

# Heatherlie Homes

## 2016 Annual reports



Heatherlie Homes presents Annual Reports from the Chairman, Executive Officers, Treasurer and an Audited Financial Statement.

Annual reports are also presented from the following committees:

- \* Buildings and Grounds
  - \* Finance
  - \* Governance
  - \* House Management
  - \* Promotions
- and from the Residents Committee







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## Heatherlie Homes Mission Statement

Heatherlie Homes seeks to express the Christian concern for aged persons and those with special needs of the City of Warrnambool and surrounding districts, by providing access to independent living units, without regard for race, religion or culture.

Heatherlie Homes is a not-for-profit organisation which:

- Acknowledges that every person has individual physical, psychological, spiritual and quality of life needs.
- Encourages personal independence in activities of daily living and respects each person's rights to privacy, dignity and decision making.
- Promotes leadership and teamwork within the organisation.
- Encourages innovation and initiative.
- Believes all people involved have a contribution to make to realise the shared vision.

## Heatherlie Homes Goals

### RESIDENTIAL CARE:

- To provide a facility of a high standard, having regard to the provisions of the Retirement Villages Act 1986.
- To encourage residents and their families to participate in activities of daily living and the decisions that affect their lives.

### COMMUNITY:

- To support and develop community awareness of the issues affecting older people.
- To cooperate with other service providers for the benefit of the residents of Heatherlie.
- To assist or cooperate with other churches or organisations with similar or complementary objectives.



## Heatherlie Homes Council Members and Staff



**Charlie Armitstead**  
*Chairperson*

*All committees*



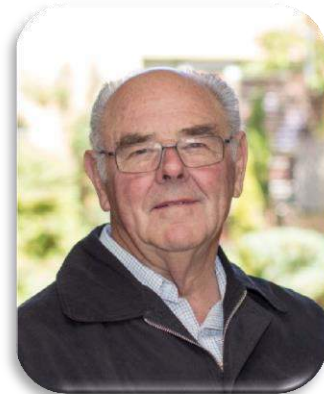
**Sean Delaney**  
*Treasurer*

*Finance*



**Bill Hickey**  
*Assistant Treasurer and Council member*

*Finance  
Governance  
Promotions*



**Vern Robson**  
*Convenor Promotions committee*

*Promotions  
Finance  
Governance*



**Kathy Snell**  
*Executive Officer*  
*Finance & Administration*



**Lyn Burns**  
*Executive Officer*  
*Governance & Resident Services*



**Stephen Chenoweth**  
**Convenor Buildings & Grounds  
committee**

*Buildings & Grounds*



**Helen Wilson**  
**Convenor House Management Committee**

*House Management  
Governance*



**Russell Isaac**  
**Convenor Governance committee**  
**Jan 2016-June 2016**

*Governance  
Buildings & Grounds*



**Gordon McLeod**  
**Council member**

*Finance  
House Management*



**Sue Henry**  
**Council member**

*Governance  
House Management  
Promotions*



**Geoff Barker**  
**Council member**

*Finance  
House Management*



**John Nisbet**  
***Council member***

*Buildings & Grounds*



**Richard Ziegeler**  
***Council member***

*Governance*  
*House Management*



**Diana Abraham**  
***Resident Representative***  
***to Council***



**Murray Stuchbery**  
*Maintenance Manager*



**Andrew O'Donnell**  
*Gardener/ Handyman*



**Julie O'Connor**  
*Housekeeper (January to April)*



**Gerald Barry**  
*Housekeeper (June to December)*



**Nicole Sheppard**  
*Housekeeper (June to December)*





## **Agenda for the Thirty-eighth Annual General Meeting**

of the Heatherlie Council

1. Welcome
2. Apologies
3. Declaration of pecuniary or other interest
4. Minutes from 37<sup>th</sup> Annual Meeting of 28<sup>th</sup> April 2015
5. Business Arising
6. Correspondence
7. Reports
  - a. Chairperson
  - b. Executive Officers
  - c. Committees:
    - i. Finance- including details as required by Retirement Villages Act
    - ii. Building & Grounds
    - iii. Governance
    - iv. House Management
    - v. Promotions
    - vi. Residents
8. Adoption of reports and financial statements
9. Appointment of Medical Officer
10. Appointment of Auditor
11. Appointment of Resident Stewards
12. Election of Residents Representative to Heatherlie Council
13. General Business
14. Guest Speaker: Cr Sue Cassidy, Warrnambool City Council



## Resident activities in 2016



*Gwen Brennan's 90<sup>th</sup>  
February 2016*



*Housekeeper Julie's farewell  
April 2016*



*Resident, Amy Stephens', (in aqua top)  
farewell Afternoon Tea  
October 2016*





*More residents at Amy's farewell*



*Residents enjoyed a Mystery Bus Trip to Port Campbell, with Morning Tea at Ginger Kitchen, Deakin, Lunch at various food establishments in Port Campbell, and Afternoon Tea at CheeseWorld, Allansford.*

*October 2016*





*More photos of the Port  
Campbell bus trip October 2016*



## Minutes of 2015 Annual General Meeting

Meeting commenced at 2pm when Chairperson Charlie Armitstead welcomed everyone to the 37<sup>th</sup> Annual General Meeting of the Heatherlie Council and Residents Annual Meeting.

**Apologies** Gill Davey, Bev Hall (who was attending to overseas guests) Sally Hughes, Fr. Laurie O'Toole, Mayor, Kylie Gaston, Robert Bayliss, Rosemary Bayliss, Robert Sutherland, Lorraine Sharrock, Kath Turner, Pat Watson, Lena Hammond, June Cook, Ann Faulkner, Norma Bidmade, Kaye Gordon, Jeanette Verley, Mary O'Regan, Helen Eldridge, Dorothy Delguidice, Win Dunkerley, Joyce Martin, Cath Dunne, Elaine Oppenheim, Sean Delaney, Andrew O'Donnell.

**Present:**

**Guests:** Maureen McDonald on behalf of Fr Laurie O'Toole OLHC, Fr. Scott Lowrey, Dr. Karoline Gunn, Andrew Suggett.

**Residents:** Eileen McArdle, Corinne Warren, Nell Quirk, Sylvia Daffy, Joy Cooper, Marjory and Stuart Godkin, Betty Campbell, Joan Hawkins, Lorna Klahn, Frances and Ray Carter, Thea Broeders, Kay Fry, Dorothy Snell, Pat Roberts, Gwen Brennan, Mieke Van Zelst, Diana Abraham, Anna Hollingsworth, Allan Mills, Dorothy Viergever, Dot Bathe, Clare Smith, Marion Williams, Mary Clarke, Kathy Brown, Margery McDonald, Ian and Robbie Taylor, Des and Marie Flynn, Marlene Bruce, Ruby Brown, Robyn Findlow, Valmai Bell, Ron and Margaret Brown, Jack and Joyce Findlow, Fran Stow, Norma Smith, Beth McOrist, Wendy Crofts, Wendy Miller, Mary Anderson, Bill Clancey

**Council members:** Charlie Armitstead, Bill Hickey, Russell Isaac, Vern Robson, Helen Wilson, Sue Henry, Richard Ziegeler, Stephen Chenoweth, Rev. Geoff Barker

**Staff:** Kathy Snell, Lyn Burns, Murray Stuchbery

Chairman thanked Lyn Burns and Kathy Snell (EO's) on producing the Annual Report. He said he would also like to praise the EO's for all the work that they do, in the very diverse job that they have, from taking minutes of all the meetings, to producing reports, manuals, finances, looking after residents' needs, coordinating other staff and contractors and promoting Heatherlie Homes, etc, etc. It's a huge job and all done very professionally. We all appreciate your work Lyn & Kathy.

**That the Minutes of the 37<sup>th</sup> Annual General Meeting of 23rd<sup>h</sup> April 2015 be accepted was**

**moved: Thea Broeders**

**seconded: Dot Bathe**

**CARRIED**

**Business Arising:**

- a) There is no change of **Council Membership** for 2016; Charlie remains as Chairperson but Council has appointed a Deputy Chair, Bill Hickey. We also welcome the return of Richard Ziegeler, who was appointed to our Council at



the February meeting. Richard will commence the role from today, he is back after a two year break, and brings a wealth of knowledge and devoted service to Heatherlie Homes. Thank you Richard. The sub-committees remain the same. Thanks Convenors.

### **Correspondence**

#### Outward

Co1) 7/4/16 Cr. Kylie Gaston, Rev Barker, Rev Shackell, Fr Lowrey, Fr O'Toole – invitation to AGM

Co2) 7/4/16 Dr. K Gunn – thanks for being Medical Officer; ask to continue 2015; invite to AGM

Co3) 7/4/16 Stewards (Hall, Dunne, Abraham, Flynn) – thanks for Stewardship; ask to continue in 2015

Co4) 7/4/16 Sally Hughes – invitation to AGM

Co5) 7/4/16 Fran Hynes – invitation to AGM

Co6) 12/4/16 AUDITOR SW – invitation to AGM

Co7) 7/4/16 Andrew Suggett– Invitation to be guest speaker at AGM

Co8) 26/04/2016 - Sinclair Wilson Audit Dept – Signed and returned Audit report statement of comprehensive income.

#### Inward

Ci1) Stewards Bev Hall, Leo Dunne, Des Flynn – ‘Yes’ Response from to continue as a Stewards

Ci2) Steward Diana Abraham – ‘No’ Response to continue as a Steward

***That inwards correspondence be received and outwards correspondence be approved was***

**moved: Stephen Chenoweth**

**seconded: Bill Hickey**

**CARRIED**

### **Reports**

***Chairperson's report*** In addition to his report published in the Annual Report, Charlie added that the Audited financial report was very pleasing and that we are very lucky to have Sean Delaney, Partner, Sinclair Wilson to act as our Treasurer and Finance Convenor. Thanks Sean. Also, again thanks to the Executive Officers, where their report shows that Resident activities have grown enormously over the last year. The Residents of Heatherlie are the greatest promoters of Heatherlie, so we thank you also. We thank Diana Abraham as Resident Representative of Council. In the report by Stephen Chenoweth, Convenor of the Buildings and Grounds Committee (B&G), Stephen sets out some of the improvements made this year which include at Christ Church Close a new lift, a new rear garden and lounge refurbishment; at Koroit Street, we have a new front garden, another automatic door in the tunnel, bistro blinds outside the lounge and new roller doors on 9 garages. Our thanks once again to Stephen for being the Convenor of the B&G Committee. Thanks to Russell Isaac for his work as Convenor of the Governance Committee. It is very important to have objectives, a strategic plan and to keep up to date with policies and procedures and to make sure we observe the rules and regulations of the Retirement Villages Act.



Our House Management Committee, led by Helen Wilson, carry out very important work in assisting our Executive Officers with the communal and wellbeing aspects of Heatherlie Homes. Thank you, Helen. I thank Vern Robson for being the Convenor of the Promotions Committee and especially for all the assistance he gives me throughout the year. I don't know of anyone who puts more into the community than Vern and I would like to publicly acknowledge his work and our appreciation.

In my report I mentioned that the settlement of the St Johns's Bowling Green purchase. I can now inform you that we are in the process of purchasing an additional block of land on the South Eastern side of the Bowling Green site, which will be accessed from Manifold Street via a small lane way along from Liebig Street. This additional purchase makes the Bowling Green site far more valuable by adding another 617m<sup>2</sup> on which we will be able to garage many cars allowing us to better utilise the main site. We are also in the process of purchasing the rear section of 31 Banyan Street, which, when consolidated with the title of the Koroit Street property, will allow us to provide much needed additional parking.

After many years of negotiating with the Warrnambool City Council we are still hoping for car parking spaces to be made available for us in the Cramond & Dickson Car park. Some of you may not be aware of the huge changes being made within the UnitingCare network. The Synod Standing Committee of the Synod of Victoria and Tasmania adopted a resolution to make redundant the governing boards of 25 of their agencies and replace them with an overarching agency board. The agencies to come under the governance of the one board were those involving government funding, requiring professionally qualified staff in this area, those who are required to report externally to regulatory Government bodies or those who present a significant risk to the Uniting Church.

I am pleased to be able to announce that after much correspondence and visits to Melbourne and from Melbourne to Warrnambool, I can quote a letter received today from Mr. Bob Hodges, Chairperson, Project Control Group (as attached) *Charlie read out the letter* which confirmed that Heatherlie Homes will remain as a separate agency.

Charlie then expressed thanks to Murray Stuchbery, Andrew O'Donnell and Julie O'Connor for all their work for Heatherlie Homes. He said that he knows that some of the Residents were sad to see Julie go and we wish her well with her future endeavors. A man has been employed to conduct work on the outside and public areas of Heatherlie and a woman is to be employed to conduct unit cleans for the residents.

***That all reports as distributed in the Annual report be accepted was***

**moved: Richard Ziegeler**

**seconded: Kath Brown**

**CARRIED**

**Appointment of Medical Officer** – Dr. Karoline Gunn has been thanked for her role as the Heatherlie Medical Officer.

*Dr. Gunn said that she would like to speak to the Chairman after the meeting about this appointment before accepting*

**Appointment of Auditors** – Sinclair Wilson have been thanked for their auditing services to Heatherlie and have been invited to continue in that role for 2016-2017



*To date we have not had a response from Sinclair Wilson Audit Department to indicate their willingness to continue as Auditors for 2016.*

**Appointment of Stewards** –Stewards were thanked for the valuable role they serve as Stewards to the residents of Heatherlie and have been invited to continue in the role for 2016. Bev Hall, Leo Dunne and Des Flynn accepted the role for another year. Diana Abraham has not, and the Chairman thanked Diana for all she has done as a Steward and presented her with a gift of appreciation.

***That Bev Hall, Des Flynn and Leo Dunne continue as resident stewards for the 2016 year was***

**moved: Corinne Warren**

**seconded: Donna Shaw**

**CARRIED**

**Meeting closed:** 2.20pm

Charlie then introduced Guest Speaker **Mr Andrew Suggett**, who spoke honestly and engagingly about his diagnosis in 2000 with Parkinson’s Disease, together with his work with the Parkinson’s Australia Foundation and how he is promoting exercise to help people to manage their symptoms while he manages his own condition.

Charlie thanked Andrew for his most interesting and comprehensive address to the annual meeting and a presentation was made to Andrew in appreciation. The Chairperson then opened the business of the Residents Annual Meeting.

C. Armitstead, Chairperson, 28<sup>th</sup> April 2015.





## Minutes of the 2015 Annual Residents Meeting

Chairman declared the meeting open

- 1. Welcome & Apologies:** As per AGM of Heatherlie Council
- 2. Financial Matters:** Debts will be met as and when they fall due

**Refundable Ingoings:** There were five outgoing residents in 2015, two of whom were eligible for a refund of the remaining portion of their ingoings.

The total amount refunded in 2015 was **\$67,516.24**

- 3 Complaints:** No formal complaints for 2015
- 4 Knitting Group report** – As per AGM Report. The Knitting Group put together 23 rugs and 9 shawls. Most went to Lyndoch and the Francis Foundation, as well as to the 3 residents who have left us to go into nursing homes. Some were used for raffles and other gifts. Most of the rugs and shawls were put together by Pat Watson with some help from Mieke Van Zelst. Our thanks goes to Mieke and especially Pat for this tremendous effort.
- 5 Tai Chi Group** – As per AGM Report. There are around 15 Tai Chi group participants who meet twice a week, enjoying this moving meditation in each other's company. The group pay a \$5.00 entrance fee each week and this fee is then donated to causes that the group nominate. This year the group has given donations to "Travellers Aid", "The Deafness Foundation" and Cottage by the Sea. Thanks goes to Elaine Oppenheim for the work she does with this group.

**Other Business or Questions:** Nil

**Meeting Closed 2.30pm** – Chairman reminded those who haven't signed the Attendance register to do so.

**Afternoon tea**, provided by the Residents of Heatherlie, followed the meeting. Thanks to all who have contributed plates or helped in some way.



### Further resident activities in 2016



*Christmas 2016*



*Christmas 2016*





## Annual Reports for the year ending 31<sup>st</sup> December 2016

### Chairperson's Report

#### Heatherlie Council Membership

Heatherlie Homes was again very fortunate to have the voluntary service of the following people on our Council and sub committees throughout 2016:

Charles Armitstead, Vern Robson, Helen Wilson, Gordon McLeod, Bill Hickey, Stephen Chenoweth, Sue Henry, John Nisbet, Richard Ziegeler, Alex McCulloch, Sean Delaney, Geoff Barker, Russel Isaac, Robert Sutherland, Diana Abraham, Fran Hynes & Sally Hughes.

Richard Ziegeler returned this year after a two year break and we welcomed Alex McCulloch from Tait's Lawyers onto our Council. Heatherlie will benefit greatly by having Richard with his intimate knowledge of Heatherlie and Alex with his legal background.

It is with pleasure that we welcome Lu Butler onto our Council. Lu is a Uniting Church member and a recently appointed Hospice in the Home coordinator in Warrnambool.

I would like to thank Russell Isaac, who resigned during the year, for his valued service to the Council, Buildings and Grounds Committee and for his work most recently as Convenor of the Governance Committee.

After our AGM we are to lose two very active and valued Council members with Bill Hickey taking a compulsory twelve months break after nine years consecutive service and Sue Henry has decided to retire after ten years of devoted service. Sue was a past convenor of our Governance committee for many years overseeing, among other governance issues, the development of our Policy and Procedure manuals. The Council are very grateful to Sue for a wonderful contribution to Heatherlie Homes and we once again congratulate her on being awarded the "Order of Australia" medal last year.

We are fortunate that Bill has volunteered to remain an active co opted member of our Finance and Governance committees.

#### Governance

Heatherlie has had another very busy year with the Uniting Church recognising Heatherlie as being one of four Uniting Church Agencies to be allowed to administer its own affairs. Heatherlie is to become part of the Warrnambool Uniting Church Parish Mission when it is set up in 2017.



The Governance committee met bi-monthly, keeping up to date with all governance issues, staff appraisals and continued with the development and refinement of Heatherlie's Policy & Procedure manuals.

### **Life Membership**

At our December Council meeting and Christmas luncheon we invited Bob Barham and Ron Bishop along to receive, alongside one our current Councillor Vern Robson, the first Life Memberships awarded by Heatherlie Homes, for the long standing and most valuable contributions from each of the three recipients whose history dates back to the commencement of Heatherlie. It was a most enjoyable occasion and well received and appreciated by each life member. All three spoke affectionately of their time and friendships made whilst serving in various capacities.

### **Car Parking**

The perennial problem of car parking is still an issue which we are working on. The subdivision of the rear of 31 Banyan Street is almost complete and we are now waiting on the Sale contract to be completed. It is hoped that by mid-2017 we will be able to clear the site of all the existing old buildings to make way for a new car garage.

We have had no satisfaction to date despite years of meetings and negotiations with the Warrnambool City Council regarding car Parking in both the Cramond and Dickson Car Park and the Archie Graham Car Park.

To alleviate any future parking problems at the St John's site Heatherlie Council has purchased a block of land adjacent to the old bowling green for the purpose of building a garage.

### **Buildings & Grounds**

The Buildings & Grounds committee has continued to upgrade units as they become available with the number of units requiring full refurbishment now down to a handful only.

The Christ Church Close lounge was upgraded with the brick walls being plastered over and freshly painted. The exterior of Christ Church Close received a spruce up by South West Master Painters and a new Hydronic Heater system was installed to the lounges of all eleven units as well as the Lounge. Frosting was installed on all west facing glass balustrades.

The Warrnambool City Council constructed a pedestrian crossing over Koroit Street after much lobbying by Heatherlie residents over many years. A letter of appreciation was sent to the City Council by our executive officers on behalf of the residents.



## Finance

Heatherlie's financial position remains strong with good financial management resulting in total equity increasing by \$191,000 in the twelve months to 31<sup>st</sup> December 2016 as per the audited financial statements presented in this annual report.

## Staff, Residents & Council members

Once again I thank our Executive Officers Lyn and Kathy for their professionalism, for their caring of our residents and all the things they do above and beyond their normal duties.

The low point for the year was Kathy's car accident and the ongoing circumstances she has suffered from that. I know that we all wish her well and hopefully she will make a full recovery.

Our outdoor staff have again performed to a high standard with quality workmanship by Murray and an excellent garden presentation by Andrew.

Thank you to our residents who live in a most harmonious way sharing and caring and making Heatherlie a most inviting place to live. I have said many times you are our best advertisement and we thank you for it.

In closing I would like to thank all Council members for their commitment to Heatherlie, for the time freely given to Council and committee meetings and a special thanks to the convenors of our sub committees.

*Charlie Armitstead*

Chairman

## Executive Officer's Report

We have had another extremely busy year at Heatherlie in 2016. We've welcomed two new residents and wish them well amongst our Heatherlie community in the years to come. In 2016 we farewelled five residents who moved in to residential care, and one sadly, passed away soon after moving into care. Six residents celebrated their four score years and ten (90<sup>th</sup>) birthdays and only one resident obtained their 'OBE' by turning 80 in 2016. The average age of all the residents at Heatherlie was 79.8 years.

Heatherlie hosted a Warrnambool City Council Accommodation Tour in April 2016, where participants were shown all the other retirement villages and nursing homes in Warrnambool. There were ten participants on the tour and one of the highlights of their visit to Heatherlie is the sumptuous afternoon tea provided by resident Pat Watson. All were given an information pack but it is unclear as to whether we received any new applications from the tour.



Residents enjoyed various activities over the year ranging from a bus trip to Port Campbell via Ginger Kitchen at Deakin for Morning Tea and Afternoon Tea at the Mousetrap at Allansford, beautiful luncheons at the Warrnambool Uniting Church provided by the UCAF for Heatherlie residents for the Winter Smorgasbord and Annual Christmas Lunch, Cup Day in the Lounge and Pancake Day, raising funds for Peters Project Foundation.

Seven units underwent refurbishment over the year, with one yet to be completed in 2017. Four were full refurbishments and the remainder only required a face-lift. Two residents requested internal shifts to other units and they are very happy in their new location.

We reluctantly farewelled Housekeeper, Julie O'Connor, after four years of sterling service to Heatherlie and residents. The job that she was initially employed for 'grew like Topsy' as she built up a fantastic clientele of residents to clean for. She brought a lot of hilarity and volume to the place and residents farewelled her with an amazing afternoon tea in the Lounge. Since then we employed two part-time housekeepers in Nicole Sheppard and Gerald Barry. Nicole looks after resident unit cleans and Gerald looks after the common areas and short stay units.

Christ Church Close residents elected to cease the regular monthly Afternoon Teas with Heatherlie Staff citing it being too stressful to set up for the event. Murray and Andrew attend weekly to tend to various maintenance or gardening tasks.

We thank our Resident Stewards: Bev Hall, Des Flynn and Leo Dunne for all their help throughout the year. Without them Heatherlie would not have the out of hours care that is so valuable to our residents for security and assistance.

Of greatest note was Kathy's vehicle accident in August which put her out of action for some months and then to return to work on greatly reduced hours. Lyn has had the help of bookkeeper Susan Soulsby to maintain the financial side of things whilst dealing with the rest of the daily issues of managing the facility.

The staff at Heatherlie work very well together and it is a pleasure to work in a great team. We thank our fellow staff members for their work and assistance throughout the year. This combined with the support of wonderful people on our Council and Committees makes Heatherlie a satisfying workplace, which we feel honoured to be a part of.

*Kathy Snell and Lyn Burns*

Executive Officers



## Finance Committee Report

### Summary of Financial Performance

As disclosed in the Statement of Comprehensive Income, Heatherlie Homes has recorded a net surplus for the financial year of \$190,825 (compared to a net surplus in the 2015 year of \$177,804).

Income for the year decreased to \$1,270,939 (compared to \$1,289,213 in 2015). The decrease for the year was primarily attributable to a reduction in Interest Income decreased due to ongoing low interest rates.

The total expenditure for the year decreased by \$31,291 to \$1,080,114 for the 2016 year. The major reductions in expenditure were Light & Power and Insurance.

### Summary of Financial Position

The Statement of Financial Position discloses the assets and liabilities of Heatherlie Home as at 31 December 2016. This statement discloses net assets of \$18,372,553. This figure has increased as a result of the net surplus recorded for the 2016 year.

Cash reserves decreased slightly during the 2016 year to \$3,453,323 (down \$197,619). This was primarily as a result of the purchase of the property at 6a Manifold Street and initial costs associated with the acquisition of the Banyan Street land during the year.

Overall, the financial position and performance of Heatherlie Homes continues to be sound.

*Sean Delaney*

Treasurer





**HEATHERLIE HOMES**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 31 DECEMBER, 2016**

	Note	2016 \$	2015 \$
<b>INCOME</b>			
Ingoings		419,918	433,778
Maintenance and Recovered Maintenance		730,527	707,879
Interest Received	2	102,219	131,176
Labour Hire Services		5,136	284
Other		13,139	16,096
		<u>1,270,939</u>	<u>1,289,213</u>
<b>EXPENDITURE</b>			
Bank Charges		1,315	1,021
Cleaning		11,801	13,100
Computer Expenses/Internet Fees		1,609	2,027
Donations		2,133	3,530
Gardening Services		2,190	3,137
Gardening Supplies		5,381	12,746
General Expenses		5,120	7,149
Insurance		26,789	39,012
Resident Insurance Reimbursement		4,650	5,100
Legal Fees		2,500	2,989
Light & Power		121,651	133,468
Payroll Costs		273,875	279,301
Permits, Licences & Fees		5,170	6,669
Postage		493	542
Printing, Stationery & Advertising		12,560	11,263
Professional Fees - Accounting and Audit		13,295	12,430
Rates & Outgoings		78,116	77,909
Safety Services		6,291	8,089
Telephone		2,943	3,408
Travelling Expenses		627	2,151
UCA - Aged Care Unit Agency Contribution		7,352	6,498
Uniforms		891	1,022
Wardens' Allowance		3,500	4,000
Workshop tools and equipment		6,480	7,084
Total Operating Expenses		<u>596,732</u>	<u>643,645</u>
		<u>674,207</u>	<u>645,568</u>
<b>SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION</b>			
Less: Repairs and Refurbishments		179,836	158,838
Less: Depreciation		303,546	308,926
<b>SURPLUS AFTER REPAIRS, REFURBISHMENTS AND DEPRECIATION</b>		<u>190,825</u>	<u>177,804</u>
Less: Contribution to Uniting Our Future Appeal		-	-
<b>SURPLUS / (DEFICIT) FOR THE YEAR ENDED</b>		<u><b>190,825</b></u>	<u><b>177,804</b></u>



**HEATHERLIE HOMES**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 31 DECEMBER, 2016**

	Note	2016 \$	2015 \$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	3	3,453,323	3,650,942
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		12,926	13,855
Sundry Debtor		570	4,692
		<u>3,466,918</u>	<u>3,669,588</u>
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	4	17,476,103	17,397,114
		<u>17,476,103</u>	<u>17,397,114</u>
<b>TOTAL ASSETS</b>		<b><u>20,943,021</u></b>	<b><u>21,066,702</u></b>
<b>CURRENT LIABILITIES</b>			
Trade Creditors and other payables	5	39,086	36,192
Annual Leave Payable		30,598	36,941
Provision for Long Service Leave		28,742	22,078
		<u>98,426</u>	<u>95,211</u>
<b>NON-CURRENT LIABILITIES</b>			
Residents Bonds and Deposits (refundable)		1,435,000	1,450,460
Garage and Air Conditioning Bonds		145,000	155,000
Residents Ingoing Contributions		887,649	1,181,063
Provision for Long Service Leave		4,393	3,240
		<u>2,472,042</u>	<u>2,789,763</u>
<b>TOTAL LIABILITIES</b>		<b><u>2,570,468</u></b>	<b><u>2,884,974</u></b>
<b>NET ASSETS</b>		<b><u>18,372,553</u></b>	<b><u>18,181,728</u></b>
<b>MEMBERS FUNDS AND RESERVES</b>			
Asset Revaluation Reserve		14,016,228	14,016,228
Members Funds		4,356,325	4,165,500
		<u>18,372,553</u>	<u>18,181,728</u>



**HEATHERLIE HOMES**  
**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 31 DECEMBER, 2016**

<b>Note</b>	<b>Retained Earnings \$</b>	<b>Asset Revaluation Reserve \$</b>	<b>Total \$</b>
<b>Balance at 31 December, 2014</b>	3,987,696	14,016,228	18,003,924
Surplus / (Deficit) for the year	177,804	-	177,804
Transfers to and from reserves	-	-	-
<b>Balance at 31 December, 2015</b>	<u>4,165,500</u>	<u>14,016,228</u>	<u>18,181,728</u>
Surplus / (Deficit) for the year	190,825	-	190,825
Transfers to and from reserves	-	-	-
<b>Balance at 31 December, 2016</b>	<u>4,356,325</u>	<u>14,016,228</u>	<u>18,372,553</u>



**HEATHERLIE HOMES**  
**STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2016**

	Note	2016 \$	2015 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		1,173,771	1,155,876
Interest received		102,219	131,176
Payments to suppliers and employees		<u>(772,200)</u>	<u>(807,661)</u>
<b>Net cash provided by operating activities</b>	<b>6</b>	<b><u>503,790</u></b>	<b><u>479,391</u></b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for Property, plant and equipment		<u>(382,535)</u>	<u>(843,936)</u>
<b>Net cash provided by Investing activities</b>		<b><u>(382,535)</u></b>	<b><u>(843,936)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(Decrease) in Resident Bonds and Deposits Liability		(25,460)	(5,040)
Increase/(Decrease) in Residents Ingoing Contributions		<u>(293,414)</u>	<u>(115,651)</u>
<b>Net cash provided by Financing activities</b>		<b><u>(318,874)</u></b>	<b><u>(120,691)</u></b>
Net increase in cash held		(197,619)	(485,236)
Cash at beginning of year		<u>3,650,942</u>	<u>4,136,178</u>
<b>Cash at end of the year ending 31 December, 2016</b>	<b>3</b>	<b><u>3,453,323</u></b>	<b><u>3,650,942</u></b>



**HEATHERLIE HOMES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2016**

**Note 1. Summary of Significant Accounting Policies**

**Basis of Preparation**

This financial report is a Special Purpose Report and has been prepared for distribution to members to fulfil the board of Governance financial reporting requirements as specified by the Synod of Victoria and Tasmania. The Board of Governance (Board) has determined that Heatherlie is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

Presentation of Financial Statements	AASB 101
Cash Flow Statements	AASB 107
Accounting Policies, Changes in Accounting Estimates and Errors	AASB 108
Events after the Balance Sheet Date	AASB 110
Property, Plant and Equipment	AASB 116
Revenue	AASB 118
Employee Benefits	AASB 119
Borrowing Costs	AASB 123
Related Party Disclosures	AASB 124
Impairment of Assets	AASB 136
Provisions, contingent Liabilities and Contingent Assets	AASB 137
Materiality	AASB 1031

The financial statements have been prepared on the accruals basis of accounting including the historical cost convention.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report and are in the opinion of the board, appropriate to meet the needs of the council members.

**Accounting Policies**

**(a) Revenue Recognition**

Revenue is recognised when the agency has the right to control the income stream. Income from cash and investments is brought to account when received.

**(b) Resident Ingoings**

The agency has a policy of requiring new residents to provide an entry contribution (Ingoing). Ingoings are initially recognised as a liability in the Balance Sheet. To the extent that part of an ingoing is not refundable, the non-refundable portion is amortised in accordance with the specific provisions of the Resident Occupancy Agreement, with such amounts being brought to account as income.



## HEATHERLIE HOMES

### NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2016

#### Note 1. Accounting Policies (cont.)

##### (c) Cash

Cash and Cash Equivalents includes cash on hand, deposits held at call with banks and other short term highly liquid investments.

##### (d) Investments

In line with Synod requirements, excess funds are invested in UCA Funds. Investments in the UCA Cash Management Fund Ltd are valued at cost. Investments in the UCA Growth Fund Ltd are valued at the net market value and movements are taken in as income.

##### (e) Property, Plant and Equipment

Plant, property and equipment are brought to account at cost, or valuation where indicated.

Depreciation has been provided on all assets so as to allocate their cost against useful life. Rates applied have been 1.5% - Buildings, 2.5% - 50% Building Improvements and 7% - 67% - Plant and Equipment. A decision was made by the Council in May 2014 to reduce the depreciation rate from 2.5% to 1.5%.

The Title for land on which the Agency's buildings sit are held by the UCA Property Trust. Except for Henna Street which is held in the name of The Ballarat Diocesan Trustees.

##### (f) Employee Entitlements

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to the balance sheet. Employee benefits that are expected to be 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 payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

All employees are legally entitled to be provided with superannuation benefits of 9.5% of wages and salaries in any month in which their gross wage is greater than \$450. Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

##### (g) Insurance

The agency has taken out insurance cover, via the Uniting Church Insurances Services, for all Board Members and officers of the agency.

##### (h) Impairment of Assets

At each reporting date, the Heatherlie Homes Council reviews the carrying values of its assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the Income Statement.

##### (i) Goods and Services Tax (GST)

The amount of any GST recoverable from, or payable to, the Australian Taxation Office is included as a receivable or payable in the Balance Sheet.



**HEATHERLIE HOMES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2016**

	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
<b>Note 2. Interest Received</b>		
Interest		
Bank	71	41
UCA	102,148	128,878
Residents interest payable on unpaid ingoing bonds	-	2,257
	<u>102,219</u>	<u>131,176</u>
 <b>Note 3. Cash &amp; Cash Equivalents</b>		
Uniting Church Cash Management - 103488003	6,786	6,597
Uniting Church Cash Development - 105700009	3,497	3,410
Uniting Church Investment Services - Residents Ingoings	3,397,273	3,630,131
ANZ Bank Cheque Account	38,083	4,173
ANZ Business Card	1,007	-
Commonwealth Bank Cheque Account	6,667	6,631
	<u>3,453,323</u>	<u>3,650,942</u>
 <b>Note 4. Property, Plant &amp; Equipment</b>		
Henna St - Buildings at Heatherlie Council valuation	1,600,000	1,600,000
Henna St - Improvements	6,755	-
Less: Accumulated Depreciation	<u>(112,638)</u>	<u>(88,000)</u>
	1,494,117	1,512,000
 Koroit St - Land & Buildings at Heatherlie Council valuation	15,500,000	15,500,000
Less: Accumulated Depreciation	<u>(1,085,000)</u>	<u>(852,500)</u>
	14,415,000	14,647,500
 Building Improvements at cost	559,791	559,791
Less: Accumulated Depreciation	<u>(121,491)</u>	<u>(84,186)</u>
	438,300	475,605
 Plant & Equipment at Cost	162,381	162,381
Less: Accumulated Depreciation	<u>(109,475)</u>	<u>(100,372)</u>
	52,906	62,009
 27-29 Princess Street Land	700,000	700,000
6a Manifold Street Land	322,682	-
	<u>17,423,005</u>	<u>17,397,114</u>
 Interest in Banyan Street Land - Deposit & Capital Works	53,098	-
	<u>17,476,103</u>	<u>17,397,114</u>

\*\* A revaluation by the Heatherlie Council of the Henna Street and Koroit Street properties occurred as at 31st December 2012, based on an independent market assessment by Homeseeka Real Estate provided in report dated 3 April, 2013.

**Titles for these properties are held in the following names:**

66 Henna St - The Ballarat Diocesan Trustees (Anglican Church) of 49 Lydiard St, South Ballarat

111 Koroit St - The Uniting Church in Australia Property Trust (Victoria) of 130 Little Collins St, Melbourne

27-29 Princess St - The Uniting Church in Australia Property Trust (Victoria) of 130 Little Collins St, Melbourne

6a Manifold St - The Uniting Church in Australia Property Trust (Victoria) of 130 Little Collins St, Melbourne

\*\*\* During the 2016 year contracts were signed and deposit was paid for the purchase of Land in Banyan Street. As at year end, settlement for this property had not occurred and the title was still held in the name of the vendor.



**HEATHERLIE HOMES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2016**

	2016	2015
	\$	\$
<b>Note 5. Trade Creditors and Other Payables</b>		
Trade Creditors and accruals	33,377	28,364
Payroll Liabilities	5,709	7,632
ANZ Credit Card	-	196
	<u>39,086</u>	<u>36,192</u>
<b>Note 6. Cash Flow Information</b>		
<b>Reconciliation of Cash flows from Operations with profit</b>		
Profit / (Loss)	190,825	177,804
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	303,546	308,926
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	5,051	(2,161)
Increase/(Decrease) in payables	(3,449)	(8,407)
Increase/(Decrease) in other provisions	7,817	3,229
<b>Cash flows from operations</b>	<u>503,790</u>	<u>479,391</u>

**Note 7. Contingent Liability**

No liens, guarantees or security been provided by the entity to third parties.

The titles pertaining to property referred to in note 4 are unencumbered and have no covenants held against them

**Note 8. Events After Balance Sheet Date**

The Council is not aware of any events which have occurred subsequent to balance date which which would materially affect the financial statement at 31 December, 2016.

**Note 9. Related Party Transactions**

Refurbishment costs of \$15,353 including GST were paid to Chenoweth Kitchens of which Steve Chenoweth is a proprietor and also a member of the Council. There was also \$11,352 including GST paid to Sinclair Wilson of which Sean Delaney is a partner and also a member of the Council. All of these transactions occurred on a commercial, arms length basis.





**HEATHERLIE HOMES**

ABN 70 544 745 870

**COUNCIL MEMBERS DECLARATION**

Your Council Members submit the financial report of Heatherlie Homes for the financial year ended 31 December, 2016


**In the opinion of the Council Members**

1 The financial statements and notes of the entity are in Accordance with the Australian Accounting Standards:

[a] give a true and fair view of the financial position of Heatherlie Homes as at 31 December, 2016 and its performance for the year ended on that date; and

[b] At the date of this Declaration there are reasonable grounds to believe that Heatherlie Homes will be able to pay its debts as and when they fall due.

Signed in accordance with a resolution of the Council Members

  
Chairperson - Charlie Armitstead

Dated this 12<sup>th</sup> Day of April, 2017

**Warrnambool**

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P.O. Box 217  
Warrnambool VIC 3280

Tel: 03 5564 0555  
Fax: 03 5564 0500

Ausdoc DX: 28026

**Camperdown**

142 Manifold Street  
Camperdown VIC 3260

Tel: 03 5557 0333

**Colac**

73 Gellibrand Street  
Colac VIC 3250

Tel: 03 5231 1527

**Hamilton**

50 Thompson Street  
Hamilton VIC 3300

Tel: 03 5551 3111

**Mount Gambier**

9 Wehl Street South  
Mount Gambier SA 5290

Tel: 08 8724 0399

**Casterton**

25 Henty Street  
Casterton VIC 3311

Tel: 03 5581 1000

**Cobden**

17 Curdie Street  
Cobden VIC 3266

Tel: 03 5595 1954

**Mortlake**

108 Dunlop Street  
Mortlake VIC 3272

Tel: 03 5599 2244

**Port Fairy**

62 Sackville Street  
Port Fairy VIC 3284

Tel: 03 5568 2823

**Terang**

84 High Street  
Terang VIC 3264

Tel: 03 5592 2020

**Timboon**

6 Main Street  
Timboon VIC 3268

Tel: 03 5598 3466

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HEATHERLIE HOMES

### Opinion

We have Audited the financial report of Heatherlie Homes, which comprises the statement of financial position as at 31 December, 2016, 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 responsible entities' declaration.

In our opinion the accompanying financial report gives a true and fair view, in all material respects, of the financial position of Heatherlie Homes as at 31 December, 2016, of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the *Associations Incorporation Reform Act 2012* and the requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act).

### Basis for Opinion

We conducted our Audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the *Audit of the Financial Report* section of our report. We are independent of the entity in accordance with the 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.

### Emphasis of Matter - Basis of Accounting

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 registered entity's financial reporting responsibilities under the *Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibility of the Responsible Entities [and Those Charged with Governance] for the Financial Report**

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012, the ACNC Act [and the needs of the members]. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a 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 responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the registered entity 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 the 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 registered entity's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.



SINCLAIRWilson

- Conclude on the appropriateness of responsible entities' 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 registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the Audit evidence obtained up to the date of our Auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance 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.

FELICITY MELICAN  
PRINCIPAL  
SINCLAIR WILSON

Dated this 12<sup>th</sup> day of April, 2017

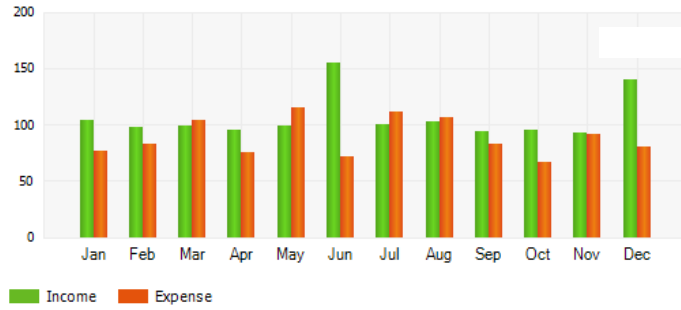
257 Timor Street  
Warrnambool VIC 3280



## 2016 Heatherlie Homes Financial and Statistical Analysis

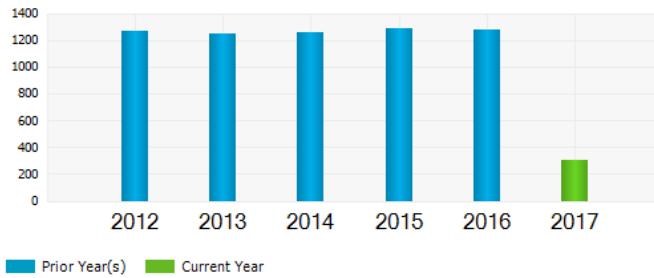
**Income and Expense Trend**

\$ in 1000s



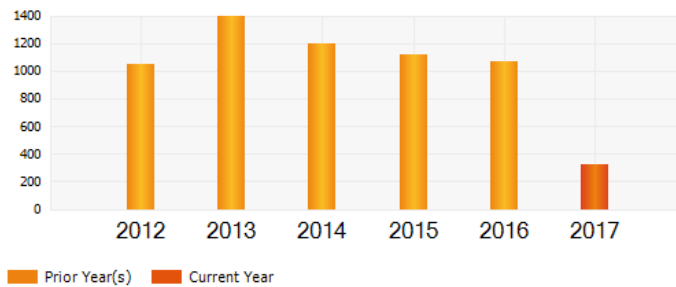
**Prev Year Income Comparison**

\$ in 1000s

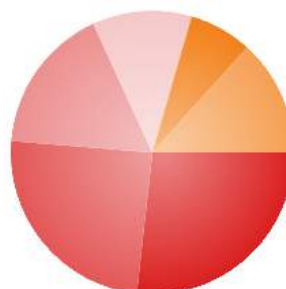


**Prev Year Expense Comparison**

\$ in 1000s



**Expense Breakdown**



- 25559 Depreciation Expe...
- PAYROLL
- REPAIRS & MAINT
- 23116 LIGHT & POWER
- RATES & OUTGOINGS
- Other Accounts



## Buildings and Grounds Committee Report

Once again the Buildings and Grounds committee have another productive year, seeing to all general maintenance requirements, requests from residents and the continuing refurbishing of the units as they became vacant.

This year saw us busy at Christ Church Close where we repainted all of the exterior in a newer colour scheme, the frosting of the glass balustrading fronting Henna street, the replacement of the hydronic heater panels in the lounge and in all the units, patching of the asphalt driveway, the replacement of the electrical meter panel and a new clothes line installed. This currently brings the buildings up to a very high maintained standard.

At the Koroit St campus we have replaced the shade sail to the upper forecourt area, installed 2 security cameras to the front of the western side, installed a new Maytag washer & dryer combo to laundry 1B, replaced the pathway and installed a hand rail to unit 128, installed glass wind breaks to the Fotheringham lift and under the stairwell to the southern side. As well, 3 UV blinds were installed for units on the north-west corner of the building. Currently under way is the recommencement of the repainting of the exterior of the campus; this is hoped to be finished before the winter weather sets in. It is planned to replace the old concrete pavers with new concrete paving later this year to the Fotheringham area, which would bring the whole of the Heatherlie grounds up to a pleasing high standard.

Future works to look forward to is the planning for the building of a new garage to the rear of the existing 16 car garage on land acquired from the rear of 31 Banyan Street.

During the year Murray was kept busy refurbishing , either fully or partially, units as they came up, whilst Andrew saw to keeping the gardens looking a picture, as well as assisting Murray with refurbishments when necessary.

Thanks must go to all the capable staff members who continue to help keep Heatherlie running smoothly and looking great. In closing I would like to thank all the committee members for their contributions and support throughout the year.

The Building and Grounds committee for 2016 were Stephen Chenoweth (Convenor) , Charlie Armistead, Robert Sutherland, John Nisbet, supported by Lyn Burns, Kathy Snell, Murray Stuchbery and Andrew O'Donnell.

*Stephen Chenoweth*

Convenor of the Building and Grounds Committee



## Governance Committee Report

During the past year considerable progress has been achieved through the various recommendations to Heatherlie Council from the Governance Committee. The year commenced under the Committee convenor, Mr. Russell Isaac, who for personal reasons, was unable to continue as a member of Heatherlie Council. We thank Russell for his leadership and contributions to the work of this Committee.

As an interim measure, Heatherlie Council Chairman, Mr. Charlie Armitstead convened the Committee until I was re-appointed to Heatherlie Council and agreed to become the Convenor of this Committee later in 2016.

The following Committee projects have been successfully completed or introduced to assist with the responsible management of Heatherlie Homes and the care of its residents:

- (a) Reviewing the Mission Statement for Heatherlie Homes, updating the three year strategic plan, preparing standard bylaw provisions and updating contracts for new residents.
- (b) Undertaking an annual review of Heatherlie Council policies covering risk management issues, occupational health and safety requirements as well as matters relating to the security and safety of our residents.
- (c) Scheduling the annual staff appraisal meetings.
- (d) Ensuring that Heatherlie Homes continues to comply with State Government legislation for Retirement Villages.
- (e) Developing a “Code of Conduct” policy for all Heatherlie staff members.
- (f) Adopting a code of practice for the responsible use and operation of staff mobile telephones.

It is pleasing that Heatherlie Council approved an initiative to introduce “Life Membership Awards” to provide appropriate recognition for those persons who have given honorary exemplary long service as members of Heatherlie Council. The Committee is currently in the process of making provision for “Life Membership Awards” to also be approved as “posthumous awards”, to provide similar recognition to those long serving members of Heatherlie Council who have died, but who are equally deserving of recognition for their much appreciated efforts.



I wish to thank the Committee members and the Executive Officers for their participation and contributions to meeting discussions during 2016 and I look forward to another positive year for the Governance Committee in 2017.

My profound gratitude goes to Vern Robson who prepared this report on my behalf, recognising that my tenure on the Governance Committee had not been long enough to sufficiently formulate a report.

*Richard Ziegeler*

Convenor of the Governance Committee

## House Management Committee Report

The House Management committee assists the Executive Officers with the communal and well-being aspects of life at Heatherlie. The committee meets as requested by the EOs.

The committee has met only once during 2016 to finalise the Independent Living Policy, which was subsequently ratified by Council.

The excellent work of our Executive Officers in their timely responses to residents' concerns and in nurturing the communal life of Heatherlie, contributes greatly to its friendly and caring culture. This proactive approach has also contributed to the small demands on the committee this year.

Committee members have been saddened by Kathy's serious motor car accident during the year and her ongoing difficulties. We wish her well and we have been mindful of the extra responsibilities assumed by Lyn.

*Helen Wilson*

Convenor of the House Management Committee

## Promotions Committee Report



During the past year it has not been necessary for any meetings of the Promotions Committee to be scheduled, due to the very functional system of being able to delegate responsibility for the processing of new resident applications for independent living units, directly to our Executive Officers.

It is pleasing to record that demand for the use of the "short stay" accommodation unit has remained constant throughout the year 2016.





Thanks are recorded to our Executive Officers and Heatherlie staff members for their efficient co-ordination in having any vacant units quickly refurbished to enable new residents to commence their occupancies at Heatherlie Homes as quickly as possible.

Appreciation is also expressed to our Chairman, Mr. Charlie Armitstead and all members of Heatherlie Council for their support in ensuring that all units are maintained to a high standard and that when necessary, the refurbishment of units is undertaken in accordance with the latest updating policies for all units.

Heatherlie Homes is most fortunate to have residents who genuinely care for their units and keep our staff fully informed if any minor maintenance problems may arise that require appropriate attention.

On present indications, the Promotions Committee will not need to consider any changes to its current policies during the year 2017 as all existing policies seem to be operating well.

*Vern Robson*

Convenor of the Promotions Committee

## **Residents Report**

Resident Meetings were held quarterly and well attended.

There were weekly events of: Euchre, Hoi and Canasta cards; other groups were Men's Chat, strollers/Walking group, exercise with Physio, Tai Chi, Happy Hour and Craft.

Held monthly on the first Tuesday: Anglican Communion

First Thursday: Movie of the month

Third Thursday: Cuppa and Chat as well as celebrating those with birthdays in the month.

Twice yearly, the Drama Group meet and begin rehearsing for performances at the Winter Smorgasbord in July and the Christmas Lunch in December. Over the last two years the Drama Group have been asked to do an encore performance at the MPower Christmas function.

Lenten Studies were conducted by Gill Davey.

The Computer Hub is well patronised for computer/printing access. It is also a quiet space for wifi access, doing large jigsaw puzzles and a quiet meeting place.

Residents do enjoy dining out for breakfasts and lunches, many outings, visits and bus trips for the year. They also celebrated Australia Day, Anzac Day and Queen's Birthday holidays with sausage sizzles or pizzas. Pancakes on Shrove Tuesday were cooked by Staff and funds raised were donated to Peter's Project Foundation.



A new event with a special theme was the Football Grand Final breakfast, held in the Lounge, which was a great success, and provided much hilarity.

We celebrate the installation of the Pedestrian Crossing and well done to the residents who use it!

Over these past few months residents have enjoyed our beautiful gardens.

Australia Day honours to Lorraine Sharrock receiving an achievement award for her involvement in the University of the Third Age over twenty-two years, also a Lifeline counsellor, Field Naturalist and member of the Warrnambool Probus Club. Well done, Lorraine, our residents are proud of you!

To our Executive Officers and staff, our appreciation and thanks for all you do for us, the residents, for making this a happy and peaceful place in which to live.

Finally, on behalf of residents, I would like to thank all members of Heatherlie Council for their commitment and work to make Heatherlie a great place to live.

*Diana Abraham*

Resident Representative



*Melbourne Cup Day 2016*





## Agenda for 2016 Annual Residents Meeting

### 1. Welcome and apologies

### 2. Financial Matters

Cash held at 10/4/16		\$ 911
<b>INCOME:</b> Hoi & functions	\$2,109	
Subscriptions 2017	\$ 320	
<b>TOTAL INCOME</b>	<u>\$2,429</u>	<u>\$3,340</u>
<b>EXPENSES:</b> Hoi & functions	\$1,647	
Christmas gifts to staff	\$ 350	
Donation to DAFFODIL DAY	\$ 140	
Death notice in Standard	\$ 44	
Christmas gift to SALVO Band	\$ 20	
<b>TOTAL EXPENSES</b>	<u>\$2,201</u>	<u>\$2,201</u>
<b>Total Cash on hand as at 8 April 2017</b>		<u><b>\$1,139</b></u>

### 3. Refundable Ingoings

In 2016 there were 5 outgoing residents, 1 of whom was eligible for a refund of the remaining portion of their ingoings. The total refunded was \$119,765.38

### 4. Complaints Management Statement

There were no formal complaints using the internal resolution process in 2016.

**5. Knitting Group report:** Four capes were made by Betty Campbell and twenty rugs were made up mainly by Pat Watson. Three rugs went to Save the Children, two were used for raffles and lucky entrance prizes, six went to residents who left to go to Residential Care and nine are still to be allocated. Our thanks go to Betty and Pat

***Mieke Van Zelst***

**6. Craft report:** this group originally began as a group to finish craft items we were all engaged in; now we are mainly knitters, crocheters or sewers. In the near future we plan to knit beanies for the children at 'Cottage by the Sea'. We welcome anyone who would care to join us.

***Marion Williams***



**7. Tai Chi Group report:** The Heatherlie Tai Chi group continue to meet twice weekly in the Lounge – on Tuesday and Friday mornings. Participants have progressed, learning new forms and exercises over the past 3½ years. Members often confirm that Tai Chi is an acceptable practice, promoting great balance, controlled breathing and gentle exercise – encouraged by doctors and physicians. The money collected each week goes towards helping organisations in need. This past financial year, the group have contributed to:

Leila Rose Foundation

Francis Foundation

Warrnambool Parkinson Support Group

SWRCC Support Centre

Deafness Foundation.

Many thanks to all members

***Elaine Oppenheim***

**8. Planned Activities for 2017:**

**9. Other Business:**

**10. Meeting close:**

*Reminder: please sign Attendance Register if you haven't already done so*

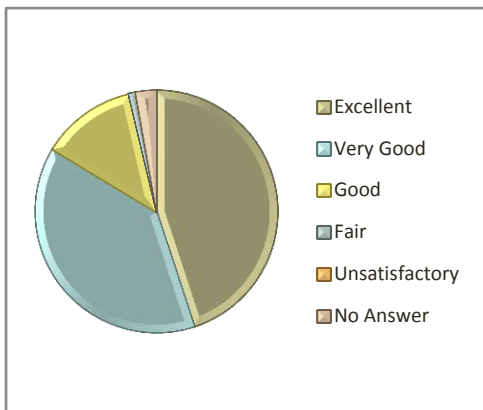


## Annual Resident Survey 2016

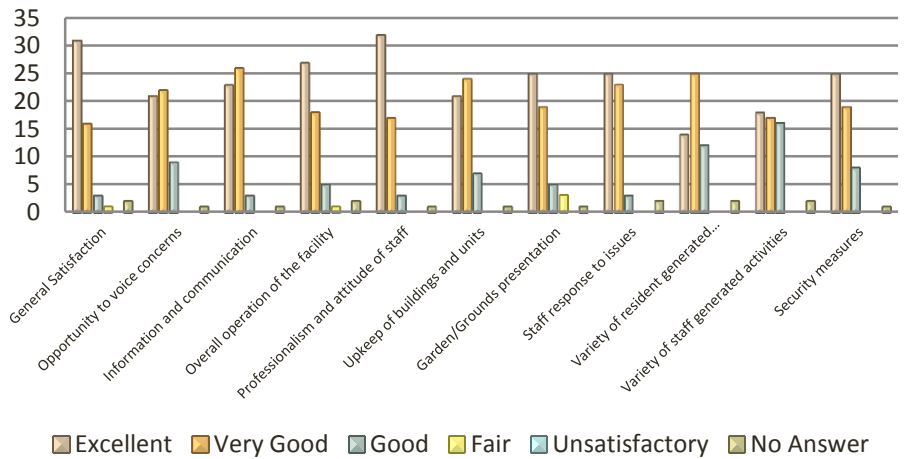
Residents from both Koroit Street and Henna Street complexes were asked to give responses to various aspects of service at Heatherlie Homes via a two page survey (an example of which can be found on pages 49 and 50 in this report). More responses were received from Koroit Street residents than last year with 74% responses received. There was a considerable drop in responses from Christ Church Close residents compared to last year, with only 30% received.

### Aspects of Service: KOROIT STREET RESIDENT RESPONSES

Responses overall aspects



Aspects of Service: Koroit Street



Pleasingly for the Heatherlie Council and Staff, residents at Koroit Street indicated they were more than satisfied with all aspects of service, with *Very Good* to *Excellent* responses.

However, in this survey, more residents used the *Good* response (rather than *Excellent* or *Very Good*) to the variety of resident and staff generated activities. This is an area that the Residents committee could take on board for the upcoming year. Staff will do their best to initiate more activities for residents depending on their workload.

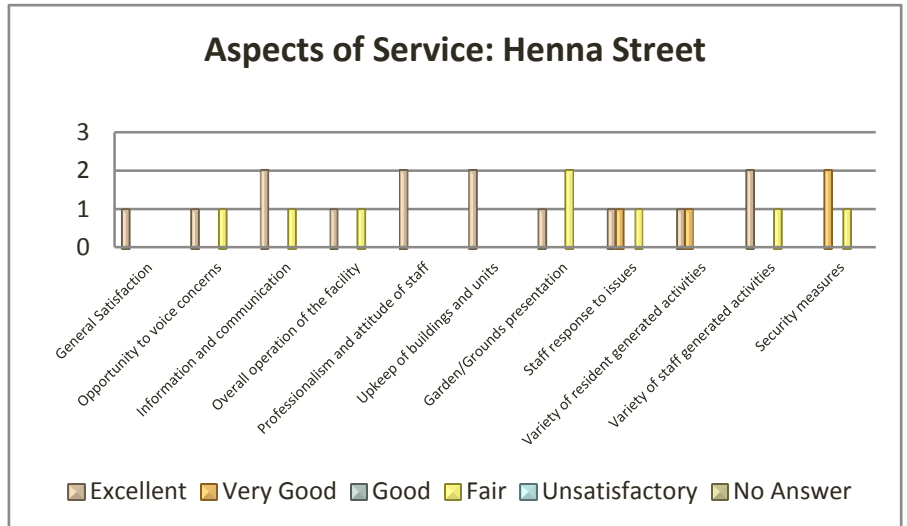
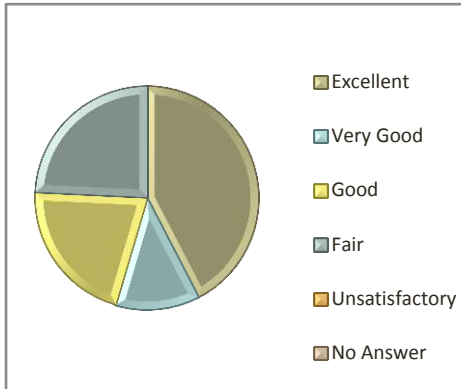
One blank survey was returned, hence the number of 'No answer' for every aspect.



Annual Resident Survey (continued)

Aspects of Service: HENNA STREET RESIDENT RESPONSES

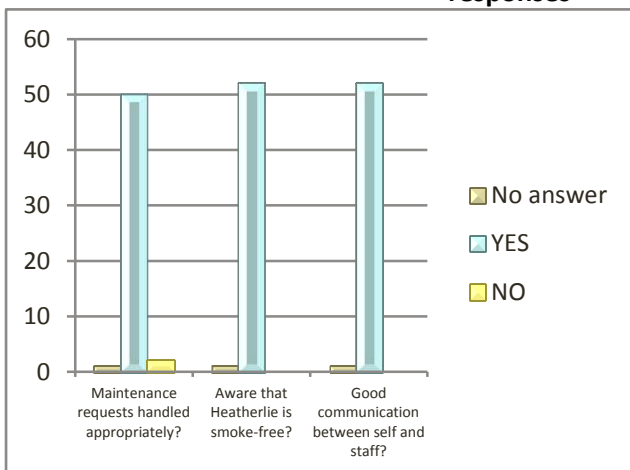
Responses overall aspects



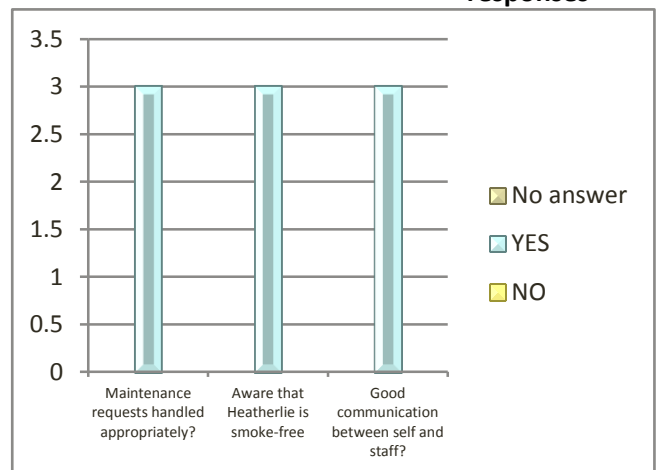
It was disappointing to receive so few responses from Christ Church Close residents this year. Up until November 2016, all eleven units were occupied. The remaining unit is currently undergoing a full refurbishment and is scheduled to be ready for occupancy by the end of April 2017. Those residents that did respond were a lot less happy with most aspects of service than in other years. Christ Church Close residents elected during 2016 to forgo the monthly afternoon tea with staff and Heatherlie residents citing that it was getting too much hassle to set up for the larger gatherings (which included Heatherlie residents). The smaller gatherings (with CCC residents and staff) gave CCC residents an opportunity to chat informally with staff and air their concerns. Perhaps this needs to be revisited. It will be something that staff and Council will have to address.

Further questions:

Koroit Street responses



Henna Street responses





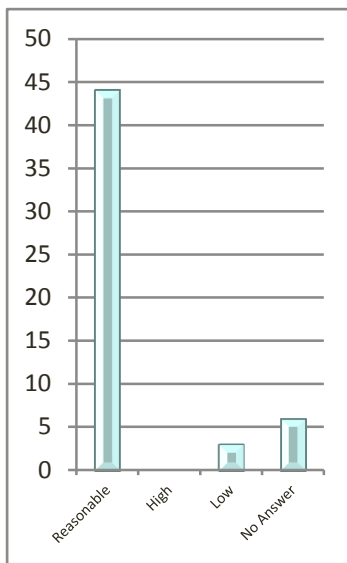
*Annual Resident Survey (continued)*

Most residents felt that maintenance requests were handled appropriately and that there was good communication between themselves and staff.

It appears that all residents are aware that Heatherlie is 'smoke-free' in accordance with Heatherlie Homes' policy as there was a 100% positive response to this question from both complexes.

*Service fee increase:*

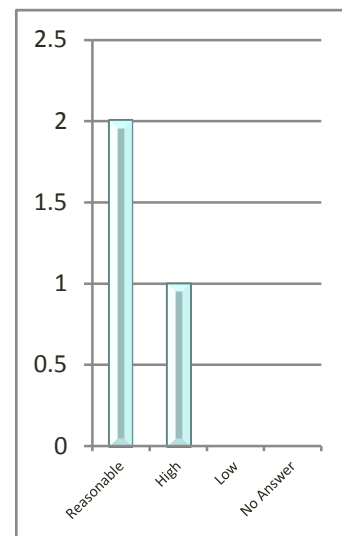
**Koroit Street responses**



The Heatherlie Council used the September 2016 CPI amount of 1.5% to calculate the service fee increase for 2016 which was lower than previous years.

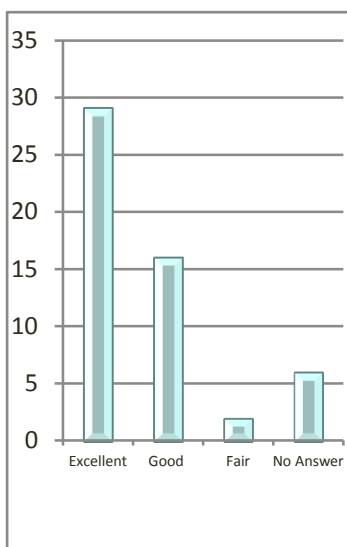
The majority of residents were happy with the service fee increase.

**Henna Street responses**



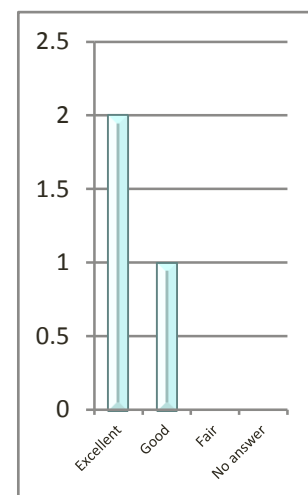
*Effectiveness of the Heatherlie Herald as a communication tool:*

**Koroit Street responses**



The monthly publication of the Heatherlie Herald, containing latest news from the Office, resident birthdays for the month, upcoming events, together with jokes, puzzles and movie precis, is seen by most as a good way of sharing information with residents.

**Henna Street responses**





## *Annual Resident Survey (continued)*

### *Three positives about living at Heatherlie:*

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Security together with friendliness and companionship of fellow residents topped the list of positives about living at Heatherlie. Our central location, being close to shops, doctors, library, theatre and Archie Graham Centre also featured high on the 'positive' list.

Many residents went on to add the felt safe at Heatherlie, that it was a quiet place to live, where their privacy was respected.

They were very happy with the positive attitude of the staff, where help was always at hand. The upkeep and maintenance of the units was appreciated.

Some added that they had great peace of mind (about living at Heatherlie) and that it provides comfortable living, with 'we have no regrets about the move' and 'I love my unit'.

There was a lot of mention of the caring community and the community spirit within Heatherlie and that there was a good choice of activities to be involved in.

One family summed up probably everyone's thoughts with: 'We would like to acknowledge God's goodness in providing such a wonderful retirement environment for us'.

### *Suggestions for future events or activities at Heatherlie*

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- An area for men to tinker
- More guest speakers/Inspirational speakers
- More bus trips/ day trips
- Cooking easy nutritious meals for one
- Drawing/Art classes
- Melbourne Cup Day Lunch
- Happy with what's offered/ already plenty to do

### *Suggestions for further improvements*

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- Remind folk of loud TV's
- Airconditioning in all units
- At times the bins overflow, especially on weekends
- Stairs could have a coat of paint
- Gardens





## Resident Survey 2016

**Facility:** Heatherlie

Homes Koroit Street

Christ Church Close

We are conducting a two page survey of residents into service and amenity satisfaction.

We are interested in your views and would appreciate it if you could please spend just a few minutes completing the survey below and returning it to the Heatherlie Office by Friday 7<sup>th</sup> April 2017 We will report a summary of the overall views at the Annual General Meeting on 27 April 2017

Please rate your satisfaction with the following aspects of the service with a circle.

General satisfaction	Unsatisfactory	Fair	Good	Very Good	Excellent
Opportunity to voice concerns to the Executive Officers	Unsatisfactory	Fair	Good	Very Good	Excellent
Information and communication between staff and residents	Unsatisfactory	Fair	Good	Very Good	Excellent
Overall operation of the facility	Unsatisfactory	Fair	Good	Very Good	Excellent
Professionalism and attitude of all staff	Unsatisfactory	Fair	Good	Very Good	Excellent
Upkeep of buildings and units	Unsatisfactory	Fair	Good	Very Good	Excellent
Garden/Grounds presentation	Unsatisfactory	Fair	Good	Very Good	Excellent
Staff responses to issues	Unsatisfactory	Fair	Good	Very Good	Excellent
Variety of resident generated activities	Unsatisfactory	Fair	Good	Very Good	Excellent
Variety of staff generated activities eg guest speakers, bus trips	Unsatisfactory	Fair	Good	Very Good	Excellent
Security measures	Unsatisfactory	Fair	Good	Very Good	Excellent



*Page 2 of resident survey*

Are your maintenance requests handled in a timely manner? Yes  No

Are you aware that Heatherlie is a smoke-free environment? Yes  No

Do you believe there is good communication between yourself and staff?  
Yes  No

If No, please list what you see as the problem:

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Please rate the effectiveness of the **Heatherlie Herald** as a means of communication between staff and residents:

Excellent  Good  Fair  Poor

Please rate the recent service fee increase:

Low  Reasonable  High

Do you have any suggestions for events, activities you would like to see happen at this facility?

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Name three positives about living at Heatherlie:

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Any other comments:

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**End of reports**