



HEATHERLIE

# ANNUAL REPORT 2020





# HEATHERLIE HOMES & CHRIST CHURCH CLOSE

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For Independence, Security & Companionship

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# OUR MISSION STATEMENT

Heatherlie Homes seeks to express the Christian concern for aged persons and those with special needs of the City of Warrnambool and surrounding districts, by providing access to independent living units, without regard for race, religion or culture. Heatherlie Homes is a not-for-profit organisation which:

Acknowledges that every person has individual physical, psychological, spiritual and quality of life needs.

Encourages personal independence in activities of daily living and respects each person's rights to privacy, dignity and decision making.

Promotes leadership and teamwork within the organisation. Encourages innovation and initiative. Believes all people involved have a contribution to make to realise the shared vision.





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## 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 AND DECLARATION

Chairperson

Charlie Armitstead

Rev. Geoff Barker

Lu Butler

Stephen Chenoweth



Bill Hickey

Alex McCulloch

Gordon McLeod

Vern Robson



Richard Ziegeler

Helen Wilson

Mieke van Zelst




**Buildings & Grounds**  
 Stephen Chenoweth  
 Charlie Armitstead  
 Rev Geoff Barker  
 Gordon McLeod



**Finance & Promotions**  
 Vern Robson  
 Charlie Armitstead  
 Bill Hickey  
 Gordon McLeod



**Governance**  
 Bill Hickey  
 Charlie Armitstead  
 Vern Robson  
 Helen Wilson  
 Alex McCulloch  
 Richard Ziegeler



**House Management**  
 Richard Ziegeler  
 Charlie Armitstead  
 Lu Butler  
 Helen Wilson  
 Rev Geoff Barker



# HEATHERLIE

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We the undersigned, Heatherlie Homes Council members, declare, jointly and severally,  
Council has endeavoured to do all in its power to create a safe, secure and supportive independent  
living environment for all the residents of Heatherlie Homes

  
\_\_\_\_\_  
Charlie Armitstead, Chairman

17, 12, 2020

  
\_\_\_\_\_  
Rev Geoff Barker

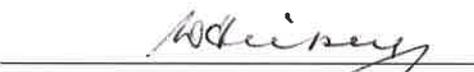
17, 12, 2020

  
\_\_\_\_\_  
Lu Butler

17, 12, 2020

  
\_\_\_\_\_  
Stephen Chenoweth

17, 12, 2020

  
\_\_\_\_\_  
Bill Hickey

17, 12, 20

  
\_\_\_\_\_  
Alex McCulloch

17, 12, 20

  
\_\_\_\_\_  
Gordon McLeod

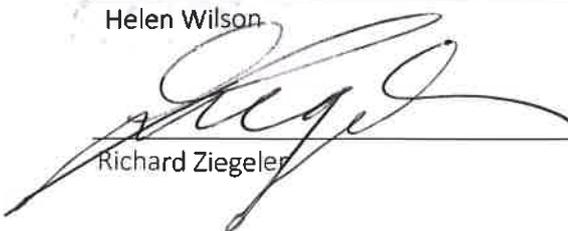
17, 12, 20

  
\_\_\_\_\_  
Vern Robson

17, 12, 20

  
\_\_\_\_\_  
Helen Wilson

17, 12, 20

  
\_\_\_\_\_  
Richard Ziegeler

17, 12, 2020

# HEATHERLIE STAFF MEMBERS

Executive Officer  
**Kathy Snell**



Executive Officer  
**Sara Morrison**



Office Assistant  
**Natalie Barker**



Maintenance Manager  
**Murray Stuchbery**



Gardener & Handyman  
**Andrew O'Donnell**



Housekeeping  
**Gerald Barry**



Housekeeping  
**Narelle O'Sullivan**



**HEATHERLIE**

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## Heatherlie Residents Enjoying Life



Rosemary Bayliss on the occasion of her 80th birthday



Norm Crofts, a Royal Australian Navy seaman, HMAS Hobart, on the occasion of the 75th Anniversary of 'V' Day



Mary Anderson & Mieke Van Zelst practicing social distancing

# Minutes of 41st Annual General Meeting of the Heatherlie Council for 2019 held on 25th February 2021 in the Christ Church Close lounge at 5pm.

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## **Present:**

Life members: Vern Robson and Richard Ziegeler.

Charles Armitstead, Chairman, Geoff Barker, Lu Butler, Stephen Chenoweth, Bill Hickey, Alex McCulloch, Gordon McLeod, Helen Wilson, Kathy Snell, Executive Officer.

## **Apologies:** Nil

**Welcome:** Chairman welcomed everyone and said that since 2020 had been a year of uncertainty with the COVID 19 pandemic and Heatherlie had upheld the government pandemic procedure for COVID 19, no Annual General meeting had been held last year. However, the 2019 Annual Audit had been completed and the 2019 Annual report had been circulated.

This meeting held tonight before the regular meeting of Heatherlie Homes Council is to sanction those reports for the 2019 year.

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

Minutes of 40th Annual Meeting of 26th April 2018 year

**“That the minutes are a true record of the meeting”  
Moved: Richard Ziegeler, Seconded Bill Hickey CARRIED**

## **Correspondence:**

29/04/2020: Letters to Stewards, Auditors and Medical Officer: Thank you for your time in the role and Invitation to continue in the role for 2020- 2021.

18/05/2020: Letter to Vern Robson: Invitation to return to Heatherlie Council

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

**Formal complaints:** no formal complaints received in 2019

**Council membership:** remained the same

**Committee convenors for 2020:** remained the same.

**Medical Officer for 2020:** Dr Karoline Gunn has agreed by correspondence to act as Heatherlie’s Medical Officer for 2020

**Auditors for 2020:** As a result of COVID 19 - Sinclair Wilson were asked to extend their contract for another year and they have accepted.

**Appointment of Stewards:** The Stewards were invited to stay in their roles, and all responded that they were happy to do so.

**Resident Representative on Council:** Meike VanZelst was elected by the residents to this position in April 2020 when Diana Abraham stood down from the duty.

**Reports from all Committees:** As circulated in May 2020 – The 2019 Annual Reports and Year end December 31st 2019 audited financials.

## **Adoption of the Reports**

“That the Annual Reports including the audited financials are a true and correct record” Moved: Richard Ziegeler,  
Seconded Geoff Barker CARRIED

# Agenda of the 42nd Annual General Meeting of the Heatherlie Council to be held on 15th April 2021

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Welcome

Declaration of pecuniary or other interest.

1. Minutes from 41st Annual Meeting, held as part of the Heatherlie Council meeting of 25th February 2021. The AGM reports were circulated in April 2020 but due to COVID-19 restrictions an AGM was unable to be held for the duration of that year.
2. Business Arising
3. Correspondence
4. 2020 Annual Reports – As circulated in the AGM Booklet
  - a. Chairperson
  - b. Committees:
    - Finance - including details as required by Retirement Villages Act
    - Building & Grounds
    - Governance
    - House Management
    - Residents
  - c. Executive Officers
5. Adoption of all reports and the financial statements
6. Appointment of Chairperson and Committee Convenors
7. Appointment of Medical Officer – Dr. Karoline Gunn was invited in writing to continue in the role.
8. Appointment of Auditor – Due to COVID 19 and the Stage 6 development the auditors were invited to carry on for an extra year.
9. Appointment of Resident Council Representative - as appointed at the resident meeting held 9th February 2021.
10. Resident Dispute Resolution Statement
11. General Business
12. Guest Speaker
13. Appointment of Resident Stewards – invited in writing to continue for 2021.



# CHAIRMANS REPORT

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 Chairman's Annual Report for the year ending 31st December 2020.

It is once again with pleasure that I welcome all new residents who became part of the Heatherlie family in 2020 and I sincerely hope that everyone has happily settled into their new home. As always, I take this opportunity to thank our residents for their positive attitude in promoting Heatherlie as their preferred retirement home, ideally located to take advantage of all that our wonderful City of Warrnambool has to offer.

I thank our staff for a job well done in a most difficult and challenging year caused by the COVID 19 pandemic. The work done by Sara, Kathy and Councillors Helen Wilson, Bill Hickey, and Richard Ziegeler who were set the task of developing an action plan in readiness to combat the potential threat posed by COVID 19 is much appreciated. I also thank South West Health Care and Moyne Health for their co-operation and support during this time.

The COVID 19 restrictions meant that committee meetings were more difficult to convene and therefore were kept to a minimum with some meetings being held via Zoom. The AGM scheduled for 23rd April did not take place due to the restrictions, however most of the requirements of the AGM were taken care of by our executive officers communicating with the residents and were included in the annual 2019 report.

I thank our Councillors who give freely of their time. The council members in 2020 were Helen Wilson, Gordon McLeod, Stephen Chenoweth, Richard Ziegeler, Alex McCulloch, Rev Geoff Barker, Lu Butler, Bill Hickey, Vern Robson, Charlie Armitstead and resident representative Mieke Van Zelst. Our Finance committee included co-opted member Sean Delaney and our House Management committee included Kath Massey.

We had a significant staff change in 2020 when our Governance and Resident Services executive officer position became vacant as a result of Lyn Burns' retirement on June 30th. The Heatherlie Council farewelled Lyn and thanked her for her professionalism and dedication to Heatherlie at the June 25th Council meeting with a small gift to give recognition of Lyn's contribution over her 9 years as Executive Officer of the Governance and Residents Portfolio.

A recruiting team was formed and were able to secure an excellent replacement in Sara Morrison who commenced in July and has very capably continued on with the very important work of Governance and caring for our residents.

The new office has been a great success with the reception area, a private meeting room, ample storage space and new work stations for our Executive officers.

The Governance committee continued its good works throughout the year under the guidance of convenor Bill Hickey. As mentioned the main focus in 2020 has been on COVID 19, however there was still the task of staff appraisals, policy and procedure manuals to review etc. The Finance committee under the guidance of convenor and Treasurer Sean Delaney has again managed to increase the equity of Heatherlie over the twelve months to Dec. 31st.

A major acquisition in 2020 was the purchase of 210 and 212 Merri Street Warrnambool with an outlay of one million dollars. The property includes one house and two flats which are rented out to the public bringing in rental income prior to development of Heatherlie's stage 7 sometime in the future.

The Buildings and Grounds Committee continued its work of maintaining the properties under guidance from convenor Stephen Chenoweth. The completion of the office, replacing the footpath at the rear of the Fotheringham wing, the computer room, switch board replacements and unit refurbishments among other items has kept the committee and our maintenance manager Murray busy.

# CHAIRMANS REPORT

Progress report of Heatherlie's Stage 6 Development at Princess Street and Manifold Street.

Considerable progress has been achieved during the year 2020 with various special project committee planning meetings as well as involvement with all Heatherlie Council representatives. Currently it is expected that construction on site will, subject to all necessary approvals being obtained, commence by August/September 2021.

The Project Architect, Mr. Neil Holland, Principal of Creative Architects, has done an outstanding job with the overall design and the individual unit layouts for the 13 new residences. The new complex will blend in with the heritage streetscape of Princess Street and the surrounding residential properties in both Princess Street and Manifold Street.

It is expected that the final construction cost will exceed \$3 million. Finance will be provided from Heatherlie Homes resources, a generous grant from the Warrnambool Uniting Church, grant commitments from 10 local philanthropic Foundations and with the prospect of the Federal Government approving a grant of \$750,000 under the 2021 "Building Better Regions Fund" Program.

Early in 2021, the necessary planning and building permit approvals will be obtained. Once these approvals are in place, the architect will then be able to finalise the preparation of the detailed plans and specifications ready for local construction tenders to be sought towards the end of July 2021.

The planned Stage 6 Development will represent the achievement of a further important milestone in the proud history of Heatherlie Homes. Heatherlie Council will ensure that as much work as possible for the new complex will be undertaken by local building tradespeople as well as the supply of materials and other resources from local suppliers or sub-contractors.

It is confidently expected that new residents will be able to apply to occupy the completed units as from September 2022 when an official opening will then be planned.

A special thanks to our executive officers of 2020 Kathy, Lyn and Sara and to our office assistant Natalie, to our maintenance manager Murray and gardener Andrew and all our cleaning staff for a year of dedication and hard work.

*Charlie Armitstead*

Chairman



# BUILDINGS & GROUNDS COMMITTEE REPORT

This year, once again saw the Building and Grounds Committee have 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 re-building of a brick retaining wall and a path replacement on a ramp adjacent the retaining wall, at the rear of Heatherlie, which adjoins the the Archie Graham complex. These were severely damaged by the roots of a tree located alongside the path. This proved to be a bigger than anticipated job which required some repair works to be undertaken to some storm water pipes as well.

Improvements were made to the Resident's Lounge by way of the installation of a dishwasher. This year also saw us starting the program to upgrade five electrical switch boards. The first one having been installed, with the second one soon to be installed. With the remaining three in the progress of being ordered from the manufacturer with a view to installing them in the spring later this year.

Also, on the agenda for general maintenance this year was the replacement of the roof to the old section at the front of Heatherlie. This is the first section to be replaced on the original first stage of Heatherlie and has stood the test of time well for us, considering the proximity to the coastline. This is due to be done very shortly before the weather turns. Whilst we have a crane on site to lift the new roofing iron up, it has been scheduled in to also lift up a new replacement heating boiler to replace the old back up one.

Apart from the general upgrading of the Koroit and Henna street campuses, thanks must go to Murray for the upgrading of one of the newly acquired rental properties in Merri street which required some tiling, painting, and new floor coverings to make it rentable.

As in past years, Murray was kept busy refurbishing, either fully or partially units as they came up, as well as also seeing to all the residents' requests as they came up along with the coordination of the general maintenance items, whilst Andrew has been busy attending to the Heatherlie and Christ Church gardens and helping Murray when requested.

On the agenda for future works for next year, as mentioned above, is the replacement of the three remaining electrical sub boards along with the renovating of the rear of the unit adjoining the lounge room, known as the Computer Hub, to be able to accommodate a visiting podiatrist and hairdresser. This will enable the residents to be able to access these services without leaving the campus. Also, security will be upgraded by the Warrnambool City Council by way of the installation of a streetlight to the side parking area opposite the Uniting Church and the installation of police monitored security cameras to the Cramond and Dickson carparking areas.

Thanks must go to all the capable staff members who continued to help keep Heatherlie running smoothly and looking great in what proved to be a most challenging year. In closing I would like to thank all the committee members for their contributions and support throughout the year.

The Building and Grounds Committee for 2020 were: Stephen Chenoweth (Convenor), Charlie Armitstead, Gordon McLeod, Geoff Barker, and supported by: Kathy Snell, Natalie Barker, Sara Morrison, Murray Stutchbery and Andrew O'Donnell.

*Stephen Chenoweth*

Convenor



# EXECUTIVE OFFICERS REPORT

What a year! 2020 saw Heatherlie Homes, along with the rest of the planet, head into uncharted waters thanks to the COVID-19 global pandemic.

After nine years and three months of working at Heatherlie, Lyn Burns retired at the end of June 2020 leaving Executive officer, Kathy Snell and Office assistant, Natalie Barker to run the office. These were difficult times as the threat of COVID-19 became very real in Victoria. A COVID management team was developed and a COVID-19 Management action plan was developed. There were many possibilities of uncertainty that could arise from COVID-19 mixed with communal living. Sara Morrison began late July 2020 and settled in well. Her first task was to implement the developed COVID-19 Emergency Management plan along with other COVID-19 procedures.

A lot of time was spent ensuring our residents were kept up to date with the constantly changing restrictions surrounding COVID-19. A newsletter was introduced in conjunction with the monthly Heatherlie Herald to keep our residents abreast of government changes and how they were to be affected. Our residents must be commended on how they dealt with the pandemic and restrictions. They all adhered to social distancing, cancelled social gatherings and wore masks to ensure they did 'their bit'. We had quite a few residents undertake COVID testing as a precautionary measure. We have been extremely fortunate that none of our residents tested positive.

As we were in and out of lockdown for the majority of the second half of the year, residents activities were hard to plan so became virtually non-existent, however once restrictions eased, the residents were extremely keen to get some social activities on the calendar and embrace the social side of things that they had so desperately missed. A Melbourne Cup luncheon, Grand Final breakfast and bus trip to Lake Edge on the shore of Purrumbete were just a few of the well planned activities that were well attended and thoroughly enjoyed by the residents in attendance.

We welcomed four new residents in 2020 and we said farewell to six residents. Overall our residents are in very good health and continue to enjoy the lifestyle and community Heatherlie Homes offers.

Narelle O'Sullivan, one of our cleaning staff took up alternative employment in December 2020 and was replaced by Karen Cooper who is proving to be an excellent addition to the team. Karen is extremely capable and well liked by the residents.

Stage 6 (Princess & Manifold Streets') is proving to be popular with plenty of prospective residents expressing their interest to reside at the new development. This will be a great asset to Heatherlie and the Warrnambool community.

We thank all the volunteer convenors and committee members of our Heatherlie Board and Committees. Your ongoing leadership, support and friendship is very much appreciated.

We look forward to a less anxious 2021 and hope that something very positive comes to humanity from the experiences of 2020.

*Kathy Snell &  
Sara Morrison*

Executive Officers



# FINANCE COMMITTEE REPORT

## Summary of financial performance.

Heatherlie Homes recorded a net surplus of \$116,319 for the 2020 financial year. This is an excellent result after taking into account the unforeseen and essential additional expenditure that was required to address the State Government restrictions and safety measures that were introduced in order to control the corona virus pandemic in Victoria.

Total income for 2020 was \$1,345,190 as compared with \$1,216,053 for the year 2019.  
Total expenditure for 2020 was 1,228,871 as compared with \$1,148,630 for the year 2019.

Generally the majority of income and expenditure items were in accordance with Committee budget predictions. As almost all accommodation units were fully occupied during 2020, it was not necessary to undertake special promotional campaigns to advise potential new residents of accommodation opportunities. Heatherlie Council determined not to increase costs for residents for the 2021 financial year.

## Summary of the financial position as at 31st December 2020.

As at the end of 2020, the net assets of Heatherlie Homes were recorded as \$21,842,653 as compared to \$18,792,746 as at 31st December 2019.

Cash reserves at the end of 2020 amounted to \$3,289,450 as compared with \$3,647,533 as at 31st December 2019.

During the year 2020, Heatherlie Council made a significant strategic decision to purchase a large site with some existing residential buildings in Merri Street, opposite the Warrnambool Railway Station. This site will enable further forward planning to take place on the completion of the Stage 6 development which is currently in progress for the Princess Street and Manifold Street adjacent properties, that are planned for 9 single bedroom units and 4 two bedroom units.

Capital expenditure associated with the Stage 6 development has been advanced for the essential preparation of the design and specifications for these new units, with Mr. Neil Holland from Creative Architects responsible for the initial planning requirements. It is expected that tenders for Stage 6 will be called in July 2021 with construction work to be completed by September 2022. Planning and building permit approval requirements for this project are currently well advanced.

Heatherlie Council records its appreciation to our Committee Convenor and Heatherlie Treasurer, Mr. Sean Delaney for his professional leadership during a most challenging year. We look forward to Sean re-joining Heatherlie Council after the April 2021 annual meeting. Our thanks also to Sinclair Wilson for their co-operation with the annual audit task.



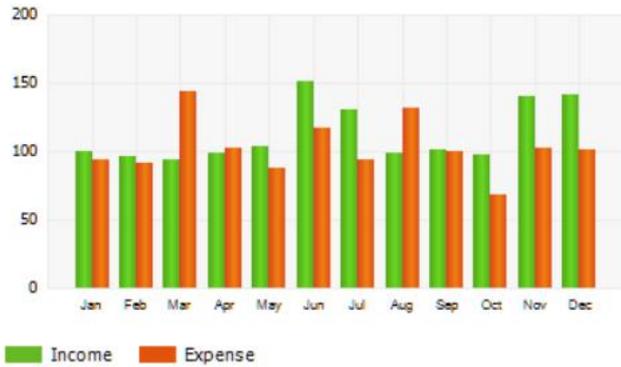
Written on behalf of the  
members of the Finance  
Comittee



# 2020 Heatherlie Homes Financial and Statistical Analysis

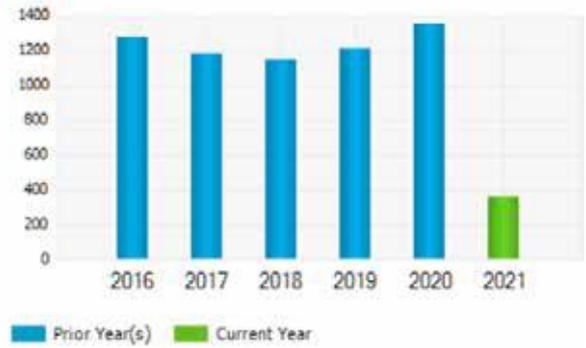
**Income and Expense Trend**

\$ in 1000s



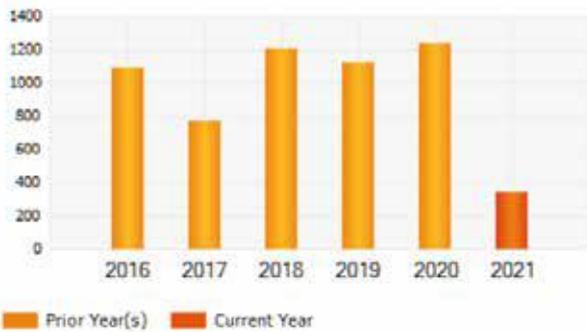
**Prev Year Income Comparison**

\$ in 1000s

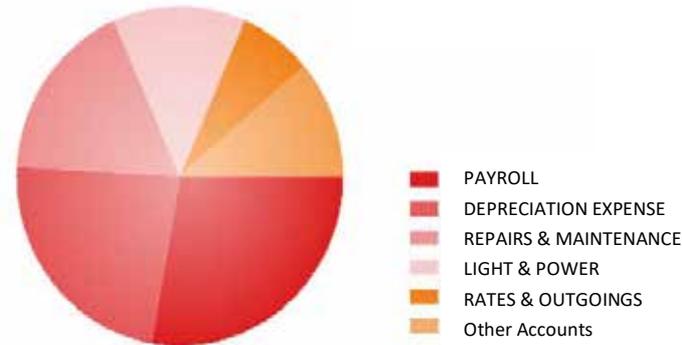


**Prev Year Expense Comparison**

\$ in 1000s



**Expense Breakdown**



# GOVERNANCE COMMITTEE REPORT

The Governance Committee meets bi-monthly to monitor the procedural, policy and operational matters of Heatherlie. The Committee includes Bill Hickey (Convenor), Charlie Armitstead, Vern Robson, Helen Wilson, Richard Zeigler, Alex McCulloch and Sara Morrison (EO).

This past year presented many challenges for Heatherlie and indeed for all Australians. The COVID-19 pandemic impacted on life as we knew it, resulting in a number of changes and restrictions to residents and staff alike.

As well as the normal Governance items attended to during the year, a major focus was ensuring that Heatherlie was well prepared for any possible COVID-19 outbreak. Important links were made with South West Healthcare and Moyne Health - the latter being our main contact for support and assistance if needed. Staff and committee members met with representatives from Moyne Health to assist in Heatherlie's preparedness for any outbreak.

A comprehensive action plan was devised which was then followed by a COVIDSafe plan which adopted Government issued guidelines. Staff provided regular updates to ensure all residents were fully informed in regards to all lockdown restrictions, keeping everyone as safe as possible.

It is important that we thank all residents and staff for their positive responses to the pandemic - both the planning by the staff and the co-operation and acceptance of the various restrictions by the residents.

Due to the pandemic the number of meetings of the Governance Committee was somewhat limited but the Committee was still able to attend to the following issues:

1. Review of the annual Strategic Plan which sets out the governance parameters over a 3 year period
2. Review of the Staff Policy and Procedure Manual
3. Update of the IT policy to reflect a working from home component
4. The updating of the Exceptional Circumstances policy which now includes a Statutory Declaration in reference to the resident's financial position
5. The updating of the policy concerning the situation where the resident is deemed no longer fit for independent living.
6. The drafting of a policy in relation to air conditioners in units
7. Scheduling and completion of all staff appraisals
8. Completion of performances of all committees against our Key Performance Indicators (KPIs)

As Convenor, I wish to thank all members for their selfless contributions throughout this difficult year. Many thanks also to Kathy, Lyn, Sara and Natalie for their dedicated work, which ensured Heatherlie remained alert but safe.

*Bill Hickey*

Convenor



# HOUSE MANAGEMENT COMMITTEE REPORT

The House management Committee assists the Executive Officers with communal and 'Human' side of the day-to-day operations of Heatherlie. This is the group which is given the task of finding solutions to the inevitable problems that we can expect to arise when a lot of people from diverse backgrounds living in close proximity.

In most cases, these problems are ably managed by our very adept and compassionate Executive Officers but occasionally human situations can become more complicated, angst-ridden and convoluted for even those capable people. Fortunately these are rare so the Committee is not overly taxed with such work.

I am deeply grateful for the sensitive and thoughtful contributions made by the members of the House Management Committee because it is the ethos created around Heatherlie which over the years has reflected its influence. I offer my personal thanks to the members of the Committee who selflessly contribute and to the staff of Heatherlie who transfer our values into the day-to-day operations which make Heatherlie a uniquely happy and successful facility.

*Richard Ziegeler*



Convenor



Lena Hammond on her 90th birthday



Joan Hawkins & singer Ken Coverdale

# RESIDENT REPORT

The year of 2020 has been very challenging. COVID-19 changed our lives but we battled through it and are now hoping to be vaccinated so that we can return to some normality.

It was hard not to have visitors or hug our grandchildren, especially for the residents who spent time in hospital and were unable to receive many visitors. Many of our residents missed being able to attend church services.

However things are looking up and thanks to Gilda we were able to enjoy some outings in between lockdowns. We had a pizza lunch which was held in four different locations around the Heatherlie grounds. Also fish & chips on Good Friday went ahead that way.

As soon as we were able to go out we had lunch at the Timor Street Bowls Club, Grand Final breakfast at Patlock Cafe, a Melbourne Cup luncheon at Provincial and a bus trip to Lake Edge for lunch. In December we enjoyed a lunch at the Whalers Hotel.

Thanks to our new resident Barbara Pope who played Christmas Carols on the piano for us as well as the Sunday Singalong twice a month.

We were able to get back to normal and have a sausage sizzle with a singalong on Australia Day.

Lyndoch is back with Fit Minds along with Tai Chi, Craft Group, Bocce, Bingo, Hoi and happy hour.

During the year, 8 residents moved onto permanent full care but it didn't take a long time to fill the empty units. Mid year we bid farewell to Lyn and welcomed Sara who has settled in very well.

Hoping for a COVID free 2021 so we can travel across the borders.

*Miebe van Zetst*

Residents Rep



**HEATHERLIE HOMES**

**STATEMENT OF COMPREHENSIVE INCOME**

**FOR THE YEAR ENDED 31 DECEMBER, 2020**

	Note	2020 \$	2019 \$
<b>INCOME</b>			
Cashflow Boost - ATO		23,148	-
Donations		71,234	-
Ingoings		339,989	324,012
Maintenance Rent		784,678	765,524
Interest	2	53,492	91,066
Insurance Claim		1,551	12,889
Other		22,701	22,562
Rent Merri Street		16,632	-
UCA Trust Gain	4(a)	31,765	-
		<u>1,345,190</u>	<u>1,216,053</u>
<b>EXPENDITURE</b>			
Bank Charges		923	879
Cleaning		16,304	10,926
Computer Expenses/Internet Fees		4,455	2,439
Donations		1,823	1,269
Gardening Services		3,670	1,325
Gardening Supplies		4,997	2,547
General Expenses		3,126	5,181
Insurance		30,355	32,652
Resident Insurance Reimbursement		2,700	3,150
Legal Fees		2,988	4,583
Light & Power		159,443	161,607
Loss on Disposal of Assets		2,200	-
Payroll Costs		366,429	329,558
Permits, Licences & Fees		547	1,176
Postage		1,673	753
Printing, Stationery & Advertising		13,647	15,895
Professional Fees - Accounting and Audit		11,144	10,375
Rates & Outgoings		90,628	84,459
Rental Management fees		1,139	-
Safety Services		13,082	9,695
Telephone		2,984	3,487
Travelling Expenses		-	114
Uniforms		2,143	1,644
Wardens' Allowance		4,000	3,697
Website Maintenance		-	1,030
Workshop tools and equipment		4,350	2,033
Total Operating Expenses		<u>744,750</u>	<u>690,474</u>
<b>SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION</b>		<u>600,440</u>	<u>525,579</u>
Less: Repairs and Refurbishments		213,155	188,976
Less: Depreciation	(1)e	270,966	269,180
		<u>484,121</u>	<u>458,156</u>
<b>SURPLUS / (DEFICIT) FOR THE YEAR ENDED 31 DECEMBER, 2020</b>		<u>116,319</u>	<u>67,423</u>

**HEATHERLIE HOMES**

**STATEMENT OF FINANCIAL POSITION**

**AS AT 31 DECEMBER, 2020**

	Note	2020 \$	2019 \$
<b>CURRENT ASSETS</b>			
Cash at Bank	3	243,901	3,647,533
Cash Equivalents - UCA Trust Account	4	3,045,549	-
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		12,391	15,288
Sundry Debtor	2(a)	4,138	45,210
		<u>3,306,078</u>	<u>3,708,130</u>
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	6	18,536,575	17,736,012
		<u>21,842,653</u>	<u>21,444,142</u>
<b>CURRENT LIABILITIES</b>			
Trade Creditors and other payables	7	52,082	51,309
Provision for Annual Leave		53,052	41,141
Provision for Long Service Leave		49,980	40,408
		<u>155,114</u>	<u>132,858</u>
<b>NON-CURRENT LIABILITIES</b>			
Residents Bonds and Deposits (refundable)		1,313,000	1,272,100
Garage and Air Conditioning Bonds		196,000	170,500
Residents Ingoing Contributions		1,267,198	1,069,144
Provision for Long Service Leave		2,276	6,794
		<u>2,778,474</u>	<u>2,518,538</u>
		<u>2,933,588</u>	<u>2,651,396</u>
<b>NET ASSETS</b>			
		<u>18,909,065</u>	<u>18,792,746</u>
<b>MEMBERS FUNDS AND RESERVES</b>			
Asset Revaluation Reserve		14,016,228	14,016,228
Members Funds		4,892,837	4,776,518
		<u>18,909,065</u>	<u>18,792,746</u>

**HEATHERLIE HOMES**

**STATEMENT OF CHANGES IN EQUITY**

**FOR THE YEAR ENDED 31 DECEMBER, 2020**

	Note	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 31 December, 2018</b>		4,709,095	14,016,228	18,725,323
Surplus / (Deficit) for the year		67,423	-	67,423
Transfers to and from reserves		-	-	-
<b>Balance at 31 December, 2019</b>		4,776,518	14,016,228	18,792,746
Surplus / (Deficit) for the year		116,319	-	116,319
Transfers to and from reserves		-	-	-
<b>Balance at 31 December, 2020</b>		4,892,837	14,016,228	18,909,065

**HEATHERLIE HOMES**  
**STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2020**

	Note	2020 \$	2019 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		1,264,433	1,147,422
Donations		71,234	-
Interest received		53,492	91,066
Payments to suppliers and employees		<u>(937,967)</u>	<u>(831,694)</u>
<b>Net cash provided by operating activities</b>	<b>8</b>	<b><u>451,192</u></b>	<b><u>406,794</u></b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for Property, plant and equipment		<u>(1,073,729)</u>	<u>(143,332)</u>
<b>Net cash provided by Investing activities</b>		<b><u>(1,073,729)</u></b>	<b><u>(143,332)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(Decrease) in Resident Bonds and Deposits Liability		66,400	17,014
Increase/(Decrease) in Residents Ingoing Contributions		<u>198,054</u>	<u>232,897</u>
<b>Net cash provided by Financing activities</b>		<b><u>264,454</u></b>	<b><u>249,911</u></b>
Net increase in cash held		(358,083)	513,373
Cash at beginning of year		<u>3,647,533</u>	<u>3,134,160</u>
<b>Cash at end of the year ending 31 December, 2020</b>	<b>5</b>	<b><u>3,289,450</u></b>	<b><u>3,647,533</u></b>

**HEATHERLIE HOMES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2020**

**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, 2020

#### 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, 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>Note 2. Interest Received</b>		
Interest		
Bank	46	42
UCA	(a) 46,209	82,121
Residents interest payable on unpaid ingoing bonds	7,237	8,902
	<b>53,492</b>	<b>91,065</b>

(a) 2019 included \$39,569.95 received 1 January, 2020 relating to the six months ending 31 December, 2019. This amount was included as receivable under Sundry Debtors. See also (a) comment below Note 4.

**Note 3. Cash**

Uniting Church Cash Management - 103488003		7,238
Uniting Church Cash Development - 105700009	3,771	3,701
Uniting Church Investment Services - 105918007	(a) -	3,583,373
ANZ Stage 6 - 3212-00046	70,001	-
ANZ Bank Cheque Account - 2760-89675	157,514	45,083
Commonwealth Bank Cheque Account	12,615	8,138
	<b>243,901</b>	<b>3,647,533</b>

**Note 4. Cash Equivalents**

Uniting Church Cash Management Trust - 103488003	(a) 7,497	-
Uniting Church Enhanced Cash Trust - 105918007	(a) 3,038,052	-
	<b>3,045,549</b>	-

(a) The UCA Cash Management Bank and the UCA Investment Services account were transferred to Trust Accounts on 1/7/2020. Interest is paid on the account as well as Trust Gain which is the movement in the value of the units. They have retained the same account number and have been included in cash and cash equivalents for cashflow reporting purposes.

<b>Note 5. Total Cash and Cash Equivalents</b>	<b>3,289,450</b>	<b>3,647,533</b>
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HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2020

	2020	2019
<b>Note 6. Property, Plant &amp; Equipment</b>		
210 Merri Street - Land	489,000	-
210 Merri Street - Building	121,000	-
Less Accumulated Depreciation	(920)	-
(a)	<u>609,080</u>	<u>-</u>
212 Merri Street - Land	(a) 390,000	-
Henna St - Buildings at Heatherlie Council valuation	(b) 1,600,000	1,600,000
Henna St - Improvements	6,755	6,755
Less: Accumulated Depreciation	(211,338)	(186,663)
	<u>1,395,417</u>	<u>1,420,092</u>
Koroit St - Land at Heatherlie Council valuation	(b) 2,906,250	2,906,250
Koroit St - Buildings at Heatherlie Council valuation	12,593,750	12,593,750
Less: Accumulated Depreciation	(1,511,249)	(1,322,343)
	<u>13,988,751</u>	<u>14,177,657</u>
Building Improvements at cost	665,925	627,290
Less: Accumulated Depreciation	(256,534)	(225,208)
	<u>409,391</u>	<u>402,082</u>
Plant & Equipment at Cost	195,361	206,621
Less: Accumulated Depreciation	(134,680)	(142,737)
	<u>60,681</u>	<u>63,884</u>
27-29 Princess Street Land	700,000	700,000
27-29 Princess Street - Improvements	21,184	-
27-29 Princess Street Land	<u>721,184</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	409,004
Less: Accumulated Depreciation	(19,615)	(9,389)
	<u>639,389</u>	<u>649,615</u>
	<u><b>18,536,575</b></u>	<u><b>17,736,012</b></u>

**HEATHERLIE HOMES**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER, 2020**

	2020	2019
	\$	\$

**Note 6. Property, Plant & Equipment (continued)**

(a) The Merri Street titles were purchased under one contract of sale totalling \$1,000,000. The allocation between buildings and land was apportioned based on the Rates Notices Council Improved and site values of the two properties. The property at 212 Merri Street has been attributed as just land value as advised by Vern Robson.

(b) 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
	-	110 and 112 Henna Street

**Note 7. Trade Creditors and Other Payables**

Trade Creditors and accruals	32,800	41,023
Payroll Liabilities	16,239	7,238
ANZ Business Credit Card	3,043	3,048
	<b>52,082</b>	<b>51,309</b>

**Note 8. Cash Flow Information**

**Reconciliation of Cash flows from Operations with profit**

Profit / (Loss)	116,319	67,423
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	270,966	269,180
Loss on Disposal of asset	2,200	-
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	43,969	22,435
Increase/(Decrease) in payables	12,684	45,473
Increase/(Decrease) in other provisions	5,054	2,283
<b>Cash flows from operations</b>	<b>451,192</b>	<b>406,794</b>

**Note 9. Contingent Liability**

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

The titles pertaining to property referred to in note 6 are unencumbered and have no covenants held against them.

**HEATHERLIE HOMES**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER, 2020**

**Note 10. 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, 2020.

**Note 9. Related Party Transactions**

Refurbishment costs of \$20,807 including GST were paid to Chenoweth Kitchens of which Steve Chenoweth is a proprietor and also a member of the Council. There was also \$10,450 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**

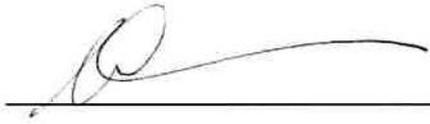
**ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF THE REGISTERED ENTITY**

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

- The financial statements, as set out on pages 1 to 10, present a true and fair view of the financial position of Heatherlie Homes as at 31 December, 2020 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 6<sup>th</sup> Day of April, 2021

**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, 2020, 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, 2020 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	Colac	Hamilton	Mount Gambier	Camperdown
Casterton	Mortlake	Port Fairy	Terang	Timboon

### **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**

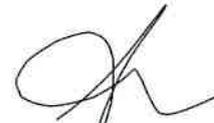
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an Auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that 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 7 April, 2021

257 Timor Street  
Warrnambool VIC 3280

# 2020 Resident Survey results

Survey was conducted in March 2021. Residents were asked to reflect on the 2020 year.

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 (Koroit Street) and Christ Church Close (Henna Street). Most residents returned their surveys promptly by the due date of 26th March, 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 50 returns from 79 Koroit Street residents (a 63.29% response, an average result down a little on last year), and 5 returns from 11 Christ Church Close residents (a disappointing 45% response compared to last years' 60% 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

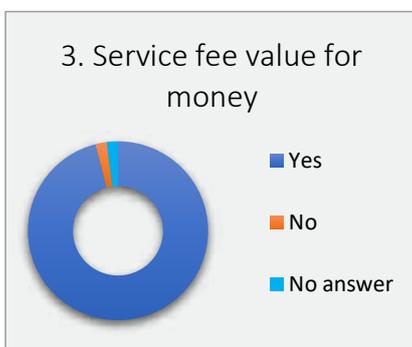


Q1 & 2 asked residents to describe their overall happiness at Heatherlie, and if it had changed over the past year to say why. Overall, 70% of residents at both premises were very happy; of those who ticked 'Happy' some said their happiness had slipped because of COVID 19 or concerns about their health.

Others said they felt happier than last year – more settled and more confident!

Q3 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.

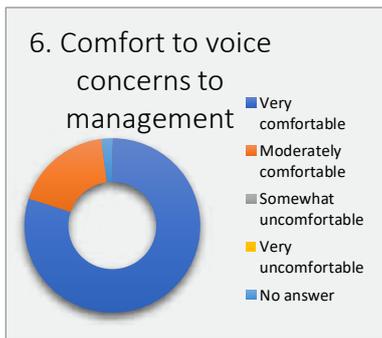
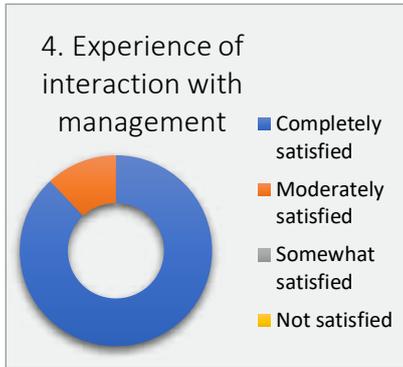
Almost all respondents at Koroit St indicated 'Yes', with only 1 not answering and 1 "No". Some comments were 'At the moment the fees are high enough as the pension doesn't go up much', 'Hope it doesn't go up in a hurry', and another, 'wouldn't like to see it increase too much more.' Only 60% of respondents at Henna St thought it was value for money, and commented thus: 'Nothing ever done much at CCC'.



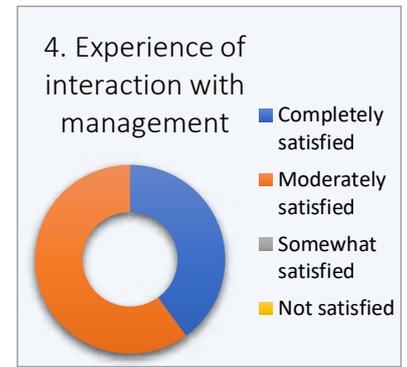
## Koroit Street responses



## Koroit Street responses



## Koroit Street responses



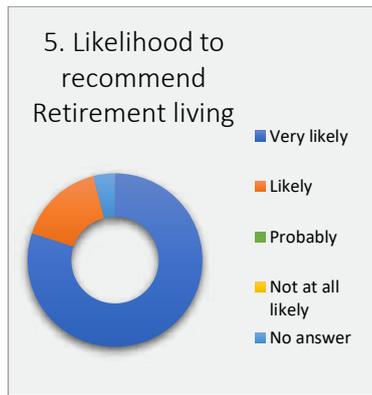
Q 4, 6 & 7 queried residents' experiences and comfort at raising concerns either with management or at the quarterly Residents Meetings.

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). There were very few comments, but one resident did add that they 'Always find management to be understanding'.

When it came to raising concerns at the Residents meetings, there was a certain level of discomfort.

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

## Koroit Street responses



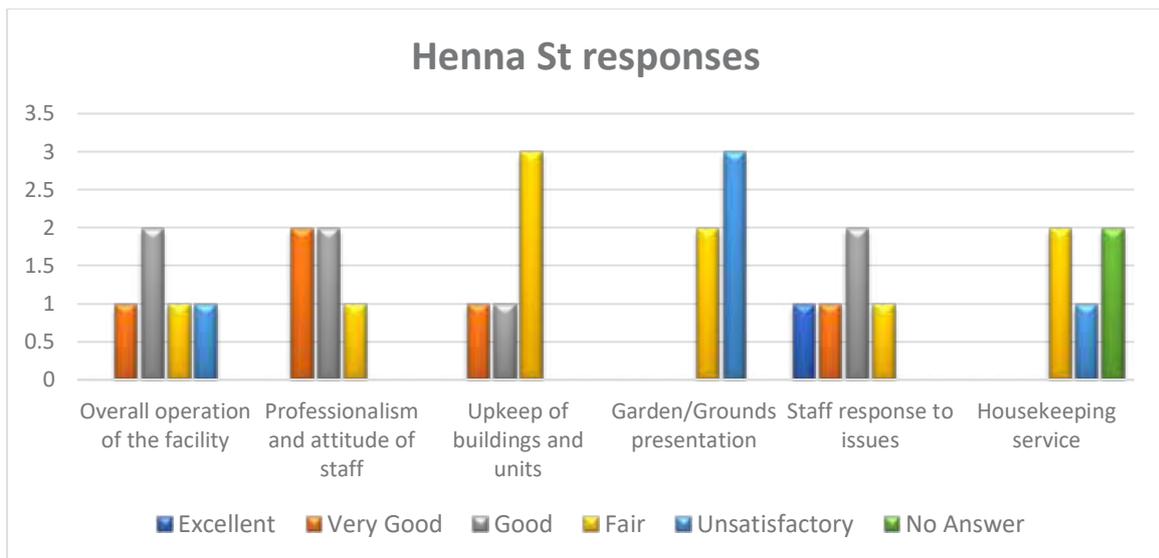
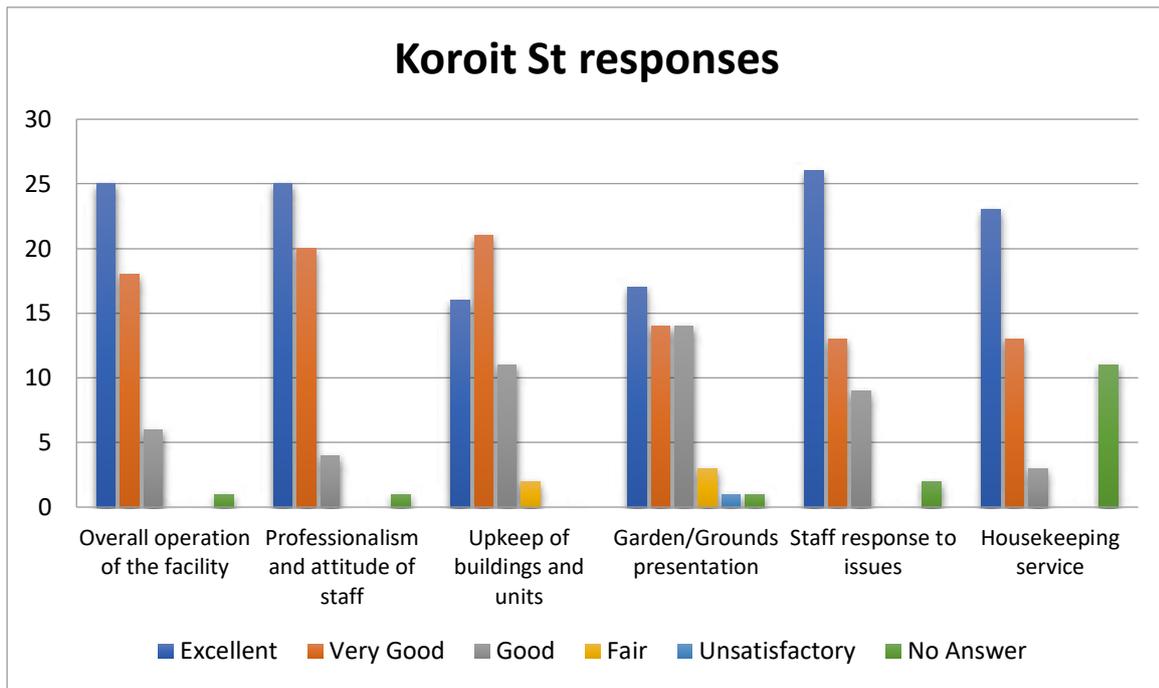
## Koroit Street responses



Q5 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 were lots of social activities to participate in, their privacy was respected and they feel safe. Some comments from residents included 'Comfortable, friendly, safe. Close to shops and services. Caring staff, Independence, activities to join if you want', 'Suitable for all my needs - location a big plus. Companionship if you need to meet with new friends' and 'Lots of positives to living at a residential facility - especially Heatherlie!'. This was also backed up by the majority of residents from across both sites indicating that they felt very safe (Q8).

Q9 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 a 'Thank You'.

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 (only 5 respondents out of a possible 11), where most concern is regarding the garden & grounds presentation and housekeeping service.



Not all residents of Koroit Street and Henna Street use our housekeeping service, which accounts for the high number of 'No Answer'.

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

I continue to be happy & content in my little unit - "Home Sweet Home".  
 I am very happy with my choice to live at Heatherlie.  
 Everyone is so friendly and has made me so welcome. I don't want to live anywhere else; I am happy safe and secure here.  
 Living in Heatherlie is the best thing I did. Safe, friendly and no worries about bills. The staff are wonderful, friendly and easy to meet and try to keep us safe. Thank you.  
 Gardener needs a helping hand. Maintenance of outside buildings - maybe bright paint.

Heatherlie is closer to the street. Good for disabled people to know their surroundings - easy to leave and come back to.

Love housekeeping service - very professional.

We are very satisfied living here at Heatherlie. We have made many new friends.

My family are all pleased I live at Heatherlie.

A wonderful place to live, everyone is so friendly & helpful. Wouldn't be anywhere else.

Things have been a bit down this year, but that is only because of COVID. On the whole we have done well and also helped each other fill in the down times, but we got through and may God bless us and keep us well and happy.

Training required for Stewards eg. 1/4 year review. Should have a 6 monthly fire drill. Assistance needed for gardener.

I love living here. Made lots of new friends and enjoying new interests. No money worries, no bills, just get out and about enjoying life - "Magic".

Would like the outside of Heatherlie (Koroit street) to have a face lift - it is looking very dowdy and aged.

I have lived here at Koroit street for 10 years and I have found that I have many friends and I am very happy here.

It's a great place to live.

Example of Resident Survey 2021

### Annual Heatherlie Resident Survey 2021



It's that time of the year again, where we conduct a short survey of the opinions of living at Heatherlie by our Heatherlie residents. We would appreciate your feedback, thanks, Kathy EO

We are interested in your satisfaction regarding our service and amenities. It would be greatly appreciated if you could please complete the survey below and returning it to the Heatherlie Office by Friday 26<sup>th</sup> March 2021. A summary of the survey results will be presented at the Annual General Meeting on 15th April 2021.

**Facility**    Koroit Street     Christ Church Close

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

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 service fee represents reasonable value for money?  
 Yes     No   
 If no, please provide feedback: \_\_\_\_\_

4. How would you rate your experiences of interactions with Heatherlie management?  
 Completely satisfied     Moderately satisfied     Somewhat satisfied   
 Not satisfied   
 If not satisfied, please provide feedback: \_\_\_\_\_

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

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

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

comfortable     uncomfortable

7. 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

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

9. Please rate your satisfaction with the following aspects of the service with a circle. 9

Overall operation of the facility	<del>Worst</del> factory	Fair	Good	Very Good	Excellent
Professionalism and attitude of all staff towards residents	<del>Worst</del> factory	Fair	Good	Very Good	Excellent
Upkeep of buildings and units	<del>Worst</del> factory	Fair	Good	Very Good	Excellent
Garden/Grounds presentation	<del>Worst</del> factory	Fair	Good	Very Good	Excellent
Staff responses to issues	<del>Worst</del> factory	Fair	Good	Very Good	Excellent
Housekeeping service	<del>Worst</del> factory	Fair	Good	Very Good	Excellent

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

Your name \_\_\_\_\_ Unit or Phone Number \_\_\_\_\_

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

# New Development for Heatherlie

In 2015 Heatherlie purchased from the Presbyterian Church, the former St John's Bowling Club land in Princess Street, Warrnambool with the site being considered an excellent location for a future development of a residential complex, very similar to the existing ones.

Later that year, an adjacent property located behind became available which could adjoin the former Bowling Green site. This was purchased with a view of consolidating the two sites for future developments.

In 2020, a Task Group was formed which including members of the Heatherlie Board. Architect, Neil Holland was invited to design Stage 6 of Heatherlie and planning commenced for the development which includes: 9 one-bedroom units, 4 two bedroom units, a Communal Lounge, Scooter Storage and Resident Storage areas, on both the Princess and Manifold Street sites with a driveway linking the two sites, enabling future residents to drive in at one entrance and exit at another.

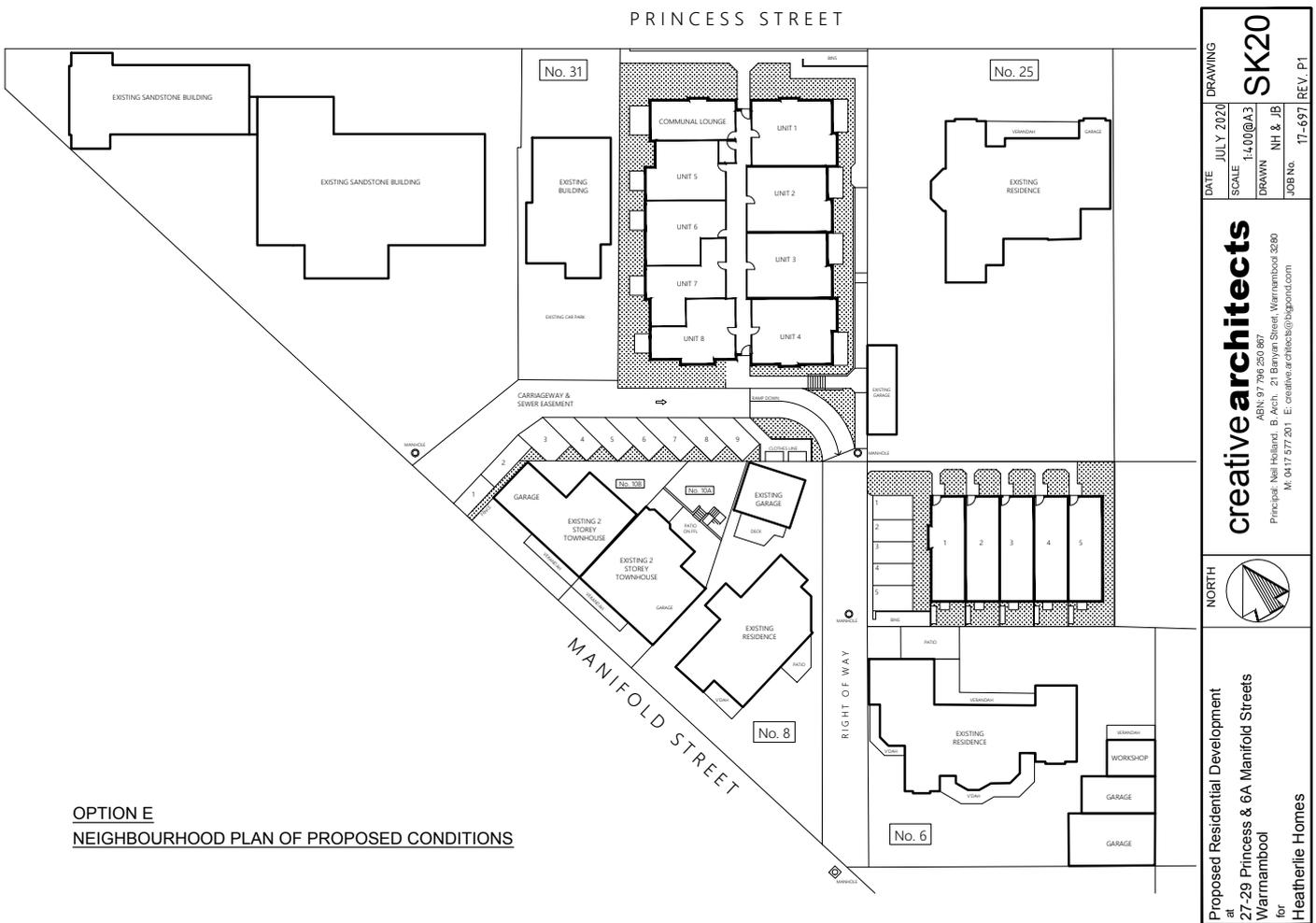


Image 4: View of proposed building on Princess Street side looking from near south west corner beyond west side driveway and north side driveway with rear entry.



Image 2: View from Princess Street towards proposed independent living units and communal lounge. Existing residential property at 29 Princess Street on LHS (grass covered driveway).







2020

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