



Heatherlie Homes

2017 Annual Report





Heatherlie Homes

Warrnambool

Independence

Security

Companionship



Contents

<u>OUR MISSION STATEMENT</u>	<u>5</u>
<u>OUR GOALS</u>	<u>5</u>
<u>OUR COUNCIL MEMBERS</u>	<u>5</u>
<u>OUR OFFICE STAFF</u>	<u>8</u>
<u>OUR ANCILLIARY STAFF</u>	<u>9</u>
<u>MINUTES OF 2016 ANNUAL GENERAL MEETING</u>	<u>10</u>
<u>MINUTES OF THE 2016 ANNUAL HEATHERLIE RESIDENTS MEETING</u>	<u>13</u>
<u>AGENDA FOR THE THIRTY-NINTH ANNUAL GENERAL MEETING</u>	<u>14</u>
<u>ANNUAL REPORTS FOR THE YEAR ENDING 31ST DECEMBER 2017</u>	<u>16</u>
<u>AGENDA FOR THE 2017 ANNUAL RESIDENTS MEETING</u>	<u>41</u>
<u>ANNUAL RESIDENT SURVEY 2017</u>	<u>44</u>

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.

Our Council Members



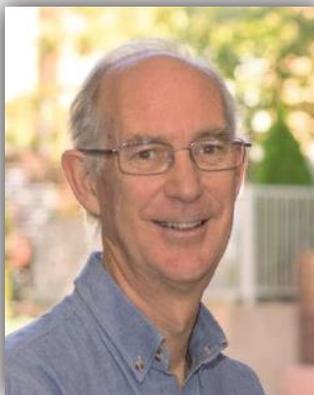
Charlie Armitstead
Chairperson

Member of all committees



Sean Delaney
Treasurer

Convenor Finance committee



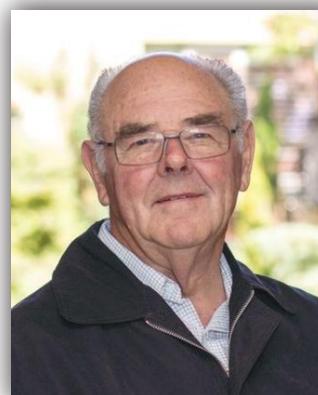
Stephen Chenoweth
*Convenor Buildings & Grounds
committee*



Richard Ziegeler
Convenor Governance committee
House Management Committee



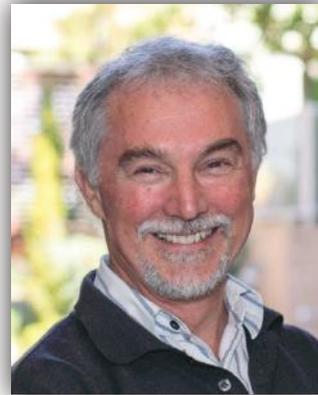
Helen Wilson
Convenor House Management Committee
Governance committee



Vern Robson
Convenor Promotions committee
Finance & Governance committees



Alex McCulloch
Council member
Finance committee



Geoff Barker
Council member
Finance committee
House Management committee



Gordon McLeod
Council member
Finance committee
House Management committee



Lu Butler
Council member
House Management committee



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 Ancillary Staff



Murray Stuchbery
Maintenance Manager



Andrew O'Donnell
Gardener/ Handyman



Nicole Sheppard
Housekeeper



Gerald Barry
Housekeeper

Minutes of 2016 Annual General Meeting

of the Heatherlie Council held on 27th April 2017 in the Heatherlie Lounge

Chairperson Charlie welcomed new Life Members Ron Bishop and Vern Robson, all guests, Heatherlie and Christ Church Close residents, Council members and staff and opened the meeting at 2.02pm

Those present:

GUESTS: Councillor Sue Cassidy, Felicity Melican (Sinclair Wilson), Fr Scott Lowrey (Anglican Church), Katrina Porter and Denise White (representing Fr Lawrie O’Toole (Catholic Church), Robert Sutherland (co-opted member Buildings & Grounds Committee)

LIFE MEMBERS: Ron Bishop and Vern Robson

HEATHERLIE COUNCILLORS: Charlie Armitstead, Lu Butler, Stephen Chenoweth, Sue Henry, John Nisbet, Richard Ziegeler

RESIDENTS: Diana Abraham, Mary Anderson, Dot Bathe, Robert and Rosemary Bayliss, Gwen Brennan, Thea Broeders, Kath Brown, Marlene Bruce, Betty Campbell, Mary Clarke, Gill Davey, Leo Dunne, Ann maree Faulkner, Joyce Findlow, Robyn Findlow, Des and Marie Flynn, Kay Fry, Stuart Godkin, Kaye Gordon, Bev Hall, Lena Hammond, Joan Hawkins, Anna Hollingsworth, Margery McDonald, Beth McOrist, Wendy Miller, Allan Mills, Colin Moore, Pat Roberts, Mary Russell, Lorraine Sharrock, Donna Shaw, Dorothy Snell, Fran Stow, Ian and Robbie Taylor, Kath Turner, Dorothea Viergever, Corinne Warren, Nancye Whiley, Marion Williams.

STAFF: Lyn Burns, Andrew O’Donnell, Murray Stuchbery

Apologies: Mayor Kylie Gaston; Rev Robyn Shackell (Anglican Church); Council members – Gordon McLeod, Bill Hickey, Helen Wilson, Sean Delaney, Alex McCulloch, Geoff Barker; Dr Karoline Gunn (Heatherlie Medical Officer); Kathy Snell (EO); Fran Hynes (co-opted member House Management committee), Val Bell, Norma Bidmade, Margaret and Ron Brown, June Cook, Joy Cooper, Wendy Crofts, Dorothy Del-Giudice, Lorna Drake, Helen Eldridge, Louise Henry, Ray Johnson, Lorna Klahn, Joyce and Ray Knights, Lillian Knowles, Eileen McArdle, Gloria McDonnell, Elaine Oppenheim, Nell Quirk, Shirley Reekie, Clare Smith, Mieke Van Zelst, Jeanette Verley

Declaration of pecuniary or other interest: Stephen Chenoweth of Chenoweth Kitchens

Minutes of the 37th Annual Meeting of 28th April 2016:

*“That the minutes are a true record of the meeting” was moved Mary Anderson, seconded Donna Shaw
CARRIED*

Business Arising from the last meeting:

- a) **Council membership:** Charlie said that ‘during the year Russell Isaac resigned unfortunately because of a health issue. Russell was our Governance committee convenor when he retired. Russell had a very successful background in administration and a great deal of common sense.

Today we lose Sue Henry. Sue is retiring today after many years of devoted service, many of them spent also as convenor of our Governance committee. Sue will be missed as she has been a great contributor at all our meetings, a person with a wealth of knowledge and experience and like Russell a person of great common sense.’

Charlie then presented Sue with a gift hamper which she accepted with grace.

Charlie continued, 'The other person to go off Council today is Bill Hickey, many of you know Bill through his computer lessons when we first got the computers. Luckily Bill is only off Council for his compulsory 1 year break after 9 years of consecutive service. Bill will remain on our Finance and Governance committees as a co opted member. So we don't actually lose his expertise for the year, he just won't be at our full Council meetings.

On the other side of the ledger Richard has been back for a full year now and has taken over the Governance Convenors job.

We are very fortunate to be able to introduce Lu Butler to you. Lu attended her first meeting today. Lu is Warrnambool's Hospice in the Home Co ordinator and a Uniting Church member whom some of you will already know. Lu is a very social welfare minded person with great compassion and I believe will fit very nicely into the Heatherlie environment.'

Lu responded, saying she was very pleased to be involved in such a unique and wonderful organisation and she looks forward to working with everyone at Heatherlie.

Charlie continued, 'Nothing much else has changed, I am still Chairman, Sean Delaney is still Treasurer.'

- b) **Committee membership:** Charlie said that all the sub-committees for 2017 were similar to last year excepting for the compulsory changes from resignations, and these were approved at the Council meeting held just prior to this AGM.

Correspondence:

Outward:

- 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 2016, request to continue as MO 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** – copy of AGM report and invitation to attend AGM
- e) **Non- Council committee members** (*Sally Hughes, Fran Hynes, Robert Sutherland*) Invitations to attend the AGM; also copies of AGM report
- f) **Robyn Shackell, Fr O'Toole, Fr Lowrey** Invitations to attend the AGM
- g) **Guest speaker** Mayor Kylie Gaston - Invitation to be a Guest speaker at the AGM
- h) **Guest speaker** Cr Sue Cassidy - Invitation to be a Guest speaker at the AGM

Inward

- a) **Stewards** – agreeing to continue in 2017 - Bev Hall, Leo Dunne & Des Flynn
- b) **Mayor Kylie Gaston** – by email - inability to be Guest Speaker or attend AGM
- c) **Dr K Gunn** – agreeing to continue as Medical Officer

*"That inwards correspondence be received and outwards correspondence be agreed" was moved
Richard Ziegeler, seconded Diana Abraham CARRIED*

1. Reports

- a. Chairperson's Report – in addition to the printed report in the AGM reports, Charlie added that the Warrnambool Uniting Church Parish Mission is being purely set up to look after

Heatherlie, who will report directly to the Parish Mission Board, then the Warrnambool Uniting church and ultimately to Synod Vic/Tas. The Parish Mission should be all set up by July 2017. In 2016 the Heatherlie Council made Life Membership awards to Ron Bishop, Robert (Bob) Barham and Vern Robson, and are currently looking into some posthumous awards. Car parking for residents is a perennial problem, but we are getting closer to finalising the rear of Francis Neoh's property on 31 Banyan Street. We are just waiting on the registration of the subdivision before settling the purchase of the property and developing plans for the new garage. It has been a fairly uneventful year, apart from the major misfortune of Kathy's accident and subsequent recuperation. We certainly wish her all the best with her impending operation and we congratulate Lyn on holding things together since Kathy's accident.

- b. Executive Officers report– as per AGM report
- c. Committee Reports:
 - i. Finance - as per AGM report
 - 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

"That all reports and financial statements as presented in the AGM report be adopted" was moved
Richard Ziegeler, seconded Ron Bishop CARRIED

Appointment of Medical Officer- Dr Karoline Gunn has agreed to continue in this role during 2017

Appointment of Auditor After calling tenders for Audit services for the next three years, Sinclair Wilson have been appointed Auditors for the years 2017, 2018 and 2019

Appointment of Resident Stewards – All three stewards have agreed to continue in this role for 2017 – Bev Hall, Des Flynn and Leo Dunne

Election of Residents Representative to Council – at the last resident's meeting Diana Abraham agreed to continue in this role for 2017

General Business – nil

Charlie then introduced guest speaker: **Cr Sue Cassidy**, newly elected to Warrnambool City Council, who spoke about the redevelopment of Liebig Street, saying that it was on target for an October 2017 finish.

Charlie then expressed thanks to Cr Sue Cassidy, presenting her with a posy of flowers together with a Heatherlie pen.

He then moved on to conduct the Annual Resident's meeting.

Minutes of the 2016 Annual Heatherlie Residents Meeting

held on 27th April 2017 after the Heatherlie Council Annual General Meeting

Chairman declared the meeting open.

1. **Welcome and apologies:** as per Heatherlie AGM of the Heatherlie Council

2. **Financial Matters**

Financial statement		
Cash held at 10/4/16		\$ 911
INCOME:		
Hoi & functions	\$2,109	
Subscriptions 2017	320	
TOTAL INCOME	<u>\$2,429</u>	<u>\$3,340</u>
EXPENSES:		
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	
TOTAL EXPENSES	<u>\$2,201</u>	<u>\$2,201</u>
Total Cash on hand as at 8 April 2017		<u>\$1,139</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 - \$200

Cottages by the Sea, SWRCC, Francis Foundation,
K&A Snell - Lions Christmas Cake
Warrnambool Parkinson Support Group - \$500
SWRCC Support Centre – large ornamental potted orchids
Deafness Foundation - \$140
Travellers Aid - \$400

Our group follows the principle of giving with respect and helping those in need – following the vision of Heatherlie.

Many thanks to all members

Elaine Oppenheim and Mary Anderson

- 8. Planned Activities for 2017** – Diana reminded residents to watch the boards in the Laundries for upcoming activities, especially those in May. Lyn added that a resident had written suggesting the purchase of pedometers, which has been met with much interest, together with the introduction of two new Bocce sets, purchased from a GMHBA grant. Residents are so enthusiastic that two mornings are now dedicated to playing Bocce in the Lounge, and pedometers are swapped over each Saturday, in the hope of gaining a prize as ‘having walked the most steps’ in a week!

9. Other Business or Questions

- a.** A question was asked about the path replacement at Fotheringham, to which Charlie replied that we had received another quote (for path replacement) today and Buildings and Grounds committee will discuss quotes at the meeting to be held next week. Fotheringham residents should be let know after that.

There being no further business, Charlie closed the meeting at 2.35pm, thanking everyone for attending, asking everyone to stay on for Afternoon Tea. Many thanks were expressed to Heatherlie residents for providing the Afternoon Tea.



Chairman Charlie Armitstead presenting gift to Guest Speaker, Cr Sue Cassidy



Chairman Charlie Armitstead presenting gift to retiring Council member, Sue Henry

Agenda for the Thirty-ninth Annual General Meeting

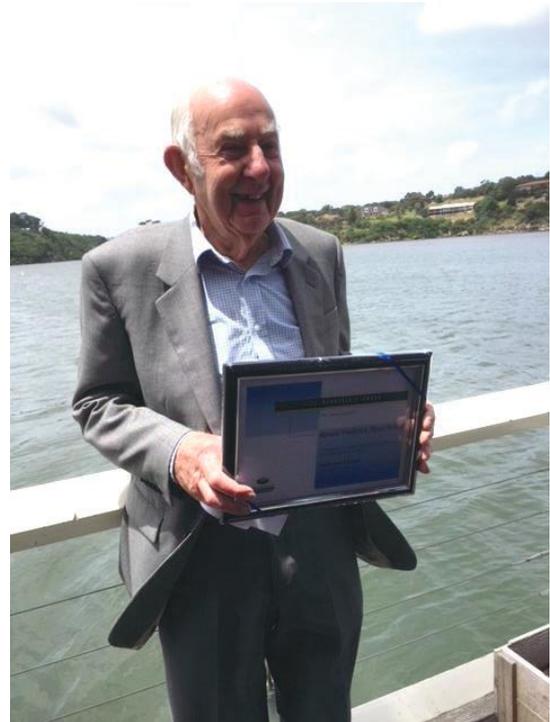
of the Heatherlie Council to be held on 26th April 2018

1. Welcome
2. Apologies
3. Declaration of pecuniary or other interest
4. Minutes of 38th Annual Meeting held 27th April 2017
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. Buildings & 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
16. Life Membership Presentations

2016 PRESENTATION OF LIFE MEMBERSHIPS



Ron Bishop proudly displaying his Life Membership certificate



A very surprised Vern Robson receiving a Life Membership certificate from Charlie Armitstead at Proudfoots on the River, in December 2016

Chairperson Charlie Armitstead with new Life Members Ron Bishop, Bob Barham and Vern Robson



Annual Reports for the year ending 31st December 2017

CHAIRPERSON'S REPORT

Heatherlie Council Membership

Heatherlie Homes was once again fortunate to have the variety of expertise the following volunteers bring to the Heatherlie Council and its sub committees:

Life Member Vern Robson, Helen Wilson, Gordon McLeod, Stephen Chenoweth Richard Ziegeler, Alex McCulloch, Sean Delaney, Geoff Barker, Lu Butler, John Nisbet, Charlie

Armitstead, Resident Representative Diana Abraham, and sub-committee co-opted members Bill Hickey, Robert Sutherland and Fran Hynes.

I would like to thank John Nisbet who resigned during the year for his many years of service and especially for his work on the Buildings and Grounds Committee.

We will regain the services of Bill Hickey in 2018 after his compulsory twelve months break and Rachel Kenny has agreed to become a Council member. Rachel is an Occupational Therapist whose talents will be a welcome addition to our Council.

Governance

The governance committee under the leadership of Richard Ziegeler has been very active updating the Staff Policy and Procedure manual, changes to Resident Contract Schedule 6 by-laws, changes to the five year strategic plan and life membership nominations.

I incorrectly reported in the 2016 chairman's report that Bob Barham, Ron Bishop and Vern Robson were the first life memberships awarded by Heatherlie Homes when in fact Hilda Graham and Isobel Jones had been awarded life memberships many years ago but had not been recognised anywhere. This has now been rectified with both names displayed on our new honour board alongside our more recently awarded life members.

A special thankyou goes to Alex McCulloch, Vern Robson and Peter Crabbe for the work done on the Uniting Church Parish Mission Constitution. This was a very important issue for Heatherlie as the Parish Mission is being set up initially to allow Heatherlie to remain under its present structure.

Buildings and Grounds

As in past years the buildings and grounds committee which meets monthly to oversee all the maintenance, refurbishments, security, and the gardens and paths have been very busy and well led by convenor Stephen Chenoweth.

Some of the projects handled by the committee this past year were increased security with more cameras installed, path replacement at Fotheringham wing, painting of the exterior of Koroit street complex, new heating system at Christ Church Close lounge and the usual refurbishments as units became vacant.

The lounge upgrade with new lighting, a repaint and a storage facility for tables and chairs to be completed prior to the AGM.

The planning permit, architectural drawings and engineering plans are completed for the building of an eleven bay carpark and storage facility at the rear of 31 Banyan Street. This project will be put out to tender after the Warrnambool City Council remove the small garages in front of the proposed building.

During the year a small task group was set up for the commencement of the future Princess Street bowling green site development. Heatherlie Homes has commissioned local architect Neil Holland to ascertain what is possible on the site and to provide concept drawings for consideration.

House Management

The house management committee's purpose is to support the staff in catering for the interests of our residents and to look after the wellbeing of the staff themselves. The committee convenor Helen Wilson and the committee meets bi-monthly or as required.

During this past year a Terms of Reference policy was introduced to give more structure and guide lines for members to follow and as with all governance it is a work in progress which requires appraisal and updating regularly, this is especially so for the House Management and Governance committees.

Finance

The finances for the year have ended in a reasonable position with total equity increasing by \$64,000. This result can be considered satisfactory given the number of vacant units and the impact that low interest rates have on funds held in the UCA trust account.

As treasurer and finance committee convenor Sean Delaney calls meetings bi-monthly prior to the full Council meetings.

A full audited report comprising the balance sheet and profit and loss is enclosed with the annual report.

Promotions

Fortunately the promotions committee has had very little to do over the past few years with Heatherlie running at near capacity. However with the recent increase in vacant units we will be increasing the work load of this committee with planned 'Open Days' on the agenda. As always we rely on our residents to be ambassadors promoting Heatherlie at every opportunity as it is in all our interests to have all our units occupied.

I take this opportunity to thank all our staff for a job well done and to thank the Heatherlie Councillors for their contribution and a special thank you to our committee convenors and to our co-opted committee members.

A special thankyou to our stewards Bev Hall, Leo Dunne and Des Flynn for making themselves available for what is a very important role in the Heatherlie community.

We look forward to 2018 with optimism.

Charlie Armitstead

Chairperson

EXECUTIVE OFFICERS REPORT

2017 was one of the busiest years for resident movement at Heatherlie. We welcomed nine new residents including two couples who moved into seven refreshed or fully renovated units. We said goodbye to eight residents who moved in to residential care, and attended the funerals of a further three residents who passed away during the year.

We joyfully celebrated eight residents turning 80 and two who turned 90! The average age of all the residents at Heatherlie in 2017 was 80.33 years.

Heatherlie hosted a Warrnambool City Council Accommodation Tour in March 2017, where a small number of participants were shown all the other retirement villages and nursing homes in Warrnambool. 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 beautiful luncheons at the Warrnambool Uniting Church provided by the UCAF for Heatherlie residents for the Winter Smorgasbord and Annual Christmas Lunch. Heatherlie staff hosted Cup Day celebrations in the Lounge with a 2 course meal and Cup Day frivolities making the day enjoyable for all those who attended. Pancake Day was celebrated with tasty pancakes and toppings, raising funds for the Peters Project Foundation.

Murray was kept tapping during the year with four full unit refurbishments, five units that were partly refurbished and four units with minor facelifts. He also tended promptly to the daily maintenance requests and was ably backed up by Andrew when Murray was unavailable. Andrew has also maintained the Heatherlie and Christ Church Close gardens to the high standard that we have come to expect.

Housekeepers Nicole and Gerald have blended in well to the Heatherlie community and over the year have built up a wonderful clientele between them, keeping residents very happy with their regular or impromptu unit cleans. Nicole has had health issues over the year and Gerald willingly stepped up to cover for her. Sympathies are extended to Nicole and Gerald on the recent loss of family members. 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.

All employees at Heatherlie work very well together and it is a pleasure to work in a great team. Our fellow staff members are to be praised for their work and assistance throughout the year. We are all grateful for the support of wonderful people on our Council and Committees which makes Heatherlie a satisfying workplace, and we are honoured to be a part of this great facility.

Kathy Snell & 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 \$413,164 (compared to a net surplus in the 2016 year of \$190,825).

Income for the year decreased to \$1,184,005 (compared to \$1,270,939 in 2016). The decrease for the year was primarily attributable to a reduction in Ingoing Drawdowns.

The total expenditure for the year decreased by \$309,273, to \$770,841 for the 2017 year. The major reduction was caused by an adjustment to depreciation recommended by the auditors of Heatherlie to exclude the land component of the properties from the depreciation calculation.

Summary of Financial Position

The Statement of Financial Position discloses the assets and liabilities of Heatherlie Home as at 31 December 2017. This statement discloses net assets of \$18,785,717. This figure has increased as a result of the net surplus recorded for the 2017 year.

Cash reserves increased slightly during the 2017 year to \$3,770,798 (up \$317,475).

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, 2017

	Note	2017 \$	2016 \$
INCOME			
Ingoings		345,504	419,918
Maintenance and Recovered Maintenance		722,203	730,527
Interest Received	2	93,091	102,219
Labour Hire Services		576	5,136
Other		22,631	13,139
		<u>1,184,005</u>	<u>1,270,939</u>
EXPENDITURE			
Bank Charges		1,028	1,315
Cleaning		10,976	11,801
Computer Expenses/Internet Fees		1,606	1,609
Donations		2,259	2,133
Gardening Services		3,630	2,190
Gardening Supplies		5,000	5,381
General Expenses		5,755	5,120
Insurance		41,451	26,789
Resident Insurance Reimbursement		4,200	4,650
Legal Fees		-	2,500
Light & Power		129,396	121,651
Payroll Costs		267,102	273,875
Permits, Licences & Fees		5,891	5,170
Postage		963	493
Printing, Stationery & Advertising		10,149	12,380
Professional Fees - Accounting and Audit		12,208	13,295
Rates & Outgoings		83,460	78,116
Safety Services		9,390	6,291
Telephone		2,863	2,943
Travelling Expenses		639	627
UCA - Aged Care Unit Agency Contribution		3,676	7,352
Uniforms		1,372	891
Wardens' Allowance		3,000	3,500
Website Maintenance		924	180
Workshop tools and equipment		11,281	6,480
Total Operating Expenses		<u>618,019</u>	<u>596,732</u>
SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION		<u>565,986</u>	<u>674,207</u>
Less: Repairs and Refurbishments		225,160	179,836
Less: Depreciation	(1)e	<u>(72,338)</u>	<u>303,546</u>
		152,822	483,382
SURPLUS / (DEFICIT) FOR THE YEAR ENDED		<u>413,164</u>	<u>190,825</u>

The accompanying notes form part of these financial statements

HEATHERLIE HOMES
STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER, 2017

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cash and Cash Equivalents	3	3,770,798	3,453,323
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		11,720	12,926
Sundry Debtor		788	570
		<u>3,783,385</u>	<u>3,466,918</u>
NON CURRENT ASSETS			
Property, Plant and Equipment	4	17,812,259	17,476,103
TOTAL ASSETS		<u>21,595,644</u>	<u>20,943,021</u>
CURRENT LIABILITIES			
Trade Creditors and other payables	5	34,648	39,086
Provision for Annual Leave		35,259	30,598
Provision for Long Service Leave		28,230	28,742
		<u>98,137</u>	<u>98,426</u>
NON-CURRENT LIABILITIES			
Residents Bonds and Deposits (refundable)		1,450,000	1,435,000
Garage and Air Conditioning Bonds		160,500	145,000
Residents Ingoing Contributions		1,094,277	887,649
Provision for Long Service Leave		7,013	4,393
		<u>2,711,790</u>	<u>2,472,042</u>
TOTAL LIABILITIES		<u>2,809,927</u>	<u>2,570,468</u>
NET ASSETS		<u>18,785,717</u>	<u>18,372,553</u>
MEMBERS FUNDS AND RESERVES			
Asset Revaluation Reserve		14,016,228	14,016,228
Members Funds		4,769,489	4,356,325
		<u>18,785,717</u>	<u>18,372,553</u>

The accompanying notes form part of these financial statements

HEATHERLIE HOMES
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 DECEMBER, 2017

	Note	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
Balance at 31 December, 2015		4,165,500	14,016,228	18,181,728
Surplus / (Deficit) for the year		190,825	-	190,825
Transfers to and from reserves		-	-	-
Balance at 31 December, 2016		<u>4,356,325</u>	<u>14,016,228</u>	<u>18,372,553</u>
Surplus / (Deficit) for the year		413,164	-	413,164
Transfers to and from reserves		-	-	-
Balance at 31 December, 2017		<u>4,769,489</u>	<u>14,016,228</u>	<u>18,785,717</u>

The accompanying notes form part of these financial statements

HEATHERLIE HOMES
STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 31 DECEMBER, 2017

	Note	2017 \$	2016 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from operating activities		1,091,922	1,173,771
Interest received		93,091	102,219
Payments to suppliers and employees		<u>(840,848)</u>	<u>(772,200)</u>
Net cash provided by operating activities	6	<u>344,165</u>	<u>503,790</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for Property, plant and equipment		<u>(263,818)</u>	<u>(382,535)</u>
Net cash provided by investing activities		<u>(263,818)</u>	<u>(382,535)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(Decrease) in Resident Bonds and Deposits Liability		30,500	(25,460)
Increase/(Decrease) in Residents Ingoing Contributions		<u>206,628</u>	<u>(293,414)</u>
Net cash provided by Financing activities		<u>237,128</u>	<u>(318,874)</u>
Net increase in cash held		317,475	(197,619)
Cash at beginning of year		<u>3,453,323</u>	<u>3,650,942</u>
Cash at end of the year ending 31 December, 2017	3	<u>3,770,798</u>	<u>3,453,323</u>

The accompanying notes form part of these financial statements

HEATHERLIE HOMES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER, 2017

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, 2017

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, 2017

	2017	2016
	\$	\$
Note 2. Interest Received		
Interest		
Bank	45	71
UCA	91,809	102,148
Residents interest payable on unpaid ingoing bonds	1,237	-
	<u>93,091</u>	<u>102,219</u>
Note 3. Cash & Cash Equivalents		
Uniting Church Cash Management - 103488003	6,963	6,786
Uniting Church Cash Development - 105700009	3,579	3,497
Uniting Church Investment Services - Residents Ingoings	3,716,536	3,397,273
ANZ Bank Cheque Account	37,984	38,093
ANZ Business Credit Card	-	1,007
Commonwealth Bank Cheque Account	5,736	6,667
	<u>3,770,798</u>	<u>3,453,323</u>
Note 4. Property, Plant & Equipment		
Henna St - Buildings at Heatherlie Council valuation	** 1,600,000	1,600,000
Henna St - Improvements	6,755	6,755
Less: Accumulated Depreciation	(137,313)	(112,638)
	<u>1,469,442</u>	<u>1,494,117</u>
Koroit St - Land at Heatherlie Council valuation	** 2,906,250	-
Koroit St - Buildings at Heatherlie Council valuation	12,593,750	15,500,000
Less: Accumulated Depreciation	(944,531)	(1,085,000)
	<u>14,555,469</u>	<u>14,415,000</u>
Building Improvements at cost	571,465	559,791
Less: Accumulated Depreciation	(155,881)	(121,491)
	<u>415,584</u>	<u>438,300</u>
Plant & Equipment at Cost	178,787	162,381
Less: Accumulated Depreciation	(118,540)	(109,475)
	<u>60,247</u>	<u>52,906</u>
27-29 Princess Street Land	700,000	700,000
6a Manifold Street Land	322,682	322,682
Rear Banyan Street Land and Development Costs	253,390	53,098
Rear Banyan Street Land and Development Costs	35,445	-
	<u>288,835</u>	<u>53,098</u>
	<u>17,812,259</u>	<u>17,476,103</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. An updated appraisal from Homeseeka dated 4 April, 2018 indicated the carrying value was not impaired.

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

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2017

	2017	2016
	\$	\$
Note 5. Trade Creditors and Other Payables		
Trade Creditors and accruals	23,562	33,377
Payroll Liabilities	8,222	5,709
ANZ Business Credit Card	2,864	-
	<u>34,648</u>	<u>39,086</u>

Note 6. Cash Flow Information**Reconciliation of Cash flows from Operations with profit**

Profit / (Loss)	413,164	190,825
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	(72,338)	303,546
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	1,008	5,051
Increase/(Decrease) in payables	223	(3,449)
Increase/(Decrease) in other provisions	2,108	7,817
Cash flows from operations	<u>344,165</u>	<u>503,790</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 would materially affect the financial statement at 31 December, 2017.

Note 9. Related Party Transactions

Refurbishment costs of \$28,590 including GST were paid to Chenoweth Kitchens of which Steve Chenoweth is a proprietor and also a member of the Council. There was also \$9,713 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, 2017 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 Member:



Dated this 10th day of April, 2018

Warrnambool
257 Timor Street
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
72 Henry 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

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, 2017, 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, 2017 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 of 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.

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.

SINCLAIRWilson

- 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 11 April, 2018

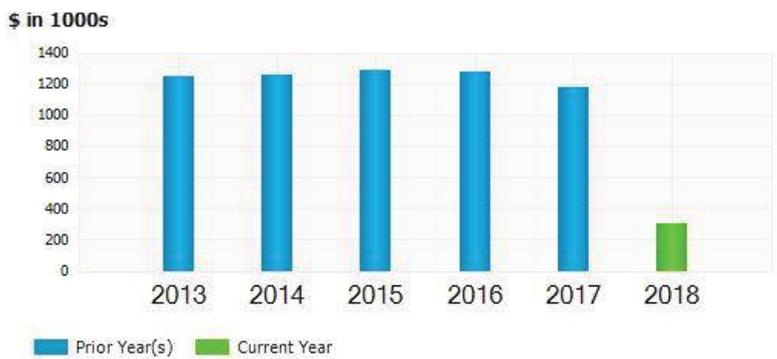
257 Timor Street
Warrnambool VIC 3280

2017 HEATHERLIE HOMES FINANCIAL AND STATISTICAL ANALYSIS

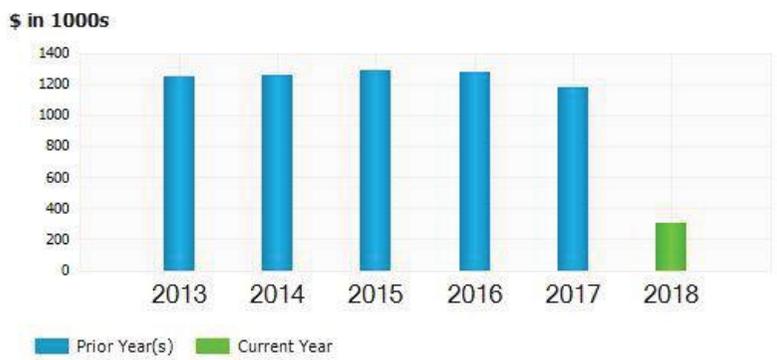
Income and Expense Trend



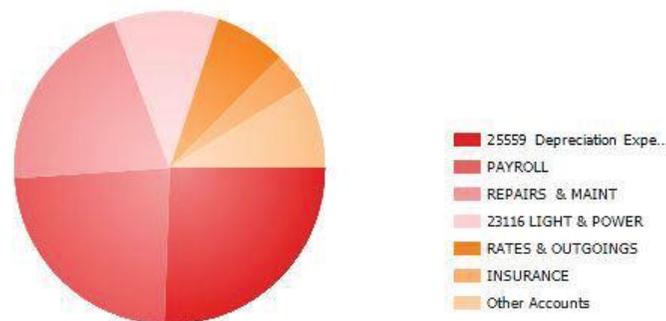
Prev Year Income Comparison



Prev Year Income Comparison



Expense Breakdown



BUILDINGS & GROUNDS COMMITTEE REPORT

Once again the Building & 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 the Koroit St campus where we saw the completion of the contract to repaint the exterior of the units. Due to a request from the occupants of unit 114 we installed a new bathroom window to let natural light in and brighten up the bathroom, and this was much appreciated by them. We also replaced the exterior steps and hand rail to the rear of laundry 3A beneath the vegetable garden. Thanks to the Tia Chi group we now have two new park benches installed in the Tia Chi garden area.

Replacement of the old concrete pavers with new concrete kerbing and paving to the upper Fotheringham area has now been completed with the lighting now being done, after which Andrew can then work his magic and give the gardens a make-over which should bring the whole of the Heatherlie grounds up to a pleasing high standard.

In consultation with the residents' concerns about the lounge room condition you will note that we have refurbished the room that now includes a screen wall to hide the tables and chairs and provide wall space for the new TV screen and sound system. Improved new lighting has also been installed.

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 has been done and permits obtained. Now that the Warrnambool City Council has finally removed their garages we can now put the garage project out to tender once the engineering has been finalised. Thanks must go to our chairman Charlie for the many hours of negotiations with the previous owner of the land and the Warrnambool City Council.



A refurbished kitchen

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.



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 John Nisbet, His contribution was much appreciated and will be missed.

The Building and Grounds committee for 2017 were Stephen Chenoweth (Convenor), Charlie Armistead, Gordon McLeod, Robert Sutherland, John Nisbet, supported by Lyn Burns, Kathy Snell, Murry Stuchbery and Andrew O'Donnell.

Stephen Chenoweth

Convenor of Buildings & Grounds Committee

GOVERNANCE COMMITTEE REPORT

Committee: Alex McCulloch; Helen Wilson; Vern Robson; Bill Hickey; Charlie Armitstead; Convenor Richard Ziegeler

The Governance Committee is charged with the responsibility of overseeing the bureaucratic process of the Council. It has the job of reviewing and creating policy, formulating protocols and processes and ensuring that all of these comply with the Law and with the requirements of our Uniting Church Auspice.

The Rules and Regulations of a place like Heatherlie form a living and dynamic document which must remain relevant and accurate. Rather than the entire Council being burdened with these time-consuming and exacting tasks, Governance attends to them and makes relevant recommendations that the Council then endorses.

Thus Governance has worked on the following important jobs over the last twelve months:

- Overseen the Honour Board which lists the people who have been awarded Life Member status for their invaluable contributions to Heatherlie.
- Conducted the Staff Appraisals which are annual reviews of the performance of Heatherlie staff members. These appraisals are a regular evaluation of how well the staff do their jobs, how they can improve and ensure that they have job satisfaction. They represent the expectation that staff can improve and expand their skills and self-development to Heatherlie's advantage.
- Reviewed several forms and documents to make sure that they are as accurate and succinct as they need to be. Heatherlie can reflect proudly that its documentation is up to date, that policies and protocols have been honed and modified to a point where we only need minor changes from time to time and that paperwork is kept to a sensible minimum and that all of it is in plain language understood by the majority of residents. For example, we have reviewed and edited some of the Heatherlie By-Laws, including that which concerns the responsible consumption of alcohol on the premises.
- Modified and generated new aspects of the five-year plan by which the Heatherlie Council determines its notional direction for the future, always steering our path to keep Heatherlie's direction faithful to its mission.

Governance has met and operated throughout the year true to its designated role. Committee members have contributed selflessly and conscientiously and the tenor of all meetings has been one of harmonious debate and decision. This has ensured that a considerable workload has been undertaken and completed.

As Convenor I thank the members for their contributions for 2018. They are to be admired for their focus, intelligence and willingness to resist the modern tendency towards blizzards of documentation. Heatherlie is able to expend its resources more fully to consolidating itself as a happy, easy home for its residents.

Richard Ziegeler

Convenor of Governance Committee

HOUSE MANAGEMENT COMMITTEE REPORT

The House Management sub-committee has met three times during 2017. It was decided in the second half of 2017 that the sub-committee should meet on a more regular basis, rather than meeting only when there is an urgent matter that requires attention.

The sub-committee spent time reviewing the Terms of Reference for the committee and established eligibility criteria for people becoming residents of Heatherlie under the Exceptional Circumstances provision. These documents will be presented at the first meeting of the Heatherlie Council in 2018 for ratification.

The committee again interviewed applicants to Heatherlie as required. They also considered the work load of our Executive Officers and made suggestions to streamline processes.

The sub-committee welcomes Lu Butler as a member and has benefited from her expertise in adult education and in-home palliative care. After serving on the committee for many years, Gordon McLeod transferred to the Building and Grounds committee. We thank Gordon for sharing his expertise and for his practical and kind approach to any situations that arose.

Members also thank our Executive Officers, Kathy and Lyn, for their work at Heatherlie Homes. We have been fortunate to have people of their calibre at Heatherlie.

Helen Wilson

Convenor of House Management Committee

PROMOTIONS COMMITTEE REPORT

The very functional system of being able to delegate to our Executive Officers the responsibility for immediately processing applications from new residents for our independent living units, has continued to operate successfully. One major disappointment has been the fact that towards the end of 2017, Heatherlie Homes lost several residents either through transfer to hospital, higher level nursing care or through the untimely deaths of long established residents.

As a consequence of these circumstances, several units have been listed for refurbishment. Although two fully refurbished units have been available for occupation for several weeks, persons on the waiting list for units have deferred taking action to become Heatherlie residents. It is planned that a public Open Day will be arranged at the Koroit Street complex, either late in February or early in March 2018, as a means of promoting Heatherlie Homes to the wider community and ensuring that all units that are currently being refurbished will then become occupied.



Heatherlie's Open Day advertising

Our past experiences have shown that the best form of promotion for Heatherlie Homes comes from our existing residents who are able to positively share their changed lifestyle experiences with potential new residents. Until all refurbished units can be allocated and occupied, it is likely that Heatherlie Council may decide to defer the major promotion that will be required once more detailed planning commences for the next stage development of the land already purchased in Manifold Street. Thanks are again recorded to our Executive Officers and Heatherlie staff members for their efficient co-ordination in having vacant units quickly refurbished to enable potential new residents to submit their applications for consideration.

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. It is expected that the Promotions Committee will need to meet more regularly during 2018 to ensure that new residents can be encouraged to make their move to independent living in a safe and friendly environment, close to Warrnambool's central business area and services.



Welcome greeting to visitors on Open Day

Vern Robson

Convenor of Promotions Committee

RESIDENTS REPORT

Our quarterly meetings were well attended. We look forward to again having our Executive Officers, Kathy and Lyn, present at our meeting, bringing updates and information to us.

There has been a full year of activities and entertainment. Nancye Whiley took over the role of Events Organiser from Mieke Van Zelst, who had done a wonderful job for the past seven years.

Many dining out occasions with breakfasts, lunches, coffee and special celebrations on Australia Day, Queen's Birthday, Grand Final AFL, a Melbourne Cup Day luncheon hosted by staff with sweeps etc.

A Winter Smorgasbord in the Uniting Church Hall with entertainment by the Drama Group, the Christmas Lunch also catered by the UCAF and followed with entertainment by the staff participating with the Drama Group.

A Progressive Dinner in December was a very pleasant occasion. Prior to Christmas, The Salvation Army Band played under The Sail.

Bus trips were to Daylesford, and an overnight stay taking in Puffing Billy, The Cuckoo Restaurant and Yarra Valley Market. Also, a trip to Portland and Cape Bridgewater. Pancakes on Shrove Tuesday cooked by Kathy, Lyn and Murray were enjoyed by all.

A Morning Tea Fundraiser for Cancer Council, residents continue to enjoy the usual weekly events of Euchre, Hoi, Canasta, Exercises, Walkers' Group, Bocce, Men's Chat, Happy Hour, Tai Chi and Craft Group.

Monthly Communion Services were conducted by Father Scott Lowrey from the Anglican Church and Pastor Robyn Shackell led Lenten studies.



Lorraine Sharrock celebrating her 94th birthday



Residents were saddened at the passing of Ivy Tindall, a resident of 38 years at Heatherlie, also Ivy Eccles, a resident of Christ Church Close, a former Steward and Resident Observer.

Heatherlie residents are looking forward to the Lounge refurbishment being completed. They do enjoy the peace and tranquillity of the gardens.

To our Executive Officers and staff, our appreciation and thanks for all you do tending to our needs and requests.

On behalf of residents, our thanks and appreciation to Heatherlie Council for their commitment to Heatherlie Homes.

Diana Abraham

Resident Representative



Anyone for Bocce?

March 2017 saw the first game of Bocce played in the Lounge, due to a generous donation from GMHBA.

Kathy and Lyn pictured with GMHBA manager, Janine Richardson.



Residents chose to enjoy Melbourne Cup Day 2017 by dressing-up in Cup outfits and fancy hats.





Feasting and fun at the Progressive Dinner



Agenda for the 2017 Annual Residents Meeting

1. Welcome and apologies
2. 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:	<u>\$ 990.00</u>	<u>\$2,219.00</u>

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	<u>\$ 676.75</u>	<u>\$1,452.25</u>

Total Cash on hand as at 3/4/2018 \$1,452.25

3. 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.

4. Complaints Management Statement

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

5. 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.

6. 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

7. Tai Chi Group Report

Into our fourth year, the group has increased and benefitted 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

8. 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

9. 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



10.Planned Activities for 2018

11.Other Business:

12.Meeting close:

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

Christmas Lunch in the Uniting Church Hall, provided by the UCAF ladies





Drama group and choir at the Christmas Lunch held at the Uniting Church Hall

Heatherlie Staff in the 'Grease' sketch.

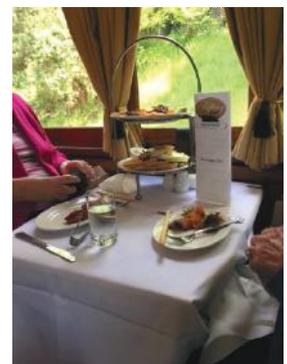




Excited residents waiting for the coach to take them for a weekend in Melbourne, including the Cuckoo Restaurant and Puffing Billy in the Dandenongs.



Dining in style on the Puffing Billy



Annual Resident Survey

Each resident from both complexes have the opportunity to give responses to an annual survey of their satisfaction of various aspects of service and amenities, an example of which can be found at the end of this annual report. As well, they have the opportunity to offer suggestions for improvement. The survey that was circulated this year asked residents different questions to previous surveys with responses in a different format. Due to an administration mix-up, the survey was distributed five days after the requested return date, which confused some people. However, we received a 78% response from Koroit Street residents (compared to 74% last year) and an 80% response from Christ Church Close residents, a pleasing increase from last year.

As with any survey, it must be remembered that there are various factors that may influence a person's response – length of survey, the wording of questions, the mood they are in at the time, the feeling that they need to say the 'right' thing, discomfort at answering a particular question – leading to 'nil responses'.

Unless otherwise indicated, responses from Koroit Street residents appear on the left side of the page and responses from Henna Street residents appear on the right.

Koroit Street responses



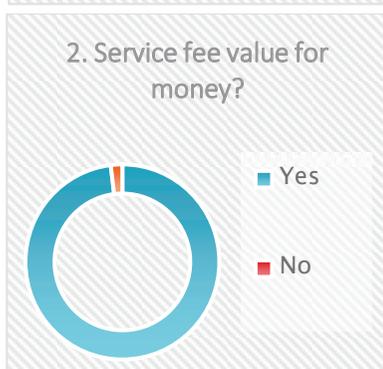
Some of the new questions in this year's survey covered aspects such as resident's overall happiness at living at Heatherlie, their feeling of safety and security, together with their comfort at being able to comfortably voice any concerns to Heatherlie management and/or at the Residents Meeting.

Close to 73% of respondents from Koroit Street indicated they were **very happy** at Heatherlie. This was evidenced by the 83% who indicated they felt safe and secure living in their unit. Only 38% of Henna Street residents indicated they were **very happy**, with 62% saying they were **happy**, despite 63% stating they felt safe and secure living in their unit at Christ Church Close.

The majority of respondents from both sites felt **completely satisfied** in their interaction with Heatherlie management, but Christ Church Close residents were less comfortable in voicing concerns to management. The Heatherlie office, situated at Koroit Street, is open 9-5 from Monday to

Henna Street responses



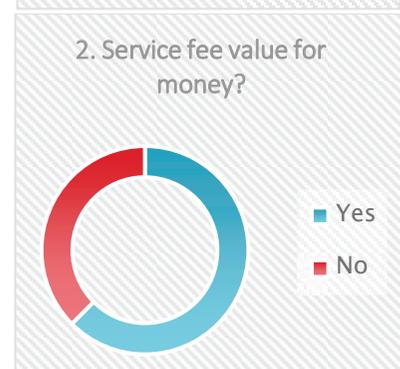
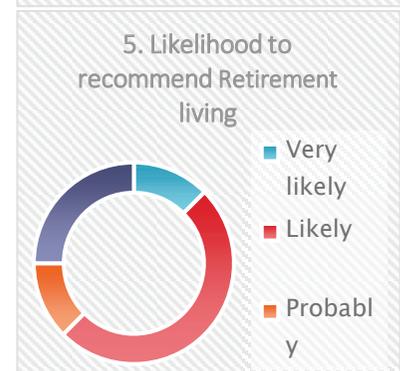


Friday and Koroit Street residents have far more ability in person to interact with, or voice concerns to, office staff than residents from Henna Street. Murray, Andrew, Nicole and Gerald attend Christ Church Close more regularly than office staff. It may be wise to re-commence regular opportunities for interaction between office staff and Christ Church Close residents.

Another avenue of interaction between residents and management is the Heatherlie Herald, a monthly publication containing latest news from the office, resident birthdays, activities, jokes and puzzles. It appears to be an **effective communication tool**.

Residents were asked if they had ever reviewed their Occupancy Agreement/Resident Management Contract since they first signed it, and how likely they were to recommend Independent Retirement living to friends, family or colleagues. There is a range of Agreements/Contracts that are on file, each with amended 'Village By-Laws'. Recently Heatherlie Council approved an updated set of 'By-Laws' which replace any previous versions, and these were distributed to each resident.

Due to recent exits by a larger than usual number of residents, there are quite a number of vacant units. We successfully held an Open Day in the hope of attracting more applicants. The majority of residents from both sites agreed that they were **more than happy to recommend retirement living**. Word of mouth and personal experiences are the best recommendations for Heatherlie. Most residents felt the **service fee was value for money** although a number from Christ Church Close did not. The service fee covers all utilities (rates,



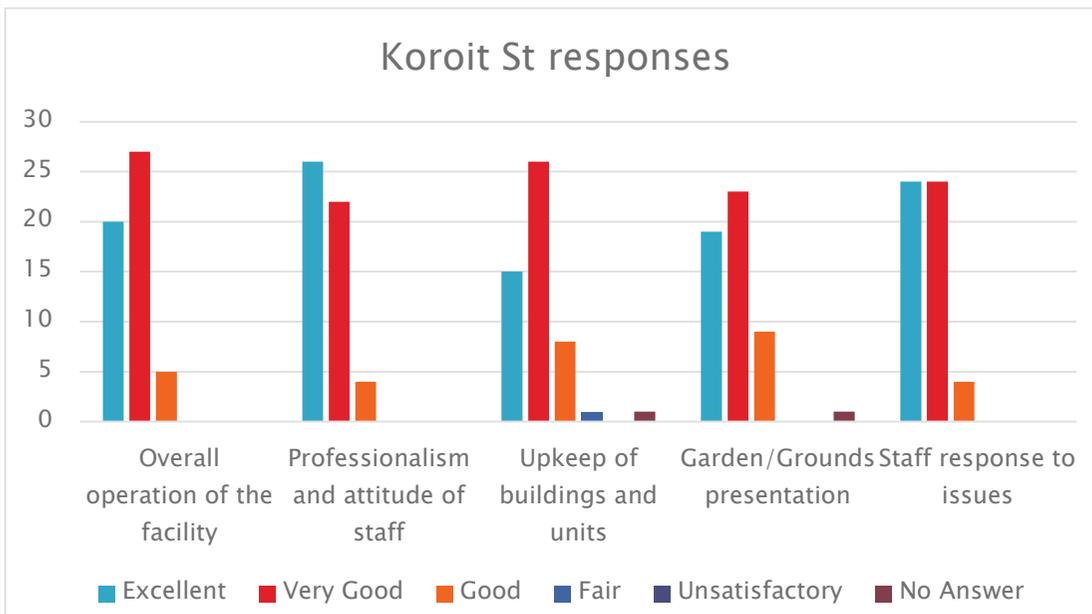
water, electricity, maintenance and gardening, as well as employee wages), leaving just food, phone, internet and personal items as the only other costs to residents.



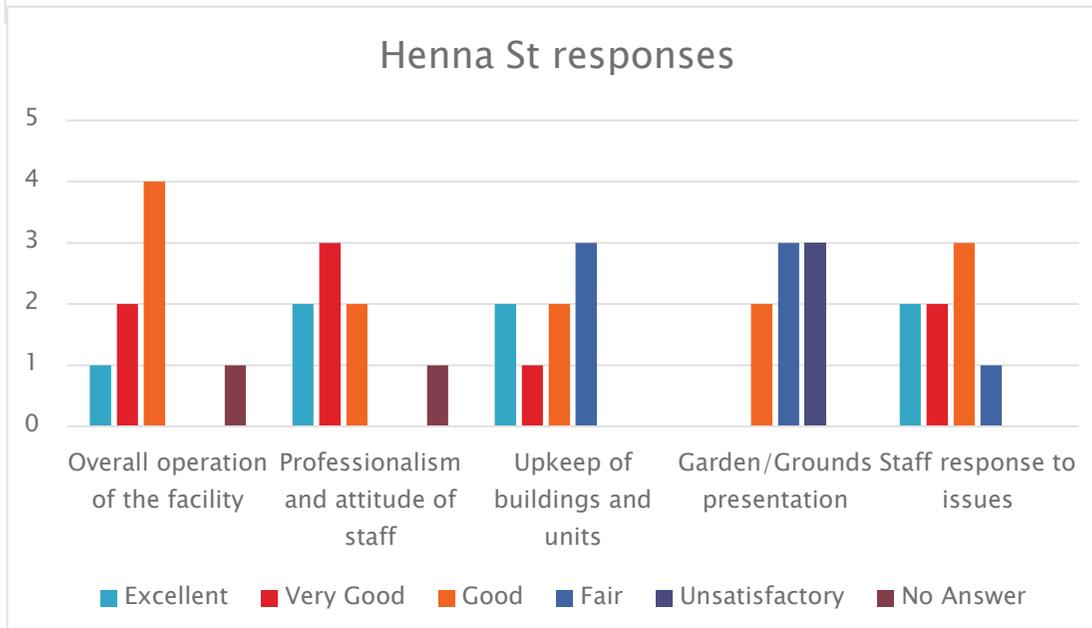
There was a degree of discomfort by residents from both sites in being comfortable enough to raise concerns at Residents meetings, although more Koroit Street residents felt more comfort than those from Christ Church Close.



Aspects of Service



Overwhelmingly residents from Koroit Street were much happier with aspects of service than the residents from Henna Street.



Upkeep of buildings and units, as well as gardens and grounds appear to be the issues that residents at Christ Church Close are most unhappy about, despite Andrew and Murray visiting the site regularly.

Comments re Q5. 'How likely are you to recommend independent retirement village living to family, friends or colleagues?'

- Plenty of freedom given, and lots of company offered if required.
- It is a safe place and you make friends, and no bills
- Safety and security; Location; friendship
- Since being at Heatherlie, we feel we made the right choice, and would recommend it to family and friends
- Still good value despite increased entry fees making it less competitive
- Very centrally placed with access to Council facilities and Archie Graham centre
- It's a great place to live close to the shops and anything else
- Heatherlie has more than helped me enjoy a happy safe retirement
- I am very happy and contented living at Heatherlie. I have been here 15 years so to me that says it all, and yes, I quote this to people that ask what life is like at Heatherlie.
- Safe and very happy living here; it meets my needs; don't need to be isolated; always events on or people to talk to
- Have had no regrets whatsoever in my decision to move into Heatherlie Homes
- The most we could do is to tell of our experience at Heatherlie
- I love living her at Heatherlie; I have a lovely unit and lots of wonderful friends
- Close to CBD; feel very secure; no worries; plenty of company, lots to do if you want to join in
- A good place to live
- Can't do anywhere better in Warrnambool
- Because it is a very happy, well run place
- Good company; choices
- I would have no hesitation in recommending the following: Invite the person to my unit; Explain the convenience of living at Heatherlie ie close to shops, bus services, railway station etc; Friendliness of residents and staff; Freedom to come and go anytime; Mail is delivered to each units' mailbox and the Postie will take any stamped mail; Stewards in residence; Short Stay units available for families of residents; Stress free living
- I find the rent is reasonable to live; very central
- Minimum housework, friendship, social life
- Best move I have made!

Further comments

- Just great
- Position is very good
- We hope we live here a long time
- Just love everything about it
- Our gardens are a lot of work for Andrew to keep up with. Just the same, he does a great job
- In our daily reading: *"I carried you before you were born. I will be your God throughout your lifetime until your hair is white with age....I will carry you along and save you"* Is 46: 3-4 This is our experience at Heatherlie!
- Can I suggest that the staff give an update on future projects/plans for the facilities ie gardens, maintenance, buildings etc?
- Heatherlie is a great place but it also means it's up to residents to mix in with things that are put on here to make a happy, social life together. If they all do that, I can assure you nobody will be lonely
- Heatherlie is unique and I feel I am living in a great place
- I will be happy when the Fotheringham garden is finished; it's a mess at present
- In building the new garage, some bays need to be made larger to accommodate large vehicles if it is desired to attract more couples and even single men. The committee must look at better car parking facilities.
- I feel Andrew needs more help in the garden. Could we use community service or handicapped persons?
- It's very hard for Andrew to keep all the gardens in A1 condition all the time
- We really are very happy living at Heatherlie; wonderful staff and many new friends
- Refits to units seem to take a long time; the new garage proposal will not be convenient to older residents
- Hope the monthly fees do not go up too much
- No complaints re living at Heatherlie; I couldn't imagine living anywhere else; love it all
- I think the Heatherlie Herald is very good because it keeps you informed what's coming up in events
- I moved to Heatherlie 11 years ago and it was certainly the right decision for me. I have made many friends and I have a good social life here.
- As regards our garden/grounds (CCC) in desperate need of attention; perhaps volunteers could help and also plant some succulents after weeding.

EXAMPLE OF 2018 RESIDENT SURVEY

Heatherlie Resident Survey 2018



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 23rd March 2018. We will report a summary of the overall views at the Annual General Meeting on 26th April 2018.

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 independent retirement village living 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

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	Unsatisfactory <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	Very Good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Professionalism and attitude of all staff towards residents	Unsatisfactory <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	Very Good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Upkeep of buildings and units	Unsatisfactory <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	Very Good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Garden/Grounds presentation	Unsatisfactory <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	Very Good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Staff responses to issues	Unsatisfactory <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	Very Good <input type="checkbox"/>	Excellent <input type="checkbox"/>

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.

END OF REPORTS

