2018 Annual Report

Heatherlie Homes

Heatherlie Homes

&

Christ Church Close

Warrnambool

for

Independence

Security

and Companionship

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Our 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.

Our 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.

ADMINISTRATION:

- Through cooperation and support between members of Heatherlie Council, Church Council of the Uniting Church, Warrnambool, to ensure excellence of service provisions and strict adherence to the Mission Statement.

FACILITIES:

- To ensure that adequate and well-maintained facilities are available.
- To maintain a safe and healthy environment.

PUBLIC RELATIONS:

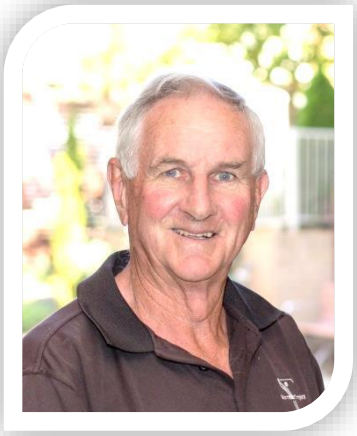
- To promote an awareness of the Mission and Objectives of Heatherlie Homes for the Aged within the City of Warrnambool and surrounding districts.

FINANCE:

- To develop and maintain efficient and effective financial planning and management to ensure proper stewardship of resources.

Heatherlie Council and Committees

The Heatherlie Council is made up of six working committees who report to the Council on a bi-monthly basis. The members of all committees are dedicated professional people who volunteer their time and energy to ensure the safe and secure living environment for all our valuable residents.



Charlie Armitstead
Chairperson

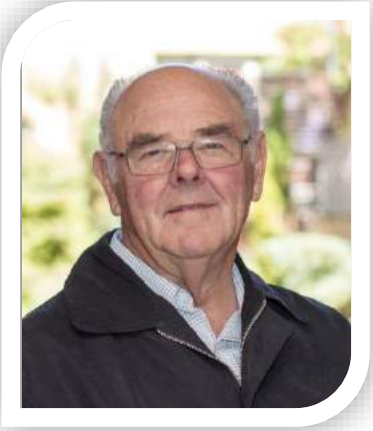
Bill Hickey
Vice Chairperson

Sean Delaney
Treasurer
Convenor Finance committee

Stephen Chenoweth
Convenor Buildings & Grounds committee

Richard Ziegeler
Convenor Governance committee

Helen Wilson
Convenor House Management committee



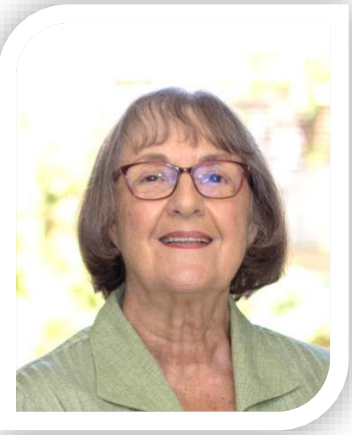
Vern Robson
Convenor Promotions committee

Alex McCulloch
Council member

Geoff Barker
Council member

Gordon McLeod
Council member

Lu Butler
Council member



Diana Abraham
Resident Representative to Council

Our Office Staff

Kathy Snell
Executive Officer
Finance & Administration

Lyn Burns
Executive Officer
Governance & Resident Services

Natalie Barker
Office Assistant

Our Ancilliary Staff

Murray Stuchbery
Maintenance Manager

Andrew O'Donnell
Gardener/ Handyman

Gerald Barry
Housekeeper

Nicole Sheppard
Housekeeper

Minutes of 2017 Annual General Meeting

of the Heatherlie Council held on 26th April 2017 in the Heatherlie Lounge.

Kathy, Charlie and Lyn at the AGM

Chairperson Charlie welcomed Life Member Vern Robson, all guests, Heatherlie and Christ Church Close residents, Council members and staff, and opened the meeting at 2pm. He added that this was a very special Annual General Meeting as it was the first time in the history of Heatherlie where Life Memberships were to be awarded.

Those present:
***Guests*:** Maureen McDonald (Catholic Church), Robert Sutherland (co-opted Buildings & Grounds Committee member), Bill Hickey (co-opted Governance committee member), Kerrie and Ina Graham, (the late Archie Graham's son & wife), Beth Graham (Kerrie's sister in law), Rae and Ron James (Hilda Graham's niece and husband), Heather Hall, family members of the late Jack Hazeldine (Nancy, Geoff, wife and two boys), family members of Del Clapp (Brian Clapp, Joan McFadden), Ros Bamford (Warrnambool Uniting Church Council)

Ian and Robbie Taylor

Life member: Vern Robson

Heatherlie Councillors: Charlie Armitstead, Rev Geoff Barker, Lu Butler, Gordon McLeod, Vern Robson, Richard Ziegeler, co-opted committee members Bill Hickey and Robert Sutherland.

Residents: Diana Abraham, Mary Anderson, Robert and Rosemary Bayliss, Val Bell, Kath Brown, Marlene Bruce, Betty Campbell, Fran Carter, Del and Tom Clapp, Alison Clarke, June Cook, Joy Cooper, Gill Davey, Stuart Godkin, Lena Hammond, Joan Hawkins, Anna Hollingsworth, Joyce Knights, Eileen McArdle, Margery McDonald, Gloria McDonnell, Wendy Miller, Allan Mills, Donna Shaw, Clare Smith, Fran Stow, Ian and Robbie Taylor, Kath Turner, Mieke Van Zelst, Dorothy Viergever, Corinne Warren, Marion Williams.

Staff: Natalie Barker, Lyn Burns, Andrew O'Donnell, Kathy Snell, Murray Stuchbery

Mieke Van Zelst, Donna Shaw, Alison Clarke, Marion Williams

Apologies: Susan Jones on behalf of the family of Isobel Jones, Heatherlie Life Members Bob Barham and Ron Bishop, Pastor Robyn Shackell (Anglican Church), Father Lawrie O'Toole (Our Lady Help of Christians Catholic Church), Fr Scott Lowrey (Anglican Church), Felicity Melican (Sinclair Wilson), Dr Karoline Gunn (Heatherlie Medical Officer), Mayor Robert Anderson (Warrnambool City Council), *Heatherlie Council Members* - Alex McCulloch, Sean Delaney, Rachel Kenny, Helen Wilson, Fran Hynes (Co-opted member House Management committee), *Residents:* Norma Bidmade, Thea Broeders, Margaret and Ron Brown, Ray Carter, Mary Clarke, Dorothy del Guidice, Leo Dunne, Joyce Findlow, Robyn Findlow, Des and Marie Flynn, Joan Gebert, Kaye Gordon, Bev Hall, Louise Henry, Ray Johnson, Lorna Klahn, Lillian Knowles, Elaine Oppenheim, Nell Quirk, Mary Russell, Marjorie Tolley, Jeanette Verley, Nance Whiley, Rose Woodhouse

Declaration of pecuniary or other interest: Nil

Minutes of 38th Annual Meeting of 27th April 2017

"That the minutes are a true record of the meeting" *was moved Richard Ziegeler, seconded Lu Butler*

CARRIED

Business Arising from the last AGM:

Council membership: During the year we had one resignation from Heatherlie Council and that was John Nisbet. We thanked John for his service over many years and for his contribution to the buildings and ground committee.
We have been fortunate to recruit Rachel Kenny onto the Council. Many of you will know Rachel as she has been involved here in the past as an Occupational Therapist conducting exercises in this lounge. Rachel also has an interest in Heatherlie as her grandmother Mrs Macintosh lived in Christ Church Close for several years.
We welcome back Bill Hickey today after his compulsory 12 months break following his 9 years as a councillor. Welcome back Bill.

Marge McDonald, Fran Stow, Dorothy Viergever, Wendy Miller

Committee membership: There will be very little change in the composition of the sub committees.
The committee convenor for Finance will be Sean Delaney, our Treasurer, the Buildings and Grounds convenor will again be Stephen Chenoweth, the Governance committee convenor will be Richard Ziegeler, House Management committee will be led by Helen Wilson and Vern Robson will be convenor for the Promotions committee.

Correspondence

Outwards:

a) **Sinclair Wilson-** Thanks for auditing the books and invitation to attend the AGM; also copy of AGM report
b) **Dr K Gunn-** Thanks for continuing the role of medical officer in 2017 and invitation to attend the AGM; also copy of AGM report
c) **Stewards-** *(Bev Hall, Des Flynn & Leo Dunne)* - invitations to ask them to continue through 2017 and to attend the AGM
d) **Council members and Heatherlie residents –** copy of AGM report and invitation to attend AGM
e) **Non- Council committee members** *(Bill Hickey, Fran Hynes, Robert Sutherland)* Invitations to attend the AGM; also copies of AGM report
f) **Robyn Shackell, Fr O'Toole, Fr Lowrey, Mayor Robert Anderson** Invitation to attend the AGM
g) **Guest speaker** Richard Ziegeler - Invitation to be a Guest speaker at the AGM

Inwards:

a) **Stewards** – agreeing to continue in 2017 - Bev Hall, Leo Dunne & Des Flynn
b) **Families of posthumous, and proposed, Life Members** - accepting invitation to AGM

"That inwards correspondence be received and outwards correspondence be approved" *was moved Lu Butler, seconded Gordon McLeod CARRIED*

Reports

a. Chairperson

Charlie said 'the reports as tabled include comprehensive reports from all the convenors of the various sub committees plus those from our executive officers and resident representative Diana Abraham.

'The reports are too long to read out here today as they cover pages 16 through to page 37of the annual report. I will leave them for you to read if you haven't already done so.

'The financial report is supported by the auditor's independent report. I think the last line of our Treasurer's report sums up our position when he says: "Overall, the financial position and performance of Heatherlie Homes continues to be sound."

'On a personal note - I would like to take this opportunity to thank all Heatherlie Councillors for their contribution throughout the year and especially the convenors of our sub committees.
Our Executive Officers and staff have again been wonderful this past year. It has been rather difficult at times during Kathy's rehabilitation. However, we are now getting back on track and things are looking rosy again.
'We welcomed Natalie onto our office staff this year helping to share the work load.
A special thank you also to our Stewards last of year, Bev Hall, Leo Dunne and Des Flynn.

Demolishing the old shed

'On other matters, the Warrnambool City Council has finally moved the sheds in the Archie Graham car park. This now makes it possible for us to demolish the old sheds and build the new garage on the property we purchased last year adjacent to the existing garage. This will happen fairly soon hopefully as all the planning has been done.

'As for the Princess Street site: A task group was formed during the year to look at the possibilities for what would be stage 6 in the life of Heatherlie Homes.
Architect Neil Holland, who was heavily involved in the last development including this very lounge plus 14 new units, the garage and laundries back in 2004/2005, was engaged recently to come up with a concept plan for the task group to consider.
'That concept plan is now near completion and will be presented to the task group in early May. This does not mean that the development will go ahead straight away. What it does mean is that we will have something in place for when the opportunity arises for us to make a start on the project.

'As Vern mentioned in his Promotions report, we have lost several residents recently creating a few too many empty units. I take this opportunity to thank everyone who participated in the Open Day held recently which I was unable to attend, but from all reports was very successful. As has always been the case you our residents are our best advert and we thank you for that.

'At the moment we need you more than ever to try and get a full house again.'

Diana Abraham and Donna Shaw at our Open Day

b. Executive Officers – as per AGM report

c. Committees:
   i. Finance- as per AGM report - We will be able to meet our debts as and when they fall due in 2018
   ii. Building & Grounds - as per AGM report
   iii. Governance - as per AGM report
   iv. House Management - as per AGM report
   v. Promotions - as per AGM report
   vi. Residents - as per AGM report

Adoption of reports and financial statements

"That all reports as presented in the AGM report be adopted" *was moved Richard Ziegeler, seconded Lu Butler CARRIED*

Resident Dispute Resolution Statement – *There were no formal complaints using the internal resolution process in 2017*

Election of Chairperson of Heatherlie Council and Committee members – Charlie reported that he had been elected Chairperson of the Heatherlie Council at the Council meeting held just prior to this meeting, and that Sean Delaney was elected Vice Chairperson.

Appointment of Medical Officer – Dr Karoline Gunn has agreed to continue in this role during 2018

Appointment of Auditor - After winning the tender for Financial Audit services in 2017 for the following three years, Sinclair Wilson will continue as our Financial Auditors

Appointment of Resident Stewards - All three stewards have agreed to continue in this role – Bev Hall, Des Flynn and Leo Dunne. Many thanks to these three people

Election of Resident Representative to Heatherlie Council

Diana Abraham was elected at the Residents meeting held 13 February 2018.

Charlie asked the audience if there was anyone from Christ Church Close who might wish to take on the role of Resident Observer. There was no reply from the floor.

General Business: nil

Presentation of Life Memberships

Charlie pointed out our new Honour Board – recording the Life Memberships that were awarded to **Hilda Graham** and **Isobel Jones** in 1993 at the opening of the Archie Graham Centre, as well as other Life Memberships. He said that **Hilda** helped choose people whose needs would best be met by living at Heatherlie and continued to help them settle into their new homes for 18 years, and **Isobel** helped establish Heatherlie's gardens and continued to spend about a day a week maintaining the gardens for 14 years

Kerrie Graham receiving the Life Membership certificate from Charlie on behalf of his father, Archie Graham

Charlie invited Vern to read the citation for the late **Archie Graham.** He then presented the Life Membership certificate to Archie's son, Kerrie Graham, who responded in detail of the history that he remembered of his father dealing with the development of Heatherlie

Charlie then read the citation for **Heather Hall** and presented her with the Life Membership certificate, card and engraved pen. Heather responded with grateful and humble thanks for the wonderful recognition of her service to Heatherlie.

Charlie invited Vern to read the citation for the late **Jack Hazeldine.** He then invited Jack's grandson, Geoff, to receive Life Membership certificate. Geoff responded with short anecdotes of his 'Pop's' history with Heatherlie

Charlie then read the citation for **Del Clapp;** he presented her with the Life Membership certificate, card and engraved pen. Del responded with grateful and humble thanks.

Charlie asked the audience to join him in congratulating our new Life Members.

Charlie introduced Guest Speaker: **Richard Ziegeler,** who spoke on <u>Aged Care Assessments</u>. The aim of the Commonwealth Government is to keep residents at home for as long as possible because that is much cheaper than having to go into residential care. Therefore they are funding more 'in home' services. Applicants now have to use My Aged Care to apply for services. He added that you cannot be put into residential care against your will.

Charlie expressed thanks to Richard and moved on to the Residents Annual Meeting

Heather Hall and Del Clapp

Minutes of the 2017 Annual Heatherlie Residents Meeting

held on 26th April 2017 after the Heatherlie Council Annual General Meeting.

Chairman Charlie declared the meeting open.

Welcome and apologies - same as for the just held AGM of the Heatherlie Council.

Minutes of previous meeting of 27 April 2017:

"That the minutes were agreed to" *was moved Donna Shaw, seconded Richard Ziegeler CARRIED*

Financial matters:

Cash held at …10/4/2017			**$1,139.00**
INCOME:	Cash handed over to		
	Nancye Dec 2017	$ 375.00	
	Subscriptions 2018	$ 295.00	
	Hoi & functions	$ 140.00	
	Progressive Dinner	$ 180.00	
	TOTAL INCOME:	**$ 990.00**	**$2,219.00**
EXPENSES:	Progressive Dinner	$ 92.05	
	Christmas gifts to staff	$ 350.00	
	Death notices	$ 115.75	
	Birthday sponges	$ 25.00	
	Milk & biscuits	$ 29.25	
	Tea, coffee, sugar	$ 33.95	
	Easter Eggs	$ 30.75	
	TOTAL EXPENSES	**$ 676.75**	**$1,542.25**
Total Cash on hand as at 3/4/2018			**$1,542.25**

We will be able to meet our debts as and when they fall due in 2018

Refundable Ingoings

In 2017 there were **11** outgoing residents, **6** of whom were eligible for a refund of the remaining portion of their ingoings. The total refunded was $218,617.

Complaints Management Statement

There were no formal complaints using the internal resolution process in 2017.

Knitting Group Report

There has not been a formal Knitting Group in 2017. However, Betty Campbell and Pat Watson still knit squares for rugs which Pat puts together so there are rugs available to give to residents who move away from Heatherlie.

Craft Group Report

Although our numbers have dwindled a little, those who come are still enjoying their knitting and crocheting. We have been fortunate that Mrs Jan Smith, who teaches craft at Flagstaff Hill with the children, has happily come to us once a month to teach us a different craft. We have all enjoyed the sessions with Jan very much and look forward to her coming back next term after a bout of illness. Anyone is most welcome to join us with their craft and a cuppa. We meet at 2pm on a Wednesday in the Lounge.

Marion Williams

Tai Chi Group Report

Into our fourth year, the group has increased and benefited from this relaxing practice. The fun loving participants have continued to raise funds for the following organisations this past financial year: Travellers Aid, Cottages by the Sea, Salvation Army, Daffodil Day Appeal and the Deafness Foundation.
We also collected and gave packets of biscuits to Cottages by the Sea, and tinned food to the Francis Foundation. Lions Christmas Cakes were presented to the South West Cancer Centre, Cottages by the Sea and the Francis Foundation.
The pleasure this gives us is increased by receiving letters of thanks and appreciation from these organisations, making it very rewarding and encouraging.
Our most recent gift was two lovely bench seats to Heatherlie, Koroit Street. These are placed in the garden by the middle laundry. We have enjoyed meeting there on sunny days – Tai Chi in the open air is most beneficial.
My thanks goes to all the wonderful members and their continued support and contributions. New members are most welcome.

Elaine Oppenheim

Strollers Group Report

We meet at 9.30am at the Lounge each Monday. Then we stroll past the garden to the back walkway, across the carpark to a laneway to Liebig Street. We then proceed to Provincial Café for a coffee and chat. All are free to go their own way there and back. A great start to each week!

Marlene Bruce

Bocce Group Report

The Heatherlie Bocce group has been formed for twelve months and is held on Wednesday and Thursday mornings at 10am. We had bigger participation at the start and numbers have fallen to around ten regular participants over the two days. Much fun and laughter is had by everyone, especially the Wednesday group, which is particularly noisy! This year both groups will merge and become one on Wednesdays at 10am. Come along and enjoy!!

Mary Russell

"That all reports be accepted" *was moved Marion Williams, seconded Mary Anderson CARRIED*

Planned Activities for 2018: None raised.

Other Business: None raised.

There being no further business, Charlie closed the meeting at 3pm and invited the audience to once again put their hands together and congratulate our new Life Members.

Many thanks were expressed to the Heatherlie residents for providing the Afternoon Tea.

Agenda for the Fortieth Annual General Meeting

of the Heatherlie Council to be held on 18th April 2019

1. Welcome
2. Apologies
3. Declaration of pecuniary or other interest
4. Minutes of 39th Annual General Meeting held 26th April 2018
5. Business Arising
6. Correspondence
7. Reports:
    a. Chairperson
    b. Executive Officers
    c. Committees:
        i. Finance – including details as required by the Retirement Villages Act
        ii. Buildings and Grounds
        iii. Governance
        iv. House Management
        v. Promotions
        vi. Residents
8. Dispute Resolution
9. Adoption of reports and financial statements
10. Appointment of Medical Officer
11. Appointment of Auditor
12. Appointment of Resident Stewards
13. Election of Resident Representative and Observer to Heatherlie Council
14. General Business
15. Guest Speaker

Annual Reports for the year ending 31st December 2018

Chairperson's Report

I would like to start this report by welcoming all our new residents who chose to move into Heatherlie in 2018 and to thank all the residents who promote Heatherlie by talking to people and helping on our open days. It is very much appreciated by the staff and council as there is no better advocate for Heatherlie than our residents.

Once again our Council has been very well served by a group of volunteers who unselfishly give their time and expertise to ensure that Heatherlie remains a wonderful retirement home for our residents. Council members in 2018 were Life member Vern Robson, Helen Wilson, Gordon McLeod, Stephen Chenoweth, Richard Ziegeler, Alex McCulloch, Sean Delaney, Rev Geoff Barker, Lu Butler, Rachel Kenny, Bill Hickey, Charlie Armitstead, resident representative Diana Abraham and subcommittee co-opted members Robert Sutherland and Fran Hynes.
As in past years the committees for Governance under the guidance of Richard Ziegeler, House management under Helen Wilson, Building and Grounds under Stephen Chenoweth, Finance under treasurer Sean Delaney and Promotion under Vern Robson have ensured the smooth running of Heatherlie's finances, policy and procedures, maintenance, refurbishments and the well-being of our residents and staff.

Cleaning up the site ready to commence construction of the new garage

The main achievement of the Building and Grounds committee in 2018 was the construction of the new garage which was completed just prior to Christmas. This was a much needed acquisition for Heatherlie as we have had for far too long the unsatisfactory situation of cars being parked on the street.
Some other major developments were the Fotheringham garden upgrade with new curbing and footpaths and the refurbishment of the Koroit Street lounge which was completed in time for the April AGM.

At our 2017 AGM in April, life memberships were awarded to Heather Hall, Del Clapp and posthumous life memberships to Archie Graham and Jack Hazeldine. We were fortunate to have Heather and Del and family members of Archie and Jack as our guests to receive their life membership awards. The awards were very well received and all present appreciated the occasion.
A new honour board was erected in the lounge and previous life memberships of Hilda Graham and Isobel Jones were recognised.

Another special occasion in August 2018 was the celebration of the 30th anniversary of Christ Church Close which was held in the CCC lounge and attended by many guests including former co-ordinator Katy Jeans, Noel Saffin, Mike and Liz Hall, Mayor Robert Anderson, Life member Ron Bishop, Jack Daffy, Father Scott Lowrey, Rev Geoff Barker, Heatherlie Councillors, Heatherlie residents and staff.

During the year architect Neil Holland was commissioned to draw up concept plans for the proposed Princess Street development. The proposal of a twenty unit development made up of single and two bedroom apartments was forwarded to a consulting quantity surveyor for a

preliminary costing estimate which proved to be well above the council's expectations and has therefore been put on hold for further deliberations.

As I have mentioned in the past Heatherlie Homes was impacted by a major change in the governance of the Uniting Church in Victoria in 2015 when a resolution of the Synod Standing Committee resolved to establish a single governance body, (the "Agency Board", later be called "UNITING") to oversee service delivery and support functions for community services provided in the name of the Uniting Church in Victoria and Tasmania.

There's no better advocate for Heatherlie than our residents

The services to be governed by the Agency Board were those which fell under the following criteria:

- Agencies requiring Government Funding
- Agencies requiring professionally qualified staff
- Agencies which are required to report to external regulatory bodies
- Agencies presenting a significant risk to the Uniting Church

As Heatherlie did not meet the criteria required to come under direct governance of the newly formed Agency Board it became necessary to establish a new governance structure under which Heatherlie could continue to operate as an independent agency of the Uniting Church. Initially it was thought the best solution was for the Warrnambool Uniting Church Congregation to become a Parish Mission. After much work and deliberation including the writing of a constitution, it was decided that a more suitable and simple structure would be for Heatherlie and the Warrnambool Uniting Church be party to a Memorandum of Understanding (MOU) whereby Heatherlie Homes would report directly to the Church Council.

It has been another busy year for our staff and I thank them all for their dedication and good works throughout the year.
Unfortunately we ended the year with a few too many vacant units but the prospect of getting back to near full occupancy early in 2019 was encouraging.

I take this opportunity to thank all the staff, Council members and co-opted committee members for all their work and commitment to Heatherlie in 2018 and I look forward with optimism to 2019.

Charlie Armitstead
Chairman

Executive Officers Report

We are pleased to report that 2018 was another great year at Heatherlie. We have been capably supported by our Office Assistant, Natalie, who has always undertaken reception duties with meticulous care and a smile to assist in the smooth running of the office.
Throughout the year we managed the general operations of Heatherlie and were kept very busy on a daily level with all the everyday Governance and Resident Services activities. We have updated our Fact Sheets, Resident Management Contract and Disclosure Statements. We are working on introducing a new social housing software package called Chintaro which will help streamline our daily workload.

Finance and Administration undertakings included collating resident's Ingoings, Bonds, Interest Free Loans and Ingoing drawdowns, reconciling all the bank accounts, rental payments and preparing the BAS returns, processing all payroll and superannuation payments. We also drafted the next three year budget and administered the Annual Calendar and Strategic Plan items as well as setting all meeting agendas and writing up all meeting minutes.

This year has also seen us endure quite a hardship trying to access the NBN in the office and for the resident computer hub. We eventually had to escalate this to the Telecommunications Ombudsman. We have finally had success in being connected, although completion time was 16 months and is still yet to be fully resolved as we now continue to work on billing issues.

With our Promotions, we have been using website tools to scrutinize how and to whom we advertise. By working with our web designer and using social media together with our website we are looking to promote Heatherlie further. In collaboration with our website designer we have had our out-of-date website totally rebuilt resulting in a fresh face for Heatherlie with a more updated presence and profile.

Early in 2018 Heatherlie saw some changes with a modern makeover of the resident lounge. We were honoured to receive a generous photographic canvas print of the Warrnambool Breakwater taken and donated by Perry Cho as well as another generous donation to purchase of comfortable lounge chairs. Another change has been the addition of a new garage at the rear of Heatherlie which can house eleven cars plus storage for maintenance materials. This has allowed a space for our residents whose cars were parked in Koroit Street 24 hours a day.

Residents enjoyed beautiful luncheons provided by the Warrnambool Uniting Church Adult Fellowship ladies for both the Winter Smorgasbord and the Christmas Luncheon. Heatherlie staff hosted the Pancake Day and a Daffodil Day fund raising for charities. Residents and Councillors helped staff host two Open Days which were very enjoyable and allowed us to show Warrnambool people all the wonderful aspects of life at Heatherlie.

During the year we celebrated one resident turning 70, another who turned 80 and two more who turned 90, with the average age of residents at Heatherlie being 81. We farewelled 6 residents, 4 of whom moved into residential care and sadly, two passed away. As we had such a large volume of units to refurbish we only saw the admission of one resident during 2018.

Residents attended a Fire Awareness session in the lounge where they were reminded about safety in the kitchen, how to use a fire blanket in the event of a fire and to reduce clutter in their unit. A speaker from the Victorian Primary Health Network spoke to residents about the ‘My Health Record’ and everyone appreciated the information given to them.

Murray was kept on his toes with a large number of unit refurbishments as well as the small maintenance jobs that pop up every day and Andrew has diligently attended to the gardens both at Koroit St and Henna St.

Housekeepers Gerald and Nicole continued to clean residents’ units for them and all the common areas (laundries, toilets, computer hub and lounge) as well as the office, and their wonderful work has been gratefully appreciated.

Resident stewards, Bev Hall, Des Flynn and Leo Dunne, ably continued to monitor Heatherlie and its residents out of office hours and we thank them for their conscientious approach to their duties.

We are privileged to be a part of a wonderful team at Heatherlie – our fellow staff members and Heatherlie Councillors all work together to make coming to work each day a pleasure.

Thank you

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 deficit for the financial year of $60,394 (compared to a net surplus in the 2017 year of $413,164).

Income for the year decreased to $1,141,849 (compared to $1,184,005 in 2017). The decrease for the year was primarily attributable to a reduction in Ingoings and Maintenance and Recovered Maintenance.

The total expenditure for the year increased by $431,402, to $1,202,243 for the 2018 year. This increase was primarily attributable to the depreciation adjustment that took place during the 2017 year. However, there were other increases in costs that contributed to this including payroll, repairs and refurbishments and light & power.

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

Summary of Financial Position

The Statement of Financial Position discloses the assets and liabilities of Heatherlie Home as at 31 December 2018. This statement discloses net assets of $18,725,323. This figure has decreased as a result of the net deficit recorded for the 2018 year.

Cash reserves decreased slightly during the 2018 year to $3,134,160 (down $636,638). This was partially attributable to the construction of the new garage at the Koroit Street property.

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, 2018

	Note	2018 $	2017 $
INCOME			
Ingoings		323,057	345,504
Maintenance and Recovered Maintenance		704,101	722,203
Interest Received	2	90,500	93,091
Labour Hire Services		-	576
Other		24,191	22,631
		1,141,849	1,184,005
EXPENDITURE			
Bank Charges		2,064	1,028
Cleaning		10,797	10,976
Computer Expenses/Internet Fees		12,844	1,606
Development Costs		28,805	-
Donations		1,645	2,259
Gardening Services		2,386	3,630
Gardening Supplies		5,465	5,000
General Expenses		6,267	5,755
Insurance		32,568	41,451
Resident Insurance Reimbursement		3,450	4,200
Legal Fees		989	-
Light & Power		135,765	129,396
Payroll Costs		324,101	267,102
Permits, Licences & Fees		5,114	5,691
Postage		1,136	963
Printing, Stationery & Advertising		17,743	10,149
Professional Fees - Accounting and Audit		10,736	12,208
Rates & Outgoings		81,592	83,460
Safety Services		9,137	9,390
Telephone		2,530	2,863
Travelling Expenses		403	639
UCA - Aged Care Unit Agency Contribution		-	3,676
Uniforms		1,725	1,372
Wardens' Allowance		3,000	3,000
Website Maintenance		413	924
Workshop tools and equipment		3,564	11,281
Total Operating Expenses		704,239	618,019
SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION		437,610	565,986
Less: Repairs and Refurbishments		237,109	225,160
Less: Depreciation	(1)e	260,895	(72,338)
		498,004	152,822
SURPLUS / (DEFICIT) FOR THE YEAR ENDED 31 DECEMBER, 2018		**(60,394)**	**413,164**

The accompanying notes form part of these financial statements

HEATHERLIE HOMES

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER, 2018

	Note	2018 $	2017 $
CURRENT ASSETS			
Cash and Cash Equivalents	3	3,134,160	3,770,798
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		33,889	11,720
Sundry Debtor	2(a)	49,044	768
		3,217,192	3,783,385
NON CURRENT ASSETS			
Property, Plant and Equipment	4	17,861,860	17,812,259
TOTAL ASSETS		**21,079,052**	**21,595,644**
CURRENT LIABILITIES			
Trade Creditors and other payables	5	16,880	34,648
Provision for Annual Leave		30,097	35,259
Provision for Long Service Leave		41,129	28,230
		88,106	98,137
NON-CURRENT LIABILITIES			
Residents Bonds and Deposits (refundable)		1,265,086	1,450,000
Garage and Air Conditioning Bonds		160,500	160,500
Residents Ingoing Contributions		836,247	1,094,277
Provision for Long Service Leave		3,790	7,013
		2,265,623	2,711,790
TOTAL LIABILITIES		2,353,729	2,809,927
NET ASSETS		**18,725,323**	**18,785,717**
MEMBERS FUNDS AND RESERVES			
Asset Revaluation Reserve		14,016,228	14,016,228
Members Funds		4,709,095	4,769,489
		18,725,323	**18,785,717**

The accompanying notes form part of these financial statements

HEATHERLIE HOMES

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER, 2018

	Note	Retained Earnings $	Asset Revaluation Reserve $	Total $
Balance at 31 December, 2016		4,356,325	14,016,228	18,372,553
Surplus / (Deficit) for the year		413,164	-	413,164
Transfers to and from reserves		-	-	-
Balance at 31 December, 2017		4,769,489	14,016,228	18,785,717
Surplus / (Deficit) for the year		(60,394)	-	(60,394)
Transfers to and from reserves		-	-	-
Balance at 31 December, 2018		4,709,095	14,016,228	18,725,323

The accompanying notes form part of these financial statements

HEATHERLIE HOMES

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 DECEMBER, 2018

	Note	2018 $	2017 $
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from operating activities		980,904	1,091,922
Interest received		90,500	93,091
Payments to suppliers and employees		(954,602)	(840,848)
Net cash provided by operating activities	6	**116,802**	**344,165**
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for Property, plant and equipment		(310,496)	(263,818)
Net cash provided by Investing activities		**(310,496)**	**(263,818)**
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(Decrease) in Resident Bonds and Deposits Liability		(184,914)	30,500
Increase/(Decrease) in Residents Ingoing Contributions		(258,030)	206,628
Net cash provided by Financing activities		**(442,944)**	**237,128**
Net increase in cash held		(636,638)	317,475
Cash at beginning of year		3,770,798	3,453,323
Cash at end of the year ending 31 December, 2018	3	**3,134,160**	**3,770,798**

The accompanying notes form part of these financial statements

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2018

Note 1. Summary of Significant Accounting Policies

Basis of Preparation

The financial statements are special purpose financial statements prepared for distribution to the members of Heatherlie Homes in order to satisfy the financial reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012. The accounting policies used in the preparation of this report, as described below, are in the opinion of the Council appropriate to meet the needs of the members.

The financial statements have been prepared on an accrual basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

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.

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

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, 2018

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 (excluding land) 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 on buildings from 2.5% to 1.5%.

An adjustment at 31 December, 2017 was required to the depreciation amount to record the writeback of depreciation previously charged against land.

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, 2018

		2018	2017
Note 2. Interest Received		$	$
Interest			
Bank		32	45
UCA	(a)	90,468	91,809
Residents interest payable on unpaid ingoing bonds		-	1,237
		90,500	**93,091**

(a) includes interest of $43,882 received 1 January, 2019 relating to the six months ending 31 December, 2018. This amount has been included as receivable under Sundry Debtors

Note 3. Cash & Cash Equivalents			
Uniting Church Cash Management - 103488003		7,053	6,963
Uniting Church Cash Development - 105700009		3,619	3,579
Uniting Church Investment Services - Residents Ingoings		3,096,685	3,716,536
ANZ Bank Cheque Account		21,123	37,984
Commonwealth Bank Cheque Account		5,680	5,736
		3,134,160	**3,770,798**
Note 4. Property, Plant & Equipment			
Henna St - Buildings at Heatherlie Council valuation	(a)	1,600,000	1,600,000
Henna St - Improvements		6,755	6,755
Less: Accumulated Depreciation		(161,988)	(137,313)
		1,444,767	1,469,442
Koroit St - Land at Heatherlie Council valuation	(a)	2,906,250	2,906,250
Koroit St - Buildings at Heatherlie Council valuation		12,593,750	12,593,750
Less: Accumulated Depreciation		(1,133,437)	(944,531)
		14,366,563	14,555,469
Building Improvements at cost		607,244	571,465
Less: Accumulated Depreciation		(191,451)	(155,881)
		415,793	415,584
Plant & Equipment at Cost		188,311	178,787
Less: Accumulated Depreciation		(130,284)	(118,540)
		58,027	60,247
27-29 Princess Street Land		700,000	700,000
6a Manifold Street Land		322,682	322,682
Rear Banyan Street Land		250,000	250,000
Rear Banyan Street Land and Development Costs		304,028	38,835
		554,028	288,835
		17,861,860	**17,812,259**

(a) 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. An updated appraisal from Homeseeka dated 4 April, 2018 indicated the carrying value was not impaired.

Title for reported properties are held in the following names:

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

The Uniting Church in Australia Property Trust (Victoria) of 130 Little Collins St, Melbourne
- 27-29 Princess St, Warrnambool
- 111 Koroit Street, Warrnambool
- 6a Manifold Street, Warrnambool

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2018

	2018 $	2017 $
Note 5. Trade Creditors and Other Payables		
Trade Creditors and accruals	6,620	23,562
Payroll Liabilities	7,575	8,222
ANZ Business Credit Card	2,685	2,864
	16,880	**34,648**
Note 6. Cash Flow Information		
Reconciliation of Cash flows from Operations with profit		
Profit / (Loss)	(60,394)	413,164
Non-cash flows in profit from ordinary activities		
Depreciation	260,895	(72,338)
Changes in assets and liabilities		
Decrease/(Increase) in receivables	(70,445)	1,008
Increase/(Decrease) in payables	(22,930)	223
Increase/(Decrease) in other provisions	9,676	2,108
Cash flows from operations	**116,802**	**344,165**

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 would materially affect the financial statement at 31 December, 2018.

Note 9. Related Party Transactions

Refurbishment costs of $32,814 including GST were paid to Chenoweth Kitchens of which Steve Chenoweth is a proprietor and also a member of the Council. There was also $9,460 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

ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF THE REGISTERED ENTITY

We, being members of the Council of the Heatherlie Homes, certify that:

- the financial statements, as set out on pages 1 to 8, present a true and fair view of the financial position of Heatherlie Homes as at 31 December, 2018 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements, the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

- at the date of this statement, there are reasonable grounds to believe that Heatherlie Homes will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Council and subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013, and is signed for and on behalf of the Council by:

Council President: _____

Dated this 1st Day of April, 2019

SINCLAIR Wilson
AUDIT & ASSURANCE SERVICES

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HEATHERLIE HOMES

Report on the Audit of the Financial Report

We have Audited the financial report of Heatherlie Homes, which comprises the statement of financial position as at 31 December, 2018, 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 Council's declaration.

In our opinion the financial report of Heatherlie Homes, is in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

a. giving a true and fair view of the Heatherlie Homes' financial position as at 31 December, 2018 and of its financial performance for the year then ended; and

b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013.*

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 Heatherlie Homes, in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Council'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 Heatherlie Homes' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

SINCLAIR Wilson

Responsibility of the Council [and Those Charged with Governance] for the Financial Report

The Council of Heatherlie Homes, is 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 ACNC Act [and the needs of the members]. The Council's responsibility also includes such internal control as the Council 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 Council is responsible for assessing Heatherlie Homes' 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 Council either intend to liquidate Heatherlie Homes, 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 Heatherlie Homes' internal control

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

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SINCLAIR Wilson

- Conclude on the appropriateness of Council's use of the going concern basis of accounting and, based on the Audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Heatherlie Homes' 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 Heatherlie Homes, 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

Dated this 1 April, 2019

257 Timor Street
Warrnambool VIC 3280

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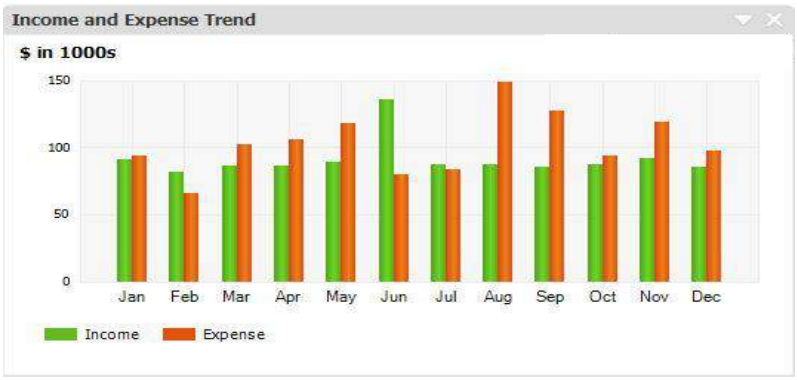
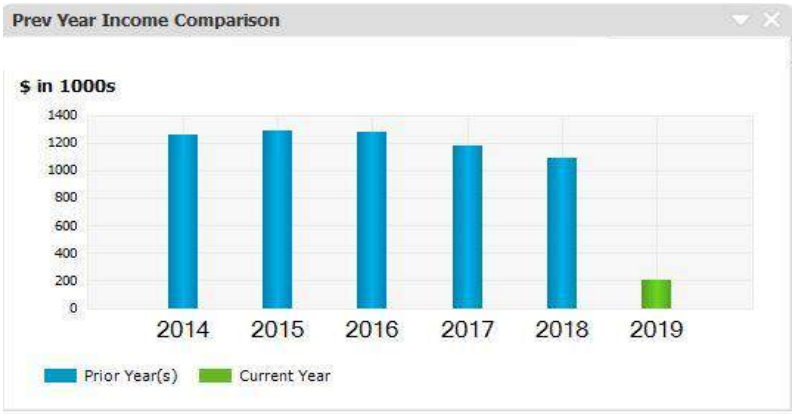
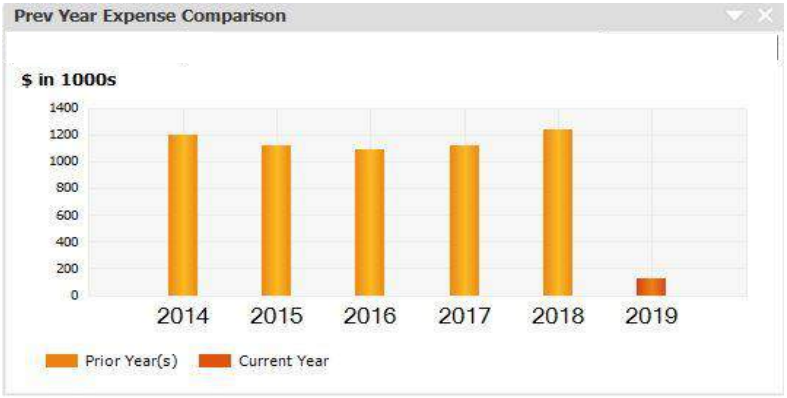
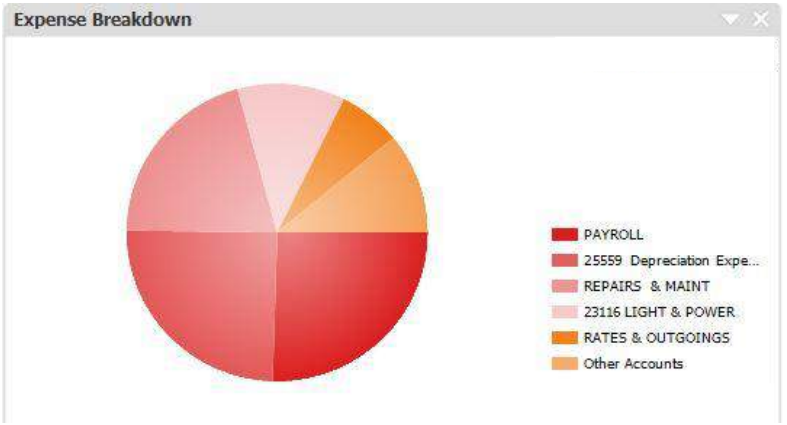
2018 Heatherlie Homes Financial and Statistical Analysis









Buildings & Grounds Committee Report

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

This year saw us busy at the Koroit St campus where we saw the construction of the eleven bay garage and storage facility at the rear of 31 Banyan Street. It is now fully occupied and no doubt much appreciated after years of long and exhaustive searches for suitable land close by to garage the extra cars at Heatherlie. Thanks must go to Charlie Armistead and Vern Robson for their many hours and persistence in dealing with the Warrnambool City Council in trying to negotiate extra parking on council land which eventually led to us being able to purchase the rear of 31 Banyan Street from the previous owner.

General maintenance items this year were the replacement of the third hot water system and hot water boiler that feeds the hydronic heaters to the front units of Koroit Street. This was because of the difficulty in being able to obtain spare parts and the nearing the end of its serviceable life.

Also this year we were unfortunate to have experienced a number of water leaks that can be best put down to the ageing copper pipes. These consisted of a leak to a shower pipe, and two leaks between two units that back onto each other, one at Koroit St and one at Christ Church Close. These leaks can be challenging to find and to repair. We thank all the occupants involved for their patience whilst the repairs were being attended to.

….Murray was kept busy…..

As in past years Murray was kept busy refurbishing, either fully or partially units as they came up, also seeing to all the residents requests as they came up, whilst Andrew worked his magic to the upper Fotheringham area reforming the gardens after the concrete paving from the previous year and has brought the whole of Heatherlie and Christ Church Close up to a pleasing high standard.

….Andrew worked his magic……

On the agenda for future works for next year is a review of security at both campuses, the construction of a canopy roof for protection from weather for the southern rear door to laundry 3B, patching and painting of the upper concrete balustrading panels and the investigating of prices for solar power panels and batteries, (future allowance, types, quality, current return on investment etc.)

Also due to the ever increasing office administration duties and the totally inadequate foyer/waiting room, office spaces and no private consultation areas, we are currently getting plans drawn up to extend the current office into the adjoining unit next door. The committee is very grateful to the affected resident and extends our thanks for the upheaval and distress in shifting. The added extra room will be much greatly appreciated by the staff and the whole of Heatherlie.

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. Sadly we accepted the resignation of Rachel Kenny and Robert Sutherland, a past convenor of this committee. Their contributions were much appreciated and will be missed.

The Building and Grounds committee for 2018 were Stephen Chenoweth (Convenor) , Charlie Armistead, Gordon McLeod, Robert Sutherland and Rachel Kenny, supported by Lyn Burns, Kathy Snell, Natalie Barker, Murray Stuchbery and Andrew O’Donnell.

Stephen Chenoweth

Buildings & Grounds committee convenor

Governance Committee Report

The Governance Committee is convened to discuss and formulate the procedural, policy and operational matters of Heatherlie's longer term existence. The smaller, more efficient forum makes recommendations to the Heatherlie Council which then decides whether or not to enact the recommendations.

In this process over 2018 the Governance committee proposed the Life memberships for Archie Graham, Jack Hazeldine, Del Clapp, Heather Hall, Isobel Jones and Hilda Graham. Those awards were made in April 2018 at the AGM.

The committee reviewed Staff Policy and Procedures and revised the documentation accordingly. We updated the 'Brief History (of Heatherlie)'. A new policy was devised to control Council members having Police and Working with Children Checks. We worked on a firm policy to give guidance to the Executive Officers around the relocation of residents within Heatherlie.

Life Memberships . . .Archie Graham, Jack Hazeldine, Del Clapp, Heather Hall, Isobel Jones, Hilda Graham

Earlier this year, the Governance committee generated some Key Performance Indicators (KPIs) against which all sub-Committee performance standards could be measured. This is to ensure that Heatherlie Council Committees operate to a high standard so that Heatherlie can be as good a home for residents as we can all make it.

As the Convenor for the Governance committee, I have to express gratitude to all members for their forbearance: I am not the most organised person, so their tolerance has been essential. Thanks is also due them for their voluntary contributions throughout the year since April 2018.

Richard Ziegeler

Governance Committee Convenor

House Management Committee Report

I am pleased to present the Annual Report of the House Management committee.

The committee discussed a wide range of issues and topics that reflect life at Heatherlie in 2018 including:

- Noise and the impact of nearby licensed venues.
- The need for respectful relations of and by residents.
- Security of residents
- Community life at Heatherlie
- The workload of our Executive Officers
- Entry to Heatherlie under the Exceptional Circumstances provision, or renting at Heatherlie in some special circumstances
- Recommending the provision of increased amenities in the Heatherlie lounges

We also recommended to Council and contributed to:

- The development of a procedure re requests to move to a different unit at Heatherlie
- The development of a policy re applications by the Exceptional Circumstances provision.
- The introduction of biennial inspections of the Units. The aim of this inspection is to observe wear and tear on the units and to ensure that any maintenance is completed as required. It also will offer residents the opportunity for a private conversation with our Executive Officers.

- That a larger office be provided to improve the working conditions of our Office Staff and to offer privacy if required.

The committee met six times during the year, but for two of these meetings, there was not a quorum.

I thank the other members of the committee: Charlie Armitstead, Lu Butler, Geoff Barker, Fran Hynes and Richard Ziegeler for their time and commitment to Heatherlie. During the year we received the resignation from Sally Hughes who had served the committee for 15 years. We thank Sally for her long term commitment to Heatherlie and for her contribution to this committee.

Helen Wilson

House Management Committee convenor

Promotions Committee Report

Because there were a number of refurbished units that had remained unoccupied for several months during the past year, Heatherlie Council decided that a revised marketing approach needed to be initiated in an endeavour to have these units occupied as quickly as possible. The new marketing approach included conducting further public open days with the much appreciated assistance of our staff, residents and volunteers; placing advertising signs at the main entrance to Heatherlie to indicate that units were available for inspection and a major project to upgrade the Heatherlie website to improve the information about Heatherlie's independent living units and inviting online enquiries during normal office hours.

…we will be able to provide quality accommodation…

These new strategies have been trialled for several months and pleasing results have been achieved through more enquiries to our staff members. Although there are some units still immediately available for occupation, it seems that the website is attracting considerable interest and through this process, it is expected that we will be able to provide quality accommodation for more new residents early in 2019.

It has not been necessary for the Promotions Committee to meet on a set schedule as the Executive Officers report progress with new applications to each bi-monthly meeting of Heatherlie Council. More extensive research will be required before any policy decisions will be formulated by Heatherlie Council regarding development of the new sites purchased at both Princess and Manifold Streets. Uniting agencies will also be consulted for guidance on current accommodation trends, especially in the metropolitan area and other major regional centres such as Geelong, Ballarat and Bendigo.

Heatherlie Council is most appreciative of the professional work of our Executive Officers who are capably supported by Natalie. Their work in keeping the website updated and sharing information on site with potential new residents, has provided encouraging results in recent months. We look forward in confidence to another successful year in 2019.

Vern Robson PSM

Promotions Committee convenor

Residents Report

This past year has been one with many outings and different activities to become involved in for the residents of Heatherlie.

A Cocktail party was held with everyone dressed to impress and lovely food to enjoy.

There was an Auction of 'Unwanted Gifts" with raised a good sum of money which was quite amazing really!

A mid-winter lunch was held in the UCA Hall with catering by the UCAF ladies. This has been a regular event for the past years.

The Daffodil Fun Day was again enjoyed by all and a sizeable donation to Peter's Project Foundation resulted.

Lenten studies have commenced again for 2019.

The 30th Anniversary of Christ Church Close was celebrated last September with visiting guests returning for the occasion, where Afternoon Tea was served.

Our Christmas lunch in the UCA Hall with the Drama Group providing entertainment, and catering was done by the UCAF ladies.

There were many outings with breakfasts, lunches, coach trips, two limousine lunch trips, to end the year.

A BBQ on New Year's Eve under the Shade Sail was a very happy and pleasant evening.

We welcomed one new resident to Heatherlie and farewelled six, four of whom moved to Residential Care. We were saddened at the sudden passing of residents Ivy Eccles and Ron Brown.

Heatherlie residents are very generous contributing donations of food to Warrnambool & District FoodShare, as well as raising funds that were donated to various charities. Craftwork created by residents is also forwarded onto very worthwhile causes.

The 30th Anniversary of Christ Church Close was celebrated last September…..

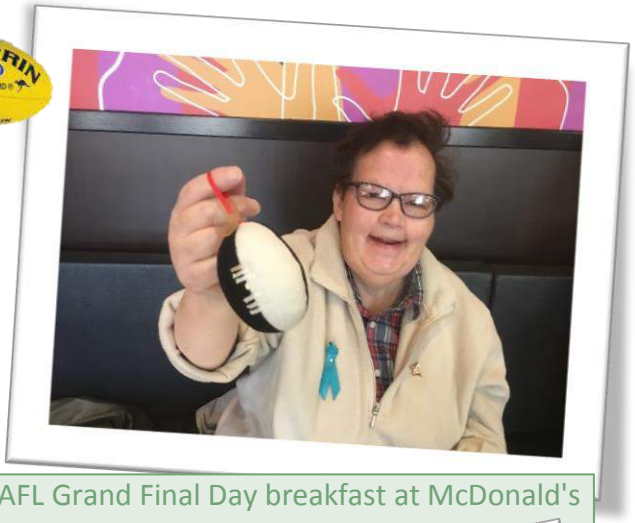
The refurbished Lounge is now enjoyed by all to use. We continue to have all of our regular monthly activities throughout the year.

To our Executive Officers and staff – our appreciation and thanks for all you do to make Heatherlie a great place to live.

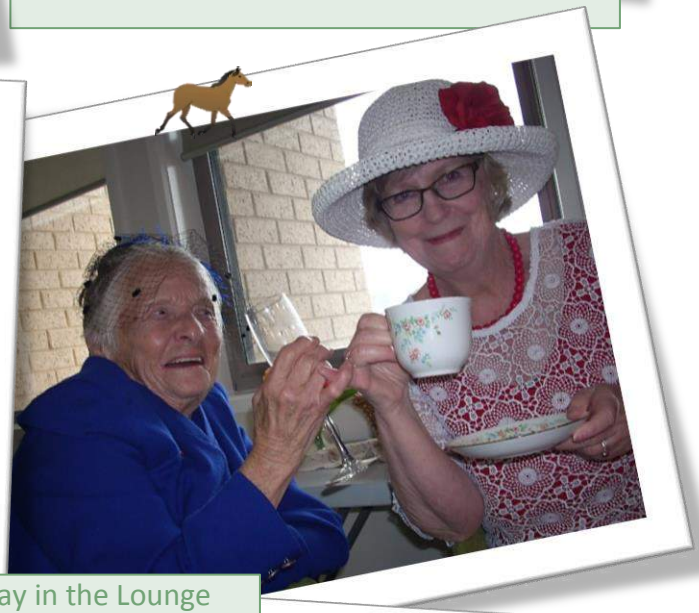
On behalf of all residents, our thanks and appreciation to Heatherlie Council for their commitment to making Heatherlie Homes a pleasant and serene place in which to live.

Diana Abraham

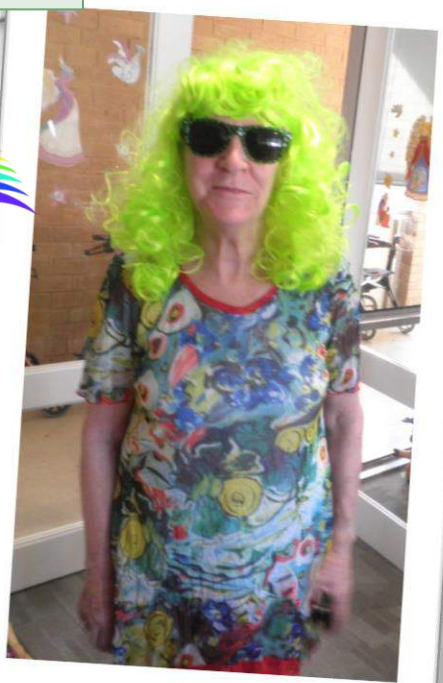
Resident Representative



AFL Grand Final Day breakfast at McDonald's



Fun and frivolity on Oaks Day in the Lounge



Loads of colour for the Rainbow Dinner December 2018

Agenda for the 2018 Annual Residents Meeting

1. **Welcome and apologies**
2. **Financial matters:**

Cash held at . . . 3/4/18			**$1,452.25**
INCOME:	Subscriptions for 2019	$ 305.00	
	Hoi	$ 130.00	
	Auction	$ 425.00	
	Cocktail Party	$ 244.00	
	Donation	$ 10.00	
TOTAL INCOME:		**$1,114.00**	**$2,566.25**
EXPENSES:	Tea, coffee, sugar, milk	$ 71.50	
	Paper plates, serviettes etc	$ 19.25	
	Plaque for Perry Cho gift	$ 24.20	
	Death notice	$ 80.00	
	Cocktail Party	$ 228.00	
	Donation: Salvos	$ 230.00	
	Donation: Food Share	$ 200.00	
	Coffee Table	$ 10.00	
	Christmas gifts to staff	$ 185.00	
	Christmas decorations	$ 93.70	
	Gifts for Christmas lunch	$ 70.60	
	Australia Day	$ 70.00	
TOTAL EXPENSES:		**$1,292.25**	**$1,274.00**
Total Cash on hand as at 25/03/2019			**$1,274.00**

3. **Refundable Ingoings**

   In 2018 there were 6 outgoing residents, 4 of whom were eligible for a refund of the remaining portion of their ingoings. The total refunded was $67,257.52

4. **Complaints Management Statement**

   There were no formal complaints using the internal resolution process in 2018.

5. **Craft Group report**

The ladies are enjoying their crafts again this year, meeting each Wednesday to chat, of course, and to knit, crochet, sew, make cards or finish off items previously begun. At present we are helping each other make Easter bonnets. We also enjoy a cup of tea each time. We meet on a Wednesday afternoon at 2pm and would welcome any other crafty folk.

Marion Williams

6. **Tai Chi Group report**

   Tai Chi is an excellent gentle exercise promoting good balance, strong bodies and controlled breathing for all ages and fitness levels.

   This past year has enabled us not only to donate funds/goods to our usual charities but also some 'new' ones. We meet on a Tuesday morning at 10am in the Lounge and encourage any resident who is curious to join – new members are always welcome.

   With a voluntary contribution of $5 per session, we managed to donate to:

   Travellers Aid, Cancer Morning Tea, Cottages By The Sea, Francis Foundation, Angel Flight, Smith Family, Emma House, Deafness Foundation and purchase six new chairs in the lounge.

   My thanks to all members who donate money/goods and lead the group when I have been absent.

   Elaine Oppenheim.

7. **Strollers Group report**

   Between 6 and 12 residents meet at the 'cross roads' at 9.30am each Monday and head up through the big laundry, past the vegetable garden and out the back of Fotheringham along the pathway to the carpark and then shops. We chat and laugh along the way whilst 'window shopping' as well. Our stroll always finishes with a cuppa at Provincial. Anyone is welcome to join in! PS if you're not sure where the 'cross roads' are, be at the Lounge at 9.30am on Monday and you'll find out!

   Marlene Bruce

8. **Bocce Group report**

   The three of us that play, Stuart, Marge and Pat, look forward to our regular Bocce days. We just love it! We really miss our team-mate Ron. We would love to have more people join us. Please come along and have some fun with us every Wednesday at 10am in the Lounge.

   Pat Roberts

9. **Planned activities for 2019**
10. **Other Business:**
11. **Meeting close:**

Reminder: to all attending this meeting to please sign the Attendance Register at the door if you haven't already done so.

Resident Activities

Residents enjoying themselves at the Cocktail Party May 2018

Winter Luncheon in the Uniting Church Hall July 2018

More food and fun at the Winter Luncheon July 2018

Daffodil Day fun and games August 2018

Daffodil Day Activities:

Stack plastic cups in a limited time

Throw bolos over ladder rungs for points

Make as many words as you can out of 'Heatherlie Homes'

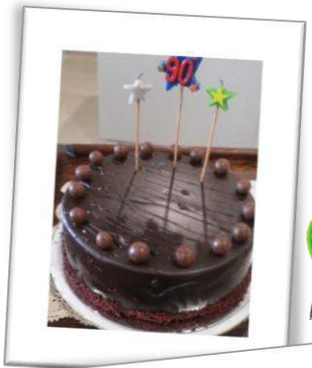
Toss the bean bag for points

Then settle back for a cuppa and a chat

On September 12 we celebrated the **30th Anniversary of Christ Church Close**. Invited guests included Mayor Robert Anderson, past B&G committee member Ron Bishop, former mayor Jack Daffy, Fr Scott Lowrey, former Heatherlie co-ordinator Katy Jeans, Noel Saffin, Mike and Liz Hall and Faye Chenoweth

Heatherlie Council member Richard Ziegeler MC'd the proceedings and current CCC residents gathered to cut the Anniversary cake.

Dorothy, Lorna and Mike poring over the photographic history of the construction of CCC



Tom Clarke & Stuart Godkin celebrated their 90th birthdays in October

2018 Resident Survey results

Each year residents are asked to respond to a survey on their satisfaction of amenities various aspects of service and at Heatherlie Homes. We received 49 responses from 77 Heatherlie residents (a 63% response which is down from last years' 78% response), and 9 responses from 11 Christ Church Close residents (an 82% response, which is slightly higher than last years' 80% response).

It was pleasing to have many residents respond so promptly to submitting their survey sheets, but disappointing that the response from Koroit street residents was less than last year. Not all surveys were named so it is possible that the newer residents felt they were not able to comment due to their short residency at Heatherlie.

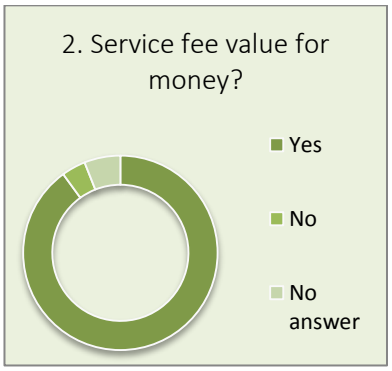
Survey results must take into account the various factors that may influence responses, such as the wording of a question, a person's frame of mind at the time, their relationship with management and/or staff, the speed with which their queries have been attended to in the past as well as their discomfort at answering a question. Some questions were not answered which has led to 'No answer's in our graph results.

An example of the survey can be found on the last page of this report.

Koroit Street responses

Q1. *"How would you describe your overall happiness at Heatherlie"*

More Christ Church Close residents expressed their overall happiness this year compared to last year which is pleasing.

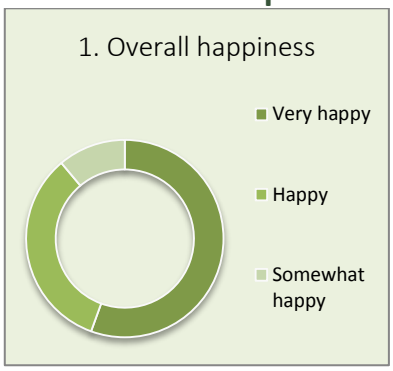


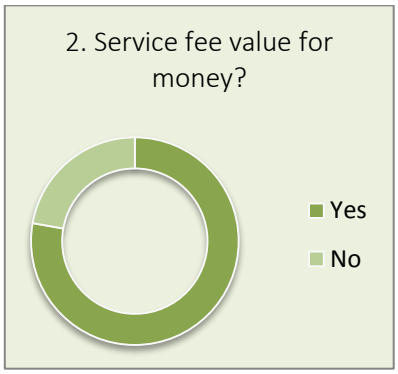
Q2. *"Do you think the monthly maintenance charge/service fee represents reasonable value for money?"*

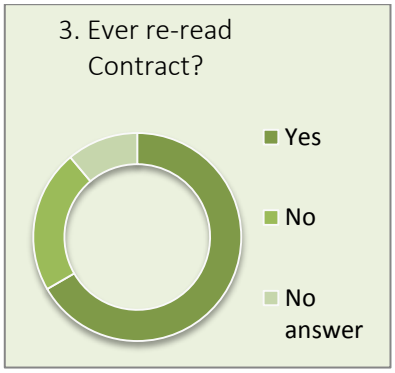
The service fee covers rates, water, electricity, maintenance and gardening, so offers value for money, which most residents agreed with.

Q3. *"Since you signed your Occupancy Agreement/ Resident Management Contract, have you ever looked at it again or re-read it to familiarize yourself with its contents?"*

Henna Street responses







Q5. *"How likely are you to recommend living at Heatherlie /Christ Church Close to family, friends or colleagues?"*

The majority of Koroit St residents appear happier to recommend retirement living t Heatherlie than their Henna St counterparts.

Comments re Q5. "How likely are you to recommend Independent Retirement Village living to family, friends or colleagues?"

Perfect position; friendly occupants; lovely gardens

Tops

We are very happy with help and support given to us here at Heatherlie

Location – CBD living – security

Location, financial – nothing comes close

Heatherlie needs a PR program to change the public perception of Heatherlie

Friendly and safe; handy to shops; chemist, groceries and Library will all deliver

I do recommend Heatherlie as a wonderful place to live

I think the gardener could do with more help; some parts do not get any care

The best option for retirement living – affordable, convenient and social

The way I've been welcomed by residents and management since coming in to Heatherlie. Close proximity to shopping centre etc

Because I love living here

Location, friendly staff, convenient lifestyle, efficient management

Being such a friendly place, residents are happy if help is needed

Have already spoken to friends about living here, some have had a look around

I am often asked how does one go about getting into Heatherlie and costings?

Heatherlie provides a happy and secure environment. Units are very comfortable amongst positive people with plenty of activities

I recommend living at Heatherlie to all of my friends

Very quiet, secure, close to services, pleasant staff, very clean

Because we think anyone would be happy to move to Heatherlie

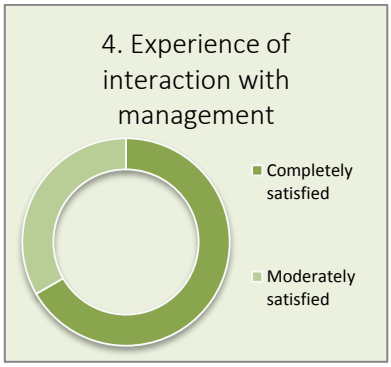
Very comfortable

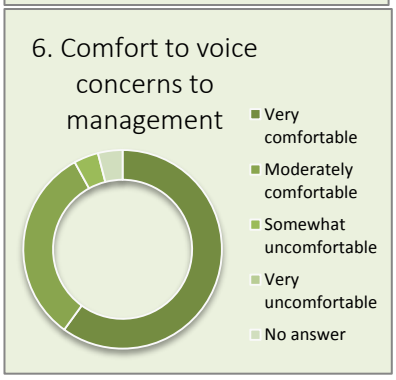
Q4. *"How would you rate your experiences of interactions with Heatherlie management?"*

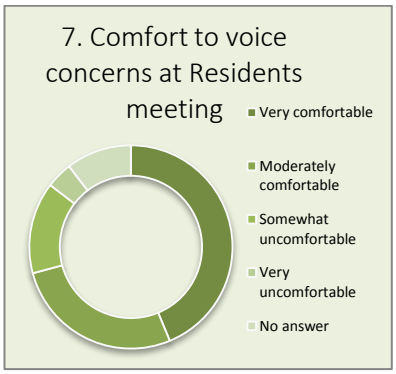
and

Q6. *"How comfortable do you feel about voicing any concerns you might have to Heatherlie management?"*

The term 'Heatherlie management' could be confusing to some, whether it related to the Executive Officers or the Heatherlie Council. The EO's are more available to speak with than representatives of the Heatherlie Council.





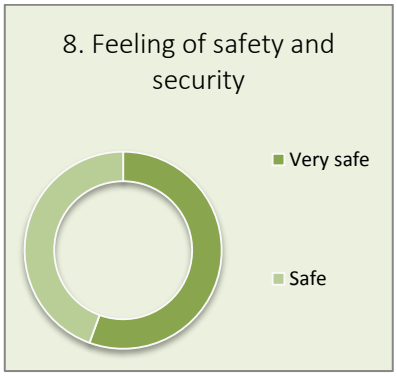


Q7. *"How comfortable do you feel about voicing any concerns you might have at the Heatherlie Residents Meeting?"*

Resident Meetings are a platform for residents to discuss issues that may concern them or to plan new activities.

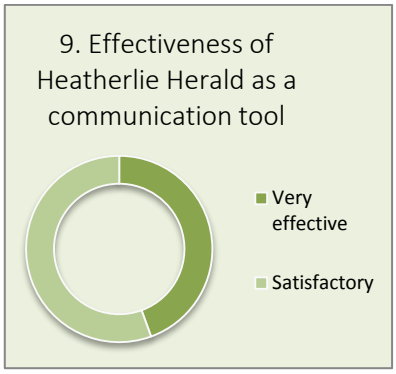
Q8. *"How safe and secure do you feel living in your unit at Heatherlie/Christ Church Close?"*

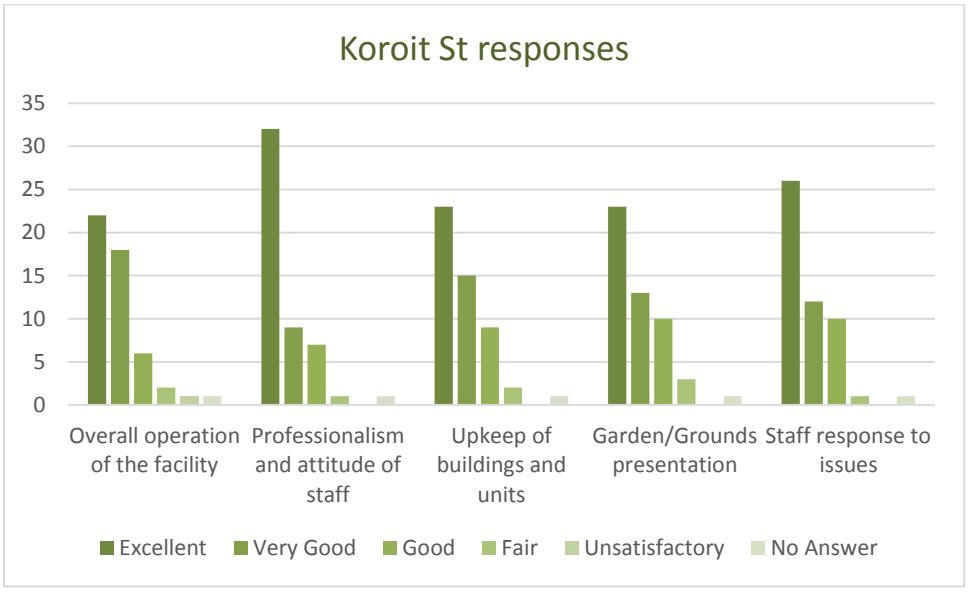
The communal style of living at Heatherlie where residents watch out for each other ensures a very safe feeling for the majority of residents.

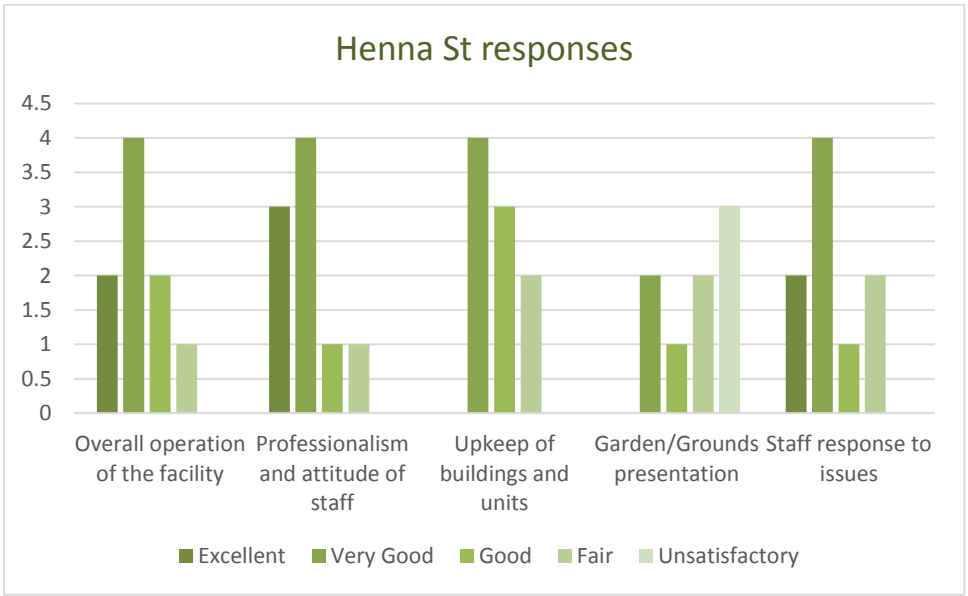


Q9. *"How effective do you find the Heatherlie Herald as a means of communication between staff and residents?"*

Most residents see the Herald as an effective means of disseminating information. Otherwise, individual letter drops or laundry board notices are used.







Further comments

One of my best decisions I have made 13 years ago; I enjoy the company of my neighbours without intrusion of privacy

I, at times, have trouble with politics eg residents

We are still very happy that we decided to make the move to Heatherlie

Extra resources required to assist with the garden maintenance (it's too much for one person) eg dead plants, pruning, replanting etc. Presentation is very important. I suggest maybe some volunteers may be able to help

The location is excellent – so close to the shops

I could not imagine living anywhere else other that here at Heatherlie

I do feel that Andrew needs help to maintain our gardens. His work load appears to be getting bigger

I feel that Andrew needs help with the garden. His job is huge – even family volunteers supervised by Andrew. He is excellent at his job and has pride in all he does

Outside walls of units here in Fotheringham in need of painting

Love everything and you too

Best thing I have ever done – I feel very happy and safe living here, so close the street and people are so friendly here

The grounds are a credit to Andrew's hard work but I feel it is too large for him on his own. I would very much like a review of the overall security of Heatherlie, Koroit Street

Long period over Christmas/New Year 10 days, with no-one in the office

I love living at Heatherlie

I have no complaints

A facility available for small handyman repairs would be appreciated

I love it. It is the best time. No money worries and a lot of new friends. Thank you for all you are doing for us

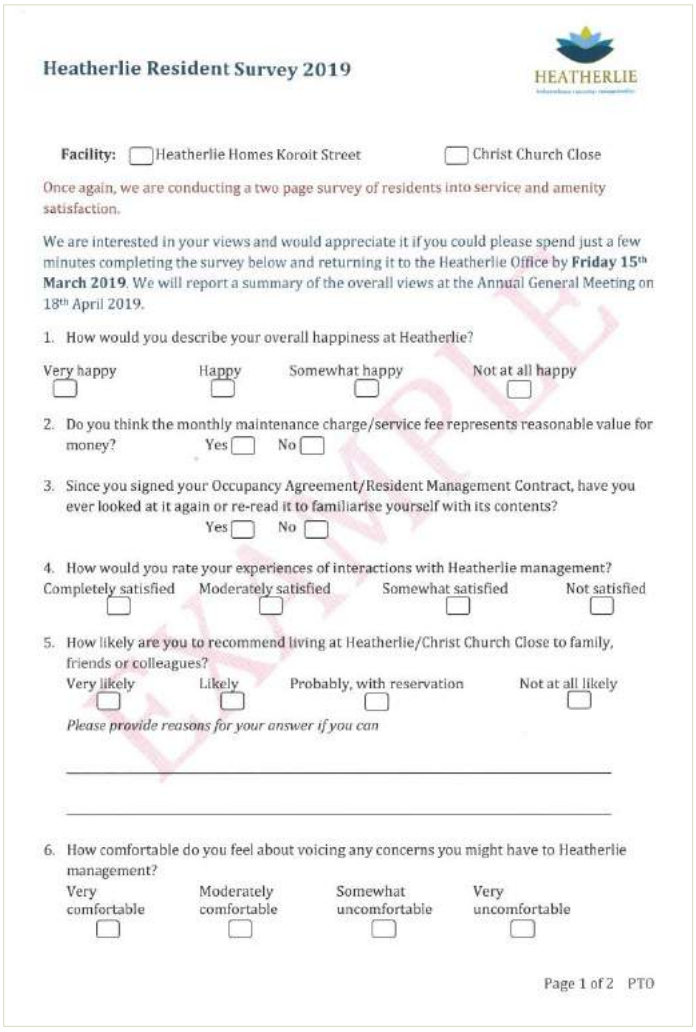
Very happy Thank you

It is exactly how and why I came to Heatherlie, a perfect model! Not beholden to shareholders of government agencies

Anything we ask for is fixed quickly

I have lived here at Heatherlie for 8 years and I always say it has been the best decision I have made

Example of 2019 Resident Survey



Heatherlie Resident Survey 2019

HEATHERLIE

Facility: ☐ Heatherlie Homes Koroit Street ☐ Christ Church Close

Once again, 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 15th March 2019**. We will report a summary of the overall views at the Annual General Meeting on 18th April 2019.

1. How would you describe your overall happiness at Heatherlie?

Very happy ☐ Happy ☐ Somewhat happy ☐ Not at all happy ☐

2. Do you think the monthly maintenance charge/service fee represents reasonable value for money? Yes ☐ No ☐

3. Since you signed your Occupancy Agreement/Resident Management Contract, have you ever looked at it again or re-read it to familiarise yourself with its contents?
Yes ☐ No ☐

4. How would you rate your experiences of interactions with Heatherlie management?
Completely satisfied ☐ Moderately satisfied ☐ Somewhat satisfied ☐ Not satisfied ☐

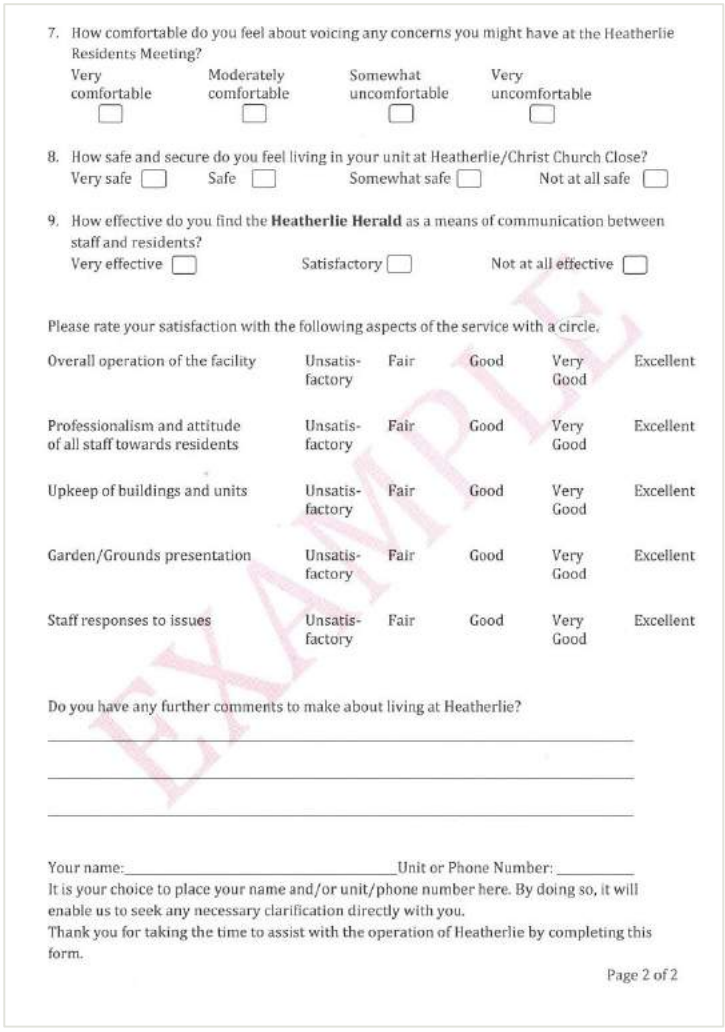
5. How likely are you to recommend living at Heatherlie/Christ Church Close to family, friends or colleagues?
Very likely ☐ Likely ☐ Probably, with reservation ☐ Not at all likely ☐
Please provide reasons for your answer if you can

_____

_____

6. How comfortable do you feel about voicing any concerns you might have to Heatherlie management?
Very comfortable ☐ Moderately comfortable ☐ Somewhat uncomfortable ☐ Very uncomfortable ☐

Page 1 of 2 PTO



7. How comfortable do you feel about voicing any concerns you might have at the Heatherlie Residents Meeting?
Very comfortable ☐ Moderately comfortable ☐ Somewhat uncomfortable ☐ Very uncomfortable ☐

8. How safe and secure do you feel living in your unit at Heatherlie/Christ Church Close?
Very safe ☐ Safe ☐ Somewhat safe ☐ Not at all safe ☐

9. How effective do you find the **Heatherlie Herald** as a means of communication between staff and residents?
Very effective ☐ Satisfactory ☐ Not at all effective ☐

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

Overall operation of the facility	Unsatis-factory	Fair	Good	Very Good	Excellent
Professionalism and attitude of all staff towards residents	Unsatis-factory	Fair	Good	Very Good	Excellent
Upkeep of buildings and units	Unsatis-factory	Fair	Good	Very Good	Excellent
Garden/Grounds presentation	Unsatis-factory	Fair	Good	Very Good	Excellent
Staff responses to issues	Unsatis-factory	Fair	Good	Very Good	Excellent

Do you have any further comments to make about living at Heatherlie?

_____

_____

_____

Your name:_____Unit or Phone Number: _____
It is your choice to place your name and/or unit/phone number here. By doing so, it will enable us to seek any necessary clarification directly with you.
Thank you for taking the time to assist with the operation of Heatherlie by completing this form.

Page 2 of 2

End of Reports

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