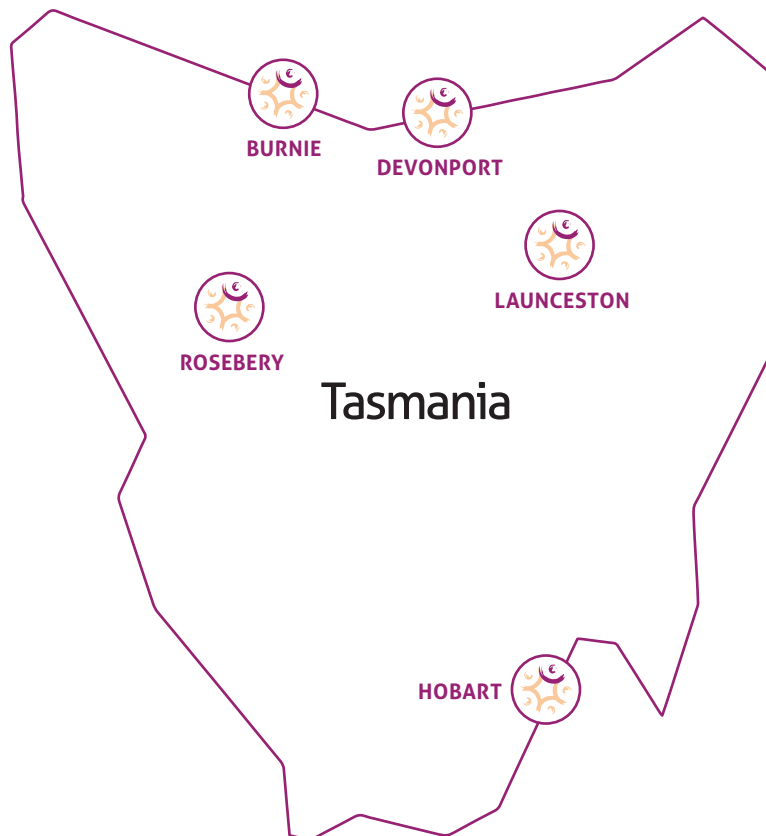


Annual Report

2022 / 2023

Our Locations

Family Based Care Tasmania now offers services state wide



Office Locations



BURNIE

73–75 Mount Street



LAUNCESTON

50b Frankland Street



BELLERIVE

9–11 Cambridge Rd



DEVONPORT

70 Oldaker Street



ROSEBERRY

3 Reece Avenue

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

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Our History



Family Based Care Tasmania is a Tasmanian, non-faith based, not for profit association and charity that has been providing support in the home and community, assisting the aged and people with a disability or infirmity, and their carers with the tasks of daily living since 1986.

The Association has more than three decades of experience focussed on the delivery of individualised care and support centred around assisting people to live safely and independently in their homes for longer.

Starting in 1986 with Manager Barbara Dixon, only having 3 Office Based Employees, 1 office location (sharing the corner of an office space on Alexander Street), we have grown immensely. Currently we have 5 Office Locations across Tasmania and over 50 Office Based Staff.

Introducing our Allied Health teams in recent years, added to our Organisational growth and commitment to deliver a holistic approach to our clients and the wider Community.

Family Based Care Tasmania continually provide employees with career growth opportunities, industry training and personal development opportunities.

Family Based Care Tasmania are not only passionate about our clients and staff, but the wider community also.

Family Based Care Tasmania participate in several events throughout the year to help raise awareness and funds for the wider community, something we are incredibly proud of.

Our Vision

In 2024 we will continue our progress of becoming the largest non-faith based, vertically integrated provider of community based individualised support services in Tasmania, enabling all our clients to feel valued, participating in society and achieving their particular goals.

Building on our established links with tertiary institutions we will research, develop and implement new ideas in evidence based practice.

Our Mission

The purpose of Family Based Care Tasmania is to provide individualised support for people with a disability, the frail aged and their carers which will enable them to remain independent, return to the workforce or comfortably stay in their own homes for as long as possible.

Future Outlook

The Association remains committed to being an exemplar corporate citizen and further developing our capacity to deliver care of the highest standard for the Tasmanian community. We will continue to grow our Allied Health services in order to ameliorate market inequalities where those services are presently lacking, especially in the Aged Care and Disability sectors.

simply better care



Above: Ross Bridge

Client called to advise that: "DCW had provided her DA support that she was absolutely thrilled with. She is very lovely and efficient, showed great initiative and was the best support worker she has had!"

President & CEO Report

The President and I would like to start by acknowledging the hard work and dedication of all the Staff and Board members in the support of the Tasmanian's who need assistance to live and thrive in their communities. Without your continued good works, the Association would be unable to continue its mission to provide individualised support for people living with a disability, the aged and their carers allowing them to remain independent, return to the workforce or stay in their own homes for as long as possible.

This past year has been another of growth with a result that exceeded our initial expectations. We remain committed to providing care in a highly dynamic "care economy" and continue to invest in diversification of income streams that are mission aligned.

In this Annual Report you will note that total income for the Association has increased only marginally on last year from \$14.368M in 2022 to \$14.768M or 2.78%. We have returned a good surplus of \$196,066 and achieved a turn around on last year's loss of \$211,415.

Whilst the Association has weathered the rising costs of compliance and other increases in the cost of living, we have been able to retain control of fixed overhead expenses with the "tooth to tail" ratio lower than it has been since 2019/20 at 21.5%. This indicates that investments made in office-based staff numbers in 2020/21 are beginning to pay off.

In the last financial year, the Association provide 135,776 hours of care to some 2000+ individuals with 276 staff across all categories from NDIS, Aged Care, State HACC, mental health, speech pathology, occupational therapy, and post MVA rehabilitation.

Overall, the Association remains in a strong financial position.

NDIS services hours of care provided for activities of daily living have steadily reduced over the last 3 years from a high of 6400 hours per month in 2020-21 to 4041 hours per month in June 2023. Revenues from these activities have also fallen from \$4.32M in 2020-21 to \$3.16M in FY 2022-23. Clients have reduced from a high of 267 in 2020-21 to 171 in 2023.

We believe that much of this shift has been to niche unregistered providers who do not have the same workforce issues and can therefore be more flexible.

Cost of compliance and insurances have also increased over the same period with mandated training, qualifications, and auditing costs continuing to affect the sustainability of the Association. The burden of compliance on management time and attention was recently calculated to represent 64% of available time. Regulatory issues present real disincentives to operate in the “care economy” as an Approved Provider. As a Multi-disciplined provider of community services Family Based Care is faced with an ongoing and relentless barrage of red tape and regulation.

Workforce, attraction, recruitment, and retention of direct care staff continues to be the key challenge the organisation. Workforce initiatives by the Commonwealth Government appear to be having little to no effect on the available labour force. The idea of cooperation between service providers as a solution to the labour shortage, sometimes touted by well-meaning consultants and public servants, ignores that fact that since 2014 the Commonwealth Government has sought to use market forces to meet demand for services in aged care and the NDIS, with the result that this has made each and every provider of services in the “care economy” fierce competitors.



Above: Ross Village

We are required to train, qualify, and audit our staff on the NDIS Standards, Aged Care Standards, HACC Standards, Mental Health Standards, MAIB Standards. In addition to being an ISO9002:2015 accredited organisation and certified against the ACIS Attendant Care Standards.

The Association take its role as a corporate citizen very seriously and where appropriate provides support to other not for profit organisations. During the year the Association has provided support to a number of universities and other training institutions, availing them of the opportunity to place students with the Association for work experience. Our Annual Vinnies Community Sleepout raised just over \$3700 and we were grateful that the Burnie City Council once again allowed us to use the courtyard of the Arts and Functions Centre free of charge. Senior staff also serve on several Boards and committees ensuring that FBC's voice is heard throughout the sector and beyond.

The labour to revenue ratio has decreased this year from a high of 89.4% to 67.41% indicating that the Labour force efficiency has improved significantly by 22% (Labour force efficiency goes up as the labour-to-revenue ratio decreases).

In closing we remind members that the current and future challenges facing the Association are asymmetrical and unpredictable. As a result, the Association must continue to be prepared, always planning and adapting, maintaining an eye to the future while being responsive to the present.

We acknowledge the membership for their continuing support of the Board and Staff of the Association, and we look forward to another challenging year.



Robert Waterman
President



Douglass Doherty
Chief Executive Officer

Life Membership

It is with great pleasure the Board is recommending three employees be recognised to receive Life Membership of the Association for their loyal and meritorious service.

Those employees are:

ANDREW DUNIAM

Andrew in his 25th year as a direct care employee, has proved himself to be a long serving and dedicated employee of Family Based Care.

Andrew's work for 22 ½ years as part of a highly skilled and committed team of staff working to providing 24/7 support to a long-term client of Family Based Care was exemplary, enhancing the reputation of the Association as a provider of specialised services.

During this period, despite already holding a Certificate 3 in Home and Community Care, Andrew dived back into study in 2014 to improve his skills and knowledge by gaining a Certificate 4 in Disability. Andrew has been a mentor to many new staff and is well respected by his peers.

PATRICIA RICHARDSON

Patricia commenced working for Family Based Care on September 23rd 1995, at a time when mandatory qualifications were not required. At nearly 28 years with Family Based Care she has proved herself to be a long serving and dedicated employee.

Pat work for over 22 years as part of a highly skilled and committed team of staff working to providing 24/7 support to a long-term client of Family Based Care was exemplary, enhancing the reputation of the Association as a provider of specialised services.

In 2003 when the opportunity to gain a qualification was offered, Pat took it and successfully gained her Certificate 3 in Aged Care.

Whilst a lot of direct care staff work one on one, Pat has also been part of 2 person teams with a number of clients giving her the opportunity to train and mentor many new staff over the years. This is a task she has accepted readily and without complaint or need for praise or recognition.

CHRISTINE WINSKILL

Christine Joined Family Based Care on the 7th May 2018 as the Executive Manager Business Support and in 2021 changed her role to Learning and Development Coordinator, leaving the employment of the Association in January 2023 to pursue a community passion project. During this period Christine was the Public Officer of the Association, a role that required many dedicated hours preparing for and attending to the Board, the annual AGM and the statutory affairs of the Association. Her meritorious service also included representing Family Based Care at various forums and organising the annual Vinnie's Community Sleepout and other events for the delivery of the Mission. Always with a smile and never a complaint Christine has always sought to nurture and develop those around her. Christine has recently been appointed to the Board of the Association where she will continue to serve the Charity for many years to come.



Above: Life Members 2022 L-R Fiona Blizzard, Robert Waterman (President), Stephanie Walker, Denise Hayes.

Today, with the endorsement of the membership these three dedicated employees will be appointed as Life Members of the Association.

Congratulations to you all!

2022/23 Highlights

We have supported

2,000+



Clients
this year

135,776



Total Hours of Support
Provided

Reaching

282

suburbs
across
Tasmania



276

Number
of
Staff

842,154 km



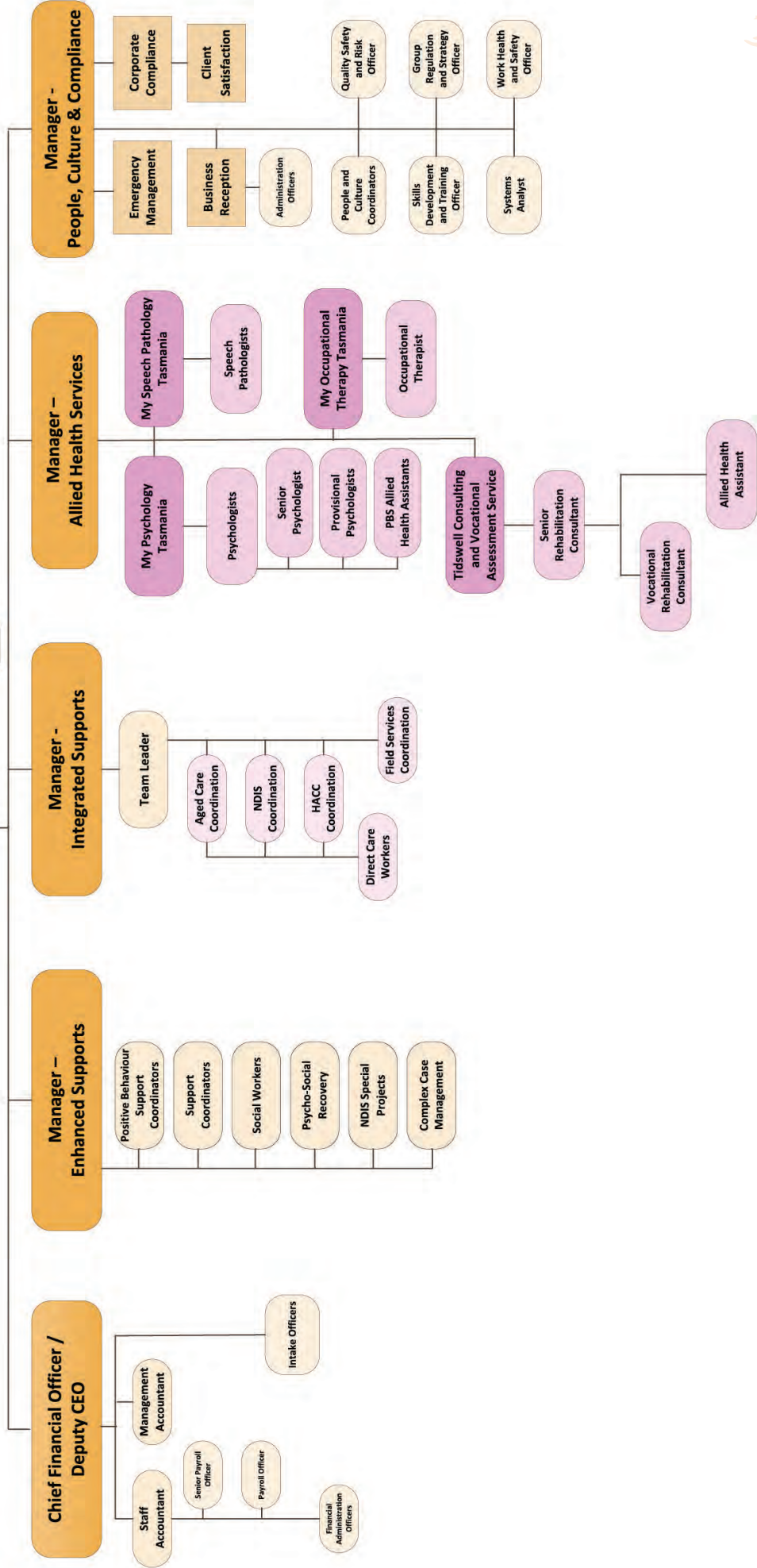
Driven when supporting our clients

Family Based Care Group

Board of Management
Family Based Care Tasmania

Chief Executive Officer

Executive Assistant



Recognition of Service

The following employees are congratulated for having completed 5 years or more of continuous employment with the Association.

5 YEARS

- Melanie Good
- Guan Xiong Por (Paul)
- Kristy Milner
- Dale Cumming
- Tammy Richardson
- Melinda Duniam
- Peter McDougall
- Natalie Crack
- Tara-Lee Gebrael
- Amy Reid
- Juanita Russell
- Liliana Vecchiati
- Marisa Saward
- Rebecca Harback

10 YEARS

- Douglass Doherty
- Johanna Kay
- Jodi Jaffray
- Erin Wallis
- Carolyn Gale
- Karla Bellchambers
- Kylie Bramich
- Lorraine Willcox



Above: April Young receiving her 10 years of service certificate from President Robert Watermann in 2022.

15 YEARS

- Andre Breskvar
- Lindie Hyland

20 YEARS

- Emma Kelly
- Garry Heazlewood
- Sharon Docherty

"When I called reception staff, I was treated with respect and empathy."

In Memory of Lynn Alderson

LYNN ALDERSON

Lynn Alderson, Life member and dedicated employee, passed away peacefully at home 08 December 2022.

Lynn was with the Association for 29 years, starting as an unqualified direct care worker who then undertook her Certificate III at the age of 45.

Lynn was a mentor to all staff and a massive contributor to the culture and “esprit de corp” of the Association. No task was too arduous, no client too difficult. Lynn was the epitome of the quiet achiever and a selfless servant of the ones she cared for. Lynn was always quick to tell the CEO if she thought he was taking the Association in the wrong direction and was never backward in coming forward to anyone. Her larger-than-life presence will be missed by all of us who knew her.

Lynn had been battling a cancer diagnosis for over a year and had several minor remissions, unfortunately the battle was lost. Lynn was at work up until August 2022, such was her dedication to her work.

Her husband Tony, Daughter Lisa, Son Jamie and Grandson Tyler continue to be in our thoughts.

Vale Lynn



Above: Steve Daley, OAM presenting Lynn with her 20 years of service certificate. Steve Daley OAM was the president of the Association for 25 years and passed away on the 7 Aug. 2021.

Our Board



Robert Waterman
President

Robert Waterman is the Chief Executive Officer of Rural Health Tasmania Inc. Mr Waterman has broad experience in senior management roles in human services including 32 years' experience in management in the private, government and not for profit sectors. Robert has extensive experience in human resources, financial management, program and project development, implementation and management, social determinants of health and has an extensive and successful history in large scale service development and the management of residential and community based substance abuse recovery centres, mental health services and programs.

Robert has previously coordinated and managed the Department of Justice, Court Mandated Drug Diversion program state-wide, played key roles in the development and implementation of the Salvation Army Bridge program North West Tasmania and managed an 80 bed residential substance abuse recovery centre in NSW. Robert also sits on a number of Boards of Management and Leadership Groups focused on improving outcomes for people affected by Chronic Diseases, Mental Illness and Alcohol and other Drug dependence.



Chris Bartlett
Vice President

Chris joined the Family Based Care Tasmania Board in 2007 and is a Life Member of the Association. He currently holds the role of Vice President on the Board. A prominent North West Coast Barrister and Solicitor and local Businessman, Chris brings a wealth of experience, knowledge and leadership to the Board.

As a professional and community leader Chris dedicates time to supporting groups who endeavour to make his local community and indeed the world, a more enriched place to live.

Chris was in 2021-2022 the President of the Rotary Club of Somerset and is a Board member of the not for profit group Care Beyond Cure.

Chris is compassionate towards the frail, aged and disabled people from the local area.



Chris Lynch
Secretary

Chris Lynch joined the Board in 2019. Chris is an active member of several community organisations in Burnie. Currently employed in disability services, he is also a qualified trainer and assessor in that area.

His participates enthusiastically in local theatre, along with the contemporary music scene. Chris is an elected Councillor on the Burnie City Council.

(Resigned 2023).



Simeon Cooper
Treasurer

Simeon is an experienced Chief Financial Officer and qualified Chartered Accountant with a demonstrated history of working in accounting, commercial and the manufacturing & mining industry.

Simeon has a keen interest in business and specifically local business which drives and supports the communities we live in.



Elesha Fromm
Board Member

Elesha Fromm is a current board member for Family Based Care. Elesha is Chair for the FBC Clinical Care Governance sub-committee and has during the COVID-19 pandemic been a member of the FBC Clinical Review Committee.

Elesha is a Registered Nurse who has a diverse clinical background from working in rural/remote areas involving emergency, medical/surgical and mental health.

(Resigned 2023).



Christine Winskill
Public Officer

Chris served with Family Based Care for 5 years as both the Public Officer and as the Learning and Development Coordinator. Chris then went on to pursue a community passion project. She has a wealth of knowledge achieved in her

40 year career in the mining industry within the Human Resource, Safety and Stakeholder Relations areas. Chris is a strong advocate for lifelong learning and continuous improvement.

(Resigned 2023 - Appointed to Board June 2023).



Tia Poole
Board Member

Tia Poole provides Insurance and Financial Consulting in Hong Kong with over 15 years' experience in the insurance industry specialising in marine and transport. Tia holds a Bachelor of Commerce from the University of Tasmania and a Diploma of Law from The Legal Practitioner Admission Board of New South Wales.

Tia has contributed to several Boards and committees including the Hong Kong Cricket Club, The Helena May Club, The British Chamber of Commerce Logistics Committee (HK), and Marist Regional College.

Tia is passionate about supporting the local community and is eager to contribute her time and experience.



Josh Whiteley
Board Member

Josh is an experienced Project Management Consultant with a demonstrated history of managing complex infrastructure and construction projects across Victoria, South Australia & Tasmania, and holds qualifications in Project Management and Building & Construction.

Josh is passionate about helping the community through the development and management of social infrastructure to better support those who need it.



Kelly Haywood
Public Officer

Kelly joined Family Based Care in 2023 after returning home to Tasmania after 26 years in the Navy. Kelly is excited about giving back in her role at Family Based Care and the local community. Kelly holds a Masters in Business and qualifications in Logistics, Management, Leadership and Coaching.

Outside of work, Kelly is a mental health advocate and is passionate about helping those around her.

As the Public Officer Kelly provides administrative and governance support to the Board and CEO.

Board Meeting Attendance

BOARD MEMBER ATTENDANCE 2022 / 2023

Board Member	AGM September 2022	Sept	Nov	Feb	May	June	Total Meetings Attended
Robert Waterman	Y	Y	Y	N	N	Y	4
Chris Bartlett	Y	Y	N	Y	Y	N	4
Simeon Cooper	Y	Y	Y	Y	Y	N	5
Chris Lynch	Y	Y	Y	Y	Y	Resigned	5
Elesha Fromm	N	Y	N	N	N	Resigned	1
Tia Poole	Y	Y	Y	N	Y	N	4
Chris Winskill	Y	Y	Y	Y	Resigned	N/A	4
Josh Whiteley (commenced May 2023)	N/A	N/A	N/A	*Observer	Y	Y	2

BOARD REMUNERATION

The remuneration of the Board as per the constitution is reported here. The Remuneration policy sets a total payment pool of 0.16% of gross turnover for the Association that year, the Total pool for 2021/22 was \$22,989.33.

The payment is divided into two parts: a fixed 'sitting' fee, which is adjusted for the workload of the role and a 'performance' fee which is calculated based on a performance appraisal.

Payments are made after the Annual General Meeting. The payment to Board members for the 2021/22 year is reported in the following table. T. Reeve and E. Senz were not paid their allowance due to resigning from the Board during this period.

Board Member	Role	%	Total	Sitting	Performance	Total Payment
			\$ 22,989.33	40	60	
R. Waterman	President	26.09	\$ 5,997.22	\$ 2,398.89	\$ 3,598.33	\$ 5,997.22
C. Bartlett	Vice President	13.04	\$ 2,998.61	\$ 1,199.44	\$ 1,799.17	\$ 2,998.61
T. Reeve	Secretary	13.04	\$ 2,998.61	\$ -	\$ -	\$ -
S. Cooper	Treasurer	13.04	\$ 2,998.61	\$ 1,199.44	\$ 1,799.17	\$ 2,998.61
T. Poole	Member	8.70	\$ 1,999.07	\$ 799.63	\$ 1,199.44	\$ 1,999.07
E. Fromm	Member	8.70	\$ 1,999.07	\$ 799.63	\$ 1,199.44	\$ 1,999.07
C. Lynch	Member	8.70	\$ 1,999.07	\$ 799.63	\$ 1,199.44	\$ 1,999.07
E. Senz	Member	8.70	\$ 1,999.07	\$ -	\$ -	\$ -
			\$ 22,989.33	\$ 7,196.66	\$ 10,794.99	\$ 17,991.65

Executive Management Team



Douglass Doherty
Chief Executive Officer
Manager Allied Health Services

Responsible for:

The management of the total organisation and day-to-day activities of the Association on behalf of the Board. Reviewing and maintaining ongoing financial viability, development of the strategic plan, growing the business and ensuring Family Based Care Tasmania meets industrial, legislative, constitutional and contractual requirements. Doug also manages the Allied Health functions of the Association, ensuring that each practice delivers high quality care in line with ethical guidelines, AHPRA and professional standards.



Mandy Williams
Chief Financial Officer
Deputy CEO

Responsible for:

Primarily responsible for managing Family Based Care Tasmania's finances, including financial planning, management of financial risks, record-keeping and financial reporting. Management of Intake Team and the Finance Team.



Fiona Enkelaar
Executive Manager
Integrated Supports

Responsible for:

The management of Coordination teams, Field Service Management and Direct Care Workers including ensuring compliance with legislation and reporting requirements of funding bodies. Management of client care hours, client and staff complaints, compliments and incidents.



Bonnie Murfet
Executive Manager
Enhanced Supports

Responsible for:

Primarily responsible for managing the Enhanced Support Team which covers Positive Behaviour Support and restrictive practices, Specialist Support Coordination and Psychosocial recovery coaching, case management and social work functions for clients covered under the Mental Health Directorate and Commonwealth Home support program.



Kelly Haywood
Executive Manager People,
Culture & Compliance

Responsible for:

The management and oversight of all People, Culture and Compliance areas including quality, governance, recruitment, retention, administration, learning and development.

Our Association

The Association has more than three decades of experience focussed on the delivery of individualised care and support centred around assisting people to live safely and independently in their homes for longer. Family Based Care prides itself on delivering the best care that is the right fit at the right time in the right place.

Over the last 5 years the Association has been pursuing a vertical integration strategy to become a holistic community care organisation. This ambitious strategy seeks to enable the Association to be able to provide services at a variety of touch points in the care continuum.

This vertical integration is manifested in a number of “Business Units” providing “ring fenced” internal referral under the umbrella of Family Based Care. These Business Units operate as independent brands of the Association:

- Tidswell Consulting (vocational rehabilitation, complex post MVA case management),
- Family Based Care Enhanced Supports (NDIS Support Coordination, Positive Behaviour Supports & Social Work Counselling)
- My Psychology Tasmania
- My Speech Pathology Tasmania
- My Occupational Therapy Tasmania

The Association has offices state-wide. This supports the true Tasmanian nature of the Association.



Above: Richmond Tasmania



Client passed on compliment to PBS practitioner: 'She makes me feel reassured, comfortable & validated'.

Operating Environment

Over the last 12 months, the Association has operated within complex environments which has seen rapidly emerging reforms increasing the complexity of compliance requirements. This has required a high degree of capacity for the business to pivot and respond.

The following chart seeks to represent on a percentage basis the importance / influence of each of the competing factors that has influenced the Association. Based on this analysis 65% of the "effort" and "attention" of the Association has been dedicated to matters not directly involved in the provision of care. If we exclude "workforce challenges" this reduces to 44%. By any measure the regulatory and quality burden on the organisation is disproportionate to the quantum of care delivered.

Increasing demands and expectations of modern consumers, peak bodies and regulators have influenced a highly dynamic reform environment.

Workforce challenges that have been prevalent in the industry sectors for over 11 years have been sharply in focus with demand for services now significantly exceeding the capacity of the current labour market. Increased regulatory requirements.

The fallout from the Aged Care Royal Commission has continued to impact the Association in numerous ways. The Disability Royal Commission final report is yet to be handed down and we anticipate that this will result in significant changes to the operation of the NDIS and increased regulatory requirements.

Compliment passed on for a DCW:

"She is a ray of sunshine which makes a world of difference. She is a kind hearted person who is a joy to be around. I look forward to her support time & appreciate the bond they have built."

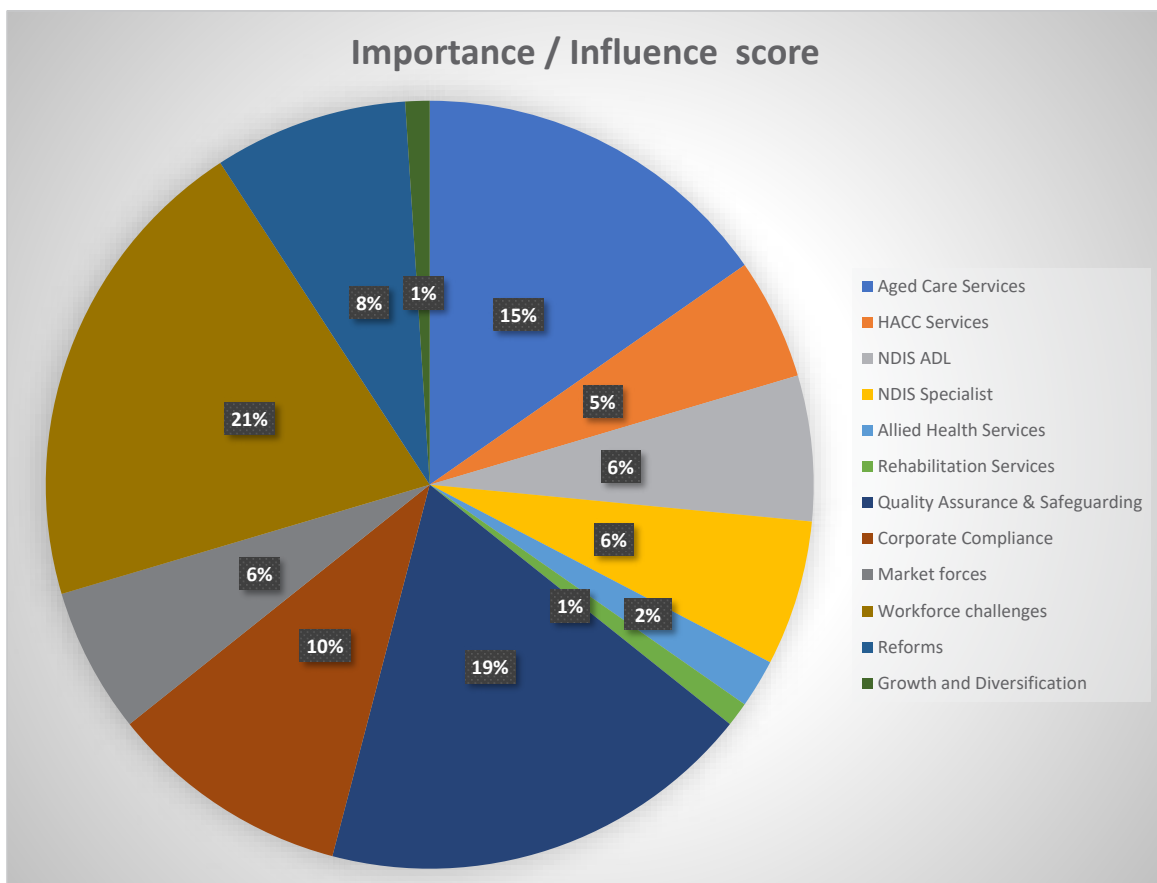


Diagram: Importance/Influence Score Chart

Year at a glance

Family Based Care participated in a number of Days of Significance/Awareness and Community engagement activities over the past year.

VINNIES COMMUNITY SLEEPOUT

Family Based Care Staff, Family, Friends and local community members gathered at the Burnie Arts Centre on Thursday 4th August 2022 to raise much needed funds for the homeless. This worthy cause gives us all a glimpse into the realities of homelessness by sleeping rough for a night, raising awareness and funds to assist people experiencing homelessness.

We raised \$3,700 which will go towards vital access to food and accommodation. The experience challenged our sense of home and gave us unique insights into the complex issues faced by homeless people.



Above: NW Vinnies team and deputy mayor Giovanna Simpson enjoying a soup.

INTERNATIONAL DAY OF PEOPLE WITH A DISABILITY

On Saturday 3rd December, Family Based Care hosted a BBQ and awareness session for the local community. It was an opportunity for us to raise public awareness about what we do and the clients we support. Video sessions and coordinators were on hand to talk to the public.

In line with this day of significance, Richard Parker and all the staff at Saputo Burnie kindly raised funds and donated delicious cheese to Family Based Care. Saputo supports organisations like ours, with similar values and objectives: engaging with people in our community in order to make a positive impact and enrich lives.

Funds went to the Somerset Social Club which meets weekly to work on a range of issues facing people experiencing difficulties in their lives associated with aging or their disability. The Social Club is an important way of strengthening social connectiveness and enhancing wellness in our communities.



Above: One of our FBC regulars Michael Lohrey participating in the 2022 Sleepout.



Above: Cost of Living Game presented by NW Vinnies



Above: Chris Lynch & Bonnie Murfet representing FBC on the day



Above: Doug accepting the donation from Richard Parker (Saputo).

REABLEMENT

The Reablement Committee provided a presentation in the Work force Preservation Training for year 2022. This provided information and encouragement to our staff to continue pursuing reablement goals for clients.

The Reablement Committee in collaboration with volunteers and clients created a booklet to provide a brief explanation of what reablement is, some examples of reablement stories, and how we share and celebrate reablement achievements. This is distributed to new clients and new staff in hard copy and to existing staff in electronic copy.

We continue to collaborate with UTAS and have shared the booklet with them. UTAS were interested in the booklet and in the Pre-Employment Survey on Attitudes Towards Reablement, which they will be using data from to complete some work.

The reablement committee continue to meet monthly to further discuss ways of sourcing further education and forwarding that education on to staff. The committee also run a monthly competition called – *Reablement Story of the Month* with the hopes that the competition will entice people to recognise reablement and raise awareness to encourage others to achieve similar goals.

Reablement success stories this year include –

A client with diagnosed dementia was practicing unhygienic methods of bathing. The Direct Care Worker began a routine of using different coloured face washers for different areas of the body. With repetition of the task the client began remembering that certain coloured face washers were for certain uses and no longer required prompting from the worker for this task.

A client who had suffered a stroke had lost motivation and had been sitting in the lounge chair for a large portion of the day. The Direct Care Worker provided information on muscle mass breaking down if it wasn't being used. With encouragement the client and Direct Care Worker began very slowly walking around the house, then property and the client has now regained some lost mobility.

A client with severe social anxiety, was unable to access the community independently. The client decided to purchase a dog in the hopes of training to become an assistance dog. The Direct Care Worker encouraged the client to action this and provided support throughout the training process to not quit when it got tough. The dog is now an accredited assistance dog and supports the client to access the community independently.



Above: Front cover of our newly released Reablement booklet



Above: Reablement Committee Members Back L-R (Marni Badcock, Jess Blachford, Abbey Riley, Julie-Anne Terry) Front L-R: Sarah Riley, Ursula Hawkins, Johanna Kay) Missing members: Taylor Cooper, Linda Wood, Lindie Hyland & Kelly Haywood.



Above: Jess Blachford presents Karla Bellchambers with her voucher and certificate at the Office Based Staff meeting.



Above: Jess Blachford with DCW Karen Woller.

INTERNATIONAL AUTISM AWARENESS DAY

02 April marked the 16th Annual World Autism Awareness Day. To show our support through the Light It Up Blue initiative the Burnie Office was illuminated in blue light over the weekend 31 March – 02 April and staff members wore blue to work on Fri 31 March.

Family Based Care are committed to standing together to make a world of difference for people on the spectrum.

NEW INITIATIVES

In 2023, Family Based Care were successful with a State Government Grant and selected by the Tasmanian Autistic Diagnostic Services as a Panel Provider for autism assessments.

Family Based Care Tasmania T/A My Psychology Tasmania has demonstrated their experience in the provision of Autism Diagnostic Services. The Association has a robust model that includes the use of a multidisciplinary team, peer support and clinical supervision. The practice has qualified staff and an assurance process that ensure their continued professional development and accreditation.

GENERAL

We were thrilled to re-instate the DCW Face to Face Meetings in 2023 which is the first face-to-face meeting since the COVID outbreak. We had excellent participation both in person and virtually and it was wonderful to reconnect.

Our CFO along with her Black Diamond team mates competed in the Pan Pacific Masters Games for Netball Over 35's in Queensland last November 2022. The Black Diamonds were 1 of 3 teams competing in Netball from Tasmania. The Black Diamonds played 11 games in 6 days bringing home the Bronze medallion in their division. Competing against teams representing the ADF, PNG, RAF UK, Sri Lanka as well as local QLD and another Tasmanian team it was an extremely humbling experience to play with and against such a wide variety of women.



Above: DCW Meeting - June 2023.



Above: Burnie office illuminated in blue light over the 31 Mar – 02 Apr 2022 weekend.

DONATIONS FOR KOGO Knit One, Give One



Above: An example of knitted donated items.

KOGO is an Australian not-for-profit organisation entirely run by a team of dedicated volunteers which supplies knitted items. KOGO donates these items to institutions, charities and government agencies including crisis accommodation, emergency relief, family support, homelessness services, hospital social work and mental health services. They also include organisations dealing with children at risk, refugees, remote indigenous communities, schools and playgroups.

FBC are the reason KOGO operate in Tasmania. Our locations are used as drop off points as our CEO arranged for Rural Health and Community Based Support to be part of the network for beautifully crocheted or knitted goods to be kindly donated by people in the community.



Above: Lexi Fox-Hughes (AHA) and Justine Keay (Provisional Psychologist) prepare to undertake an Autism Assessment in Burnie.



Above: CFO Mandy Williams with her Black Diamond Teammates.

EXPOS

Family Based Care were represented at several state and interstate Disability Expos in 2022 and 2023.

Executive Manager Enhanced Supports - Bonnie Murfet attended four North Queensland Disability Expo's in Cairns, Townsville, Mackay and Rockhampton in May 2023 to advertise the capabilities of Enhanced Supports and Family Based Care.



From L-R: Bonnie Murfet, Richa Richa & Erika Behrens representing FBC at the Launceston Disability Expo - 10 Nov. 2022.



Above: Executive Manager Bonnie Murfet at the Far North & Central QLD Regional Disability Expo.



From L-R: Melinda Duniam, Sarah Griffiths & Erika Behrens at the Burnie Disability Expo - 18 Oct. 2022.

VISITS AND FAREWELLS



Above: Doug meets with Easter Bunny who paid FBC Burnie a visit.



From L-R: (Doug Doherty, Chris Winskill, Pete McDougall) at Chris's farewell in January 2023.



From L-R (Doug Doherty, Jorja Dolting, Julie-Anne Terry) at Jorja's farewell in July 2022.

Partnering with Universities



Partnership with Family Based Care for the good of others

As part of the Association's public benevolent activity, and the desire to enhance the number of Allied Health practitioners in the regions, Family Based Care offered two \$5,000 scholarships in partnership with Australian Catholic University. The scholarship was known as **Family Based Care Tasmania Speech Pathology Scholarship** and was offered to students undertaking Bachelor Speech Pathology.

The object of the Scholarship is to create opportunities for students undertaking full-time final year study of Bachelor of Speech Pathology and for them to be supported to take up supervised graduate year employment with Family Based Care in Tasmania.

In order to be eligible students had to meet the following criteria:

- Citizenship: domestic
- Faculty: Health Sciences
- Course: Bachelor of Speech Pathology,
- Campus: Brisbane, Melbourne or North Sydney
- Study load: full-time
- Year level: final year (in the year the scholarship is to be awarded).
- Faced barriers to accessing higher education. This may include but are not limited to: from a single parent family, from a regional, rural or remote location, carer responsibilities, medical issues, refugee background, disability or financial hardship, culturally or linguistically diverse background.
- Minimum cumulative GPA of 5 (on the ACU seven-point scale across all ACU undergraduate studies)

In addition to this scholarship offering, The Association partnered with ACU to apply for an Aged Care Research and Industry Innovation Australia (ARIIA) grant for our iLIVE emergency management system.

Offered student placements for Speech Pathology to students requiring professional placements in both Adult and Paediatric disciplines.

The Association partnered with La Trobe University for the placement of a Speech Pathology student as part of the their final year of study.

The Association continues our longstanding relationship with UTAS. We have partnered with the Rural Clinical School for the development of a Quantitative Risk Assessment tool that will aid in providing a safer workplace for all staff providing direct care, from Direct care workers to Psychologists. This system gives a risk score that allows for a calculated response to the conditions of the client and the environment.



LA TROBE
UNIVERSITY



Youth Safety Framework

Child Safe Organisation

Family Based Care is committed to ensuring that all our operations are “child safe”. This means we will not tolerate any abuse or neglect of children or youth, and we will take judicious steps to ensure the safety and wellbeing of all young persons who we encounter.

Our objective is to continue being a youth safe organisation through a consistent approach to youth safety risk management actions and governance.

Protecting children & youth is everybody's business. We all have a role to play in keeping children & youth safe.



simply better care

OUR YOUTH SAFETY FRAMEWORK PROGRAM INCORPORATES:

- Being embedded in the FBC leadership, governance and culture.
- Ensuring that relevant policies and procedures are in place and regularly reviewed.
- Children and youth are informed of their rights.
- There is a complaints process.
- Staff have the skills and awareness to keep children and youth safe through education and training.
- Staff are aware of their mandatory reporting requirements.
- The program is regularly reviewed and improved.

FAMILY BASED CARE WILL ENSURE:

- All staff have a current Working with Vulnerable People card (WWVP) and are required to adhere to the Youth Safety Code of Conduct.
- Identify risks and how they can be prevented or minimised.
- Staff are screened to work with youth, and have appropriate youth safety education and training.
- Engage proactively with relevant people/agencies.
- Have a clear reporting and responding process including identifying breaches.
- Regular review of the framework.



Managing Risk Effectively

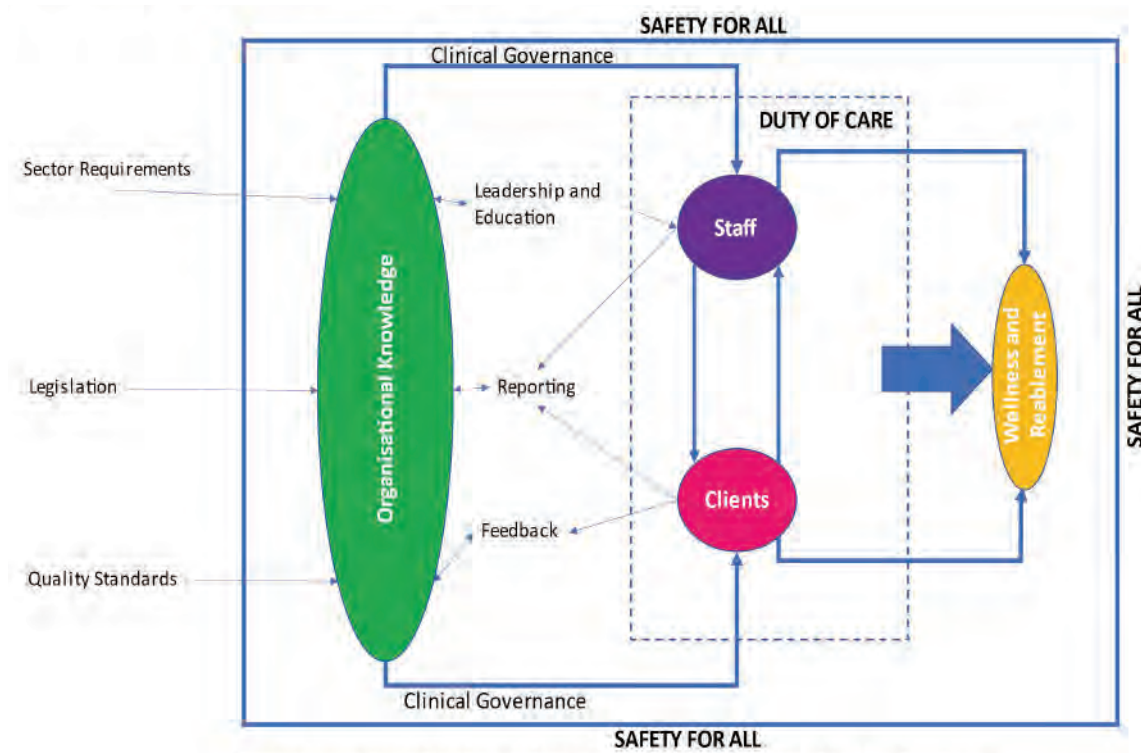


Diagram: How safety is integrated into all aspects of the business

Family Based Care's Risk Management Framework is designed to safeguard clients, staff and the continuity of business in any environment, emergency, or crisis.

We use both our knowledge of current and emerging legislative and regulatory requirements, and the information gained through our daily operations to effectively:

- Identify, anticipate, and mitigate risk;
- Maintain a state of preparedness for the unexpected;
- Implement control measures to suit the particular environment or situation; and
- Manage risk on a daily basis in the interests of quality care and support.



Total Quality Management

Quality Standards Audit

In July 2022, Family Based Care underwent 3 days of re-certification audits for ACIS, ISO 9001:2015 Quality Management Systems and NDIS Practice Standards. Auditors spoke with key personnel across the Association and conducted interviews with 22 clients and 13 staff.

FINDINGS:

There were no non-conformities and a **recommendation for re-certification for all 3 standards.**

The auditors found that FBC has an effective Quality Management System that is consistently implemented and meets the requirements of the 3 standards. Evidence was available of continuous improvement; qualified and supported staff; an understanding of legal compliance and implementation; communication of vision and values; freedom of expression and choice in decision making; respect for confidentiality and privacy and inclusion and respect for diversity.



Major strengths noted were:

- Software that facilitates identification of the location and assessed needs of vulnerable participants, which can be used during emergencies or disasters
- FBC's engagement and involvement with other agencies and stakeholders in the community to enhance the best interests of our clients.

Suggestions for improvement were:

- Incident Management: include information on incident management in the Client Handbook, including how incidents involving clients will be managed.
- Human Resource Management: ensure that qualifications and appropriate professional memberships are current and maintained.
- Support Planning: Update consent documentation annually when plans are reviewed and note this has been done, whether verbally or via email, to reflect ongoing current consents.

"I have been really impressed with the Burnie Office. It is the healthiest workplace I have experienced.

Examples include a culture of supporting each other, focus on physical and mental health, healthy work/life balance, training opportunity, respecting privacy and actively building each other up within the team. The focus on working for the client rather than the client working around us is as it should be and I'm thankful to be part of this."

Aged Care Reforms

Since the Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022 received royal assent, the Australian Government has been implementing a range of measures to ensure greater transparency and accountability of approved providers and improve the quality of care and safety for Australians receiving aged care services. FBC responded to these requirements by:

Introducing a modified **Code of Conduct** – this requires staff to comply with both the NDIS and Aged Care Codes of Conduct. The Code sets out how providers and workers delivering care are expected to behave. This provision strengthens protections for consumers, including the ability to ban workers from the sector.

Providing training to all staff on the **Serious Incident Response Scheme (SIRS)** – in December 2022 SIRS was extended from residential to care delivered in a home or community setting. Any actual, suspected or alleged incident involving a staff member and a consumer or their carer/family member (where the incident is committed by a staff member) must be reported to the Commission. Incident categories are i) unreasonable use of force, ii) unlawful or inappropriate sexual contact, iii) psychological or emotional abuse, iv) unexpected death, v) stealing or financial coercion, vi) inappropriate physical or chemical restraint and vii) neglect of a consumer.

Providing information to the Board of Management on **Governing for Reform in Aged Care** -

- The need to report material changes and suitability of key personnel
- Requirements regarding membership of provider governing bodies
- The establishment of advisory bodies
- Staff qualifications, skills and experience
- Annual submission of information on operations



"I'd like to thank you, the rostering staff, and all the support workers for the caring and professional support you have provided Mum and Dad. It has certainly made a difference to their lives and has enabled them to stay safely and happily in their own home during this time. Please pass on Mum and Dad's sincere thanks and appreciation to all their support workers. They will miss them."

Clinical Governance

To remain compliant with ever-strengthening quality standards (post Royal Commission), FBC must demonstrate that we have knowledge of our clients and sufficient, up-to-date information about them so that staff are well-equipped to provide individualised, safe and inclusive care, particularly to people with complex care needs.

Consequently, we needed to increase our data collection to include more specific information about client circumstances and events such as incidents, their behaviour, the behaviour of others in their environment, falls both during and outside support time, health and well-being, injuries, deteriorating conditions, medication incidents, hospital admissions and any complaints and feedback.

The Clinical Governance Committee, chaired by previous Board member Elesha Fromm, reviewed over one hundred client incidents for the period, including those related to the actions and behaviour of FBC staff during support time. The committee examined how effectively the Association:

- Safeguarded clients
- Supported their health and wellbeing to achieve optimal outcomes or experiences of care
- Responded and managed incidents and near misses
- Identified ways of reducing or preventing incidents

- Identified trends or emerging issues or risks, and
- Identified ways to improve the quality of care and services

Some improvement actions implemented include better utilisation of the “Skills” field in our system to facilitate easier matching of workers with particular skill sets to clients; updating both client and staff incident report forms to align with the SIRS reporting format; updating the Field Service Management Procedure for staff new to the team; and simplifying the Client Survey forms.

Six of the total incidents were classified as Reportable (this includes suspected or alleged incidents). Four SIRS were reported to the Aged Care Quality and Safety Commission and two to the NDIS Commission. The majority of these, however, were disputed by staff involved or found to be unsubstantiated following full investigation (this included police involvement on one occasion). Any transgressions made by staff who failed to follow instruction or procedure were acted upon in accordance with FBC’s Counselling and Discipline Procedure.

FBC prioritises client independence, choice and dignity of risk but, at the same time, it takes a **harm minimisation** approach. This is why we require and strongly urge direct care staff to ALWAYS report (to FBC) any concerns or changes in client behaviour, circumstances or health and well-being, including occasions where a client refuses to have an ambulance called. We always aim to avoid any breach in our duty of care to the client.

Client Incidents

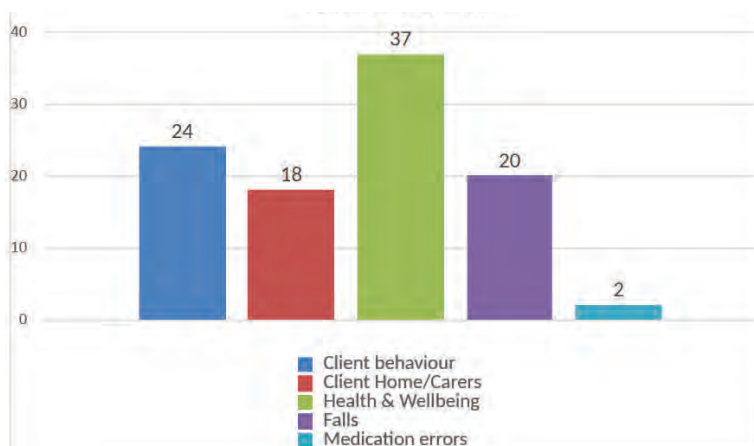


Chart Above: General incident categories July 2022 — June 2023

Office visit from client to pass on compliment to DCW:

“She is very thorough and does an excellent job. She is pro-active and takes initiative”.

Events Management

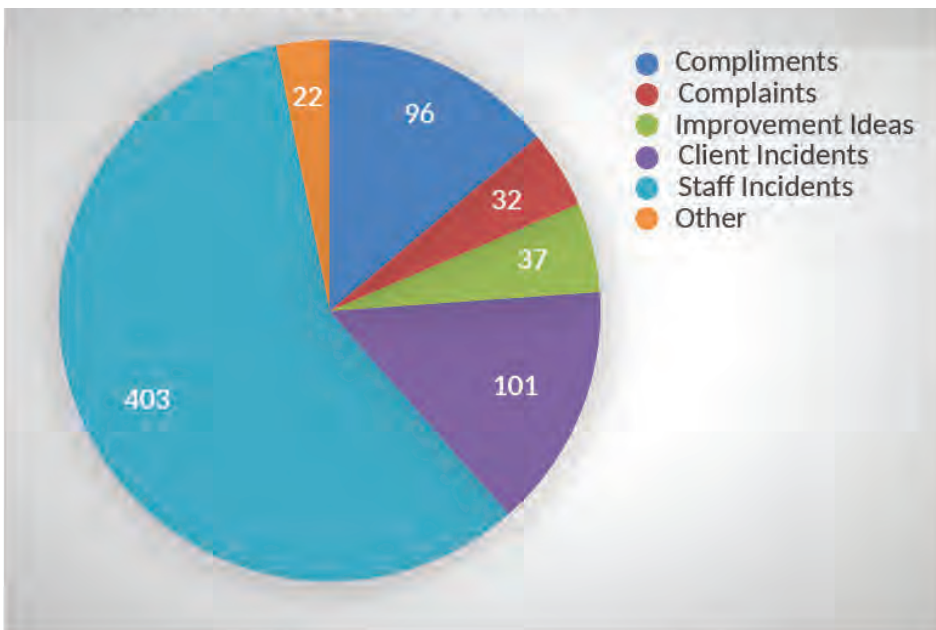
The total amount of events reported was 691, a relatively minor number given that over 100,000 support shifts were delivered during the year. All incidents relating to clients and staff were closely monitored to determine what happened, how and why, and whether anything needed to be done to reduce the risk of recurrence or to make improvements.

Staff incidents outnumbered all other events, most of these relating to minor usage errors by direct care staff with Mobile Time and Attendance (MTA) tablets.

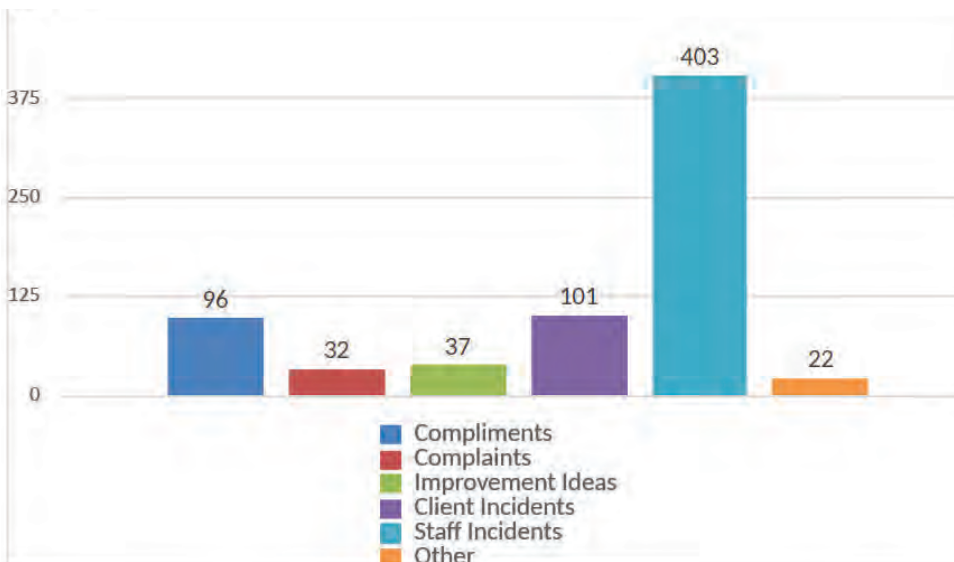
Reminders on the importance of refreshing tablets and correct MTA usage will continue to be given to staff during Direct Care Worker meetings, Workforce Preservation Training, Staff Newsletters and individually when required.

“My Support Worker is always the same she can never do enough for me - always asking what I need and if there is anything more she can do. There is never a shift where she leaves and I am not smiling. She is kind, caring and considerate.”

Reported Events July 2022 — June 2023



Reported Events



Diversity Equity and Inclusion Planning

FBC has developed a **Diversity Equity and Inclusion (DEI) Plan** in response to the Aged Care Quality Standards requirement for all providers to recognise identity, culture and diversity in their service delivery and to ensure that services are inclusive, culturally safe and free of discrimination. The Aged Care Act (1997) defines some groups of people as 'people with special needs'. These include people of Aboriginal and Torres Strait Islander backgrounds, culturally and linguistically diverse backgrounds, and/or who identify as lesbian, gay, bisexual, transgender or intersex.

Often these people experience more barriers when accessing and using services, therefore, they may need different resources or support to have the same opportunities to succeed. Some may be reluctant to disclose who they are or provide information about their life experiences or background, mostly due to a fear of mistreatment, discrimination or rejection.

Family Based Care respects the diverse backgrounds and life experiences, not only of our clients, but all people in the wider community. The Diversity Plan captures priorities, goals and actions over every 12 month period ongoing, in the following areas:

Communication – e.g. information and documents FBC provided to clients, such as the new Client Newsletter, Client Handbook and feedback surveys;

Safe and Respectful Service Delivery – e.g. providing extra training and building capacity of staff to provide quality support to particular groups, such as people with dementia or with an acquired brain injury;

A Welcoming Environment – e.g. suitable meeting spaces and visual welcome signage in FBC offices

Governance – e.g. FBC's policies and procedures and the role of the Cultural Liaison Officer.



*Feedback provided by external therapist:
'It's an honour, and pleasure, to be working with professionals like yourself, who are kind, open to inter-disciplinary discussions and who are very client centred. Your client immensely benefits from your input.....it is clear that your work has been effective and greatly praised by both, participant and support staff. You are doing an amazing job.'*

Work, Health and Safety



Workplace Injuries - The Year at a Glance

Mechanism of Injury vs Location FY 22/23

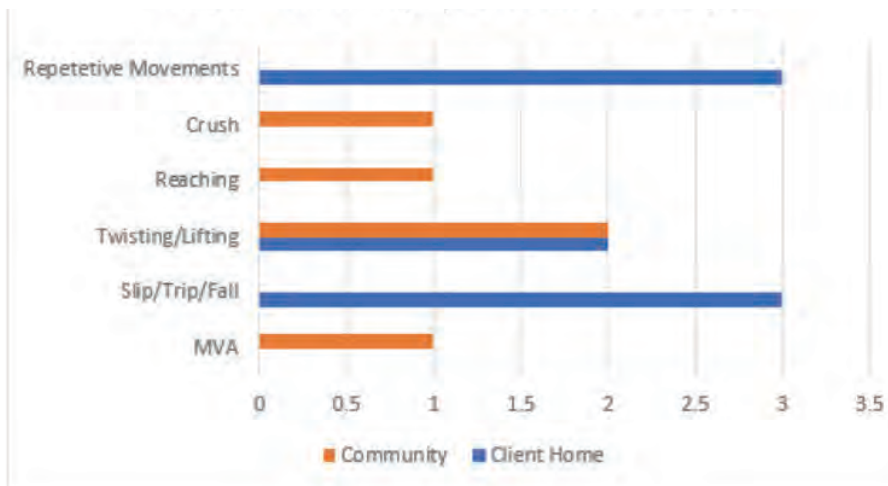
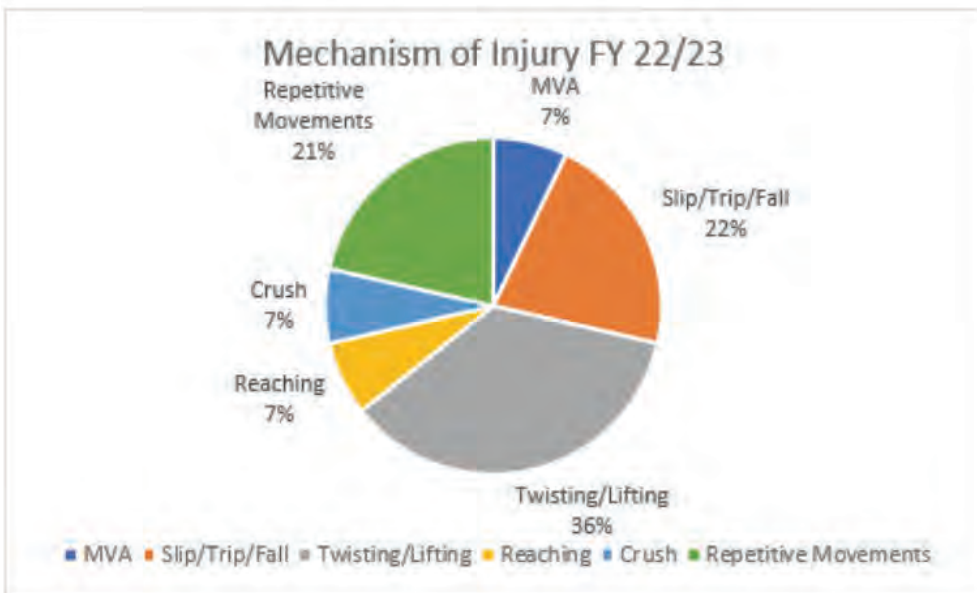
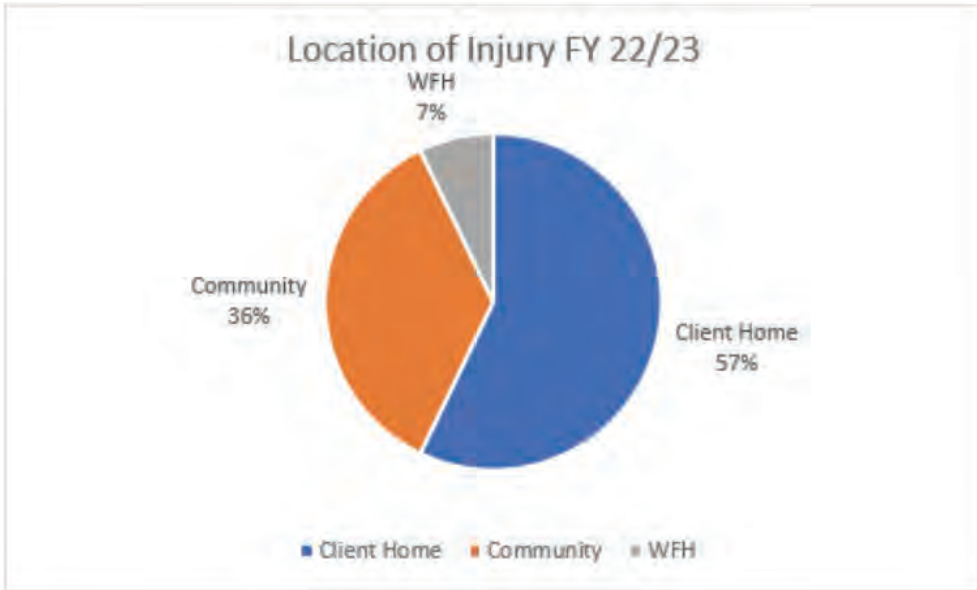


Figure 1 – Mechanism of Injuries by Worksite Location

Figures 2 and 3 below: Specific Location of Injuries by Worksite and Mechanism of Injury



Significant Achievements

WHS training remains a significant component of our annual compulsory Workforce Preservation Training packages, both through reinforcing key WHS components such as manual handling injury prevention presentations and staff wide discussions on important topics such as bullying and harassment. The team looks forward to the planned re-commencement of face-to-face sessions in a post-Covid environment in 2024.

Enhanced Terms of Reference for the WHS Committee were reviewed and approved and the CEO approved new formal appointments in early 2023 for additional WHS Officers with expanded duties.

Comprehensive Safety Audits were successfully conducted on all FBC offices for the first time in several years and required remedial actions, which are all either in progress or rectified. The Safety Audit program will now be further expanded to take in worksites such as clients' homes.

A wide-ranging review of our Incident Management System was successfully completed and a detailed new accident and investigation procedure developed to support this initiative.

Direct Care Workers were more meaningfully engaged on a broader range of WHS issues through the resumption of regular face-to-face meetings facilitated by members of the Senior Management Team and by targeted Staff Newsletter articles.

Learning and Development

We want our employees to acquire new knowledge, skills, and attitudes that are relevant for their roles. Enabling our workforce to continuously expand their knowledge and skill sets is necessary as not only does this lead to improved employee engagement and job satisfaction, but it also enhances new business capabilities and opportunities.

We aim to create a culture where each employee takes ownership of their own learning and development. Along with our whole of workforce priorities for increased skills and knowledge, employees should be able identify where the best learning opportunities are for them and be proactive in seeking them out and applying to them.

FBC’s learning and development strategy focuses on creating an employee community where everyone feels included and has equal opportunities.

Importance of Training and Development

Importance to the Organisation



Whole of workforce opportunities in the past year has included:

- All staff have had First Aid updates
- All staff have conducted Workplace Preservation Training including manual handling, workplace bullying and privacy and confidentiality
- All staff have conducted Serious Incident Reporting Scheme training
- All staff have conducted Child Safety Principles
- 115 staff gained or refreshed their medication training
- 19 personnel attend a Palliative Care Film Screening and Awareness session
- 20 personnel attended Suicide Prevention Training
- 1 staff member completed a Diploma in Leadership and Management
- 6 personnel completed their CERT III in Individual Support
- 2 personnel completed their CERT IV in Disability
- 3 current trainees are completing their CERT III in Individual Support
- Individual staff development has included Dementia training and a Vicarious Trauma Workshop



Performance Score Card

OUR PEOPLE

Supporting our people (employees/clients/other stakeholders) is integral to the success of our business. During this reporting period we have experienced staff shortages for a variety of reasons which include, for example, Covid-19 related and recruiting qualified staff. These issues are being reported industry wide and FBC continue to lobby decision makers at appropriate opportunities.

OUR CLIENTS & COMMUNITY

Again, the Association continues to perform well under this pillar indicating the quality of our service being provided to clients throughout Tasmania.

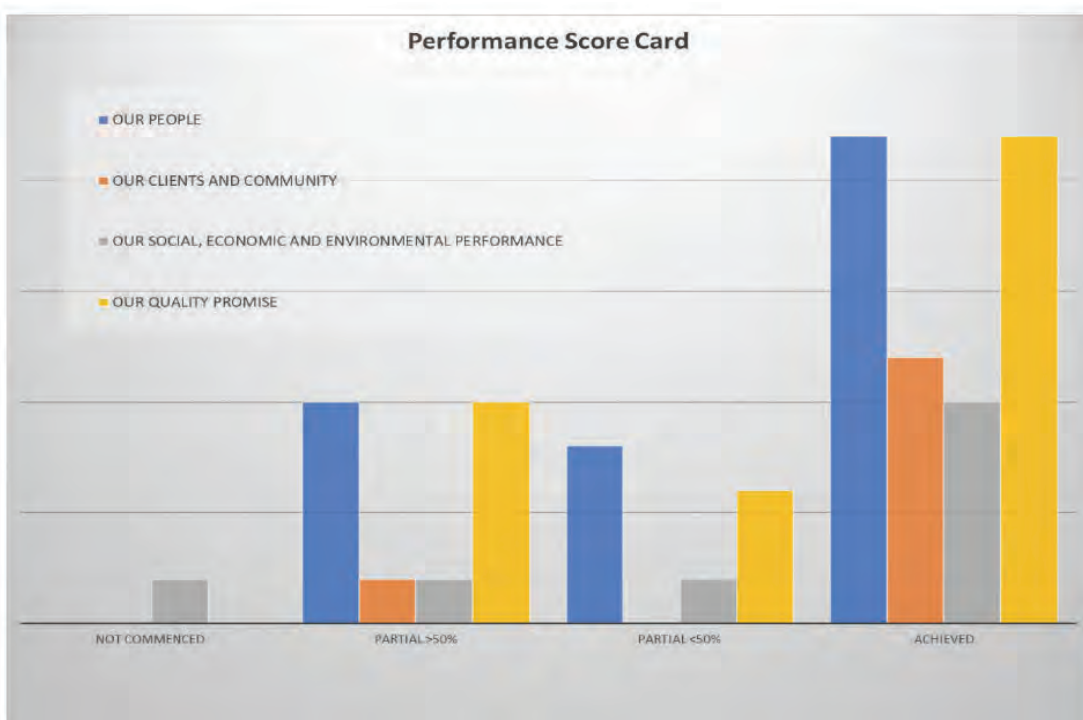
OUR SOCIAL, ECONOMIC AND ENVIRONMENTAL PERFORMANCE

We continue to develop in this area, particularly lobbying for the industry to ensure our community needs are catered for. We have contributed to benevolent activities of the organisation and a priority is to carry on being responsive to the needs of the community in which we work.

OUR QUALITY PROMISE

FBC is a proud ISO certified organisation and has a sound framework of best practice to meet the needs of our clients and community. We achieved robust performance across all external audits with continued improvements to process and practice supporting our delivery of choice, control, dignity and risk.

The Association measures its achievements with the use of a Performance Score Card. This score card is an indicator for the FBC Executive Management as to whether our strategic objectives are being met.



Finance Report

Budget modelling for the 2022/23 financial year relied heavily on programs being able to meet budgeted outcomes and there had been an expected deficit of (\$213,159). However, due to some organisational structural changes throughout the year the Association achieved a surplus of \$196,066 for the financial year.

The COVID-19 pandemic continues to impact the Association and its ability to deliver supports. The cost of pandemic leave for staff decreased this year (Paid Pandemic Leave \$90,980 22/2023 compared to \$144,638 21/2022) however staff absences and availability continue to impact budgeted outcomes.

Family Based Care continues to diversify income streams to ensure that the Association is not reliant on any singular funding source. Growth in overall revenue indicates that Family Based Care continues to adapt and conservatively grow. Home Care Packages however grew more than expected (increased by \$1,206,457) whilst other program growth did not meet the expected revenue forecast.

Income growth overall has steadily increased by \$2,533,625 since 18/2019. (See Chart 1)

Direct Government funding and 'Fee for Service' received by Family Based Care has remained relatively unchanged throughout the year (See Chart 2 & Chart 3). Most of the operating expenses decreased slightly with the exception of Client Services & Supplies increasing from 6.5 % in 2021/22 to 9.5% in 2022/23 which is consistent with Home Care Packages growth. Reduction in employee expenses by 1.6% is due to the reduced overheads and direct support hours. (See Chart 4)

Total Assets have decreased minimally by \$305,319 in comparison to last year, while liabilities have also decreased by \$607,509. This is mainly due to reduced cash holdings following changes in process for Home Care Packages funding implemented by the funding body.

It is pleasing to note that the "tooth to tail" ratio has reduced to 21.51% in comparison to last year's 24.21%. This was primarily driven by control of overhead recruitment and maintaining a conservative spending approach to the year. Overall these factors have resulted in the recovery of the majority of the deficit returned in 2021/22. (See Chart 5 & Chart 6)

In what was expected to be a deficit for the year, the organisation has worked hard to return a surplus of \$196,066 which moving forward assists Family Based Care to be in a sustainable financial position for the future of uncertainty of changes in the Aged Care and NDIS industries. (See Chart 6)



Mandy Williams
Chief Financial
Officer

NDIS participant recently passed away due to natural causes. Nominee expressed gratitude towards Enhanced Support Manager and Support Coordinator for going "above and beyond" with our services.

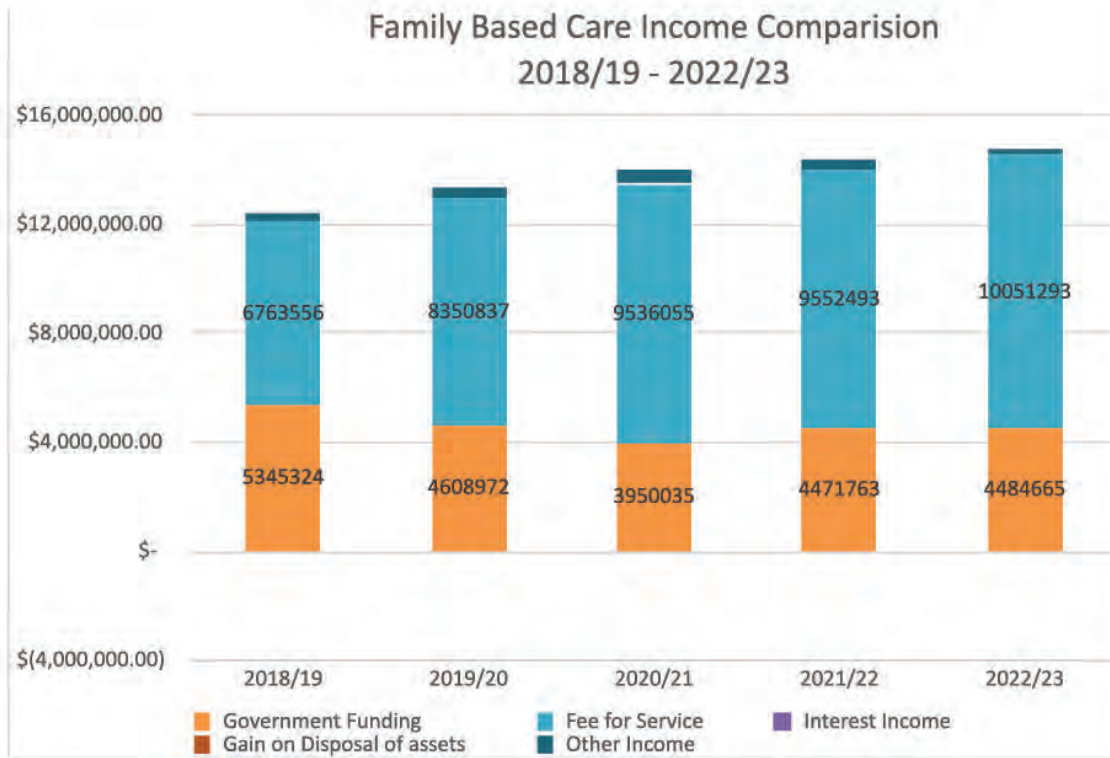


Chart 1

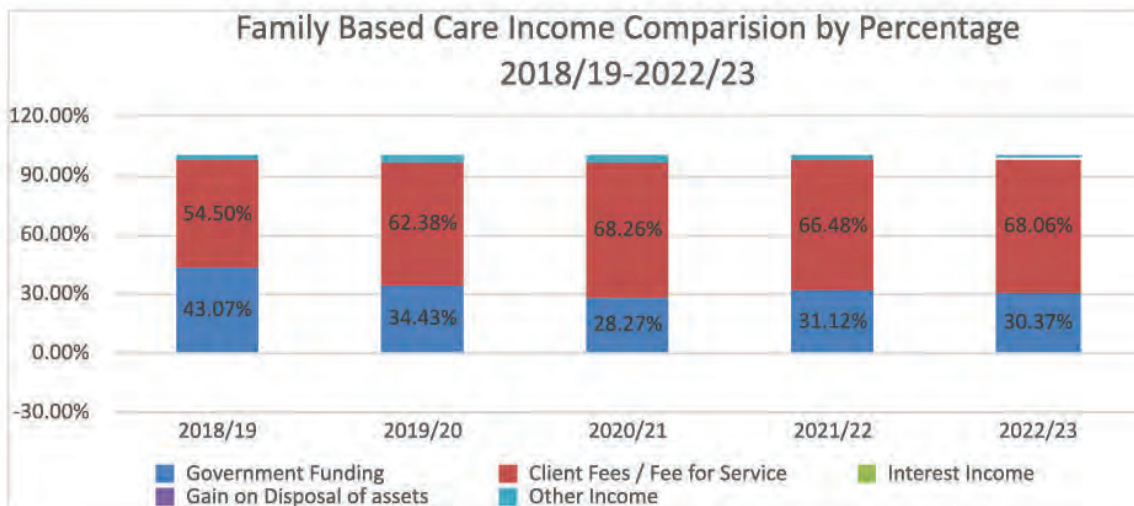
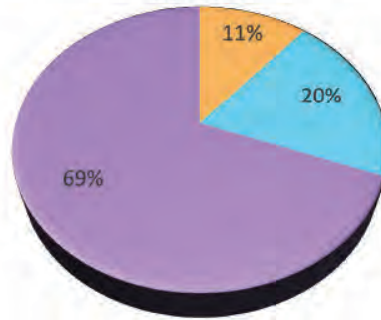


Chart 2

Family Based Care Tasmania Income by Stream



State Commonwealth Fee for Service (inc co-contributions)

Chart 3

Family Based Care Operating Expenses

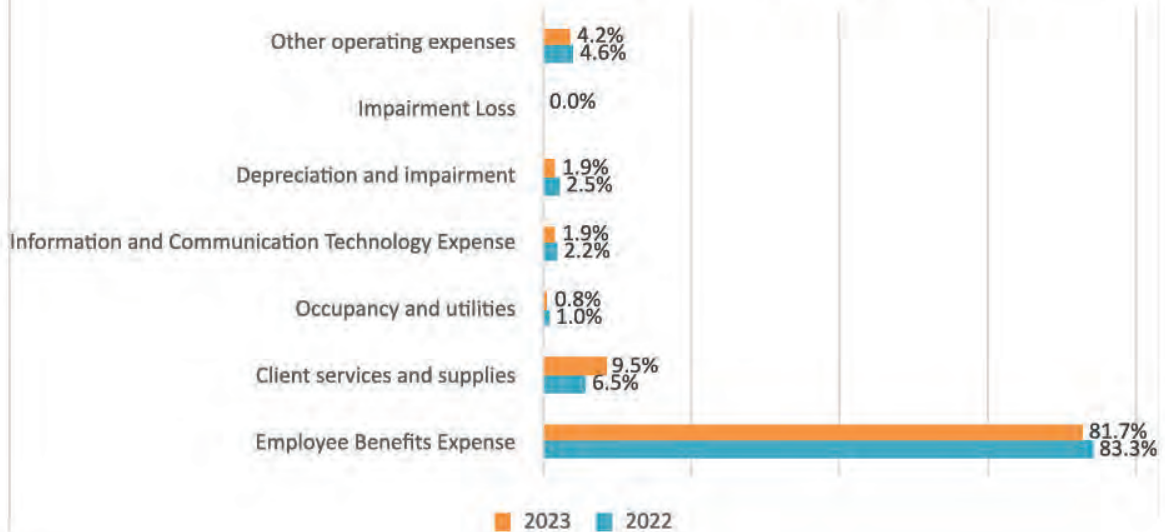


Chart 4

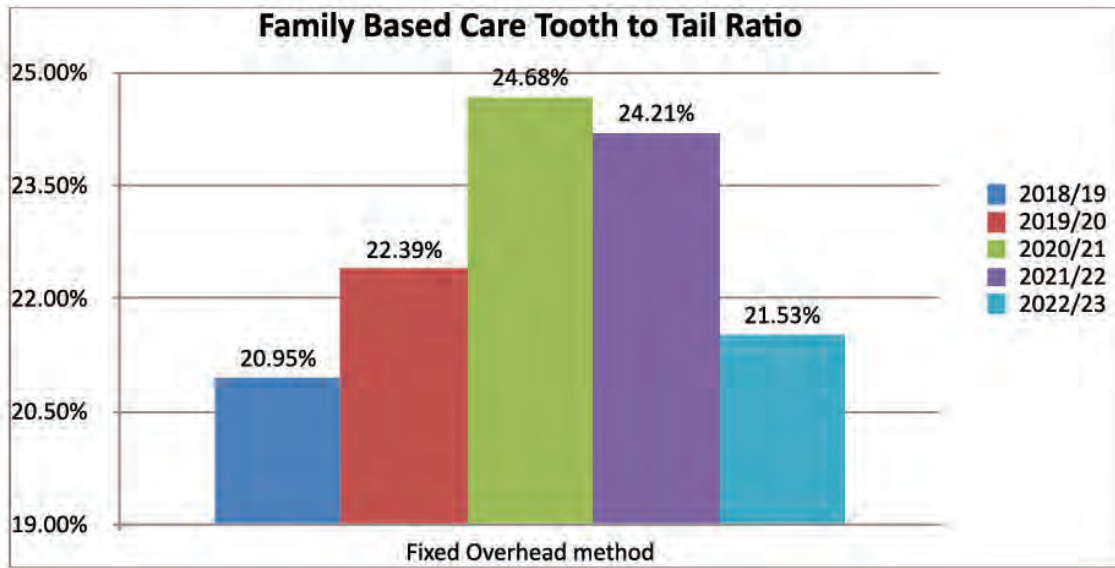


Chart 5

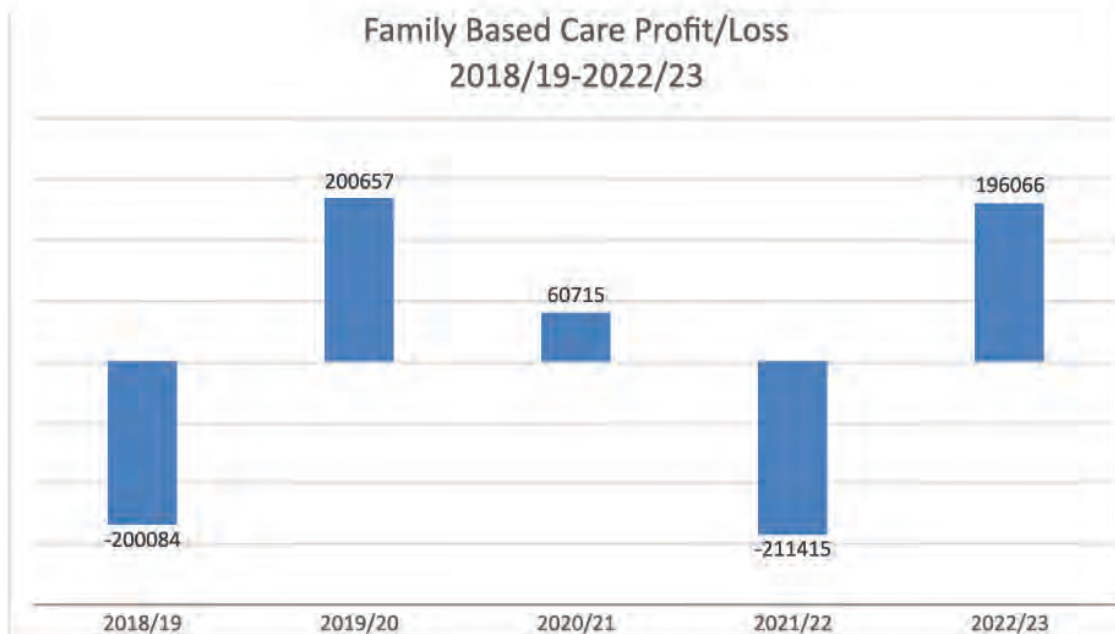


Chart 6



familybasedcare
Tasmania

Financial Statements

For the Year Ended 30 June 2023

Family Based Care Tasmania

Financial Statements

For the Year Ended 30 June 2023

Contents	Page
Statement of Income and Retained Earnings	1
Statement of Financial Position	2
Statement of Cash Flows	3
Notes to the Financial Statements	4
Board Declaration	11
Auditors Independence Declaration	12
Independent Audit Report	13

Family Based Care Association North West Inc
trading as Family Based Care Tasmania

ABN: 91 428 242 665

Address: PO Box 510

BURNIE TAS 7320

Statement of Income and Retained Earnings

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue			
Government funding	3	4,484,665	4,471,763
Client fees		10,051,293	9,552,493
Interest income		29,324	6,070
Gain/(loss) on disposal of assets		1,678	5,942
Other income		201,468	332,064
		14,768,428	14,368,332
Operating Expenses			
Employee benefits		11,906,315	12,139,479
Client services and supplies		1,378,338	942,864
Occupancy and utilities		112,167	139,514
Information and communications technology		283,610	316,535
Depreciation and impairment		281,920	370,682
Other operating expenses		610,012	670,673
		14,572,362	14,579,747
Net Surplus/(Deficit) for the Year		196,066	(211,415)
Other comprehensive income			
Net fair value movements for other financial assets		17,350	-
Equity at the beginning of the year		2,517,031	2,728,447
Equity at the end of the year		2,730,447	2,517,032

Statement of Financial Position

As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
Current Assets			
Cash and cash equivalents	4	2,006,740	3,198,257
Trade and other receivables	5	1,084,982	810,755
Investment portfolio		1,024,096	499,962
Prepayments		528,900	589,656
Total Current Assets		4,644,718	5,098,630
Non-Current Assets			
Property, plant and equipment	7	1,106,449	1,046,630
Intangible assets	6	70,837	70,837
Total Non-Current Assets		1,177,286	1,117,467
TOTAL ASSETS		5,822,004	6,216,097
LIABILITIES			
Current Liabilities			
Credit cards		3,360	4,146
Trade and other payables	8	338,234	455,132
Lease liability		145,646	132,548
Employee benefits	10	1,635,627	1,548,477
Funding received in advance	3	416,704	825,890
Other liabilities	9	155,132	363,123
Total Current Liabilities		2,694,703	3,329,316
Non-Current Liabilities			
Lease liability		113,253	87,262
Employee benefits	10	283,601	282,488
Total Non-Current Liabilities		396,854	369,750
TOTAL LIABILITIES		3,091,557	3,699,066
NET ASSETS		2,730,447	2,517,031
EQUITY			
Unrealised gains reserve		17,350	-
Retained earnings		2,713,097	2,517,031
TOTAL EQUITY		2,730,447	2,517,031

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the Year Ended 30 June 2023

	2023	2022
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Government funding received	4,526,029	5,019,867
Receipts from clients and other sources	9,816,283	8,965,058
Payments to employees	(11,798,713)	(12,057,462)
Payments to suppliers	(2,753,581)	(2,382,261)
Interest received	29,324	6,070
GST recovered/(paid)	(202,318)	(319,035)
Net cash provided by/(used in) operating activities	11 <u>(382,976)</u>	<u>(767,763)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(155,417)	(154,494)
(Purchase)/redemption of financial assets	(517,797)	(499,962)
Proceeds from disposal of plant & equipment	18,000	22,120
Net cash used by investing activities	<u>(655,214)</u>	<u>(632,336)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(152,541)	(140,994)
Net cash used by financing activities	<u>(152,541)</u>	<u>(140,994)</u>
Net increase/(decrease) in cash and cash equivalents held	(1,190,731)	(1,541,093)
Cash and cash equivalents at beginning of financial year	3,194,111	4,735,204
Cash and cash equivalents at end of financial year	4 <u>2,003,380</u>	<u>3,194,111</u>

Notes to the Financial Statements

For the Year Ended 30 June 2023

The financial statements cover Family Based Care Tasmania as an individual entity. Family Based Care Tasmania is a not-for-profit Association incorporated in Tasmania under the *Associations Incorporation Act 1964* and is a registered charity under the *Australian Charities and Not-for-profits Commission Act 2012* ('the Act').

1 Basis of preparation

In the opinion of the Board of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Change in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

2 Summary of significant accounting policies

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Basis of Preparation

(b) Income tax

The Association is exempt from income tax under section 50-10 of the Income Tax Assessment Act 1997. Accordingly, no income tax expense or liability has been recognised.

(c) Leases

The Association recognises a right of use lease liability and asset at commencement date.

The lease liability is initially measured at the present value of fixed lease payments that are not paid at the commencement date, discounted using the interest rate implicit on the lease. The lease liability is measured at amortised cost using the effective interest rate method.

The right of use lease asset is initially measured at cost, which comprises the initial amount of the lease liability adjusted for any lease payments made at or before commencement date. Right of use asset are depreciated on a straight line basis over the term of the lease.

(d) Revenue and other income

Government grants and other funding are initially recorded as a liability and then subsequently recognised as revenue once specific performance obligations arising under the respective contracts have been met.

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of significant accounting policies continued

(d) Revenue and other income continued

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from the rendering of services is recognised upon the delivery of the service to the client.

Rental revenue is recognised when the rent becomes due and payable in accordance with the relevant lease agreement.

Donations and bequests are recognised as revenue when received.

Other income is recognised on an accruals basis when the Association is entitled to it.

(e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(f) Property, plant and equipment

Property, plant and equipment are carried at cost, independent or directors' valuation. All assets excluding freehold land, are depreciated over their useful lives to the Association, plus related on-costs.

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

(g) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments that are readily convertible into known amounts of cash.

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of significant accounting policies continued

(h) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Changes in the measurement of the liability are recognised in profit or loss.

3 Funding revenue received and recognised

	2022		2023	2023	2023	2023
	Surplus		Funding	Revenue	Refunds	Surplus
	brought		received	recognised	paid back	carried
	forward		\$	\$	\$	forward
	\$		\$	\$	\$	\$
Grant funding						
Community Home Support Program	31,993	2,700,129	(2,685,387)	-		46,735
Home and Community Care	726,555	1,673,942	(1,510,529)	(570,378)		319,590
Mental Health	63,223	114,596	(107,305)	(32,016)		38,498
Continuity of supports	3,819	189,504	(181,442)	-		11,881
	825,590	4,678,171	(4,484,663)	(602,394)		416,704

Notes to the Financial Statements

For the Year Ended 30 June 2023

	2023	2022
	\$	\$
4 Cash and cash equivalents		
Cash on hand	300	300
Cash at bank	1,506,440	1,206,619
Short-term bank deposits	500,000	1,991,338
	<u>2,006,740</u>	<u>3,198,257</u>

Reconciliation of cash

Cash and Cash equivalents reported in the statement of cash flows are reconciled to the equivalent items in the statement of financial position as follows:

Cash and cash equivalents	2,006,740	3,198,257
Credit cards	(3,360)	(4,146)
Balance as per statement of cash flows	<u>2,003,380</u>	<u>3,194,111</u>

5 Trade and other receivables		
Trade receivables	1,016,431	725,572
GST receivable	(9,161)	8,577
Accrued service fees	57,077	41,211
Other receivables	20,635	35,395
	<u>1,084,982</u>	<u>810,755</u>

6 Intangible Assets		
Goodwill		
Opening balance	70,837	153,135
Impairment loss recognised	-	(82,298)
Net carrying value	<u>70,837</u>	<u>70,837</u>

Notes to the Financial Statements

For the Year Ended 30 June 2023

	2023	2022
	\$	\$
7 Property, plant and equipment		
LAND AND BUILDINGS		
Land at cost	<u>134,418</u>	128,182
Buildings		
Buildings at Cost	591,991	591,991
Accumulated Depreciation	(195,872)	(181,116)
Right of Use Asset	<u>251,584</u>	208,006
	<u>647,703</u>	618,881
Plant and equipment		
Opening balance	697,690	579,054
Accumulated depreciation	(493,673)	(419,827)
	<u>204,017</u>	159,227
Motor vehicles		
At cost	250,406	255,253
Accumulated depreciation	(130,095)	(114,913)
Total motor vehicles	<u>120,311</u>	140,340
Total property, plant and equipment	<u>1,106,449</u>	1,046,630

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 and Buildings	Plant and Equipment	Motor Vehicles	Total
	\$	\$	\$	\$
Opening Balance	747,063	159,227	140,340	1,046,630
Additions	-	123,731	21,257	144,988
Remeasurement leased assets	202,061	-	-	202,061
Disposals	-	(300)	(5,308)	(5,608)
Depreciation	(14,756)	(78,641)	(35,978)	(129,375)
Amortisation RoU leased asset	(152,247)	-	-	(152,247)
Balance at the end of the year	<u>782,121</u>	<u>204,017</u>	<u>120,311</u>	<u>1,106,449</u>

Notes to the Financial Statements

For the Year Ended 30 June 2023

	2023	2022
	\$	\$
8 Trade and other payables		
Trade payables	123,737	145,983
Employee benefits	183,331	163,992
Sundry payables and accrued expenses	31,166	35,355
Superannuation Payable	-	109,802
	<u>338,234</u>	<u>455,132</u>
9 Other liabilities		
Homecare package client funds	155,132	363,123
	<u>155,132</u>	<u>363,123</u>
10 Employee benefits		
Current liabilities		
Provision for annual leave	1,088,295	1,002,149
Provision for long service leave	472,515	478,730
Provision for personal/carers leave	74,817	67,598
	<u>1,635,627</u>	<u>1,548,477</u>
Non-current liabilities		
Provision for long service leave	283,601	282,488
	<u>283,601</u>	<u>282,488</u>
11 Cash flow information		
Reconciliation of result for the year to cashflows from operating activities		
Profit/(Loss) for the year	196,066	(211,416)
Non-cash flows included in profit/(loss):		
Depreciation and impairment	281,920	370,682
Gain/(loss) on disposal of assets	(1,678)	(5,942)
Changes in assets and liabilities:		
Trade and other receivables	(274,227)	130,593
Prepayments	60,756	(108,295)
Trade and other payables	(116,899)	77,209
Deferred income	(617,177)	(1,052,879)
Provisions	88,263	32,285
Cashflow from operations	<u>(382,976)</u>	<u>(767,763)</u>

Notes to the Financial Statements

For the Year Ended 30 June 2023

12 Contingencies

Contingent Liabilities

A contingent liability exists in relation to a future potential claim through the National Redress Scheme arising as a result of alleged historical child sexual abuse, which cannot be reliably estimated as at either 30 June 2022, or the date of this report.

13 Events occurring 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 Association, the results of those operations or the state of affairs of the Association in future financial years.

14 Related parties

(a) Key management personnel remuneration

The aggregate remuneration paid to key management personnel of the Association is \$ 583,755 (2022: \$ 615,773).

(b) Employment of close relatives of KMP

The Association employs, on a part-time basis, several close family members of the Executive Manager Integrated Supports (a KMP). All employment arrangements with those family members are in accordance with the Association's EBA and consistent with with the basis of employment for all other employees.

(c) Other transactions with related parties

The following transactions which occurred with related parties of KMP were entered into on normal arms' length terms and conditions.


	2023	2022
	\$	\$
Professional fees paid to Maureen Doherty Psychologist (spouse of the CEO) for Clinical Supervision to Provisional Psychologist/s and Diagnostic Reports	17,952	-
Professional fees paid to Leap Dynamics, a business owned by a related party of the Executive Manager Enhanced Supports for EAP Counselling Services	2,295	-


Board Declaration

The Board of Management declare that in their opinion the financial report as set out on pages 1 to 10:

1. Presents fairly the financial position of Family Based Care Association North West Inc trading as Family Based Care Tasmania as at 30 June 2023 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Family Based Care Tasmania will be able to pay its debts as and when they fall due.
3. The financial statements and notes satisfy the requirements of the *Australian Not-for-profits Commission Act 2012*.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

President 
.....
Robert Waterman

Treasurer 
.....
Simeon Cooper

Dated 11/09/2023

Auditor's Independence Declaration

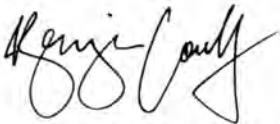
To the Directors of Family Based Care Tasmania

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as auditor of Family Based Care Tasmania for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.



Synectic Audit & Assurance Pty Ltd



Benjamin Coull
Director

Date: 11/09/2023

Independent Auditor's Report

To the Members of Family Based Care Tasmania

Report on the Audit of the Financial Report

We have audited the financial report, being a special purpose financial report of Family Based Care Tasmania (the Association), which comprises the statement of financial position as at 30 June 2023, the statement of comprehensive income, statement of changes in equity and 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 declaration.

Opinion

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

- (a) giving a true and fair view of the entity's financial position as at 30 June 2023 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the boards' financial reporting responsibilities under the *ACNC Act*. As a result, the financial report may not be suitable for another purpose.

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 Association in accordance with the auditor independence requirements of the *ACNC Act* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (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.

Responsibilities of the Board for the Financial Report

The board of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with the accounting policies described in Note 1 and the *ACNC Act* and for such internal control as the board determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board either intend to liquidate the Association or to cease operations, or have 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.

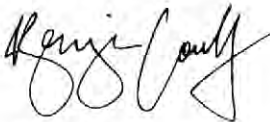
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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 association 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 management's 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 association's ability to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the 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 our audit.

We also provide the board with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.


Synectic Audit & Assurance Pty Ltd



Benjamin Coull
Director

Date: **11/09/2023**











Family Based Care 2023 - Financial Statements for signing


Final Audit Report

2023-09-11

Created:	2023-09-05
By:	Karan Williams (karanw@synecticgroup.com.au)
Status:	Signed
Transaction ID:	CBJCHBCAABAAET54UbPEGhB77eXglwpHn8OVprxiojLH

"Family Based Care 2023 - Financial Statements for signing" History

-  Document created by Karan Williams (karanw@synecticgroup.com.au)
2023-09-05 - 5:40:49 AM GMT
-  Document emailed to Robert Waterman (manager@ruralhealthtas.com.au) for signature
2023-09-05 - 5:43:45 AM GMT
-  Email viewed by Robert Waterman (manager@ruralhealthtas.com.au)
2023-09-05 - 6:54:52 AM GMT
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Signature Date: 2023-09-11 - 0:10:07 AM GMT - Time Source: server
-  Document emailed to Ben Coull (benc@synecticgroup.com.au) for signature
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-  Document e-signed by Ben Coull (benc@synecticgroup.com.au)
Signature Date: 2023-09-11 - 0:14:13 AM GMT - Time Source: server

 Agreement completed.

2023-09-11 - 0:14:13 AM GMT



FLEXIBILITY • AGILITY • RESILIENCE • RESPONSIVENESS

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.
admin@familybasedcare.org.au | www.familybasedcare.org.au