



# ANNUAL REPORT

## 2019



Heatherlie Homes





Heatherlie Homes  
&  
Christ Church Close

Warrnambool

*for*

*Independence*

*Security*

*and*

*Companionship*

# CONTENTS

Our Mission Statement .....	3
Our Goals .....	3
Heatherlie Council Members .....	4
Our Office Staff .....	5
Our Support Staff .....	5
Minutes of the 40 <sup>th</sup> Annual General Meeting 2018 .....	6
Minutes of the 2018 Annual Heatherlie Residents Meeting .....	10
Schedule for Annual meeting of Heatherlie Council .....	12
Annual Reports for the year ending 31 December 2019 .....	13
Chairperson’s Report .....	13
Executive Officers Report .....	15
Buildings & Grounds Committee Report.....	17
Finance Committee Report .....	18
Audited Statements for year ended 31 December 2019 .....	20
Governance Committee Report.....	32
House Management Committee Report.....	32
Residents Report .....	33
2019 Resident Survey results .....	43

## 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 Members

Charlie Armitstead  
Chairperson



Bill Hickey



Sean Delaney



Stephen Chenoweth



Richard Ziegeler



Helen Wilson



Alex McCulloch



Geoff Barker



Gordon McLeod



Lu Butler



Mieke Van Zelst



## Heatherlie sub-committees



### Buildings & Grounds

- Stephen Chenoweth
- Charlie Armitstead
- Gordon McLeod



### Finance & Promotions

- Sean Delaney
- Charlie Armitstead
- Geoff Barker
- Bill Hickey
- Gordon McLeod



### Governance

- Richard Ziegeler
- Charlie Armitstead
- Bill Hickey
- Alex McCulloch
- Helen Wilson



### House Management

- Helen Wilson
- Charlie Armitstead
- Geoff Barker
- Lu Butler
- Richard Ziegeler

## Our Office Staff



Lyn Burns  
Executive Officer

Kathy Snell  
Executive Officer

Natalie Barker  
Office Assistant

## Our Support Staff



Murray Stuchbery  
Maintenance Manager

Andrew O'Donnell  
Gardener & Handyman

Gerald Barry  
Housekeeper

Narelle O'Sullivan  
Housekeeper

## Minutes of the 40<sup>th</sup> Annual General Meeting 2018

of the Heatherlie Council

held on 18<sup>th</sup> April 2019 in the Heatherlie Lounge.

Chairman Charlie Armitstead opened the meeting at 2pm by welcoming all present.

### Those present:

Heatherlie LIFE MEMBERS: Vern Robson, Ron Bishop

GUESTS: Ms Doreen Powers, CEO Lyndoch Living, Mayor Tony Herbert, Warrnambool City Council, Father Scott Lowrey (Anglican Church), Maureen McDonald (Our Lady Help of Christians Church), Robert Sutherland (former co-opted member B&G Committee)

HEATHERLIE COUNCILLORS: Charlie Armitstead, Rev Geoff Barker, Stephen Chenoweth, Sean Delaney, Bill Hickey, Vern Robson, Helen Wilson, Richard Ziegeler

RESIDENTS: Diana Abraham, Dot Bathe, Rosemary Bayliss, Kath Brown, Margaret Brown, Marlene Bruce, Mary Clarke, Joy Cooper, Gill Davey, Des Flynn, Marie Flynn, Stuart Godkin, Kaye Gordon, Joan Hawkins, Anna Hollingsworth, Joyce Knights, Marge McDonald, John Medley, Wendy Miller, Allan Mills, Elaine Oppenheim, Pat Roberts, Dorothy Snell, Fran Stow, Kath Turner, Jeanette Verley, Mieke Van Zelst, Dorothy Viergever, Marion Williams, Fay Wilson,

STAFF: Natalie Barker, Lyn Burns, Kathy Snell, Murray Stuchbery

APOLOGIES: *Life Member* Heather Hall, Pastor Robyn Shackell (Anglican Church), Fr Lawrie O'Toole (OLHC), Dr Karoline Gunn (Heatherlie Medical Officer), Felicity Melican, (SinclairWilson), Robyn Armitstead (Warrnambool Uniting Church),

*Heatherlie Council Members* – Lu Butler, Alex McCulloch, Gordon McLeod,  
*Co-opted committee member* - Fran Hynes,

*Residents* - Mary Anderson, Robert Bayliss, Val Bell, Del Clapp, Tom Clapp, Alison Clarke, June Cook, Wendy Crofts, Dorothy del Guidice, Robyn Findlow, Joan Gebert, Bev Hall, Lena Hammond, Louise Henry, Eileen McArdle, Mary O'Regan, Mary Russell, Donna Shaw, Clare Smith, Nancye Whiley, *Staff* – Gerald Barry, Andrew O'Donnell, Narelle O'Sullivan

**Declaration of pecuniary or other interest:** Nil

### Minutes of 39<sup>th</sup> Annual Meeting of 26<sup>th</sup> April 2018

***"That the minutes are a true record of the meeting"*** was moved Richard Ziegeler, seconded Bill Hickey and **CARRIED**

### Business Arising from the last Annual General Meeting:

Council membership: Charlie reported that Rachel Kenny had resigned due to family commitments; Diana Abraham has resigned as Resident Representative to Council; and Robert Sutherland has resigned as a co-opted member of Buildings and Grounds committee. Charlie then took the opportunity to present Robert with a beautiful watercolour painting 'Grampians View' (painted by one of our Heatherlie residents, Rosemary Bayliss) as a token of thanks for his many years of dedicated service to both the Buildings and Grounds Committee and the Heatherlie Council.

Committee convenors for 2019: Buildings & Grounds – Stephen Chenoweth; Finance – Sean Delaney; Governance – Bill Hickey; House Management – Richard Ziegeler

### Correspondence

Outwards:

- Co1) 5/3/19 to CEO Lyndoch, Doreen Powers, inviting her to be guest speaker at AGM
- Co2) 6/3/19 to Sec WUC inviting a rep to the AGM
- Co3) 7/3/19 to Stewards (Bev, Des & Leo) thanking them for their service and asking if they would like to continue in 2019-2020
- Co4) 20/3/19 Rev Robyn Shackell invitation to AGM
- Co5) 20/3/19 Fr Scott Lowrey invitation to AGM
- Co6) 20/3/19 Fr Lawrie O'Toole invitation to AGM
- Co7) 20/3/19 Dr Karoline Gunn thanks for being HMO and asking if she would continue in 2019-2020
- Co8) 20/3/19 Felicity Melican thanks to SWilson for conducting annual audit and invitation to AGM
- Co9) 20/3/19 Mayor Tony Herbert invitation to AGM
- Co10) 20/3/19 Robert Sutherland thanks for assistance on B&G committee and invitation to AGM
- Co11) 20/3/19 Fran Hynes regretfully accepting resignation from HMC and invitation to AGM
- Co12) 8/4/19 Invitations to Life Members Bob Barham, Ron Bishop, Heather Hall to the AGM
- Co13) 10/4/19 AGM reports to residents, Robert Sutherland, Felicity Melican, Fran Hynes, Heatherlie councillors and staff

Inwards:

- Ci1) 8-13/3/19 positive responses from stewards Bev, Des & Leo
- Ci2) 9/4/19 email response from Heather Hall inability to attend AGM

***"That inwards correspondence be received and outwards correspondence be approved"*** was moved Geoff Barker, seconded Richard Ziegeler and CARRIED

#### **Reports:**

- a. Chairperson's as well as his report in the AGM report, Charlie added '2018 was a year of steady progression.

'Once again it was good to work with good staff, a generous group of board members and a wonderful home of satisfied residents.

'it was nice at the AGM last year to be able to welcome our newly appointed life members – Heather Hall, Del Clapp and families of Archie Graham and Jack Hazeldine and to recognise the amount of work each had put into Heatherlie over many, many years.

'Another celebration during the year was the 30<sup>th</sup> Anniversary of Christ Church Close which was held in the Christ Church Lounge, and by all reports, was an enjoyable occasion. Bill Hickey and myself were apologies at that occasion as we were living it up with our wives in Spain at that time.

'On the Buildings and Grounds front, we accomplished a few things in 2018.

'We finally got our new garage built, a long time coming, but a great asset for the future and I believe it is pretty much full up already.

'Secondly, the Fotheringham garden upgrade with new footpaths and curbing was done and also this Lounge was refurbished in time for the AGM last year.

'One of our disappointments for the year was the quantity surveyor's report which came back regarding the proposed development of the Princess Street site.

'The proposal was for a 20 unit 3 storey development on the site. However, the cost estimate proved to be well above our expectations and has therefore been put on hold for further deliberations by council.

'As for the governance of Heatherlie, you will see in my report that the Warrnambool Uniting Church is no longer to become a Parish Mission as has been discussed here over the last couple of years.

'A much simpler arrangement has been agreed to with Heatherlie remaining an independent agency and reporting directly to the Warrnambool Uniting Church Council. For this to happen, Heatherlie and the Church council are presently working on a Memorandum of Understanding (MoU). This MoU will set out the relationship between Heatherlie and the church. Our Constitution will require updating to recognise this relationship and this will happen once the MoU is complete. 'I take this opportunity to officially thank all our staff for their work and dedication over the last 12 months and also all the councillors and co-opted committee members who give freely of their time. Thank you all, especially the residents who really put in to make this place a wonderful retirement home.'

- b. Executive Officers as per AGM report
- c. Committees:
  - i. Buildings and Grounds as per AGM report
  - ii. Finance including details as required by the Retirement Villages Act as per AGM report – we will be able to meet our debts as and when they fall due in 2019
  - 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 GM report be adopted"* was moved Bill Hickey, seconded Stephen Chenoweth and CARRIED

**Resident Dispute Resolution Statement** – *There were no formal complaints using the internal resolution process in 2018*

#### **Chairperson of Heatherlie Council and Committee members**

Charlie reported that he had been elected Chairperson of the Heatherlie 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 this role during 2019

**Appointment of Auditor** – After winning the tender in 2017 for the following three years, SinclairWilson will continue as our Financial Auditors for 2019.

**Appointment of Resident Stewards:** All three stewards have agreed to continue in this role – Bev Hall, Des Flynn and Leo Dunne. This year, they will be joined by resident Donna Shaw who has agreed to become our fourth steward. Thank you Donna, Bev, Des and Leo.

**Election of Resident Representative** – to Heatherlie Council – Mieke Van Zelst was elected at the Residents meeting held on 12<sup>th</sup> February 2019.

Charlie asked the audience if there was anyone from Christ Church Close who would be willing to take on the role of **Resident Observer** to Heatherlie Council. There was no reply from the floor.

**General Business:** nil

**Presentation of Life Membership** – Charlie said this was not listed on your agenda as we had to try and keep it confidential so that it was a surprise to the receiver. He then asked Vern Robson to read the citation for Richard Ziegeler, which he did. Richard was then presented with a Life Membership certificate, pen and card. Richard responded by saying he was literally 'gobsmacked' by this award, and added that he has always been passionate about Heatherlie and its residents. He thanked his Heatherlie Council colleagues for bestowing him with this award. Charlie then asked the audience to congratulate our newest Life Member, Richard Ziegeler.

Charlie then introduced **Guest Speaker, Ms Doreen Powers**, CEO of Lyndoch Living.

After Ms Powers' presentation, Charlie thanked her and Lyn presented her with a posy of flowers in appreciation.

Charlie then moved on to the Residents Annual Meeting.

## Minutes of the 2018 Annual Heatherlie Residents Meeting

held on 18<sup>th</sup> April 2018 after the Heatherlie Council Annual General Meeting

Chairman Charlie declared the meeting open and welcomed all as for previous meeting.

**Minutes** of the previous Annual Residents meeting of 26 April 2018:

*"That the minutes were agreed to"* was moved Mieke Van Zelst, seconded Kath Brown and CARRIED

### Financial matters:

Cash held at . . . 3/4/18		<b><u>\$1,452.25</u></b>	
<b>INCOME:</b>			
	Subscriptions for 2019	\$ 305.00	
	Hoi	\$ 130.00	
	Auction	\$ 425.00	
	Cocktail Party	\$ 244.00	
	Donation	\$ 10.00	
<b>TOTAL INCOME:</b>		<b><u>\$1,114.00</u></b>	<b><u>\$2,566.25</u></b>
<b>EXPENSES:</b>			
	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	
<b>TOTAL EXPENSES:</b>		<b><u>\$1,292.25</u></b>	<b><u>\$1,274.00</u></b>
<b>Total Cash on hand as at 25/03/2019</b>			<b><u>\$1,274.00</u></b>

We will be able to meet our debts as and when they fall due in 2019

### Refundable ingoings

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

### Complaints Management Statement

There were no formal complaints using the internal resolution process in 2019.

### Reports

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*

### **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*

### **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*

### **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*

***"That all reports as presented be accepted"*** was moved Kath Turner, seconded Joan Hawkins and CARRIED

**Planned activities for 2019** – none raised

**Other business:** none raised

Charlie then declared the meeting closed at 2.35pm and invited all to share in a cuppa and afternoon tea.

## Schedule for Annual meeting of Heatherlie Council

Due to the restrictions in place during the Coronavirus pandemic, the 41<sup>st</sup> AGM for the Heatherlie Council and Residents was not held on the scheduled date of 23 April 2020.

Chairperson's Report

Executive Officers Report

Committee Reports:

- Finance, including details as required by Retirement Villages Act
- Buildings & Grounds
- Governance
- House Management
- Residents

Resident Dispute Resolution Statement: *There were no formal complaints using the internal resolution process in 2019.*

Appointment of Medical Officer: *Dr Karoline Gunn* has agreed to continue in this role during 2020-2021

Appointment of Auditor: Due to the restrictions in place during the Coronavirus pandemic, Council agreed by email consensus to extend the tender that SinclairWilson won in 2017 for the following three years for a further year. SinclairWilson have agreed to continue for one year.

Appointment of Resident Stewards: *Donna Shaw, Des Flynn, Leo Dunne* and *John Medley* have agreed to continue as Resident Stewards for Heatherlie. We thank them for their dedicated service to our residents.

Election of Resident Representative to Council:

*Mieke Van Zelst* was elected at the Residents meeting held 11 February 2020.

# Annual Reports for the year ending 31 December 2019

## Chairperson's Report

As in past years I commence this report by welcoming all the new residents who became part of the Heatherlie family in 2019 and to thank all our residents at both Koroit Street and Christ Church Close for contributing to the wonderful life style that Heatherlie provides.

Heatherlie has once again been well promoted by our residents and staff resulting in close to full occupancy by year end.



I do not usually mention individual residents, however the sad loss of Bev Hall this year requires recognition. Bev contributed so much, especially as a Heatherlie Steward as well as through her music, her organising of Christmas functions and as a great advocate for Heatherlie with her positive attitude and cooperation on Open Days.

I give thanks to our Councillors who give freely of their time and expertise to attend Council meetings and attend subcommittee meetings to ensure the smooth running of Heatherlie. Council members in 2019 were Helen Wilson, Gordon McLeod, Stephen Chenoweth, Richard Ziegeler, Alex McCulloch, Sean Delaney, Rev Geoff Barker, Lu Butler, Bill Hickey, Charlie Armitstead and resident representative Mieke Van Zelst. Life member Vern Robson was a co-

opted member on our Finance Committee and we welcomed Kath Massey as a co-opted member of our House Management committee.

I take this opportunity to thank Fran Hynes who resigned this year for her many years of dedicated service as a co-opted member of our House Management committee.

It was very satisfying to award Life Membership to Richard Ziegeler at the Annual General Meeting. Richard is a long serving member of the Heatherlie Council who has held the positions of House Management Committee convenor, Governance Committee convenor and chairman of Heatherlie Council at various times over the years.

The most significant occasion for the year was the celebration of Heatherlie's 40<sup>th</sup> birthday, which was held in the Heatherlie Lounge, and was packed to capacity with residents and guests.

Our guest speakers were Warrnambool City Councillor Kylie Gaston representing Mayor Tony Herbert, Member for South West Roma Britnell, former Mayor Jack Daffy and Life Member Vern Robson.

The speeches were followed by the cutting of the birthday cake by our long-term resident, Miss Marjorie Tolley, and afternoon tea.

The 40<sup>th</sup> birthday was a celebration of the official opening of Stage one of Heatherlie by the then Prime Minister the Right Honourable Malcolm Fraser on the 2<sup>nd</sup> September 1979.

Stage one being the first of five completed stages with the Stage six currently being planned at what is an opportunistic time given the current demand for social housing.

The Building and Grounds Committee with convenor Stephen Chenoweth met monthly to handle the maintenance and security issues of the buildings and gardens. Gardener, Andrew has maintained the garden magnificently which is a great promotional tool for Heatherlie.



Our maintenance manager, Murray, along with sub-contractors, had another busy year refurbishing 14 units, some of which required partial refurbishing and some needing a full make-over. Another item of note from the Building and Grounds Committee was the installation of Louvres providing ventilation to the 16-car garage matching the new 11 car garage. This garage was completed in December 2018 and taken up by 10 of our residents in January 2019.

A major alteration to Heatherlie's office facilities commenced in 2019 when Betty Campbell agreed to relocate from her unit. The Heatherlie Council wishes to acknowledge the sacrifice that Betty made in relocating and to thank her very much for doing so. The unit which adjoins the existing office was a much-needed acquisition and will provide adequate administration facilities into the foreseeable future.

*The Heatherlie Council wishes to acknowledge the sacrifice that Betty made in relocating and to thank her very much for doing so.*

The Building and Grounds committee were enlightened to the fact that the electrical switch boards, of which there are many scattered throughout Heatherlie, will require replacing to bring them up to standard. This will require approximately \$100,000 to accomplish and may be staged to reduce the burden on the maintenance budget in any one year.

Our Governance committee under the leadership of Bill Hickey has been busy keeping up to date with all the policy and procedures required to ensure the smooth running of Heatherlie. A major achievement for the year was the finalising of the Memorandum of Understanding (MOU) between the Warrnambool Uniting Church and Heatherlie Council setting out the relationship between both organisations. Our thanks go to the Warrnambool Uniting Church Council for their cooperation in this matter.

The Finance committee under our convenor Sean Delaney has steered the finances to satisfactory position with a \$34,000 increase in equity over the twelve months.

A special thanks to all our staff under the leadership of our Executive Officers Kathy and Lyn for their work ethic and commitment throughout the year.

### *Charlie Armitstead*

Chairperson

## Executive Officers Report

Another successful year at Heatherlie was had by all of us over 2019. Kathy, Lyn and Natalie covered the working week Monday to Friday, 9am to 5pm. It has been an honour to be able to serve all our residents helping to make their home a pleasurable place to live.

We are part of a wonderful team of employees at Heatherlie; Murray was kept busy over the year tending to general maintenance issues as well as overseeing the full or partial refurbishments of 14 units and the commencement of the office extension. Andrew is always kept busy with anything gardening, whether freshening up a garden bed or two, or mowing lawns, weeding, pruning and so on. He also helps Murray when a job requires more hands.

In January, we welcomed Narelle O'Sullivan, who took up the position of Housekeeper. Our team of housekeepers, Narelle and Gerald, capably tend to the laundries, public toilets, the office, lounges, short stay units and pathways ensuring they are always as clean as possible. They have also built up a large clientele of residents, cleaning in resident's units on a weekly, fortnightly, monthly or irregular basis, and are greatly appreciated by those who use this service.

Over the year from January to December we welcomed ten new residents including two couples in eight units. They appear to have settled into Heatherlie life with gusto, joining in the many varied activities on offer.

We farewelled Beth McOrist, Ray Johnson, Ian & Robbie Taylor, Bev Hall and Del Clapp. Ian and Del passed after having left Heatherlie for Residential Care; Bev passed after a short stint in hospital; Ray Johnson returned to Heatherlie and then left again later in the year; Beth and Robbie remain in Residential Care.

Betty Campbell agreed to relocate from her unit at the rear of the office to a first-floor unit, allowing the office to expand into her unit. We are very grateful to Betty for the move.

Resident Bev Hall was very dear to Heatherlie. In past years she acted as a Resident Representative on the Heatherlie Council and took on any other role that was of help to the Council or staff and was only too pleased to volunteer for any duty. Up until very shortly before her passing, Bev served for a long time as a Resident Steward. With this job she brought a good sense of practicality and passion, only too happy to help any resident anytime and was ever vigilant for any anomalies around the property. Not only was she a Steward at Heatherlie but for many, many years Bev provided a fair amount of the entertainment in the lounge with her excellent skills on the piano and the



*Over the year ... we welcomed ten new residents (and they) appear to have settled into Heatherlie life with gusto, joining in the many varied activities on offer.*

piano accordion. She was also a great friend to many at Heatherlie, Residents and Staff alike, and was a valued member of the Heatherlie community. Bev is missed by us all.

The average age of our resident cohort continues to be 80 years of age. We celebrated a 70<sup>th</sup>, two 80<sup>th</sup>s and two 90<sup>th</sup> birthdays over the year and these were celebrated with great enthusiasm!

The short stay units continued to be well utilised over the year by resident's families coming to visit who appreciate the comfort and service that the units offer them.

We held a huge Open Day in March where staff and residents ably assisted visitors on the day, with tours, lunch and discussions on the merits of living at Heatherlie. Whilst none of the visitors have yet become prospective residents, they all appreciated the opportunity to view our premises for possible future accommodation when that challenge presents itself to them.



*Another fabulous event that was well and truly celebrated was Heatherlie's 40<sup>th</sup> Anniversary.*

Another fabulous event that was well and truly celebrated was Heatherlie's 40<sup>th</sup> Anniversary. The grand opening was on 2<sup>nd</sup> September 1979 and we celebrated the 40<sup>th</sup> Anniversary on 3<sup>rd</sup> October 2019. Guests included Heatherlie Life Members Vern Robson and Ron Bishop; Mayor Tony Herbert; Member for SW Coast Roma Britnell MP; Warrnambool City Councillors Robert Anderson, Sue Cassidy, Kylie Gaston; former Heatherlie councillors Peter Crabbe, Jack Daffy, Robert Sutherland, Felicity Melican; former Heatherlie co-ordinator Katie Jeans; Warrnambool Uniting Church representatives Ros Bamford, Trevor Fraser, Lex McRae; John and Don Gall, trustees for the Gall Family Foundation; Architect Neil Holland; Heatherlie councillors, residents and staff.

We recognise the generous efforts of our Resident Stewards who ably continued to monitor Heatherlie and its residents out of office hours. Leo Dunne, Des Flynn, Bev Hall, John Medley and Donna Shaw are the marvellous team of Stewards and we thank them for their conscientious approach to their duties.

Residents have enjoyed many activities over the year especially if food is involved! It seems like any excuse to get together and enjoy a bite to eat! From Pancake Day to Daffodil Day to the Winter Luncheon, to a Grand Final Brekky, Breast Cancer Morning Tea, Christmas Lunch – a great lot of fun was had, as well as raising funds for various charities along the way.

The Residents committee are ably led by Mary Russell who chairs the Resident Meetings with a 'no nonsense – but let's have fun' approach, keeping residents in fits of laughter. Gilda McDonald and Mieke Van Zelst were responsible for arranging the many outings and activities that the residents enjoyed over the year, and Marion Williams kept a tight rein on all things financial. Thank you, ladies and all committee members, for your efforts.

We are privileged to work in such a remarkable environment 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

PS from Lyn Burns

At the Heatherlie Council meeting in December 2019 I gave notice that I intend to retire on June 30, 2020; I have appreciated the warm, caring and supportive environment afforded me by residents, staff and the Heatherlie Council but the time has come to move on and enjoy all that retirement has to offer.

## 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.

General maintenance items this year included the installation of a small veranda roof over the laundry 3B rear door and the replacement of the door frame which was severely weather damaged. Also, the replacement of the ventilation mesh above the roller door to the 16-car garage with an aluminium louvre to match the ones on the new garage, with the replacement of the door motor and drum.

This year saw us busy into the investigation of solar power which led us to the poor condition of a number of our sub switch boards. The conclusion of the solar power option was that it was not yet viable for us because by the time we installed and paid for the infrastructure it would be problematic to get a return from it. The main issue being that Heatherlie has floor heating and boilers which come on at night in winter and solar relies on sun for the energy and the way our system is currently set up it would be too expensive to convert and install. If in a few years' time the cost of battery storage is easier, financially viable or the technology is better then maybe we will revisit it. As for the sub boards it was found that five boards were in poor condition and did not meet current standards. They do not protect the power coming in or out of the boards and instead rely on the RCD's to trip in the resident's units to cut power. Also of concern is the cracking and corroding of insulation, wiring and switches. Because of these findings as a matter of urgency we have asked for quotes to replace all the boards.



*We thank ...Murray  
for the extra workload  
he has been under to  
get the office  
(extension) completed*

This year saw us undertake the front office extension. These have been handled in house and with as much behind the scene activity in liaising with the architect and building surveyor in the drawing up of plans and the obtaining of a building permit before we could start with the trades people. We thank all Heatherlie residents and office staff for their patience, also to Murray for the extra workload he has been under to get the office completed.

Also, once again 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 between units 227 and 229 and a leak at CCC above the boiler room. 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.

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 has been busy keeping the whole of Heatherlie and Christ Church Close up to a pleasing high standard. He has plans to update the front of the Henna St gardens next.

On the agenda for future works for next year is along with the replacement of the electrical sub boards, the rebuilding of the brick walls and replacement of the ramp path to the rear Fotheringham units and the reviewing of the security once we have moved into the new office.

*Andrew ... plans to update the front of the Henna St gardens next*

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. Next year we are looking forward to having Geoff Barker join us onto our committee.

The Building and Grounds committee for 2019 were Stephen Chenoweth (Convenor), Charlie Armistead, Gordon McLeod, supported by Lyn Burns, Kathy Snell, Natalie Barker, Murray Stuchbery and Andrew O'Donnell.

*Stephen Chenoweth*

Convenor

## 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 \$67,432 (compared to a net deficit in the 2018 year of \$60,394).

Income for the year increased to \$1,216,053 (compared to \$1,141,849 in 2018). The increase for the year was primarily attributable to an increase in Maintenance revenue.

The total expenditure for the year decreased by \$53,613, to \$1,148,630 for the 2019 year. This decrease was primarily attributable to the reduction in Repairs and Refurbishments for the year. However, there were other increases in costs, most noticeably light & power which increased by \$25,842.

### Summary of Financial Position

The Statement of Financial Position discloses the assets and liabilities of Heatherlie Home as at 31 December 2019. This statement discloses net assets of \$18,792,746. This figure has increased as a result of the net surplus recorded for the 2019 year.

Cash reserves increased during the 2019 year to \$3,647,533 (up \$513,373). Overall, the financial position and performance of Heatherlie Homes continues to be sound.

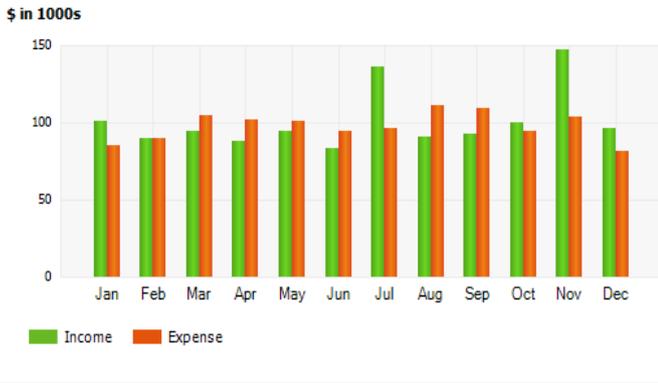
*Overall, the financial position and performance of Heatherlie Homes continues to be sound*

*Sean Delaney*

Convenor

2019 Heatherlie Homes Financial and Statistical Analysis

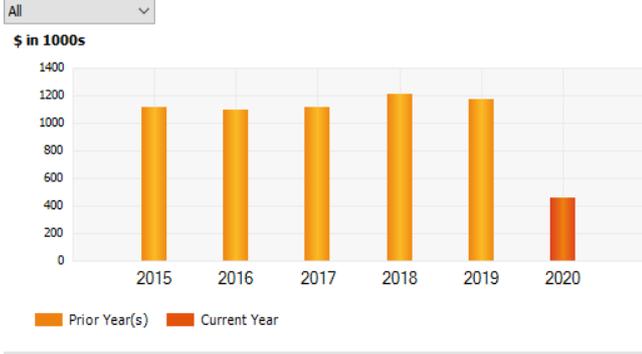
Income and Expense Trend



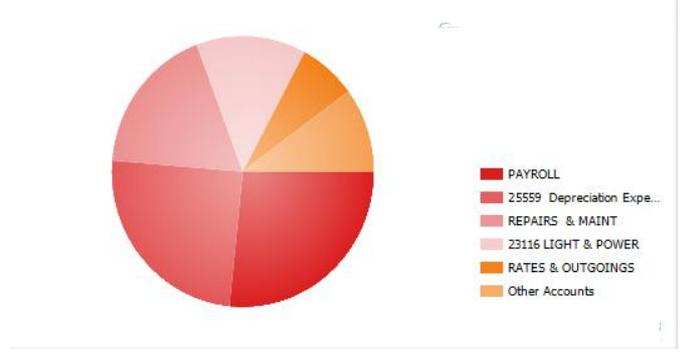
Prev Year Income Comparison



Prev Year Expense Comparison



Expense Breakdown



# Audited Statements for year ended 31 December 2019

## HEATHERLIE HOMES

### STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER, 2019

	Note	2019 \$	2018 \$
<b>INCOME</b>			
Ingoings		324,012	323,057
Maintenance		765,524	704,101
Interest	2	91,066	90,500
Insurance Claim		12,889	-
Other		22,562	24,191
		<u>1,216,053</u>	<u>1,141,849</u>
<b>EXPENDITURE</b>			
Bank Charges		879	2,064
Cleaning		10,926	10,797
Computer Expenses/Internet Fees		2,439	12,844
Development Costs		-	28,805
Donations		1,269	1,645
Gardening Services		1,325	2,386
Gardening Supplies		2,547	5,465
General Expenses		5,181	6,267
Insurance		32,652	32,568
Resident Insurance Reimbursement		3,150	3,450
Legal Fees		4,583	989
Light & Power		161,607	135,765
Payroll Costs		329,558	324,101
Permits, Licences & Fees		1,176	5,114
Postage		753	1,136
Printing, Stationery & Advertising		15,895	17,743
Professional Fees - Accounting and Audit		10,375	10,736
Rates & Outgoings		84,459	81,592
Safety Services		9,695	9,137
Telephone		3,487	2,530
Travelling Expenses		114	403
Uniforms		1,644	1,725
Wardens' Allowance		3,697	3,000
Website Maintenance		1,030	413
Workshop tools and equipment		2,033	3,564
Total Operating Expenses		<u>690,474</u>	<u>704,239</u>
		<u>525,579</u>	<u>437,610</u>
<b>SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION</b>			
Less: Repairs and Refurbishments		188,976	237,109
Less: Depreciation	(1)e	269,180	260,895
		<u>458,156</u>	<u>498,004</u>
<b>SURPLUS / (DEFICIT) FOR THE YEAR ENDED 31 DECEMBER, 2019</b>			
		<u><b>67,423</b></u>	<u><b>(60,394)</b></u>

**HEATHERLIE HOMES**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 31 DECEMBER, 2019**

	Note	2019 \$	2018 \$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	3	3,647,533	3,134,160
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		15,288	33,889
Sundry Debtor	2(a)	45,210	49,044
		<u>3,708,130</u>	<u>3,217,192</u>
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	4	17,736,012	17,861,860
<b>TOTAL ASSETS</b>		<b><u>21,444,142</u></b>	<b><u>21,079,052</u></b>
<b>CURRENT LIABILITIES</b>			
Trade Creditors and other payables	5	51,309	16,880
Provision for Annual Leave		41,141	30,097
Provision for Long Service Leave		40,408	41,129
		<u>132,858</u>	<u>88,106</u>
<b>NON-CURRENT LIABILITIES</b>			
Residents Bonds and Deposits (refundable)		1,272,100	1,265,086
Garage and Air Conditioning Bonds		170,500	160,500
Residents Ingoing Contributions		1,069,144	836,247
Provision for Long Service Leave		6,794	3,790
		<u>2,518,538</u>	<u>2,265,623</u>
<b>TOTAL LIABILITIES</b>		<u>2,651,396</u>	<u>2,353,729</u>
<b>NET ASSETS</b>		<b><u>18,792,746</u></b>	<b><u>18,725,323</u></b>
<b>MEMBERS FUNDS AND RESERVES</b>			
Asset Revaluation Reserve		14,016,228	14,016,228
Members Funds		4,776,518	4,709,095
		<u>18,792,746</u>	<u>18,725,323</u>

**HEATHERLIE HOMES**  
**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 31 DECEMBER, 2019**

	Note	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 31 December, 2017</b>		4,769,489	14,016,228	18,785,717
Surplus / (Deficit) for the year		(60,394)	-	(60,394)
Transfers to and from reserves		-	-	-
<b>Balance at 31 December, 2018</b>		<u>4,709,095</u>	<u>14,016,228</u>	<u>18,725,323</u>
Surplus / (Deficit) for the year		67,423	-	67,423
Transfers to and from reserves		-	-	-
<b>Balance at 31 December, 2019</b>		<u>4,776,518</u>	<u>14,016,228</u>	<u>18,792,746</u>

**HEATHERLIE HOMES**  
**STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2019**

	Note	2019 \$	2018 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		1,147,422	980,904
Interest received		91,066	90,500
Payments to suppliers and employees		<u>(831,694)</u>	<u>(954,602)</u>
<b>Net cash provided by operating activities</b>	6	<b><u>406,794</u></b>	<b><u>116,802</u></b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for Property, plant and equipment		<u>(143,332)</u>	<u>(310,496)</u>
<b>Net cash provided by Investing activities</b>		<b><u>(143,332)</u></b>	<b><u>(310,496)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(Decrease) in Resident Bonds and Deposits Liability		17,014	(184,914)
Increase/(Decrease) in Residents Ingoing Contributions		<u>232,897</u>	<u>(258,030)</u>
<b>Net cash provided by Financing activities</b>		<b><u>249,911</u></b>	<b><u>(442,944)</u></b>
Net increase in cash held		513,373	(636,638)
Cash at beginning of year		<u>3,134,160</u>	<u>3,770,798</u>
<b>Cash at end of the year ending 31 December, 2019</b>	3	<b><u>3,647,533</u></b>	<b><u>3,134,160</u></b>

**HEATHERLIE HOMES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2019**

**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, 2019**

**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%.

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, 2019**

	2019	2018
	\$	\$
<b>Note 2. Interest Received</b>		
Interest		
Bank	42	32
UCA	(a) 82,121	90,468
Residents interest payable on unpaid ingoing bonds	8,902	
	<u>91,065</u>	<u>90,500</u>

(a) includes interest of \$39,569.95 received 1 January, 2019 relating to the six months ending 31 December, 2019. This amount has been included as receivable under Sundry Debtors

<b>Note 3. Cash &amp; Cash Equivalents</b>		
Uniting Church Cash Management - 103488003	7,238	7,053
Uniting Church Cash Development - 105700009	3,701	3,619
Uniting Church Investment Services - Residents Ingoings	3,583,373	3,096,685
ANZ Bank Cheque Account	45,083	21,123
Commonwealth Bank Cheque Account	8,138	5,680
	<u>3,647,533</u>	<u>3,134,160</u>

**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	<u>(186,663)</u>	<u>(161,988)</u>
	1,420,092	1,444,767

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	<u>(1,322,343)</u>	<u>(1,133,437)</u>
	14,177,657	14,366,563

Building Improvements at cost	627,290	607,244
Less: Accumulated Depreciation	<u>(225,208)</u>	<u>(191,451)</u>
	402,082	415,793

Plant & Equipment at Cost	206,621	188,311
Less: Accumulated Depreciation	<u>(142,737)</u>	<u>(130,284)</u>
	63,884	58,027

27-29 Princess Street Land	<u>700,000</u>	<u>700,000</u>
----------------------------	----------------	----------------

6a Manifold Street Land	<u>322,682</u>	<u>322,682</u>
-------------------------	----------------	----------------

Rear Banyan Street Land	250,000	250,000
Rear Banyan Street Land and Development Costs	409,004	304,028
Less: Accumulated Depreciation	<u>(9,389)</u>	<u>-</u>
	649,615	554,028

	<u>17,736,012</u>	<u>17,861,860</u>
--	-------------------	-------------------

(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, 2019

	2019	2018
	\$	\$
<b>Note 5. Trade Creditors and Other Payables</b>		
Trade Creditors and accruals	41,023	6,620
Payroll Liabilities	7,238	7,575
ANZ Business Credit Card	3,048	2,685
	<u>51,309</u>	<u>16,880</u>

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

Profit / (Loss)	67,423	(60,394)
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	269,180	260,895
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	22,435	(70,445)
Increase/(Decrease) in payables	45,473	(22,930)
Increase/(Decrease) in other provisions	2,283	9,676
<b>Cash flows from operations</b>	<u>406,794</u>	<u>116,802</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**

Subject to any impact that may result from the Covid-19 pandemic, including, but not limited to the organisation's operations and financial position in 2020 and future years, the Council is not aware of any events which have occurred subsequent to balance date which would materially affect the financial statements prepared for the year ended at 31 December, 2019.

**Note 9. Related Party Transactions**

Refurbishment costs of \$8,842 including GST were paid to Chenoweth Kitchens of which Steve Chenoweth is a proprietor and also a member of the Council. There was also \$9,350 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.

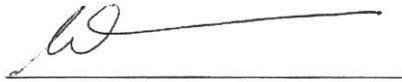
**HEATHERLIE HOMES****ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND  
PERFORMANCE OF THE REGISTERED ENTITY**

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, 2019 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 <sup>5<sup>th</sup></sup> Day of ~~April~~ <sup>May</sup>, 2020

## 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, 2019, 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, 2019 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.

---

#### Our Offices:

Warrnambool  
Casterton

Colac  
Mortlake

Hamilton  
Port Fairy

Mount Gambier  
Terang

Camperdown  
Timboon

[info@sinclairwilson.com.au](mailto:info@sinclairwilson.com.au)

[www.sinclairwilson.com.au](http://www.sinclairwilson.com.au)

Liability limited by a scheme approved under Professional Standards Legislation

**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.

- 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 6 May, 2020

257 Timor Street  
Warrnambool VIC 3280

## Governance Committee Report

The Governance Committee meets bi-monthly to monitor the procedural, policy and operational matters of Heatherlie.

*..the Heatherlie Policy Manual... is an extensive document detailing all relevant policies.*

This past year has once again been a busy one where selected policies were reviewed and others developed to ensure the proper governance of Heatherlie Homes.

A list of Governance issues includes:

1. Review of the annual Strategic Plan which sets out the governance parameters over a 3 year period.
2. Review and amendments of the Heatherlie policy manual, which is an extensive document detailing all relevant policies. This included adjustments to the Exceptional Circumstances Policy where the terms of residency were aligned with future Heatherlie building developments.
3. Updating of the Occupational Health and Safety manual (OH&S) to include all perceived risk management items.
4. Development of a Whistle-blowers Policy, a Reportable Conduct Policy, a Cyber Safety Policy and a staff travel policy.
5. Scheduling and completion of all staff appraisals.
6. Completion of performances of all committees against our Key Performance Indicators (KPIs).

Long-time Board member Richard Ziegeler was presented with a Life membership for his many years of dedicated service to Heatherlie.

As convenor, I wish to thank all members for their selfless contributions to ensure the continued success of Heatherlie. Many thanks also to Kathy, Lyn and Natalie for their diligent assistance.

*Bill Hickey*  
Convenor

*Long time Board member, Richard Ziegeler, was presented with a Life Membership*

## House Management Committee Report

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

I thank members of the committee for their time, consideration and expertise. This year Kath Massey joined the committee and her input has been noticed immediately. Kath filled the vacancy left by Fran Hynes who resigned late 2019; we extend our thanks to Fran for her input over several years.

The committee again interviewed applicants to Heatherlie as required and advised the Executive Officers about sensitive resident communications, physically assisting where necessary. The Committee is a pool of very valuable, compassionate problem solvers which is an essential resource when dealing with a community of people with many different needs.

I also thank our staff, all so well attuned to the ethos and atmosphere of this special organisation, for their caring professionalism and for their commitment to Heatherlie Homes. They facilitate much of the communal nature of life at Heatherlie and contribute greatly to its caring and friendly atmosphere. This has the effect of minimising the oversight needed by the House Management Committee. We hope that the new office development gives them a more convenient, practicable and comfortable working environment.

*Richard Ziegeler*

Convenor

## Residents Report

Financial matters:

### RECEIPTS:

Balance forward	\$100.00
Soup & Pizza	\$100.00
Hoi	\$180.00
Cash from office	\$ 13.00
Surplus from bus trip	\$ 40.00
Australia Day	\$222.00
Subscriptions	<u>\$205.00</u>
<b>TOTAL RECEIPTS</b>	<b><u>\$910.00</u></b>

### EXPENSES:

Coffee, milk, biscuits etc	\$64.65
Cards	\$32.00
Gabby Steel singer	\$100.00
Pizzas	\$ 48.00
Seedlings	\$ 49.90
Vouchers	\$150.00
Cash in hand	<u>\$465.45</u>
<b>TOTAL EXPENSES</b>	<b><u>\$910.00</u></b>

Cash held at Office	\$1,313.00
Less Bushfire Relief	\$ 500.00
Less Cash to Marion	\$...13.00
Less Christmas Vouchers	<u>\$ 200.00</u>
Cash now held at Office	\$ 600.00
Cash in hand	<u>\$ 465.45</u>
Total at 31.3.2020	<b><u>\$1,065.45</u></b>

### Refundable Ingoings

In 2019, there were 6 outgoing residents, 3 of whom were eligible for a refund of the remaining portion of their ingoings. The total refunded was \$76,020.82

### Annual Maintenance fee review

One third of the Aged Pension plus the Rent Assistance applicable to that figure or the CPI remain as the basis for determining the annual Maintenance fee.

### Complaints Management Statement

There were no formal complaints using the internal resolution process in 2019.

### Residents report

Residents enjoyed many varied social events over 2019:

**January** – Australia Day BBQ at the Shade

Sail

**February** – Breakfast at CBeans

Movie in the Lounge: *Ladies In Black*

**March** – Pancake Day

Bus trip to Queenscliff

**April** – Breakfast at Clovelly with Easter

Bonnets

**May** – Morning Tea for Cancer

Performance by Col Millington

Lunch at Flying Horse Inn

**June** – Soup & Pizza

Movie: *Doris Day*

Mystery Bus Trip – Great Ocean Road

Movie: *High Society*

**July** – Lunch at Warrnambool Football Club

**August** – Lunch at Toto

Movie: *Japanese Story*

Winter Luncheon at WUC with singer Gabby

Steel

*Gilda McDonald*

Resident social events co-ordinator

**September** – Daffodil Day fundraiser

Lunch at Deakin

Movie: *Boychoir*

Grand Final Day Breakfast at CBeans

Lyndoch Living address to residents re transition to Residential Care

**October** – Lighthouse Theatre – Beach Boys

Lunch at Deakin

Movie – *Rose Marie*

Breast Cancer Morning Tea fundraiser

Heatherlie's 40<sup>th</sup> Anniversary

**November** – Bus trip to Ballarat Spring

Festival

Bus Trip to Grampians cancelled due to lack of interest

**December** – Christmas Lunch at WUC

Christmas Happy Hour in the Lounge

Salvation Army band under Shade Sails

New Year's Eve BBQ under Shade Sails

### Bocce Group report

We really look forward to getting together on our regular Wednesday Bocce mornings in the Lounge. We have great fun – it's not about winning....it's how you play the game (and how many laughs we have along the way)! It's a gentle exercise that we all benefit from. We would heartily welcome any newcomers.

*Stuart Godkin*

### **Craft Group report**

The craft ladies meet each Wednesday afternoon for two hours to do lots of different crafts. This year we knitted and crocheted our way through scarves, beanies, blankets, fumble muffs, baby wear, and have even knitted jackets for penguins.

We've also painted toys for the Op Shop, made cards and Christmas decorations. So, our hands have been very busy, with lots of chatter too! We enjoy our cups of tea. Please come if you are interested and you will be made very welcome.

*Marion Williams*

### **Fit Minds Program report**

For the last twelve months a group of us have enjoyed a 'Fit Minds Program' once a week which is organized by Lyndoch Living.

We have enjoyed the gentle exercises followed by games to stimulate the brain. Afternoon Tea is provided by Lyndoch.

During the Covid-19 restrictions (in 2020 when this report was written), Lyndoch have been checking on our well-being by ringing us regularly and mailing us ideas for exercises to do at home and some very challenging mind puzzles.

Looking forward to getting back to normal soon.

*Mieke Van Zelst*

### **Strollers Group report**

Enjoy your Monday morning by joining us at 9.30am at the Lounge. Then we walk to the back of the Fotheringham units and across to a laneway to Liebig Street, laughing and chatting. Then along past the Op Shop to the Provincial Café. Here we enjoy a coffee and share our news, current affairs and even read our 'stars'.

Everyone welcome. New ideas welcome.

*Marlene Bruce*

### **Tai Chi Group report**

The group participants meet weekly, on Tuesday at 10am, in the lounge and enjoy the gentle art of Tai Chi, along with co-ordination exercises and finger yoga!

With the \$5 contribution at each session, the funds are then donated to a variety of causes that the group nominates. This past year we have given to: the Royal Flying Doctor Service, the Deafness Foundation, Emma House, the Francis Foundation, Travellers Aid, Daffodil Day, the Smith Family, Breast Cancer Awareness, SDS Specialised Equipment Fund and ARC NSW Fire Relief Appeal. We also donate3d a Camellia plant for the Heatherlie garden and gave Lion

Christmas Cakes to Lyndoch, the Cancer Centre and the Francis Foundation. It is amazing how \$5 per person can amount to so many small donations – a big Thank You to all the members!

I encourage anyone who is interested in joining in (once we are free to mingle in the lounge – ‘post-virus’) to come along and have fun with us. Tai Chi strengthens both the body and the mind and is suitable for all ages and fitness levels. It is not strenuous and will improve posture, balance and general mobility through increased muscle strength.

Thank you also, to the members who lead the group when I am away.

Stay safe.

*Elaine Oppenheim*

### **Additional activities**

Residents also participate in other activities on a regular basis: Bingo, various card groups – Euchre, Canasta and Hoi, Happy Hour. A small but dedicated group meet in the Lounge to participate in a communion service on a monthly basis led by Fr Scott Lowrey or Rev Robyn Shackell from the Warrnambool Anglican Church.

Residents  
enjoying  
Pancake  
Day



Waiting for the community bus



Donna, Dot, Marion, Marlene, Eileen, Lena and Clare reminiscing after Bev Hall's funeral



*Residents relaxing after a hectic 'Round Robin' style of games as a Daffodil Day fundraiser*

*Happy and well sated at the Winter Luncheon*



Heatherlie's 40<sup>th</sup> Anniversary was celebrated on October 3 with many distinguished guests and residents filling the Lounge to capacity.



Residents Betty Campbell and Kath Turner



Cr Sue Cassidy (centre) with residents  
June Cook and Mary Anderson



And then there was  
Christmas.....



Christmas Afternoon Tea at CCC

Christmas Lunch in WUC Hall





## 2019 Resident Survey results

**Survey** research is often used to assess thoughts, opinions, and feelings. In a non-intimidating survey environment, we can learn about what motivates residents and what is important to them, and gather meaningful opinions, comments, and feedback. Respondents are more likely to provide open and honest feedback in a more private survey method such as the printed one we used.

Residents are asked annually to respond to a survey on their satisfaction of the level of services and amenities at Heatherlie Homes and Christ Church Close. Most residents returned their surveys promptly by the due date of March 6, which was very helpful. Residents can return their surveys anonymously, and some did; however, it is helpful to have a name to respond to if issues are raised that require action on our part.

We received 55 returns from 78 residents (a 71% response, a good increase from last years' 63% response), and 6 returns from 10 Christ Church Close residents (a disappointing 60% response compared to last years' 82% response).

As not all residents returned their surveys, a complete overall interpretation of their satisfaction cannot be derived. However, the results give some idea of how people are feeling.

### Koroit Street responses



Q1 & 2 asked residents to describe their overall happiness at Heatherlie, and if it had changed over the past year to say why. Two-thirds of residents at both premises were very happy; of those who ticked 'Happy' some said their happiness had slipped because of their health and others because of a concern about security.

Others said they felt happier than last year!

Q3 & 4 asked residents whether they thought the monthly maintenance fee represented reasonable value for money where management can gauge resident satisfaction and possibly whether they are managing everyday living expenses. Almost all respondents at Koroit St indicated 'Yes', with only 2 not answering either way. One comment was '*nothing to compare it with*', and another,



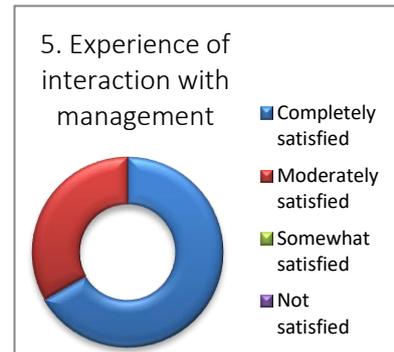
### Henna Street responses



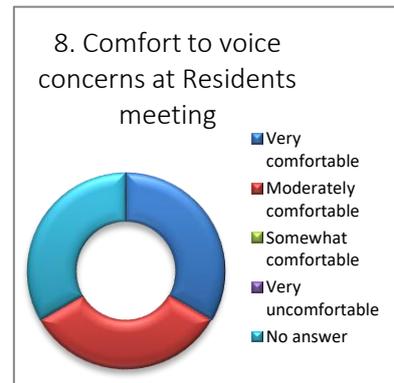
'wouldn't like to see it increase too much more.' Only 50% of respondents at Henna St thought it was value for money, and commented thus: 'Garden is neglected; painting of interior?', 'Place not clean around clothes line; paths growing weeds', 'I would like the garden to have some attention please'.



Q 5, 7 & 8 queried residents' experiences and comfort at raising concerns either with management or at the quarterly Residents Meetings. Residents from both sites appeared to be quite comfortable when dealing with management (although it was not clear in the survey question that this meant Office staff), but when it came to raising concerns at the Residents meetings, there was a certain level of discomfort.



Where there are large gatherings on people, such as the Residents Meeting, it can be quite challenging to raise an issue if folk are not used to speaking in front of others or for the fear of being 'put down' by others. It must be remembered that everyone's opinion is valuable and can contribute to a better living environment for all when all issues are dealt with in a fair and reasonable manner.

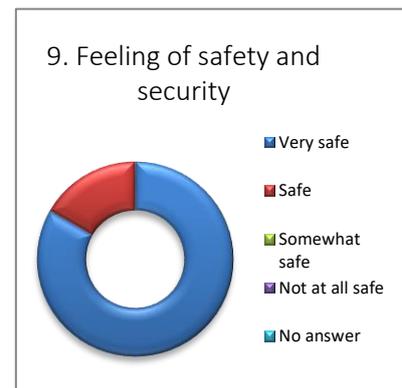




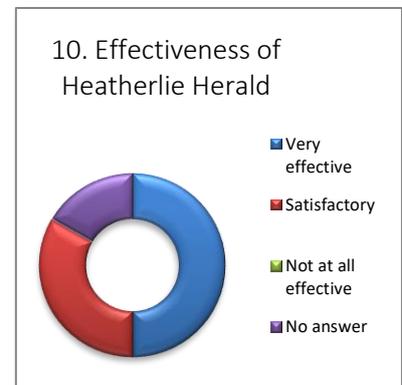
Q6 asked residents how likely they would be to recommend Retirement living to others. It was assumed that residents would base their opinions on living at Heatherlie (either site) and if the results were positive, then it could be assumed that Heatherlie is doing everything 'right'. In their likelihood to recommend Retirement living, residents commented that the location (central to CBD) was a great factor, as was not having to worry about maintenance or bills; that there was lots of social activities to participate in, their privacy was respected and they feel safe.



And this was backed up by the majority of residents from both sites indicating that they felt very safe.



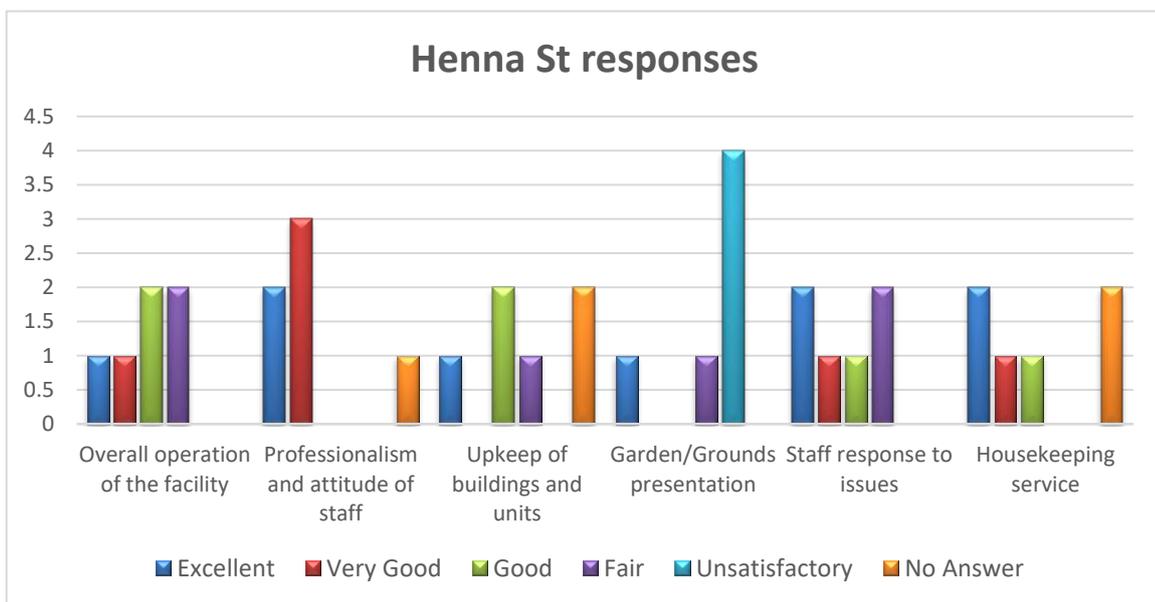
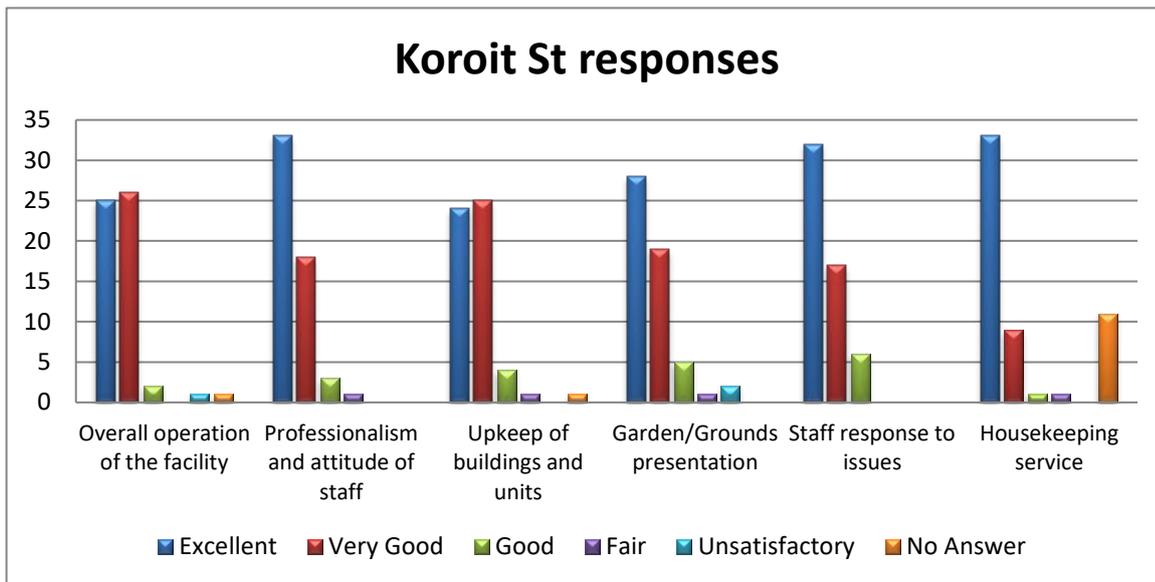
Q10 gauged resident's opinion of the effectiveness of the Heatherlie Herald as a means of communication between the office and residents. The Herald is distributed at the end of each month, listing items such as birthdays, upcoming events and activities. Often, residents use it to communicate notes such as Thank You's.



Residents were then asked to rate their satisfaction with six aspects of service offered at Heatherlie, and the following graphs represent their responses.

Residents at the Koroit St facility were far more contented with all aspects of service compared to their counterparts at Henna St (where there were only 6 respondents out of a possible 10).

This year, we included a question about the housekeeping service that we had not done before. Almost 40% of Koroit St residents and 20% of Henna St residents use our housekeepers on a regular or irregular basis. This may account for the high number of 'No Answers' as these residents have not had the experience of the Housekeeping service.



Residents were then able to offer further comments about living at Heatherlie if they wished:

*Usual request – a facility to do handy man jobs*

*I have lived at Heatherlie for approximately 14 years and have never regretted my decision to move here*

*Please include resident committee member names in the Herald each month for easy access by residents*

*Love it*

*Warm and caring and safe*

*Parking for visitors*

*Garden would be better maintained through more help*

*Heatherlie is very central, close to shops, convenient and easy to get the groceries*

*It is so relaxing to be able to look out on a beautiful garden while have a late breakfast. Well done, Andrew!*

*The garden when done is lovely but it isn't kept tidy all the time*

*A First Aid Rep along with access to a First Aid Kit on hand until Ambulance arrives*

*Government fully funded help for Gardener ie Deakin, TAFE*

*It is a great place, lovely to come and go as I do. Great residents, young and old. Keep up the good work*

*Walkways need cleaning especially after rain on levels 2&3*

*I think the whole security needs to be improved to protect us in these times that are quite frightening  
Gardener needs a helper*

*Residents are very friendly; As I say every year, "It's a wonderful place to live"*

*I do not like the way some residents are demanding of Andrew!*

*I let everyone around me know that Heatherlie is a wonderful place to live if you help by joining in. I always say "I don't think I would live somewhere for 18 years if it was not a good place"*

*Very satisfied*

*Though our grounds are very good to excellent, we feel that too much is expected of Andrew and he could do with a bit of help, even if some residents could pull a few weeds under his supervision*

*Just a great place to be at this stage of our lives; we are very comfortable*

*Just a wonderful place to live*

*Can we have time given to our gardens (CCC) to bring them back up to the quality they were as they look overgrown and uncared for (no reflection on Andrew)*

*Could be kept a lot cleaner but Andrew needs help for garden and clean surroundings*

Example of Resident Survey 2020

### Heatherlie Resident Survey 2020



**Facility:**  Heatherlie Homes Koroit Street  Christ Church Close

It's that time again, where we conduct a two page survey of Heatherlie 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 6<sup>th</sup> March 2020**. We will report a summary of the overall views at the Annual General Meeting on 23<sup>rd</sup> April 2020.

1. How would you describe your overall happiness at Heatherlie?  
 Very happy  Happy  Somewhat happy  Not at all happy

2. If your happiness at Heatherlie has changed either way over the past year, can you say why? .....

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

4. *If not, state why not* .....

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

6. 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*

7. 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

8. 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

9. 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

10. 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.

	Unsatisfactory	Fair	Good	Very Good	Excellent
Overall operation of the facility	<input type="checkbox"/>				
Professionalism and attitude of all staff towards residents	<input type="checkbox"/>				
Upkeep of buildings and units	<input type="checkbox"/>				
Garden/Grounds presentation	<input type="checkbox"/>				
Staff responses to issues	<input type="checkbox"/>				
Housekeeping service	<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.*  
 Thank you for taking the time to assist with the operation of Heatherlie by completing this survey.

Page 2 of 2

End of Reports



Email: [admin@heatherliehomes.com.au](mailto:admin@heatherliehomes.com.au)

Website: [www.heatherliehomes.com.au](http://www.heatherliehomes.com.au)

ABN: 29 263 185 760

Tel: 03 5561 5565

Heatherlie Homes

103-111 Koroit Street Warrnambool VIC 3280