



Annual Report



Care Tasmania Pty Ltd trading as Care Assess
ACN 154 006 318

2023



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An overview

Our purpose

We exist to build community capacity to optimise health and wellbeing for vulnerable population groups. This principal purpose is defined in our constitution.

Our mission

We are committed to optimising health, wellbeing, and safety outcomes for vulnerable individuals through quality assessment and coordination of services.

Our vision

We want to be a market leader of independent, effective, and sustainable assessment services across Tasmania.



Our history

In the mid-90s, a group of visionary nurses embarked on a journey with Careworks, an Australian first and a trial that laid the groundwork for what would become a Tasmanian legacy in healthcare assessment. In 1999, these professionals, skilled in nursing and committed to independent care assessment, launched “Care Assessment Consultants,” marking the start of a journey dedicated to unbiased needs and funding assessments across Tasmania.

2011 was a significant segue with the birth of Care Tasmania Pty Ltd, which by 2019, had evolved into what is now “Care Assess.” This evolution marked the separation of assessment from service delivery and upheld our pledge to impartial and autonomous assessment.

2022 brought a new era as we embraced our role as a not-for-profit charity, driven by a relentless pursuit of excellence and a deep-seated desire to uplift lives.

Our core belief is wellness. For us, assessment is a collaborative journey, recognizing each client’s unique strengths and needs. We join hands with our clients and their carers, setting objectives that uphold their independence.

We champion person-centred care, aiming for outcomes that resonate with each client’s health, independence, and aspirations.

Today, Care Assess is synonymous with top-tier independent assessment and quality assurance. We are more than a service; we are a driving force for change, ever-growing and dedicated to one goal: your wellbeing, your health, your independence.

About us

Care Tasmania Pty Ltd, trading as Care Assess, proudly stands as Tasmania's premier independent assessment agency. We have specialized exclusively in assessment services, distinctly separate from aged care service provision. Our expertise in this field is unmatched in Tasmania.

In just the past year, our dedicated team has provided an array of critical services, solidifying our role as Tasmania's leading independent aged-care assessment agency:

- **Regional Assessment Service: Representing My Aged Care,** we have conducted holistic home support assessments for aged care clients across Tasmania. This service is contracted by the Department of Health on behalf of the Australian Government under the Regional Assessment Service (RAS).
- **Veterans' Home Care Assessment Agency:** We are entrusted with the assessment and coordination of veterans' home care services (VHC) statewide, contracted by the Department of Veterans' Affairs (DVA) on behalf of the Australian Government.
- **Residential Care Funding Assessments:** Partnering with the Department of Health, we undertake residential aged care funding assessments in facilities across Tasmania, utilizing the Australian National Aged Care Classification (AN-ACC).

- **Health Assessments for General Practice:** Our team provides comprehensive health assessments and care plans, contracted by GPs or General Practices under Medicare's chronic diseases management items (MBS).
- **New Integrated Assessment Tool Live Trial:** We recently participated in the Department of Health's Integrated Assessment Tool Live Trial (IAT trial), from 17th April to 30th June 2023, showcasing our adaptability and commitment to innovation in assessment services.

With each service, Care Assess reiterates its commitment to enhancing the quality of life for Tasmanians, ensuring that every assessment is carried out with the utmost professionalism and care.

Our people

At Care Assess, we view our staff as more than just employees; they are the cornerstone of our mission to provide exceptional independent assessment services in Tasmania. Our team's commitment to professionalism and empathy is the heart of our success.

In a sphere where change is constant, we focus on creating an environment where every team member feels valued and empowered. Here, it's about more than just numbers; it's about people who are passionate about making a real difference in the lives of Tasmanians.

We embrace each staff member's unique contributions, whether they are seasoned professionals or newcomers eager to learn and grow. Our approach is collaborative, recognizing that every team member plays a vital role in our collective mission.

The past year has been a dynamic period of growth and transition for Care Assess:

- **Total Team Strength as of 30 June 2023:** 38 dedicated professionals.
- **New Talent Welcomed in 2022-23:** 16 enthusiastic new members joined our team, bringing fresh perspectives and energy.
- **Farewells in 2022-23:** 11 valued team members embarked on new journeys. We are grateful for their contributions and wish them success in their future endeavours.

These figures signify more than just headcounts; they represent our commitment to nurturing a skilled, compassionate, and dedicated team. Each staff member's contribution is integral to our goal of providing top-tier independent assessment services across Tasmania.

At Care Assess, we are more than just a workplace; we are a community, united in our goal to enhance the wellbeing, health, and independence of those we serve.

Our supporters

Care Assess thrives due to a diverse and committed group of supporters, comprising staff, directors, clients, partners, and stakeholders. Each plays a crucial role, providing us with the time, dedication, insight, and unwavering commitment that fuels our mission. Our goal to deliver top-tier independent assessment services across Tasmania is bolstered significantly by financial support, allowing us to maintain our high standards of service and care.

We extend our heartfelt gratitude for the substantial funding and support received, which underscores our financial stability and the trust our partners place in us.

- **Regional Assessment Service (RAS) Funding:** \$1,973,071. This funding enables us to perform home support assessments for aged care clients across Tasmania, ensuring the highest standards of care and support for our clients.
- **Veterans' Home Care (VHC) Funding:** \$216,553. Through this support, we conduct assessments and coordinate home care services for veterans throughout Tasmania, a service we consider an honour and a privilege.
- **Australian National Aged Care Classification (AN-ACC) Funding:** \$1,407,213. This funding allows us to conduct residential aged care funding assessments in facilities across Tasmania, ensuring the fair and accurate allocation of resources in line with the AN-ACC system.
- **Health Assessments Funding:** \$16,537. This funding supports our work with General Practices under Medicare's chronic diseases management items, enabling us to provide comprehensive health assessments and care plans.

These figures not only represent our financial health but also signify the strong bonds of trust and cooperation we have fostered with our funding partners. Their support is instrumental in enabling us to continue our dedicated service to the community, enhancing the wellbeing, health, and independence of Tasmanians.



Governance

Structure & management

Governance Structure

Care Assess, a leading independent assessment agency in Tasmania, operates with a robust governance structure underpinned by our dedicated team of directors. Since its inception, Care Assess has been committed to upholding high standards of governance and accountability, aligning with our mission to provide unbiased healthcare assessments throughout Tasmania.

Board of Directors

Our Board of Directors is a diverse group of professionals, each bringing unique expertise and perspectives to the organization. Their collective experience and dedication are pivotal in steering Care Assess towards continued success and growth. The board's key responsibilities include:

1. **Strategic Oversight:** Developing and refining Care Assess' strategic objectives to ensure they align with our core mission and values.
2. **Governance and Compliance:** Upholding legal, ethical, and regulatory standards, ensuring compliance with industry and government regulations.
3. **Financial Stewardship:** Overseeing financial strategies and resource management to guarantee fiscal responsibility and sustainability..
4. **Risk Management:** Identifying and mitigating potential risks to safeguard the organization's integrity and operations.
5. **Performance Evaluation:** Continuously assessing the effectiveness of Care Assess' activities, ensuring they meet our strategic goals.

Board Members

Joseph Rex Towns (Chairperson, Secretary, Public Officer, Managing and Founding Director of Care Tasmania since 1 July 2012): With a background in Science and Education, Joe's extensive experience spans multiple sectors including health, human services, and private business. His holistic skillset has been integral to Care Assess' governance and strategic direction.

- **David Pieter Haynes** (appointed 1/07/2022): David brings a wealth of knowledge in computing science, history, politics, and international relations. His expertise in policy analysis and technology, especially in health and wellbeing, enhances our decision-making and operational efficiency.
- **Julie Elizabeth Doering** (appointed 1/07/2022): A Registered Nurse with over 30 years in aged care, Julie's focus on best practice and quality assessment is vital to our service delivery, particularly in VHC and RAS programs.

Meetings of Directors

Throughout the financial year, the board held 5 meetings, ensuring active governance and decision-making in alignment with our responsibilities and goals.

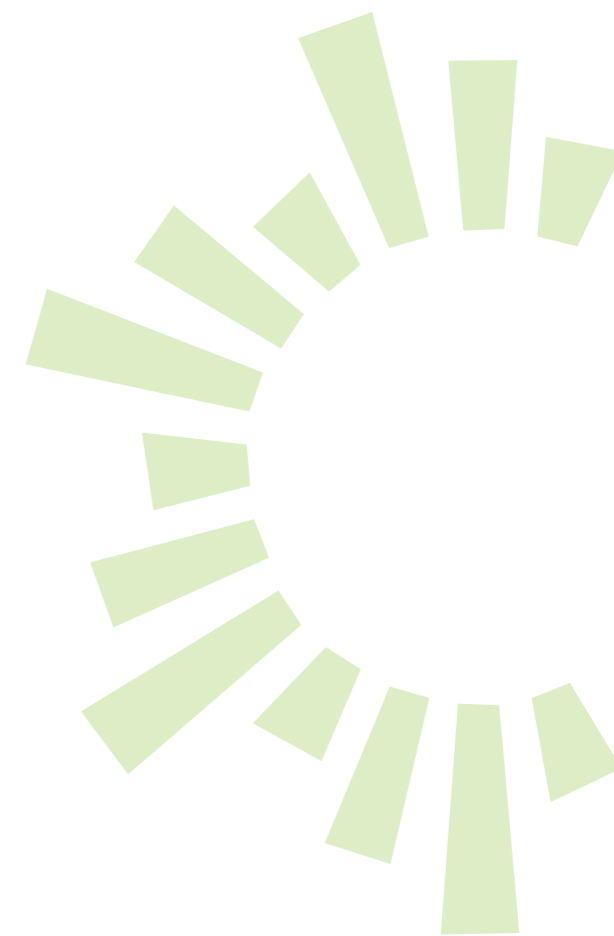


Compliance and Accountability

In line with industry standards and regulations, Care Assess is committed to the highest levels of transparency and accountability. This commitment is reflected in:

- **Regular Reporting:** Timely and accurate reporting to relevant regulatory bodies.
- **Stakeholder Communication:** Keeping our clients, partners, and community informed about our operations and impacts.
- **Ethical Practices:** Maintaining integrity and ethical standards in all our interactions and operations.

The structure and management of Care Assess are crafted to ensure effective governance, compliance, and operational excellence. Our focus remains steadfast on our principal purpose - delivering impartial and high-quality assessment services across Tasmania. We are dedicated to continuous improvement, guided by our board's strategic oversight, as we advance in our journey to enhance the lives of those we serve.





Chairperson's report

As Chairperson of Care Assess, it is my pleasure to present this report for the financial year ending 2023. This year has been pivotal in shaping the future of our organization.

Reflecting on Our Journey

Our journey this year was marked by comprehensive strategic planning in July 2023. This process was crucial in setting our direction for the next three years and reaffirming our commitment to our revised Vision and Mission.

Strategic Goals and Initiatives

We focused on three key strategic goals: Growth, Productivity Uplift, and Staffing Capacity. These goals are instrumental in ensuring the long-term viability and stability of Care Assess.

1. **Growth:** Recognizing the limitations of our current scale, we determined that step-change growth is necessary for our desired long-term viability and growth ambitions.
2. **Productivity:** We explored various avenues to enhance productivity, including the separation of duties, direct data entry into portals, and the pragmatic revision of service delivery practices.
3. **Staffing:** Increasing staffing capacity was identified as a crucial factor in supporting our growth goals. This includes diversifying our assessment services and addressing staffing profile issues.

Challenges and Opportunities

The year also brought its challenges, particularly in aligning our growth ambitions with operational capabilities. However, these challenges presented opportunities to innovate and improve, particularly in leveraging technology to enhance productivity.

Looking Ahead

As we look forward to the future, our focus remains steadfast on expanding our reach, enhancing our services, and making a significant impact in the lives of Tasmanians. I am confident that with our dedicated team, strategic direction, and community support, Care Assess will continue to thrive and make a meaningful difference.

Joseph Towns, Chairperson



CEO's report

As the CEO of Care Assess, I am proud to report on our accomplishments and developments in the financial year ending 2023.

Operational Enhancements

We have implemented several strategic initiatives to boost our operational efficiency:

- **Service Diversification:** We explored options to diversify our assessment services, broadening our impact and reach within the community.
- **Staffing Development:** We focused on expanding our team's capabilities, addressing known staffing issues, and increasing managerial capacity to support our growth objectives.

Challenges and Resilience

Adapting to the evolving needs of our clients and the sector, we faced challenges that tested our resilience and adaptability. However, these challenges have only strengthened our resolve to innovate and improve our services.

Future Outlook

As we move forward, our commitment to providing top-tier independent assessment services in Tasmania remains unwavering. With a solid strategic foundation, a dedicated team, and a clear vision for the future, I am confident that Care Assess will continue to grow and positively impact the lives of those we serve.

Wendy Edwards, CEO



Our services

At Care Assess, we are dedicated to providing exceptional assessment services across Tasmania, focusing on the health and independence of our clients. Our activities are meticulously designed to meet the diverse needs of our community, supported through various government-funded programs. Our collaborative approach with these programs enables us to deliver comprehensive and impactful assessments, tailored to each individual's unique requirements.

1. Regional Assessment Service (RAS):

- **Number of Assessments:** 4,441
- **Service Overview:** The RAS program is integral to our mission, allowing us to conduct in-depth home support assessments for elderly Tasmanians. These assessments are crucial in determining the appropriate level of care and services needed to maintain independence at home.
- **Impact:** Our team's expertise in RAS has enabled us to provide thousands of assessments, ensuring that elderly clients receive the care and support they need to live independent lives.

2. Australian National Aged Care Classification (AN-ACC):

- **Number of Assessments:** 3,198
- **Service Overview:** The AN-ACC assessments play a vital role in evaluating funding requirements for residents in aged care facilities. Our role in this program ensures fair and accurate resource allocation, aligning with the specific needs of each resident.
- **Impact:** Through AN-ACC, we've conducted thousands of assessments, contributing to the effective and equitable distribution of care resources across Tasmania.

3. Veterans' Home Care (VHC) Assessments:

- **Number of Assessments:** 1,140 (including First Assessments and Anniversary Assessments)
- **Service Overview:** Our VHC assessments are tailored for veterans, focusing on evaluating and coordinating home care services. This program is an honour for us, as it allows us to serve those who have served the nation.
- **Impact:** The VHC program has enabled us to provide over a thousand assessments, ensuring that veterans receive the care and support they deserve.

These figures reflect the dedication and hard work of our team at Care Assess. Through our various programs and services, we have made a significant impact on the lives of those in our care. We are committed to continually enhancing our services, adapting to the evolving needs of our community, and upholding the highest standards of assessment and care planning.

Our finances

Treasurer's report

I am pleased to present the Treasurer's Report for Care Assess for the financial year ending 30th June 2023. This year has been significant in terms of our financial performance and position, especially considering it is our first year operating as a charity.

Financial Performance

Care Assess' operations are primarily funded through government contracts, which include services under the Australian National Aged Care Classification, Veteran's Home Care, and Regional Assessment Services (RAS).

- **Total Income:** For the year ending 30th June 2023, our total income reached \$3,613,374. A notable 55% of this income was generated from our work in delivering RAS.
- **Total Expenses:** Our expenses for the same period amounted to \$3,395,448. The majority (69%) of these expenses were attributed to Wages and Salaries, including On-costs.
- **Net Profit:** We are proud to report a Net Profit of \$217,926, which translates to a profit margin of 6%. This is a testament to our efficient management and commitment to delivering high-quality services while maintaining fiscal responsibility.

Financial Position

As of 30th June 2023, Care Assess stands in a strong financial position:

- **Liquidity:** Our liquid assets are more than sufficient to cover short-term liabilities, with a ratio of 2.47 times, highlighting our robust financial health.
- **Equity:** The Equity of the company as at 30th June 2023 totalled \$218,126.

- **Solvency:** The company remains financially solvent, underlining our capability to meet long-term financial commitments and continue our services sustainably.

Audited Financial Statements

Our financial statements have been audited and demonstrate full compliance with the Australian Accounting Standards. They also adhere to the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC).

- **Transparency and Compliance:** These audited statements reflect our commitment to transparency and compliance with regulatory standards.
- **Accessibility:** The financial statements for the year ended 30th June 2023 are available for public review on the ACNC website.

As we close this financial year, I am encouraged by the financial health and sustainability of Care Assess. Our sound financial management has positioned us well to continue delivering exceptional assessment services across Tasmania. We are committed to maintaining this level of financial discipline and transparency in the years to come.

Marian Kemp, CFO

Our other important information

Acknowledgements

Acknowledgement of Country

Care Assess acknowledges the Tasmanian Aboriginal Community as the traditional custodians of lutrawita/Tasmania. We pay our deepest respects to Elders past, present, and emerging, recognizing their enduring connection to this land and its cultural heritage.

Our Supporters

We extend our sincerest gratitude to the Australian Government and the Tasmanian Government. Their significant funding and support, particularly through programs like RAS, AN-ACC, and VHC, have been instrumental in enabling us to provide high-quality assessment services across Tasmania.

Our Staff

Our heartfelt thanks go to our dedicated staff. Your resilience, commitment, and expertise are the pillars of our success. The hard work and dedication of each team member, especially those who have been part of our journey for years, have been vital in navigating the challenges and triumphs of the year.

Our Clients

To our clients, you are the heart of our mission. Your trust, feedback, and journey with us are invaluable. You inspire us to continually improve and innovate in our services, ensuring we meet your needs with the utmost care and professionalism.

Board of Directors

Special recognition is due to our Board of Directors for their unwavering strategic guidance and commitment. Your collective wisdom, leadership, and oversight ensure that Care Assess remains aligned with our vision and core values.

Community and Partnerships

We deeply appreciate our community partners, local businesses, and collaborative entities. Your support enhances our service delivery and strengthens our capacity to serve the community effectively.

Government and Regulatory Bodies

We acknowledge the crucial role of government agencies and regulatory bodies in guiding and supporting our operations. Your oversight helps us maintain the highest standards of service and care.

Special Acknowledgements

We recognize those who have contributed to our special projects and initiatives. Your efforts and insights have been invaluable in advancing our mission and improving our services.

Personal Acknowledgements from Key Executives

Our executives express their profound thanks for the shared vision and collective effort that underpin our success. Your passion and dedication are the heartbeat of Care Assess.

Challenges and Resilience

We acknowledge the challenges of the past year and commend the resilience shown by our entire Care Assess community. Your adaptability in the face of adversity is a testament to our collective strength.

Looking Forward

As Care Assess continues to evolve, we extend our deepest appreciation to everyone who has been part of our journey. Your contributions, both big and small, have shaped who we are and guide us towards what we aspire to be.



How you can help

Support Our Mission

At Care Assess, we are dedicated to providing independent and unbiased assessment services across Tasmania, enhancing the wellbeing and independence of our community. Your support plays a vital role in our mission. Here are several ways you can contribute:

Advocate and Raise Awareness

Help us spread the word about our services and mission. By sharing our stories, successes, and challenges, you can raise awareness and advocate for the needs of those requiring independent assessment services.

Partner with Us

If you represent a business, organization, or community group, consider partnering with us. Collaborations can range from joint initiatives to sponsorships, contributing to the breadth and depth of our services.

Financial Support

Donations and grants significantly aid our ability to expand and enhance our services. Every contribution, no matter the size, helps us maintain and grow our capabilities to serve the Tasmanian community better.

Provide Feedback

Your feedback is important to us. As clients, caregivers, or community members, your insights help us continuously improve and adapt our services to better meet the needs of those we serve. Please contact us at info@careassess.com.au.

Join Our Team

Consider joining Care Assess as a staff member. We are always looking for passionate individuals who align with our mission and values. Check our website for current vacancies and how your skills and experience might fit within our team.

Share Expertise

Professionals with expertise in healthcare, aged care, veterans' care, or related fields can offer valuable insights. Consider sharing your knowledge through workshops, training sessions, or advisory roles.

Your Impact

Every contribution, whether time, resources, or expertise, makes a significant difference. With your support, we can continue to offer high-quality, independent assessment services and positively impact the lives of Tasmanians in need.

To learn more about how you can help, please visit our website, or contact us directly. Together, we can make a lasting difference in our community.

Looking to the future

As we navigate towards a transformative future in aged care and health assessment services, Care Assess is poised to play a pivotal role in adapting to and embracing significant sectoral changes. The Australian Government's announcement of a new single assessment system, set to commence from 1 July 2024, marks a watershed moment in the provision of aged care services. This system is designed to simplify and improve access to aged care, making it easier for older people to receive care and adapt services as their needs evolve, without the need to switch between different assessment providers.

Adapting to the Single Assessment System

The introduction of the Single Assessment System aims to streamline aged care assessments across the country. For Care Assess, this transition aligns seamlessly with our strategic plans, particularly in areas of service expansion and operational efficiency. We are preparing to align our services with this new framework, ensuring a smooth transition that not only improves the quality of our assessments but also enhances the overall client experience.

Embracing the Australian National Aged Care Classification (AN-ACC)

A key component of this new system is the independent Australian National Aged Care Classification (AN-ACC) assessors, used for residential aged care funding. The separation of assessors and providers under this system is crucial to ensuring the integrity of assessments, with care needs being prioritized over funding decisions. This approach resonates with Care Assess' commitment to unbiased and client-centred assessments.

Integrated Assessment Tool (IAT)

The government will also introduce the Integrated Assessment Tool (IAT) alongside the single assessment system. The IAT is expected to enhance the quality of aged care assessments, offering a more integrated and comprehensive approach to evaluating the needs of older Australians. Care Assess is enthusiastic about incorporating the IAT into our assessment processes, further enhancing our ability to deliver thorough and empathetic assessments.

Continuing Our Strategic Journey

In line with our strategic goals, Care Assess is dedicated to growth, productivity improvement, and staffing capacity enhancement. We are actively exploring new technologies and methodologies to refine our assessment processes, making them more efficient and impactful. Our aim is to diversify our assessment services, catering to a broader spectrum of community needs.

Commitment to Community and Innovation

Our dedication to the Tasmanian community remains unwavering. As we step into this new era of aged care assessments, our commitment to providing top-tier, independent assessment services continues. We are excited about the opportunities that lie ahead and are dedicated to playing a key role in shaping an effective, responsive, and compassionate aged care system in Tasmania.

The future for Care Assess is one of adaptation, growth, and continued commitment to excellence. With these changes and advancements, we look forward to making a significant impact in the lives of those we serve, supported by a shared vision of enhanced care and support for our aging population.



Contact us

As we wrap up this annual report, we warmly invite you to connect with Care Assess. Your involvement, feedback, and support are crucial as we continue to deliver exceptional, independent assessment services throughout Tasmania. Here are the ways you can reach out to us and stay informed about our activities and developments:

Contact Information:

Phone: 1300 393 812

Email: info@careassess.com.au

Website: www.careassess.com.au

South (Head Office)

Level 1, 6 Bayfield St,
Rosny Park, TAS 7018

North Office

Ground Floor, 403 West Tamar
Highway, Riverside, TAS 7250

Northwestern Office

Shop 3&4 151 William Street,
Devonport, TAS 7310

Feedback and Inquiries:

Your feedback is invaluable to us, and we welcome any questions you may have about our services or how you can engage with us. Please feel free to contact us via phone or email.

Careers:

We need all the help we can get. Interested in joining our team to contribute?

Contact careers@careassess.com.au to explore current opportunities and find out how you can contribute to our mission.

Supporting Care Assess:

Your support significantly impacts our ability to serve the Tasmanian community. To learn more about how you can assist, whether through donations, partnerships, volunteering, or advocacy, please contact us.

Looking Ahead: As we step into the future, we are excited about the new opportunities and challenges ahead. We look forward to continuing this journey with your support and participation.

