that we meet the Strengthened Standards. These officers are integral to our regional teams, working closely with management under the quality department's guidance.

At Umina Park Service, the introduction of the Nurse Practitioner role has been an important clinical step towards clinical excellence as the role works in collaboration with local GPs and our service, offering expertise in managing complex care needs. We're delighted to announce that this service will now extend to our Rubicon Grove home.

Strengthened Aged Care Quality Standards

Clarifying Roles for Optimised Care

We recognise that clarity in roles enhances our clinical team's ability to deliver optimal care. In response, we have refined roles for our Registered Nurses Level 2, Infection Prevention and Control Nurse Leads, and Extended Care Assistant (ECA) Team Leaders. By clearly delineating responsibilities, we have fostered improved communication, collaboration, and ultimately, enhanced resident outcomes.

Innovations in Clinical Communication

Our focus on enhancing communication has brought about the CARE Call Program and the innovative Brenna communication trial. The CARE Call Program fosters transparent communication between residents, families, and staff, ensuring that feedback is promptly addressed to improve our support systems.

Standard 1

I am valued and have choices over the life I lead

Standard 2

I have confidence in my provider

Standard 3

My care is based around who I am and what's important to me

Standard 4

I feel safe and supported where I live

The Brenna trial, developed in partnership with the Australian Catholic University, is a communication app designed to facilitate timely information sharing between our nursing and lifestyle staff to resident families. We anticipate evaluating its effectiveness through a joint research initiative in the coming months.

Strengthening Clinical Governance and Support Services

Our commitment to enhanced clinical governance is reflected in our partnerships with allied health services, including podiatry, physiotherapy, and dietetics. Regular roundtable discussions ensure alignment with monthly clinical indicators, maintaining the high standard of care our residents deserve.

We have also improved governance over specialised services, such as continence and wound care, leading to our partnership with Hartmann. This choice has already shown positive trends, such as reduced incontinence skin complications and improved wound healing, supported by ongoing research.

Standard 5

I get the right clinical care for me

Standard 6

I enjoy tasty nutritious foods every day

Standard 7

I contribute to the community I live in

Concerned about your care?

CALL AND RESPOND EARLY (CARE) program

Call and Respond Early (CARE) program

Are you worried about a recent change in your condition or that of your loved one? Are you concerned you or they are getting worse or are not doing as well as expected?

The CARE program was developed by our dedicated staff to better support residents and families to escalate concerns about a health and wellbeing.

You know yourself or your loved one best.

We recognise that you may notice a change before we do. Pease tell us if:

- You feel like you are getting worse
- You have noticed an unexpected change in your loved one
- You have raised your concerns with a doctor or nurse but action has not been taken to date

Steps to making a CARE call

Step 1: Tell Staff

Talk to any of our staff about your concerns.

Then...If you are still worried or concerned with the response:

Step 2: Ask Again

Ask to talk to the nurse in charge

Then...If you are still worried or concerned with the response:

Step 3: Make a CARE CALL

Call the number for your facility listed in this brochure and request to speak with the Regional Clinical Services Manager. Advise the person you are talking to that you are making a CARE CALL

OR

Ask a staff member to assist you to make a CARE CALL

Remember to tell the person that this is a CARE CALL.

Also advise:

- Your location (room number / wing etc)
- Your name and phone number OR the name of the person you are worried about.

The Regional Clinical Services Manager may speak to you over the phone or visit you in person. They may also send a Clinical Nurse to review the concern if they are not able to attend on the day.

Following your CARE Call it is expected that our staff record any concern in your clinical records and address the concern as quickly as possible. This may result in a referral to another health specialist such as a Doctor or Allied health professional.

It is also expected that our dedicated staff will keep you informed of any action taken and ensure that you are satisfied with the outcome achieved where ever possible.

For more information about the Call and Respond Early (CARE) program, you can;

- Talk to the Level 2 Registered Nurse (nurse in-charge) on duty, they will be able to assist with in-depth hands on knowledge.
- Ask your loved ones to talk to the Level 2 Registered Nurse (nurse in-charge) on duty on your behalf.
- Contact the facility Regional Clinical Services Manager on:

Email: .....

Phone: .....

OneCare

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

Driving Clinical Improvements with Data Analytics

Data analytics forms the backbone of our strategy to support clinical decision-making. Implementations like QPS Benchmarking allow us to measure our performance against benchmarks in Tasmania and Australia. Health Gen's Qi program aids in national quality indicator analysis. This data is provided to the facilities to direct improvements in care and oversight is provided by OneCare's Board through the analysis of the Quality Care Advisory Committee. Through this data analytics, we can make informed decision on our continuous improvement efforts resulting in better outcomes of our residents, staff and extended community.

Through these initiatives, we have enabled and empowered our teams and strengthened partnerships with an eye towards innovative research and collaboration. This foundation sets us on a path for continued improvement, ensuring we consistently deliver the highest quality of care to our residents.

Glen Williams
Chief Clinical Officer

Respect & Dignity

During 2024, OneCare welcomed social work students from the University of Tasmania to undertake their professional placements.

One of the many projects the students completed was to explore what respect and dignity means to our consumers. Following many workshops with residents, all services now have posters displayed with feedback from consumers. These posters have also been incorporated into the staff orientation program.

Cooking with Margaret:

Margaret Brown of Bishop Davies Court

Margaret Brown is a resident at Bishop Davies Court, having joined our community in August 2018. The 90-year-old is a strong advocate for our facility.

Born in Singapore to Scottish parents, Margaret moved to Tasmania in 1942 where she studied in Zeehan, via St Michael's Collegiate school. From 1957-1974 Margaret, her late husband and their family managed and operated hotels across the state, where she was responsible for the meal service – often taking on the huge task of dinner, overnight bar and then breakfast.

Her passion for food continues to this day. Margaret maintains a meticulous collection of recipes across calendars, diaries and notebooks, not to mention everything she's committed to memory!

When Kylie Edmand joined the Bishop Davies Court team in 2016 as a food services assistant, she and Margaret quickly formed a bond. Kylie is now undertaking her Cert. IV in Leisure and Health, and we're thrilled that she's making a transition across to our Leisure & Lifestyle team.

The connection between food, lifestyle, community and social interaction is hugely important, so we are supporting opportunities for Margaret to continue preparing meals for family and friends (also in line with current and new aged care Standards). Lately with Kylie's help, Margaret has begun preparing meals from her encyclopaedic collection, starting with a mocha cheesecake from her 2010 diary, and her famous chicken pie.

This has become a new monthly tradition, with Margaret planning to make a steak and onion pie next. She's looking forward to preparing her favourite meal – lamb's liver fry – although Kylie informs she'll be skipping that one! We're looking for similar opportunities to support other residents.

'Then and Now' project:

a collaboration between Libraries Tasmania – Burnie and OneCare Umina Park

Umina Park's Leisure and Lifestyle coordinator Tara had been meeting with Burnie Library to organise activities. The library received a grant to develop the Then and Now project, working with filmmaker Lara van Raay to interview and produce short films recording and preserving older Tasmanians' memories.

Five Umina Park residents took part: Bev, Gwenda, Kevin, Alison and Wayne (who sadly passed away in the months following the project's completion).

We held a project launch at the library to celebrate with family and friends, and held a screening at Umina Park. We hosted another viewing and lunch with Burnie Mayor Teeny Brumby and local Senator Jacqui Lambie.

Gwenda King told us more about her experience taking part:

What did you like about the Then and Now project?

It made me think and remember my past and I enjoyed meeting and mixing with people from the library.

Did you enjoy the process?

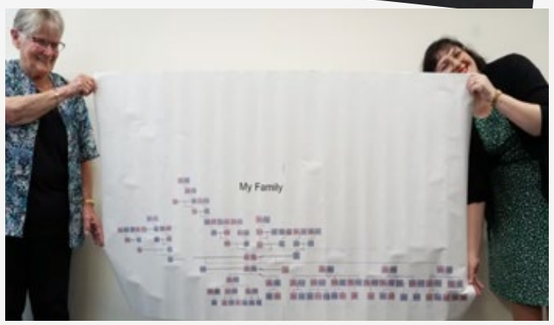
Yes, I enjoyed it. I loved how when I was telling my story the lady was able to have the photos on behind me and she also found some old photos that related to my story.

What were your loved ones' thoughts?

They were very pleased and loved seeing and hearing about the research and the family tree.

How did you feel about sharing your story?

I was excited to share my story, I had previously made a family tree and to be able to tell stories about this from my ancestors was wonderful. By doing the research I found out things about my relatives that relate to myself such as one was a musician and I was a music teacher, also one relative had seizures which I also do too.



Picture of Gwenda with a copy of her book that she wrote and had published about her life.

Your donations
make all the difference

You can help us continue to provide the best possible aged care by making a donation or a bequest through your will to OneCare.

As a Tasmanian not-for-profit organisation, we are committed to providing our residents and clients with exceptional care.

We are incredibly grateful for donations and bequests which help us enhance residents' lives. This important source of funding goes toward our innovative leisure and lifestyle programs, special events, updates to our indoor and outdoor spaces, improved accessibility within our homes or perhaps new equipment and technology.

A bequest is a gift made through a will or trust. Bequests may include cash, securities, stock, real estate or other personal property.

If you or your loved ones have enjoyed OneCare's home care services, independent living or residential aged care, we kindly ask you to consider us in your estate planning.

We greatly appreciate the generosity and thoughtfulness of those leaving donations and bequests of any size. Your valued contribution will help us continue enriching the lives of older Tasmanians.

Umina Park residents will hit all the right notes after taking delivery of a new electric piano, giving residents and guest performers the chance to fill the halls with music.

Burnie musician Del Polden gives regular performances at Umina Park and facilitated the piano's acquisition with the support of Fosters Music and Coastal Caravans.

Ms Polden said the piano was not just for guest performers; residents are welcome to play their own tunes if they wised.

Resident Judy Dallas said the musical performances were the highlight of her week.

"It's the best part of our week; I love music and I love the singing," she said.

Fellow resident Jan King added that having musicians come into the aged care centre was appreciated because often residents are not able go out and attend concerts in the community.

"It's very good of them [to come here] so we don't have to go into the city or wherever."
Ms Polden said the new piano was a boon to her performance because she could connect with the audience better.

"The residents here have given so much to the community over the years and I think it's important to thank them and give something back," she said.

Ms Polden performs at Umina Park once a month and former Austin Caravans owner Dennis Austin performs on Sunday afternoons. The pair teamed up on Sunday, February 25, to celebrate the delivery of the piano.
Umina Park regional services manager Fiona Hill said it "meant the world" to the residents to have the two Coastal business pitch in for the piano.

"Usually people will come in and perform, but we have one resident who does concerts as well," she said.
"They love getting involved, clapping and singing along."

People and Culture

Supporting our future leaders

Leaders from across OneCare's Tasmanian locations gathered together in May at the newly renovated Longford War Memorial Hall to focus on building a positive culture.

"It was great to work with such a passionate, purpose-driven group of leaders who care so deeply for their work, people and customers" said Lisa Cutler from Proteus Leadership.

New Chemical Management System

In June this year, the Safe and Well Committee completed a review of four different systems to strengthen OneCare's chemical management systems. Arventa's WHS Monitor – Chemical Management module was implemented with a number of benefits including:

- Customizable chemical management dashboard
- Automatic updates of Safety Data Sheets
- Improved storage registers
- Elimination of duplicate systems across sites
- Fast access to information on any new chemicals
- Printable QR code for chemical storage for staff access.

OneCare is committed to providing a safe and positive work environment for all staff and is always looking for innovative solutions to promote and improve safe work practices.

Scholarship Program

For the past two years, OneCare has proudly offered a scholarship program for employees. This program is crucial for promoting best practices, innovation and professional growth. Employees from all sites have participated in the program with a wide range of qualifications and training courses completed including:

- Bachelor of Nursing
- Graduate Certificate in Palliative Care
- Diploma of Leadership & Management
- NMAS mediator training & accreditation assessment course
- Certificate IV in Aging Support
- Graduate Diploma of Chartered Accounting.

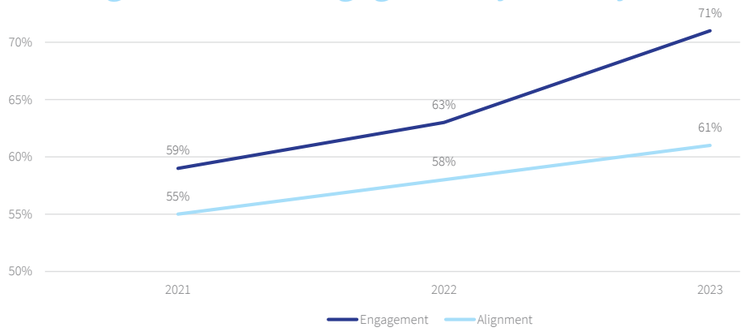
Employee Engagement

In a sector that is rapidly changing, employee engagement is critical to providing high quality care to everyone in the OneCare community. OneCare's alignment has seen great improvements and has resulted in employees seeing a brighter future for themselves.

What are the main things we do well?
"Allowing staff to prioritise our consumers and support them. Giving OneCare a good name in the community. Praise to the Care Workers"

***"**There is a strong culture of respect for employees throughout OneCare. OneCare leadership is very well intentioned and ethical with regards to balancing the care and rights of residents and workers against financial constraints of the whole industry"*

Alignment and Engagement year on year

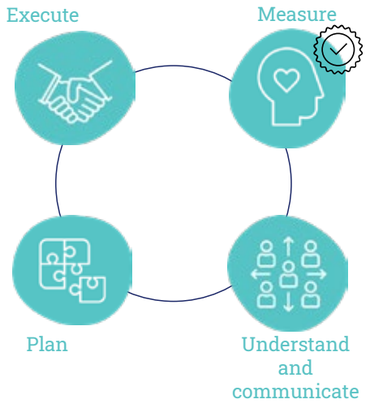


Item	2022	2023
OneCare's Vision/Purpose motivates me	50%	60%
I understand how my role contributes to OneCare's goals	78%	85%
I would like to be working at OneCare two years from now	60%	71%

All supervisors and managers attended a workshop with Insync to review this year's employee engagement survey results and discuss next steps using their "closing the loop" approach.

Communicating the survey results and prioritising a few key actions are important next steps

Closing the loop



- Appoint a sponsor, initiative lead and project team (as needed)
- Provide support
- Monitor progress

- Survey your employees
- Gather feedback

- Review and align business plans as needed
- Identify two or three areas to address organisation-wide
- Empower teams to address local issues

- Communicate top line results to all employees
- Share more detailed results with Business Unit managers
- Understand and address issues in hot spot areas

insync

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

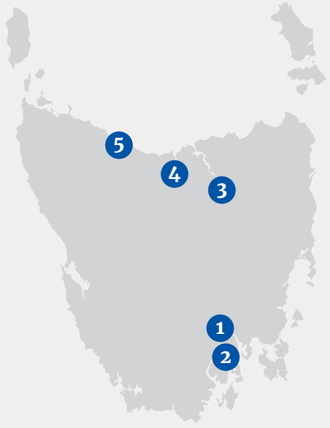
1. Barossa Park Lodge
(Glenorchy)

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

OneCare

OneCare Limited Extract of General Purpose Financial Report

For the year ended 30 June 2024

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

Directors' Report

The Directors of OneCare Limited submit herewith the annual consolidated financial report of the Group for the financial year ended 30 June 2024.

Directors

The names and particulars of the Directors of the Group 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 · Member of Quality Care Advisory Committee
Ms Susanne Hickey MBA, PHF, FAICD, FAMI	Appointed – Board 29/4/2016	· Deputy Chair of Board of Directors · Member of Governance Committee · Member of Consumer & Marketing Committee
Mr Andrew Crane B.Com, CPA, GAICD	Resigned – AGM 31/10/2023	· Former Chair of Audit, Finance & Risk Committee · Member of Audit, Finance & Risk Committee · Chair of Governance Committee
Mr Lou Johnson FCA	Appointed – AGM 31/10/2008	· Chair of Audit, Finance & IT Committee · Member of Governance Committee
Mr Daniel Richards FCA, B.Com, Adv Dip FP	Appointed – AGM 31/10/2023	· Member of Governance Committee · Member of Audit, Finance & IT Committee
Mr Geoff Squibb JP, Dip Rec	Appointed – AGM 27/10/2017	· Member of Governance Committee · Chair of Consumer & Marketing Committee
Assoc Professor Karen Linegar FACN, JP	Appointed – AGM 25/11/2022	· Member of Governance Committee · Chair of Quality Care Advisory Committee

Board members have been in office since the start of the financial year to date of the report unless otherwise stated.

Company Secretary

Mr Colin Stewart has been the Group secretary since 27/3/2020.

Principal activities

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

Operating results

The net operating surplus/(deficit) for the Group in the 2024 financial year was $5,832,242 (2023:$(2,528,343)). Refer to the Directors' Report for additional comments relating to the Group's operations for the financial year.

Dividends paid or recommended

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

Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Group during the year.

Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Group, the results of those operations or the state of affairs of the Group in future financial years.

Future developments

After receiving an approved development application in December 2023 for an increase in ILUs at the Barossa Park Lodge site, the Group is working through the final detailed design phase of the project.

The Group is progressing the master planning for the Rubicon Grove site, including the addition of ILUs, with the goal of reaching the development application stage in late 2024. Stage 1 of the project to upgrade several resident rooms and communal areas at Bishop Davies Court was completed in May 2024, with stage 2 scheduled for completion in November 2024.

Environmental regulations

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

Meetings of Board

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, seven Audit, Finance & Risk Committee meetings; six Consumer & Marketing Committee meetings; eight Quality Care Advisory Committee and eleven Governance Committee meetings were held.

Meetings of Board

	Board of Directors		Audit, Finance & IT Committee		Consumer & Marketing Committee		Quality Care Advisory Committee		Governance Committee	
Directors:	Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended
Mr Leon Peck	13	11	–	–	–	–	8	6	11	9
Ms Susanne Hickey	13	12	–	–	6	6	–	–	11	11
Mr Andrew Crane	3	3	4	4	–	–	–	–	3	3
Mr Lou Johnson	13	12	12	12	–	–	–	–	11	10
Mr Daniel Richards	10	10	12	12	–	–	–	–	8	8
Mr Geoff Squibb	13	13	–	–	6	6	–	–	11	11
Assoc Prof Karen Linegar	13	12	–	–	–	–	8	8	11	11
Independent Members:										
Dr Jay Shoemaker **	–	–	–	–	–	–	1	1	–	–
Mr Marcus Allan *	–	–	1	1	–	–	–	–	–	–
Ms Linda Manaena ***	–	–	–	–	1	1	–	–	–	–
Mr Paul Tomaszewski ***	–	–	–	–	1	1	–	–	–	–

* Independent Member of Audit, Finance & IT Committee.

** Independent Member of Quality Care Advisory Committee.

*** Independent Member of Consumer & Marketing Committee.

NB Meetings "Held" indicates meetings the Director/Independent Member was entitled to attend.

Indemnification and insurance of officers and auditors

During the financial year, the Group paid a premium in respect of a contract insuring the Directors of the Group (as named above) and all Officers of the Group 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 Group has not otherwise, during or since the financial year, indemnified or agreed to indemnify an officer or auditor of the Group or of any related body corporate against a liability incurred as such as an officer or auditor.

Auditor's independence declaration

The lead auditor's independence declaration for the year ended 30 June 2024 has been received and can be found on page 39 of the financial report.

Signed in accordance with a resolution of the Members of the Board:

Chair: .....

Dated this 27th day of September 2024.

Board's Declaration

OneCare Limited

ACN 100 869 421

Board's Declaration - per section 60.15 of the *Australian Charities and Not-for-profits Commission Regulation 2022*

The Board declare that in the Board's opinion:

- there are reasonable grounds to believe that OneCare Ltd is able to pay all of its debts, as and when they become due and payable; and
- the consolidated financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)*.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2022.

Signed in accordance with a resolution of the Board:

Chair: .....

Dated this 27th day of September 2024.

Extract of Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2024

	Note	2024	2023
		$	$
Recurrent income			
Service revenue	3(a)	82,509,986	67,351,670
Other income	3(b)	10,445,588	9,117,533
Total recurrent revenue		**92,955,574**	**76,469,203**
Recurrent Expenses			
Employee benefits expense	4	(64,202,370)	(52,531,321)
Depreciation and amortisation expenses		(4,370,322)	(4,279,065)
Finance costs	4	(6,364,967)	(5,755,206)
Materials and services		(12,271,705)	(12,007,444)
Other expenses		(3,941,193)	(3,536,926)
Total recurrent expenses		**(91,150,557)**	**(78,109,962)**
Net recurrent profit/(loss) for the year		**1,805,017**	**(1,640,759)**
Capital income			
Provision for resident obligations		(4,588,327)	(1,064,045)
Capital grants received		1,926,460	176,460
Fair value increment Investment Properties		6,689,092	-
Total capital income		**4,027,225**	**(887,585)**
Net operating profit/(loss) for the year		**5,832,242**	**(2,528,343)**
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Revaluation increment/(decrement) of property, plant and equipment		20,190,744	-
Total other comprehensive income for the year		**26,022,986**	**(2,528,343)**

The accompanying notes form part of these financial statements.

Extract of Consolidated Statement of Financial Position

As at 30 June 2024

	Note	2024	2023
		$	$
Assets			
Current Assets			
Cash and cash equivalents	5	17,327,680	15,370,888
Trade and other receivables	6	2,014,405	1,197,359
Inventories		12,162	12,162
Investments		12,195,745	6,000,000
Prepayments		899,279	810,561
Total Current Assets		**32,449,271**	**23,390,970**
Non-Current Assets			
Property, plant and equipment	7	162,028,247	145,388,560
Investment properties	8	58,117,255	46,704,889
Right-of-use asset	9	511,984	645,414
Total Non-Current Assets		**220,657,486**	**192,738,863**
Total Assets		**253,106,757**	**216,129,833**
Liabilities			
Current Liabilities			
Trade and other payables	10	5,300,549	3,413,040
Employee benefits	11	6,316,951	5,765,497
Lease liabilities	12	202,100	192,323
Resident obligations	13	127,554,932	117,723,646
Borrowings	14	503,780	502,407
Other current liabilities	15	38,393	733,226
Total Current Liabilities		**139,916,705**	**128,330,139**
Non-Current Liabilities			
Trade payables	10	31,265	26,689
Borrowings	14	3,366,484	3,866,484
Employee benefits	11	1,207,148	1,030,467
Lease liabilities	12	328,469	465,894
Other non-current liabilities	15	2,823,360	2,999,820
Total Non-Current Liabilities		**7,756,726**	**8,389,354**
Total Liabilities		**147,673,431**	**136,719,493**
Net Assets		**105,433,326**	**79,410,340**
Equity			
Reserves	16	70,483,705	50,292,961
Retained earnings		34,949,621	29,117,379
Total Equity		**105,433,326**	**79,410,340**

The accompanying notes form part of these financial statements.

Extract of Consolidated Statement of Changes in Equity

For the year ended 30 June 2024

	Retained earnings	Reserves	Total
	$	$	$
2024			
Balance at 1 July 2023	29,117,379	50,292,961	79,410,340
Net operating profit/(loss) for the year	5,832,242	-	5,832,242
Revaluation increment/(decrement) of Property, Plant and Equipment	-	20,190,744	20,190,744
Balance at 30 June 2024	**34,949,621**	**70,483,705**	**105,433,326**
2023			
Balance at 1 July 2022	31,645,722	50,292,961	81,938,683
Net operating profit/(loss) for the year	(2,528,343)	-	(2,528,343)
Revaluation increment/(decrement) of Property, Plant and Equipment	-	-	-
Balance at 30 June 2023	**29,117,379**	**50,292,961**	**79,410,340**

The accompanying notes form part of these financial statements.

Extract of Consolidated Statement of Cash Flows

For the year ended 30 June 2024

	Note	2024	2023
		$	$
Cash from operating activities			
Receipts from governments		67,251,710	53,177,336
Receipts from customers		23,641,600	16,671,924
Payments to suppliers and employees		(83,964,304)	(67,379,011)
Interest and other finance costs paid		(18,000)	(21,000)
Net cash provided by operating activities		**6,911,006**	**2,449,249**
Cash flows from investing activities			
Proceeds from sale of plant and equipment		76,050	61,712
Purchase of property, plant and equipment and investment properties		(5,528,670)	(6,196,000)
Independent living unit security deposits received		2,239,635	3,386,334
Independent living unit resident obligations refunded		(2,750,491)	(3,359,000)
Purchase of investments		(6,195,745)	(6,000,000)
Interest paid		(625,845)	(505,000)
Interest received		1,237,528	448,210
Net cash (used in) investing activities		**(11,547,538)**	**(12,163,744)**
Cash flows from financing activities			
Accommodation deposits received		37,438,930	30,092,000
Accommodation deposits refunded		(30,186,332)	(25,764,000)
Net movement in resident trust funds		(35,384)	(8,968)
Repayment of interest bearing loans and borrowings		(496,460)	(4,913,000)
Payment of lease liability		(127,430)	(138,972)
Net cash provided by financing activities		**6,593,324**	**(732,940)**
Net increase/(decrease) in cash and cash equivalents		1,956,792	(10,447,435)
Cash and cash equivalents at beginning of year		15,370,888	25,818,323
Cash and cash equivalents at end of year	**5**	**17,327,680**	**15,370,888**

The accompanying notes form part of these financial statements.

Extract of Notes to the Financial Statements

This financial report covers OneCare Ltd and controlled entities (the Group). OneCare Ltd is a not-for-profit Group limited by guarantee, incorporated and domiciled in Australia.

1. Summary of material accounting policies

(a). Basis of preparation

The consolidated financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards - Simplified Disclosures. This includes compliance with the recognition and measurement requirements of all Australian Accounting Standards, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the disclosure requirements of AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for- Profit Tier 2 Entities and the Australian Charities and Not-for-profits Commission Act 2012 (Cth).

OneCare Ltd is a not-for-profit Group and these statements have been prepared on that basis. Some of the requirements for not-for-profit entities are inconsistent with the International Financial Reporting Standards.

Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected fixed assets, financial assets and financial liabilities. The amounts presented within the financial statements have been rounded to the nearest dollar.

The financial report has been prepared on a going concern basis which assumes that the Group will be able to meet its obligations as and when they fall due. The Group's current liabilities exceed current assets by $107m as at 30 June 2024 (2023: $105m). This mainly arises because of the requirement to classify resident obligations, which comprise refundable accommodation deposits and Independent Living Unit resident obligations of $128m (2023: $118m) 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 Ltd 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.

3. Revenue

	2024	2023
	$	$
(a). Service revenue		
Revenue from customer contracts		
Government revenue	65,941,650	52,432,564
Other resident fees and charges	1,291,293	1,317,598
Basic daily care fee	12,026,575	11,323,733
Other service income	834,676	341,569
Daily accommodation payment	1,956,018	1,535,213
Property revenue	459,774	400,993
	82,509,986	**67,351,670**

(b). Other income		
Banks and other financial institutions	1,237,528	448,210
Deferred management fee	1,301,082	1,274,891
Donations	17,284	6,448
Imputed income on RADs and Bonds	5,769,020	5,230,598
Other income	1,402,642	1,526,721
Rental income	718,032	630,665
	10,445,588	**9,117,533**

7. Property, plant and equipment

(a). Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land	Capital work in progress	Buildings residential facility business units	Buildings commercial	Affordable housing	Leasehold improvements	Plant and equipment	Total
Balance at beginning of year	16,390,749	596,676	115,842,648	4,763,203	4,363,049	119,037	3,313,198	145,388,560
Additions	7,753	2,861,886	276,334	2,289	-	-	1,808,470	4,956,732
Disposals - written down value	-	-	-	-	-	-	(17,215)	(17,215)
Transfers	(16,438)	(2,332,824)	4,751,888	(4,109,067)	-	-	(2,737,167)	(4,443,608)
Depreciation expense	(6,020)	-	(2,986,389)	(89,305)	(111,874)	(31,585)	(821,793)	(4,046,966)
Revaluation increment/ (decrement)	(813,275)	-	20,940,519	63,500	-	-	-	20,190,744
Balance at 30 June 2024	**15,562,769**	**1,125,738**	**138,825,000**	**630,620**	**4,251,175**	**87,452**	**1,545,493**	**162,028,247**

8. Investment properties

Investment property	2024	2023
At fair value	58,117,255	46,857,104
Accumulated depreciation	-	(152,215)
	58,117,255	**46,704,889**

The fair value of the Group's investment property as at 30 June 2024 has been arrived at on the basis of the valuation carried out by Knight Frank with effective date at 30 June 2024. The key inputs of the valuation have been considered by the Directors.

Valuers are independent and not related to the Group, and have appropriate qualifications and recent experience in the valuation of retirement villages, commercial, and aged care assets. Please refer to Note 1 (h) for details of the valuation approach adopted by Knight Frank with respect to each class of properties.

Investment Properties are pledged as security as part of the General Security Deed entered to secure the Bendigo Loan facilities.

(a). Movement in carrying amounts

Investment property	2024	2023
Balance at beginning of the year	46,704,889	46,538,728
Additions	372,738	254,246
Disposals	-	(11,000)
Depreciation	(93,072)	(77,085)
Revaluation	6,689,092	-
Transfers from Property, Plant & Equipment	4,443,608	-
Balance as at 30 June 2024	**58,117,255**	**46,704,889**

9. Right-of-use assets

	2024	2023
Right-of-use assets	511,984	645,414
	511,984	**645,414**

(a). Movement in carrying amounts	Land and buildings	Other equipment	Total
Balance at beginning of year	421,314	224,100	645,414
Additions	31,133	65,722	96,855
Depreciation expense	(154,855)	(75,430)	(230,285)
Balance at 30 June 2024	**297,592**	**214,392**	**511,984**

Some leases contain extension options exercisable by the Group. The extension options held are exercisable only by the Group and not by the lessors. The Group assesses at lease commencement date whether it is reasonably certain to exercise the extension options. The Group reassesses whether it is reasonably certain to exercise the options if there is a significant event or significant changes in circumstances within its control.

The Group leases its Macquarie Street corporate office and is the lessee in this significant leasing arrangement. The lease was negotiated for a term of 5 years with a further 5 year extension option. The Group has not included the 5 year option in its lease liability.

16. Reserves

Asset revaluation reserve	2024	2023
Balance at beginning of the year	50,292,961	50,292,961
Gain/(loss) on revaluation of property plant and equipment	20,190,744	-
Balance at end of the year	**70,483,705**	**50,292,961**

The asset revaluation reserve arises on the revaluation of land and buildings. Where a revalued asset is sold, that portion of the asset revaluation reserve, which relates to that asset, and is effectively realised, is transferred directly to retained earnings.

22. Key management personnel compensation

The remuneration paid to key management personnel of OneCare Limited during the year is as follows:

	2024	2023
Directors	588,675	573,177
Senior management	1,885,122	1,883,870
	2,473,797	**2,457,047**

25. Events after the end of the reporting period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Group, the results of those operations or the state of affairs of the Group in future financial years.

Auditor's Independence Declaration

Crowe

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Level 1, 142-146 Elizabeth Street
Hobart TAS 7000 Australia
GPO Box 392
Hobart TAS 7001 Australia
Tel 03 6210 2525
Fax 03 6210 2524
www.crowe.com.au

OneCare Limited

ACN 100 869 421

Auditors' Independence Declaration under Section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)*

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024 there have been:

(i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)* in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Crowe Audit Australia

Alison Flakemore
Senior Partner

Dated this …13…day of …September…2024.

Hobart, Tasmania.

Some of the Crowe personnel involved in preparing this document may be members of a professional scheme approved under Professional Standards Legislation such that their occupational liability is limited under that Legislation. To the extent that applies, the following disclaimer applies to them. If you have any questions about the applicability of Professional Standards Legislation to Findex's personnel involved in preparing this document, please speak to your Crowe adviser.

Liability limited by a scheme approved under Professional Standards Legislation.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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Independent Audit Report

OneCare Limited.

ACN 100 869 421

Independent Audit Report to the Board of OneCare Ltd

Opinion

We have audited the financial report of OneCare Ltd (the Group), which comprises the consolidated statement of financial position as at 30 June 2024, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Board's Declaration.

In our opinion, the accompanying financial report of the Group has been prepared in accordance with Division 60 of *the Australian Charities and Not-for-profits Commission Act 2012 (Cth*), including:

- giving a true and fair view of the Group's financial position as at 30 June 2024 and of its financial performance and cash flows for the year then ended; and
- complying with *A*ustralian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022.*

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 Group in accordance with the ethical requirements of the Accounting Professional and 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 Board is responsible for the other information. The other information comprises the Board Report the year ended 30 June 2024, but does not include the financial report and our auditor's report thereon.

OneCare Limited.

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Independent Audit Report to the Board of OneCare Ltd

Our opinion on the financial report does not cover the other information and accordingly we do 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, 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 the Board for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as the Board determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's financial reporting process.

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.

OneCare Limited.

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Independent Audit Report to the Board of OneCare Ltd

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 Group's internal control.

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

- Conclude on the appropriateness of the Board 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 Group'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 Group 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.

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OneCare Limited.

ACN 100 869 421

Independent Audit Report to the Board of OneCare Ltd

We communicate with Board 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 the audit.

Crowe Audit Australia

Alison Flakemore
Senior Partner

Dated this …1…day of …October…2024.
Hobart, Tasmania.

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