



BOARD CANDIDATE INFORMATION PACK

Become a part of what makes us special

Company Overview

Astley Care is a well-established not-for-profit organisation with over 40 years of service in the Gosnells and Armadale area. We are dedicated to enabling seniors and their carers to continue living independently at home. Our comprehensive suite of tailored services empowers our clients and their families to maintain independence, connection, and a fulfilling life within their local community.

Our Vision and Philosophy

Vision

Choice, Dignity and Independence for Seniors and Carers in our Community.

Our Philosophy

Astley Care believes in

- The right of people to make choices in their own lives
- The right of people to dignity, respect, privacy and confidentiality
- The right of all people to be valued as individuals
- The right of people to access services on a non-discriminatory basis
- The right of the community to accountable and responsive service provided with a continuous improvement focus.

Diversity Equity & Inclusion Commitment

“At Astley Care, diversity is woven into the fabric of who we are. We embrace the unique perspectives and backgrounds of our team, knowing they enrich our collective experience and strengthen our ability to serve the diverse needs of our clients. While our journey towards inclusivity is ongoing, we remain steadfast in our commitment to fostering an environment where everyone feels valued and respected.”

Based on the outcome of the survey of Astley Care people & endorsed by the Board in August 2024



Our Core values



Integrity

Integrity is at the heart of everything we do. We uphold honesty, transparency, and strong ethical principles, ensuring that trust is the foundation of our relationships.



Respect

We celebrate individuality and encourage an environment of mutual respect. At Astley Care, every voice matters, fostering a culture that values diverse perspectives and experiences.



Dignity

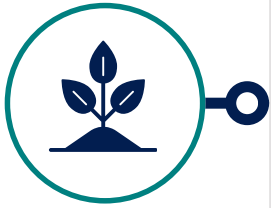
We believe in treating everyone with dignity. Our commitment is to provide care that honour each person's worth, ensuring their needs are prioritized with compassion and understanding.



Choice

Empowering choice is essential to our approach. At Astley Care, we support individuals in making informed decisions that reflect their preferences and ambitions, allowing them to lead fulfilling lives.

Our History

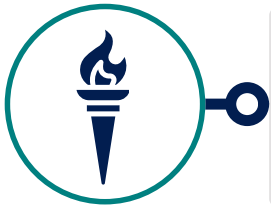


1985 - 1995

1985: Founded as Gosnells Home Help and Support Services, opening our first office and Day Centre on Wheatley Street.

1990: Purchased our first support vehicle—a Toyota bus.

1994–95: Built and opened Astley House, our new hub.



1995 - 2005

1999: Delivered 34,000 services.

2000: Olympic Flame visited—national spotlight moment.



2005 - 2015

2010: Added an upstairs office to Astley House.

2014: Opened Pepper House for expanded services.



2015 - Present

2017: Rebranded as Astley Care to reflect wider reach. Under CEO Anne Hutchinson's 30+ years, built a reputation for trust and inclusion.

2020: Astley Care entered a new phase of strategic development. Guided by fresh leadership and a renewed focus on innovation, we embraced system upgrades,

2022: Passed Aged Care Commission Audit (all 8 standards met).

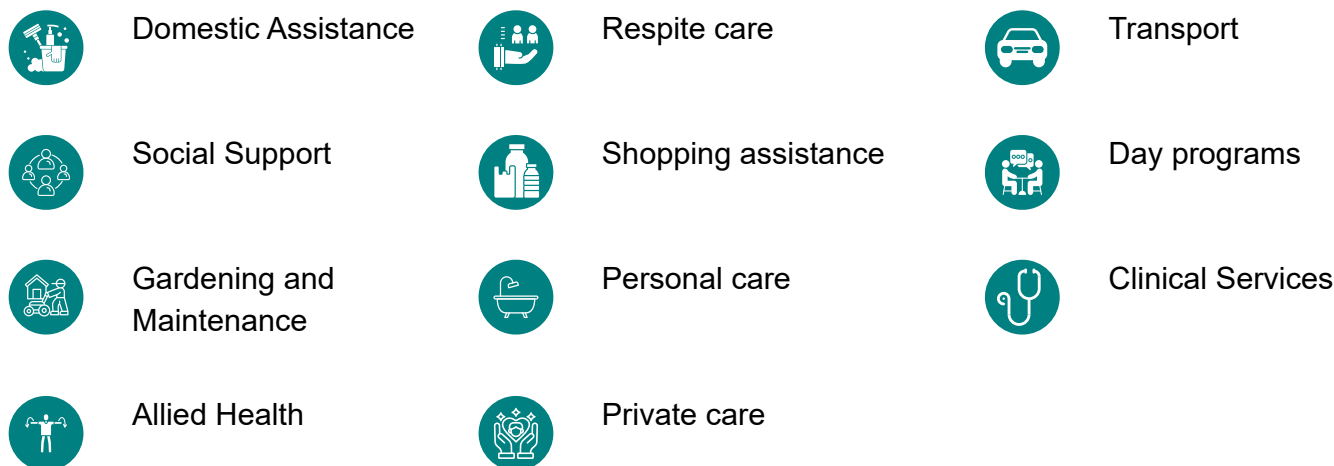
2023: Hired first Quality Manager to drive improvements.

2024: Launched QCAB and CAB, developed Quality Indicators Framework, and strengthened action plans.

2025: Continued strong growth. Expanded Pepper House for high-needs respite; launched exclusive High Care Day Club.

Allied Health Branch grows rapidly to meet demand.

Our services



Performance summary (year ended 30-Jun-2025)

- Astley Care supported 350 Home Care Package (HCP) clients, delivering over 48,000 service hours.
- We also supported 931 CHSP clients, providing 85,000 hours of services and trips.
- In total, 1,301 clients received 134,000 service hours, representing a 24% increase in service hours compared to the previous year, while overall client numbers remained stable (a decline of less than 1%).
- The Allied Health team commenced service delivery in March 2025, initially offering Occupational Therapy and later expanding with the addition of a Senior Physiotherapist. Over eight months, the team delivered 746 hours of service.
- The team also trialed a targeted Stay on Your Feet program, achieving an average 20% improvement among 55 participants, highlighting an unmet need and opportunities to further promote client wellbeing and independence.

2025 Participant Survey



- 97.1% of participants felt treated with respect and dignity
- Overall satisfaction was 91.8%
- Care planning involvement was 86.5%
- 91.3% of family members reported being aware and engaged



Division Leaders



Bruce

GM Finance & Corporate Services

Bruce leads Astley Care's finance and corporate services, driving efficiency, compliance, and continuous improvement. Bruce is responsible for finance, reporting, budgeting, facilities, contracts, payroll and IT. His focus is on ensuring strong governance and supports strategic planning and business improvement to enhance service delivery and achieve organisational goals.

Direct Reports: 5



Laura

GM Care Services

Laura is responsible for leading Astley Care's Care at Home services, ensuring safe, high-quality delivery across CHSP, Home Care Packages, day club, gardening, and transport. Laura is responsible for driving compliance with Aged Care Quality Standards and continuous improvement. As a key member of the executive team, Laura champions innovation and service excellence to advance our mission.

Direct reports: 6



Mel

People and Culture Manager

Mel is responsible for leading all People and Culture functions, driving people strategy, compliance, and organisational capability. Mel oversees WHS, recruitment, employee relations, performance, training, policy development, and HR systems—partnering with senior leaders to support a strong, skilled, and engaged workforce.

Direct reports: 1



Michelle

Quality and Compliance Manager

This role is responsible for ensuring organisational compliance with the Aged Care Quality Standards and other applicable regulatory requirements by continually reviewing the quality management system, conducting internal audits, driving continuous improvement initiatives, and supporting ongoing education across the Astley Care team.



Board Position

Key Information		
Skills and Experience Sought:	We strongly encourage applications from people who are:	Board Commitment:
<p>We welcome applicants with experience in one or more of the following areas:</p> <ul style="list-style-type: none"> • Clinical governance (senior clinical professional such as a Registered Nurse, allied health professional, or clinician with governance or policy-level experience) • Not-for-profit governance • Finance (qualified accountant or senior finance professional) • Legal (corporate or commercial lawyer with governance or regulatory experience) • Strategic planning • Community services funding, commissioning or service design • Lived experience with home and community aged care (as a client or family member) is highly desirable 	<ul style="list-style-type: none"> • Culturally and linguistically diverse • First Nations • LGBTQIA+ • Living with disability • We value diverse perspectives and believe they strengthen our governance and our connection to the community we serve. 	<ul style="list-style-type: none"> • Board meetings: 5:30 PM on the fourth Wednesday of every second month (February, April, June, August, October and November). • Meetings alternate between in-person and online (Microsoft Teams). • In-person meetings: Astley Care office, Gosnells. • Committee meetings: Held as required, with notice provided. • All positions are voluntary and unpaid.



ASTLEY CARE INC ORGANISATIONAL STRUCTURE

CHIEF EXECUTIVE OFFICER

QUALITY MANAGER

PEOPLE & CULTURE MANAGER

GENERAL MANAGER FINANCE & CORPORATE SERVICES

GENERAL MANAGER CARE SERVICES

Quality Management & Compliance

Human Resources & Safety

Finance Services

Clinical Services

Allied Services

Frontline Services

Care Services SAH

Care Services Group & CHSP

Governance
Quality Standards
Internal Auditing
Quality Systems
Continuous Improvement

Workplace Health and Safety
Workers Compensation Management
Policy Development & Implementation
Procedures
Employment Relations
Recruitment and Retention
Performance Management
Training and Development
Continuous Improvement
Learning
Compliance
Strategic Partner

Payroll
Accounts Payable
Accounts Receivable
Banking
Debt Management
Statutory Reporting
Grant Lodgement
Compliance Reporting
Board Reporting
Analysis
Insurance
Budgeting
Facilities Management
Information's Systems
Management
Contracts

Clinical Governance
Service Provision
Clinical Assessment
Nursing
Clinical Care Plan Guidance

Occupational Therapy
Physio Therapy
Case Management
Reporting
Lead, develop and review
Allied Health policies
External Clinical Supervision

Team Leads
Oversee the coordination and support frontline staff

Support Workers

Domestic Assistants

Gardening Services

Provision of Home Care Packages
Case Load Management
Client Support
Reporting
Performance Monitoring against budgets
HC Care Partners
Care Plan Implementation
Incident Management, coordination and Triage
Contractor Management
Brokerage Agreements
Develop and Maintain HCP procedures and work instructions

Team Leader
Support the day to day requirements of the Day Club and social support Groups

Day Club

Transport Services

CHSP
Care Partners

Scheduling Services



ASTLEY
care