



HEATHERLIE

ANNUAL REPORT 2021



HEATHERLIE HOMES & CHRIST CHURCH CLOSE

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, and 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 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 BOARD MEMBERS AND DECLARATION



Charlie Armitstead
Chairman



Alex McCulloch
Deputy Chairman



Sean Delaney
Treasurer &
Convener Finance Committee



Bill Hickey
Convener Governance Committee



Richard Ziegler
Convener House Management Committee



Stephen Chenoweth
Convener Buildings and Grounds Committee



Gordon McLeod



Rev Geoff Barker



Helen Wilson



Lu Butler



Ros Bamford



Vern Robson



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

16, 12, 2021

Rev. Geoff Barker

16, 12, 21

Lu Butler

16, 12, 21

Ros Bamford

16, 12, 21

Stephen Chenoweth

16, 12, 21

Sean Delaney, Treasurer

16, 12, 21

Bill Hickey

16, 12, 21

Alex McCulloch, Deputy Chairman

16, 12, 21

Gordon McLeod

16, 12, 21

Vern Robson

16, 12, 21

Helen Wilson

16, 12, 21

Richard Ziegler

16, 12, 21

HEATHERLIE STAFF MEMBERS



Jackie Crothers
Executive Officer Finance
& Administration



Kathy Snell
Executive Officer
Governance &
Resident Services



Natalie Barker
Office Assistant



Murray Stuchbery
Maintenance Officer



Andrew O'Donnell
Gardener



HEATHERLIE



Kate Clements
Housekeeper



Gerald Barry
Housekeeper

Heatherlie Residents Enjoying Life



Our resident pianist, Barbara



Australia Day celebrations



The new Heatherlie Community Shed opened this year. The shed is also used for repotting plants, craft, painting, minor construction and repairs.

Minutes of the 42nd Annual General meeting of the Heatherlie Council for 2020 held on 15th April 2021 in the Heatherlie Lounge at 2pm.

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

Mentioned were the typographical errors in the AGM booklet due to printer oversights, this was not a result of our staff. We will have some more printed once corrected.

Due to Covid 19 restrictions, the 41st Annual General Meeting was held 25th February 2021, a long time after it was supposed to be held, April 2020. The Annual Report contained reports from all the committees and audited financial reports were circulated in May 2020.

Charlie invited attendees to follow the current Annual report which has been distributed, containing the agenda on page 9 in 2020 booklet.

Present:

LIFE MEMBERS: Vern Robson, Ron Bishop and Richard Ziegeler
(also representing the Mayor, Cr Jellie, who had another commitment)

GUESTS: Mr Craig Fraser (South West Healthcare CEO), Kath Massey (Co-opted committee member), Helen Wilson, Marjorie Crothers, Robyn Armitstead (Warrnambool Uniting Church), Leo Dunne as a Heatherlie Steward and also (representing Fr Lawrie O'Toole OLHC)

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

RESIDENTS: Diana Abraham, Mary Anderson, Dot Bathe, Rosemary Bayliss, Val Bell, Thea Broeders, Marlene Bruce, Ray Carter, Fran Carter, June Cook, Joy Cooper, Audrey Devlin, Joyce Findlow, Des Flynn, Marie Flynn, Joan Gebert, Stuart Godkin, Kaye Gordon, Shirley Gribbin, Joan Hawkins, Anna Hollingsworth, Joyce Knights, Gilda McDonald, Marge McDonald, Gloria McDonnell, Olive McDonough, John Medley, Wendy Miller, Elaine Oppenheim, Barbara Pope, Mary Russell, Donna Shaw, Brenda Smith, Clare Smith, Roger Smith, Dorothy Snell, Fran Stow, Kath Turner, Mieke Van Zelst, Marion Williams.

STAFF: Natalie Barker, Kathy Snell (EO), Murray Stuchbery, Andrew O'Donnell, Jackie Crothers (EO).

Apologies: Cr Vicki Jellie (Warrnambool Mayor), Fr Scott Lowrey (Anglican Church), Fr Lawrie O'Toole (OLHC), Felicity Melican, (Sinclair Wilson), Ros Bamford (Church Council, former owner of Merri St), Joy Coulson (Secretary WUC), Martin Dunstan, Margaret Pedlar (Uniting Church Rep), Heatherlie Council Members – Lu Butler, Alex McCulloch, Sean Delaney, Residents – Dorothy Viergever, Mary O'Regan, John Meehan, Fay Wilson, Judy Mugavin, Alan Mills, Lorna Klahn, Betty Arnel, Pat Middleton, Mary Clarke, John Meehan, AnnMaree Faulkner, Eileen McArdle, Lena Hammond, Robert Bayliss, Chris Gleeson, Robyn Findlow, Wendy Crofts, Staff – Gerald Barry, Karen Cooper.

Declaration of pecuniary or other interest: Nil

Minutes of 41st Annual Meeting of 25th February 2021

“That the minutes are a true record of the meeting”

Moved: Richard Ziegeler, Seconded: Stephen Chenoweth CARRIED

Business Arising from the last Annual General Meeting:

Council membership: As per page 4 of the Annual report (photos of members)

Committee memberships: Convenors per below

Buildings and Grounds Committee – Stephen Chenoweth

House Management Committee – Richard Ziegeler

Governance Committee – Bill Hickey

Finance Committee – Sean Delaney

Committees are formed from Heatherlie Council membership and one Co-opted member, Kath Massey (House Management committee).

Correspondence:

Outwards: Co1) 11.02.2021 - to Stewards (Donna, Des, Leo & John) thanking them for their service and asking if they would like to continue in 2020- 2021

Co2)17.02.2021 – Mr Craig Fraser, CEO, South West Healthcare – Invitation to be our guest speaker at AGM

Co2) 02.04.2021 to Mayor, Vicki Jellie, Invitation to the AGM

Co3) 02.04.2021 to Felicity Melican thanks to Sinclair Wilson for conducting annual audit and invitation to AGM

Co4) 02.04.2021 to Kath Massey, Co-opted member of House Management Committee - invitation to the AGM.

Co5) 02.04.2021 02.04.2021 to Helen Wilson, Secretary of Warrnambool Uniting Church – Invitation to Helen any members of the Warrnambool Uniting Church to attend the AGM.

Co 6) 02.04.2021 to Fr Scott Lowrey – invitation to attend the AGM

Co7) 13.04.2021 to all Heatherlie Council members – invitation to attend the AGM

Co8) 14.04.2021 to all staff – invitation to attend the AGM

Inwards: Ci1) 29.04.2020 Dr Karoline Gunn – would be pleased to continue on as Medical Officer

Ci2) 29.04.2020 Stewards' response – from Des Flynn, Leo Dunne, Donna Shaw and John Medley, all agreed to stay on as resident stewards for 2020.

By emails:

Ci3) – 13.04.2021: Alex McCulloch, Principal, Tait's Legal – He would be honoured to continue in the role of Deputy Chairman and please accept my apology for the AGM.

Ci4) 14.04.2021: Wendy Clarke, Executive Assistant WCC – inability to attend AGM from Mayor, Vicki Jellie.

Ci5) 14.04.2021: Lu Butler – Please accept my apology for AGM

Ci6) 14.04.2021: Kath Massey – Acceptance of invitation to AGM

Ci7) 14.04.2021: Felicity Melican, Partner, Sinclair Wilson – Please accept my apology for AGM as I have prior engagements in Melbourne.

“That inwards correspondence be received, and outwards correspondence be approved”

Moved: Bill Hickey, Seconded: Richard Ziegeler CARRIED

Reports:

Chairperson – Charlie Armitstead

'Firstly, and most importantly a warm welcome to all our new residents. Thank you for choosing Heatherlie as your preferred retirement home. We hope you enjoy your new lifestyle here and continue to do so for a very, very long time.

What a year 2020 was! COVID 19 dominated our lives, it affected our working lives, our social life, our sporting life, and there was a continuous barrage of information on the airwaves, television and newspapers. However, compared with the rest of the world, we here in Warrnambool had it pretty good. I think you would all agree with that!

I take this opportunity to congratulate all our residents for the way you responded to your responsibilities, for wearing masks, social distancing, and doing all the right things. You made life a lot easier for our staff. There is plenty of evidence what happens in a retirement home once a virus takes hold, so we were very determined to make sure we keep that out of Heatherlie.

We must thank Craig for the support afforded us from South West Healthcare, and also Moyne Health, in formulating an action plan. A plan to prevent the virus entering our properties, as much as possible, and a plan of how to deal with it, should it do so. So, thanks Craig, I would like you to pass that back onto your team, thank you. Moving on from the COVID, Lyn Burns retired from Heatherlie in June last year after 9 years plus years with us, as executive officer of the Governance and Resident services. Lyn and Kathy formed a great team, and Lyn's contribution to Heatherlie was much appreciated. After Lyn's retirement, we were fortunate to secure the services of Sara Morrison, who unfortunately moved on after having been offered a job at a school which she could not refuse, with her young family. And all has worked out well for her. But on the bright side, we have now gained the services of Jackie Crothers. Now I'd like to introduce you to Jackie. Jackie is here on my right; Jackie is new and only started a few weeks ago. I am sure she will do a great job; she comes with great credentials and we are very lucky to have her. I am sure she will be a much-valued member of our staff for a long time.

2020, saw a couple of major steps taken by Heatherlie. One, with the purchase of 110-112 Merri Street. Some 3,600 square metres of land on which stands a house and two flats which are located directly opposite the railway station. Another site centrally located for future development. I can tell you today that we purchased that land from Ros Bamford and her husband Lindsay and today the Heatherlie Board approved Ros as a new member of the Board. So, she will be joining our board in the near future, which is great.

Another major task was the commencement and planning and fund raising for the Stage 6 Princess Street, and Manifold Street, in Warrnambool. We anticipate calling tenders later this year and we expect the project to cost in excess of 3 million dollars. Vern Robson has been very busy in sourcing funds from local and Melbourne philanthropic trusts, we are hoping to raise

\$350,000.00. The Warrnambool Uniting Church has pledged \$500,000.00 for which we are very appreciative. This very generous donation, has for the most part, has been made possible due to the efforts of the Uniting Church Op shop. The Op shop has been most ably guided by Wendy Crofts, one of our residents here, and many, many volunteers.

Vern, again, has spent many hours in preparation of the application to the Building Better Regions Fund, hoping to gain \$750,000.00 towards the project. Building Better Regions Fund is a Federal Government initiative, so Vern has been lobbying our local federal minister, Dan Tehan MP, hoping all his efforts will bear fruit.

That covers most of my report, but before we move on, let me thank our staff of 2020 – Kathy, Lyn, Sara, Natalie, Murray, Andrew and both our cleaning staff, Gerald and Karen on a job well

Executive Officers: As per AGM report

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 2021
- iii. Governance as per AGM report

iv. House Management as per AGM report

v. Residents as per AGM report

Adoption of reports and financial statements:

“That the Annual Reports including the audited financials are a true and correct record”

Moved: Ron Bishop, Seconded: Richard Ziegeler CARRIED

Chairperson of Heatherlie Council and Committee members:

Charlie reported that he had been elected Chairperson of the Heatherlie Council 2021, and that Alex McCulloch was elected deputy Chairperson. This will be Charlies' last year.

Appointment of Medical Officer:

Dr Karoline Gunn has agreed to continue this role during 2021

Appointment of Auditor:

Sinclair Wilson won the tender in 2017 for three years. Due to COVID-19, Sinclair Wilson were reappointed as our Financial Auditors for another 2 years, until 2021.

Election of Resident Council Representative:

To Heatherlie Council – Mieke Van Zelst was the representative for 2020.

Appointment of Resident Stewards:

All four stewards have agreed to continue in this role – Leo Dunne, Des Flynn, John Medley and Donna Shaw. Charlie thanked them for their service, particularly during COVID-19, which made their work more difficult.

Resident Dispute Resolution Statement:

There were no formal complaints using the 'Internal Resolution' process in 2020

General Business:

Maintenance fees – Chairman said that usually this is where we ask for permission from residents to increase the rates, but we are pleased to inform you, if you don't already know, that we have made the decision to hold the rates at the 2020 level, for 2021. No increase, which should make residents happy.

Presentation of Life Membership: Nil

Charlie then introduced **Guest Speaker, Mr Craig Fraser, CEO South West Healthcare.**

Craig gave a very informative presentation regarding the impacts of the COVID-19 pandemic on our city and the hospital in particular. He also touched on the details of the proposed \$384 million major upgrade that is being planned by the South West Healthcare board for the future development of our hospital.

Charlie invited any questions:

Richard Ziegeler congratulated Craig on the way he and his team managed the COVID-19 phenomenon and said that he was pleased we were in their hands.

After Mr Fraser's presentation, Chairman thanked him, and Kathy (EO) presented him with a small gift of appreciation.

Charlie asked attendees to ensure they had signed the attendance book if they hadn't already done so, and he invited them to join in afternoon tea.

Meeting closed 2.41pm

Agenda for the 43rd Annual General Meeting of the Heatherlie Council to be held on 21st April 2022

1. **Welcome**
 2. **Apologies**
 3. **Declaration of pecuniary or other interest**
 4. **Minutes of the 42nd Annual Meeting held 15th April 2021**
 5. **Business Arising**
 6. **Correspondence**
 7. **Reports**
 - a. Chairperson
 - b. Executive Officers
 - c. Committees
 - Finance
 - Buildings & Grounds
 - Governance
 - House Management
 - Residents
 8. **Adoption of all reports and financial statements**
 9. **Introduction of new Chairperson** – Hand over from Charlie Armitstead to Alex McCulloch
 10. **Appointment of Medical Officer** – Dr Karoline Gunn was invited in writing to continue in this role and has accepted
 11. **Appointment of Auditor** – Sinclair Wilson was invited to continue in this role for another 3 years and has accepted
 12. **Appointment of Resident Stewards** - Invited in writing to continue in this role for 2022 (three stewards have accepted)
 13. **Appointment of Resident Representative to Heatherlie Council**
 14. **Resident Dispute Resolution Statement** – no formal complaints received in 2021
 15. **General Business**
 16. **Guest Speaker** – Mr Mark Fidge
 17. **Life Membership Presentations**
- Resident AGM to follow**

Agenda for the Heatherlie Resident Committee Annual General Meeting

- 1. Welcome**
- 2. Apologies**
- 3. Minutes of previous AGM – Held on 9th February 2021 due to COVID-19 restrictions**
- 4. Business Arising**
- 5. Inwards Correspondence**
- 6. Outwards Correspondence**
- 7. Reports**
 - a. Chairperson
 - b. Treasurer
- 8. Election of office bearers for 2022**
- 9. Planned activities for 2022**
- 10. Other business**

CHAIRPERSON'S REPORT

Annual Report for the year ending 31st December 2021

As always it is with pleasure on behalf of the Heatherlie Council to welcome all our new residents who have hopefully settled well into their new home and are enjoying the benefits of inner city living that Heatherlie provides.

Heatherlie Council is very appreciative of the good positive vibes radiated to the community by our residents promoting Heatherlie as a preferred retirement home option.

Well, who would have thought at the beginning of 2020 that two years later we would still be wrestling with the dreaded Covid 19 pandemic. Congratulations to the residents, the staff and the Heatherlie Covid Committee for what has been a magnificent achievement to date, in keeping Covid out of Heatherlie. This is not to say that it will always be the case and therefore it is important that we continue to observe the protocols that have worked thus far including residents being triple vaccinated.

The Heatherlie Council and committee meetings were not compromised too much from Covid as when it was unsuitable to meet in person we were able to conduct zoom meetings which proved to be quite suitable.

Once again thank you to our Councillors who give freely of their time. The Council members in 2021 were Helen Wilson, Gordon McLeod, Stephen Chenoweth, Ros Bamford, Richard Ziegeler, Alex McCulloch, Rev. Geoff Barker, Lu Butler, Bill Hickey, Vern Robson, Sean Delaney and Charlie Armitstead and the resident representative was John Medley. Our House management committee also included co-opted member Kath Massey.

During the year we had another change in our management team in that Sara Morrison tendered her resignation to pursue a position at one of our local schools. Sara held the position as Executive Officer of Governance and Resident Services and performed her duties exceptionally well for the short time she was with us, including having to deal with the pandemic. Fortunately, we were able to replace Sara with Jackie Crothers who has fitted wonderfully well into our team. Kathy Snell transferred her role as executive officer of Finance and Administration over to Governance and Resident Services allowing Jackie to step into the Finance position. This move was taken to ensure that we had experience in our finance department at all times and we thank Kathy very much for the support she has given Jackie.

The Governance committee again continued its good works throughout the year under the guidance of Convenor Bill Hickey. The usual staff appraisals, policy and procedure manual reviews and updates took place as well as dealing with Covid protocols.

The finance committee under the guidance of Convenor Sean Delaney reported a satisfactory financial position again increasing the equity of Heatherlie during the year ended 31st December 2021.

The Building and Grounds Committee continued its good work led by Convenor Stephen Chenoweth. Our maintenance supervisor Murry Stuchbery was kept busy throughout the year renovating units and the additional responsibility of overseeing the renovation of the residence at 210 Merri Street, which has been let out to Deakin University. The two flats at the rear of 210 Merri Street have been fully occupied throughout 2021.

The old house at 212 Merri Street was demolished during the year making way for future development.

The House Management Committee with convenor and Warrnambool's newly elected Mayor, Richard Ziegeler met in person and on Zoom to discuss both resident and staff concerns. We wish Richard well in his new role as Mayor of Warrnambool.

CHAIRPERSON'S REPORT

Progress Report of Stage 6 at Princes Street and Manifold Street.

Unfortunately, the optimism shown in last year's report with the stage of development we hoped to be at by now has not eventuated. The planning approval process has been delayed with objections coming from two nearby residents. The Council issued a "Notice of Decision to Grant a Permit" on the 21st December 2021. However, one objector has decided to take the Council to VCAT over their decision to grant us a permit.

It is a pity that the project has been delayed as there is a considerable waiting list for entry into Heatherlie and much interest was created in the Princess Street development.

A special thanks to our executive officers Kathy and Jackie, to Natalie, Murray, Andrew and our cleaning staff for another year of loyalty and dedication to Heatherlie and for all your hard work, made more so having to work with COVID protocols.

Charlie Armitstead

Chairman



BUILDINGS & GROUNDS COMMITTEE REPORT

This year once again saw the Building & Grounds Committee have another productive year, despite the challenges of COVID-19, 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 upgrading of security to both properties with a further 3 cameras and a sensor light by the nine-car garage installed at Koroit Street and a new seven - camera system installed at Henna Street. Also, the Warrnambool City Council installed a police monitored security camera and street light in the Cramond and Dickson carparking areas. This should offer increased security for our residents. Improvements were made to the outdoor area under the shade sail with the purchase of a further table and seats for residents to enjoy for social gatherings.

Planned works to replace the roofing in stages on the original building at the front of Heatherlie, built during first phase, commenced in 2021, with the first section successfully completed. On the agenda for general maintenance this coming year is the continuation of these works, and quotes are being sought for the next section of this roof to be replaced. The roof has stood the test of time well for us considering the proximity to the coastline. Spouting and brackets were also replaced on the Henna Street building during 2021. A new hydronic back up heating boiler and pump was also installed to replace the old back up one at the front of the Koroit Street site so, we now have a complete isolated back up system should the existing one fail. Also, continuing with the program of the upgrading of electrical switch boards, a further two switch boards have been ordered and we are waiting for their arrival. As like a lot of things, these have been held up due to COVID.

Apart from organising the general upgrade of the Koroit and Henna Street properties, thanks must go to Murray for the renovation of 210 Merri Street house which required some tiling, painting and new floor coverings, along with asphaltting and renewal of the iron cladding to the carport to bring it up to a more rentable standard. We also had 212 Merri Street demolished due to the fact that it required too much repair to bring it up to a reasonable liveable standard. Murray is now back renovating the computer hub to be able to accommodate a visiting podiatrist and hairdresser. This will enable residents to access these services without leaving the Koroit Street facility.

As in past years, Murray was kept busy refurbishing units, either fully or partially as they became vacant, and seeing to residents' requests as they came up, along with the coordination of the general maintenance items. Andrew has been busy attending to the Heatherlie and Christ Church Close gardens and assisting Murray when necessary.

Thanks must go to all the capable staff members who continued to help keep Heatherlie running smoothly and looking great in what once again 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 2021 were: Stephen Chenoweth (Convenor), Charlie Armistead, Gordon McLeod, Geoff Barker, Ros Bamford, supported by Kathy Snell, Natalie Barker, Jackie Crothers, Murray Stuchbery and Andrew O'Donnell.

Stephen Chenoweth

**Convenor Buildings and
Grounds Committee**



EXECUTIVE OFFICERS' REPORT

2021 raced through very quickly whilst we continued to manage the effects of COVID 19. The Government made numerous changes as COVID progressed, which saw us circulate 28 new COVID restriction updates to all our residents at both Koroit Street and Henna Street. We are very proud of the success of our COVID management, to date we have not had a case at Heatherlie. This is due to our residents and their families accepting our management of COVID and being respectful and caring of each other's health.

In March 2021 we welcomed Jackie Crothers to the executive team, and we farewelled Sara Morrison who left Heatherlie to work at Warrnambool College, where school hours suited her better with a young family. After 12 years in the role of Finance and Administration Kathy decided to have a change of roles to oversee Governance and Resident services, while Jackie obtained the position of Finance and Administration. Jackie has fitted in well at Heatherlie, she has been embraced by the residents and has picked up the responsibilities of her role, carrying them out with due diligence.

Over the most part of 2021, together with the COVID management, Kathy has worked on training Jackie in all facets of the finance and administration role, and she has been redeveloping and updating many of the documents contained in the governance and resident services side of the business.

2021 was quite restrictive with what could be completed at Heatherlie. Contractors were kept to a minimum to lessen the exposure to COVID 19 and resources such as building materials, etc were hard to obtain. We did manage to upgrade one switchboard, but due to issues with obtaining electrical components, the building of further planned board replacements has stalled. We also started the roof replacement to the earliest built side of Heatherlie (Koroit Street), replaced a boiler and added an additional boiler and pump as a back-up system at Koroit Street. The Christ Church Close facility had all the spouting replaced.

For most of the year, resident activities were often kept to a minimum due to COVID 19 restrictions, an on again off again situation, monitored for social distancing numbers. Later in the year, when restrictions eased, residents were keen to attend activities again. As the weather was more pleasing, most resident get-togethers were conducted at other venues or outside, where social distancing was easier to regulate, and shared food was limited. Our thanks goes to John Medley for his contribution as resident representative on the Heatherlie Council during 2021. We would also like to welcome Ray Carter in to this role for 2022 and look forward to working with Ray.

We are very fortunate with the staff that we have employed at Heatherlie. It is a small team of 7 staff, all are passionate about Heatherlie and work very well together. We engage with the residents and treat them as we would like our parents to be treated if they should be residing at Heatherlie. This year we have added Kate Clements to our team in the role of Housekeeper.

We both look forward to contributing to the running of Heatherlie in the coming years. We eagerly await the construction of Stage 6 in Princess Street, which will further enhance Heatherlie's reputation as one of Warrnambool's premier independent living facilities.

*Jackie Crothers &
Kathy Snell*

Executive Officers



FINANCE COMMITTEE REPORT

Summary of Financial Performance.

As disclosed in the Statement of Comprehensive Income, Heatherlie Homes has recorded a net surplus for the financial year of \$198,025 (compared to a net surplus in the 2020 year of \$116,319).

Income for the year increased to \$1,399,757 (compared to \$1,345,190 in 2020). The increase for the year was primarily attributable to an increase in Maintenance Rent, Ingoings and Grants.

The Grants income received during the year of \$65,000 relates to contributions from Philanthropic Foundations towards the proposed Princess Street development.

The total expenditure for the year decreased by \$27,1399 to \$1,201,732, compared to \$1,228,871 for the 2020 year. The largest decrease was the reduction of \$32,796 in Repairs and Refurbishments for the year.

With the current high level of occupancy, it is expected that revenue and expenditure will remain consistent into the next year.

Summary of Financial Position.

The Statement of Financial Position discloses the assets and liabilities of Heatherlie Homes as at 31 December 2021. This statement discloses net assets of \$19,107,090. This figure has increased as a result of the net surplus recorded for the 2021 year.

Cash reserves increased slightly during the 2021 year to \$3,322,362 (up \$32,912).

Total liabilities reduced during the year by \$275,557. This reduction was primarily driven by a decrease in liabilities for Resident Bonds and Ingoing Contributions of \$273,542 in total.

Overall, the financial position and performance of Heatherlie Homes continues to be sound, leaving the organization in a solid position to pursue the proposed next stages of development.



**Treasurer Finance
Committee**



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 Kathy Snell (EO).

This past year once again presented challenges for Heatherlie as the pandemic continued to have an impact on our lives.

An important goal for Governance was to continue to ensure that we maintained our vigilance in regard to our management of Covid 19. A separate sub-committee was established to deal with all specific aspects of the pandemic and to keep everyone safe and well informed. Staff and residents are to be congratulated on their diligence in this matter. It is fair to say that the pandemic has changed our lives in many ways.

The Governance Committee dealt with a number of important items throughout the year with many of them needing upgrading to meet the ever-changing guidelines under which we operate.

1. Rewriting of the Heatherlie Constitution to reflect the changes within the Uniting Church Parish Mission.
2. The updating of the Resident Occupancy Agreement
3. The updating of Disclosure Statements and fact sheets
4. Continuous monitoring of the Covid Management Plan
5. Development of a Heatherlie Emergency Management Plan
6. The development of a Risk Assessment matrix.
7. Completion of a policy in relation to air conditioners in units.
8. Scheduling and completion of all staff appraisals
9. 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 the year. Many thanks also to Kathy, Jackie and Natalie for their dedicated work in ensuring Heatherlie remains a safe and caring place.

Bill Hickey
**Convenor Governance
Committee**



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 live 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 at Heatherlie, these are rare so the Committee is not overly taxed with such work. It is sufficient to note that Heatherlie Council is committed to making sure that life in our community has discrete and efficient mechanisms to smooth out any problems.

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 House
Management Committee**



Mary on her 90th birthday



Joyce on her 90th birthday

RESIDENTS REPORT

We have weathered another year of COVID here at Heatherlie. A big thank you must go to the office staff for keeping us up to date with all the changes COVID threw at us and also keeping us well informed.

So far, we haven't had an outbreak. Well done office and residents!

Now let me refresh your memory over what has happened over the past year.....

Anzac Day we celebrated with a sausage sizzle and cake for lunch.

We held an auction and afternoon tea for the Peters Project Cancer appeal in May. Residents were able to donate any unwanted items to this auction. Residents enjoyed a great afternoon, and a substantial amount of money was raised.

To celebrate the Queen's birthday, we held a soup and pizza lunch in the lounge.

In November we held a fashion parade by U&I with models Diane and Donna. This fashion company will be back with their winter collection in May 2022.

Our Christmas get together was lots of fun with games and lots of give aways and prizes.

The residents were very generous in donating groceries and Christmas fare to the Francis Foundation. Murray delivered 2 big boxes to the foundation prior to Christmas.

We celebrated the New Year under the sails with a barbecue. We were very fortunate to get new seating for under the sails, which enables us to have many more residents seated for these occasions.

Other events that residents participated in were: Sunday sing Hosanna on the 1st and 3rd Sunday of the month, Tai Chi, Bocce, Cards, Fit Minds, Sit and natter (craft group), and Hoi all continued each week, although there was some disruption due to COVID.

We held a 'bring your own' lunch the second Wednesday of each month in the lounge, or if weather was permitting, under the sails.

Mieke's lunches continued every month, along with a morning cuppa at Provincial each week.

The community shed is an outstanding success, a place where you can meet up for a chat, do the fix it jobs and vacuum the car. Thank you to the Heatherlie Council for giving us this space.

The security was upgraded around Heatherlie so we have peace of mind with our security at all times.

So, as you can see, we have had a busy year!

Things don't just happen and so thanks must go to the Residents Committee who have addressed many of our needs and have always got the residents interests at heart.

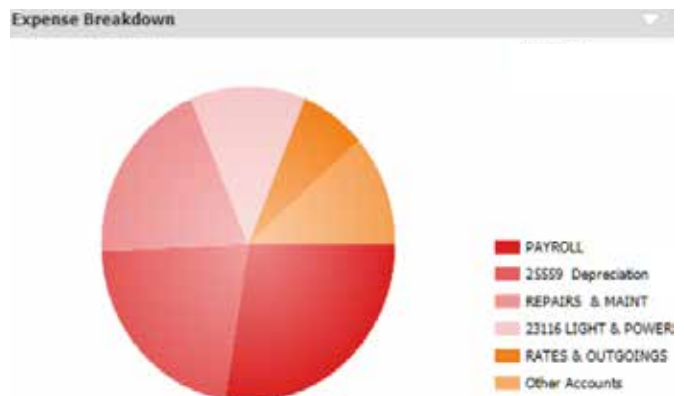
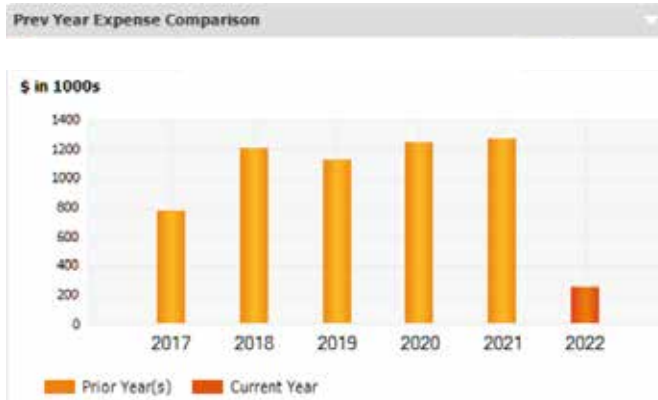
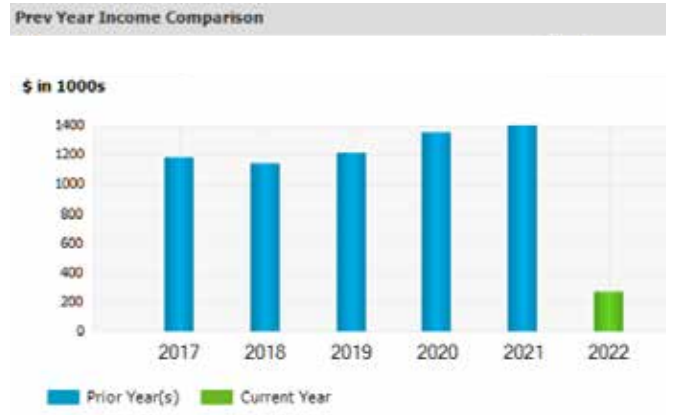
The office and staff of Heatherlie do an amazing job and we thank them also.

Diane Mugavin

**Secretary,
Resident Committee**



2021 Heatherlie Homes Financial and Statistical Analysis



HEATHERLIE HOMES

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER, 2021

	Note	2021	2020
		\$	\$
INCOME			
Cashflow Boost - ATO		-	23,148
Donations		55,455	71,234
Grants - Local Philanthropic Foundations		65,000	-
Ingoings		372,617	339,989
Maintenance Rent		802,461	784,678
Interest	2	24,919	53,492
Insurance Claim		5,841	1,551
Other		21,636	22,701
Rent Merri Street		35,094	16,632
UCA Trust Gain	4(a)	16,734	31,765
		<u>1,399,757</u>	<u>1,345,190</u>
EXPENDITURE			
Bank Charges		819	923
Cleaning		16,623	16,304
Computer Expenses/Internet Fees		3,861	4,455
Donations		1,532	1,823
Gardening Services		8,025	3,670
Gardening Supplies		6,486	4,997
General Expenses		6,101	3,126
Insurance		36,550	30,355
Resident Insurance Reimbursement		2,550	2,700
Legal Fees		65	2,988
Light & Power		158,528	159,443
Loss on Disposal of Assets		-	2,200
Payroll Costs		358,653	366,429
Permits, Licences & Fees		609	547
Postage		224	1,673
Printing, Stationery & Advertising		11,951	13,647
Professional Fees - Accounting and Audit		12,161	11,144
Rates & Outgoings		93,213	90,628
Rental Management fees		2,131	1,139
Safety Services		11,348	13,082
Soil Testing		7,710	-
Telephone		3,042	2,984
Uniforms		1,344	2,143
Wardens' Allowance		3,861	4,000
Workshop tools and equipment		2,853	4,350
Total Operating Expenses		<u>750,240</u>	<u>744,750</u>
SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION		<u>649,517</u>	<u>600,440</u>
Less: Repairs and Refurbishments		180,359	213,155
Less: Depreciation	(1)e	<u>271,133</u>	<u>270,966</u>
		<u>451,492</u>	<u>484,121</u>
SURPLUS / (DEFICIT) FOR THE YEAR ENDED 31 DECEMBER, 2021		<u>198,025</u>	<u>116,319</u>

The accompanying notes form part of these financial statements

HEATHERLIE HOMES

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER, 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash at Bank	3	247,570	243,901
Cash Equivalents - UCA Trust Account	4	3,074,792	3,045,549
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		13,815	12,391
Sundry Debtors	2(a)	6,717	4,138
		<u>3,342,993</u>	<u>3,306,078</u>
NON CURRENT ASSETS			
Property, Plant and Equipment	6	18,422,128	18,536,575
TOTAL ASSETS		<u>21,765,121</u>	<u>21,842,653</u>
CURRENT LIABILITIES			
Trade Creditors and other payables	7	46,465	52,082
Provision for Annual Leave		51,590	53,052
Provision for Long Service Leave		53,119	49,980
		<u>151,174</u>	<u>155,114</u>
NON-CURRENT LIABILITIES			
Residents Bonds and Deposits (refundable)		1,196,000	1,313,000
Garage and Air Conditioning Bonds		192,000	196,000
Residents Ingoing Contributions		1,114,656	1,267,198
Provision for Long Service Leave		4,201	2,276
		<u>2,506,857</u>	<u>2,778,474</u>
TOTAL LIABILITIES		<u>2,658,031</u>	<u>2,933,588</u>
NET ASSETS		<u>19,107,090</u>	<u>18,909,065</u>
MEMBERS FUNDS AND RESERVES			
Asset Revaluation Reserve		14,016,228	14,016,228
Members Funds		5,090,862	4,892,837
		<u>19,107,090</u>	<u>18,909,065</u>

HEATHERLIE HOMES

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER, 2021

	Note	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
Balance at 31 December, 2019		4,776,518	14,016,228	18,792,746
Surplus / (Deficit) for the year		116,319	-	116,319
Transfers to and from reserves		-	-	-
Balance at 31 December, 2020		4,892,837	14,016,228	18,909,065
Surplus / (Deficit) for the year		198,025	-	198,025
Transfers to and from reserves		-	-	-
Balance at 31 December, 2021		5,090,862	14,016,228	19,107,090

The accompanying notes form part of these financial statements

HEATHERLIE HOMES
STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 31 DECEMBER, 2021

	Note	2021	2020
		\$	\$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from operating activities		1,315,380	1,264,433
Donations		55,455	71,234
Interest received		24,919	53,492
Payments to suppliers and employees		(932,614)	(937,967)
Net cash provided by operating activities	8	<u>463,140</u>	<u>451,192</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for Property, plant and equipment		(156,686)	(1,073,729)
Net cash provided by Investing activities		<u>(156,686)</u>	<u>(1,073,729)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(Decrease) in Resident Bonds and Deposits Liability		(121,000)	66,400
Increase/(Decrease) in Residents Ingoing Contributions		(152,542)	198,054
Net cash provided by Financing activities		<u>(273,542)</u>	<u>264,454</u>
Net increase in cash held		32,912	(358,083)
Cash at beginning of year		<u>3,289,450</u>	<u>3,647,533</u>
Cash at end of the year ending 31 December, 2021	5	<u>3,322,362</u>	<u>3,289,450</u>

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2021

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, 2021

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, 2021

	2021	2020
Note 2. Interest Received	\$	\$
Interest		
Bank	127	46
UCA	(a) 20,898	46,209
Residents interest payable on unpaid ingoing bonds	3,894	7,237
	<u>24,919</u>	<u>53,492</u>

(a) 2021 included \$5,207 received 1 January, 2022 relating to the six months ending 31 December, 2021. This amount was included as receivable under Sundry Debtors.

Note 3. Cash

Uniting Church Cash Development - 105700009	-	3,771
ANZ Stage 6 - 3212-00046	190,000	70,001
ANZ Bank Cheque Account - 2760-89675	46,677	157,514
Commonwealth Bank Cheque Account	10,893	12,615
	<u>247,570</u>	<u>243,901</u>

Note 4. Cash Equivalents

Uniting Church Cash Management Trust - 103488003	7,576	7,497
Uniting Church Enhanced Cash Trust - 105918007	3,067,216	3,038,052
	<u>3,074,792</u>	<u>3,045,549</u>

Note 5. Total Cash and Cash Equivalents

	<u>3,322,362</u>	<u>3,289,450</u>
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HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2021

	2021	2020
	\$	\$
Note 6. Property, Plant & Equipment		
210 Merri Street - Land	489,000	489,000
210 Merri Street - Building	121,000	121,000
Less Accumulated Depreciation	(2,735)	(920)
(a)	<u>607,265</u>	<u>609,080</u>
212 Merri Street - Land	390,000	390,000
(a)	<u>390,000</u>	<u>390,000</u>
Henna St - Buildings at Heatherlie Council valuation	1,600,000	1,600,000
Henna St - Improvements	6,755	6,755
Less: Accumulated Depreciation	(236,013)	(211,338)
(b)	<u>1,370,742</u>	<u>1,395,417</u>
Koroit St - Land at Heatherlie Council valuation	2,906,250	2,906,250
Koroit St - Buildings at Heatherlie Council valuation	12,593,750	12,593,750
Less: Accumulated Depreciation	(1,700,155)	(1,511,249)
(b)	<u>13,799,845</u>	<u>13,988,751</u>
Building Improvements at cost	738,923	665,925
Less: Accumulated Depreciation	(288,273)	(256,534)
(b)	<u>450,650</u>	<u>409,391</u>
Plant & Equipment at Cost	213,204	195,361
Less: Accumulated Depreciation	(148,452)	(134,680)
(b)	<u>64,752</u>	<u>60,681</u>
27-29 Princess Street Land	700,000	700,000
27-29 Princess Street - Improvements	87,029	21,184
(b)	<u>787,029</u>	<u>721,184</u>
6a Manifold Street Land	322,682	322,682
(b)	<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	(29,841)	(19,615)
(b)	<u>629,163</u>	<u>639,389</u>
(b)	<u>18,422,128</u>	<u>18,536,575</u>

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2021

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 Heatherlie Council.

(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 - 210 and 212 Merri Street, Warrnambool

In accordance with the Agreement between Ballarat Diocesan Trustees (Anglican Church) and The Uniting Church in Australia Property Trust (Victoria) as Trustee of Heatherlie Homes as related to 66 Henna Street, Warrnambool, commencing 1987, the day to day management of the self-contained units is to be the responsibility of Heatherlie Homes. The arrangement was to be for a period of 99 years unless earlier terminated between the parties.

The Synod Property Trust Secretary has confirmed Heatherlie Homes has exclusive use/operation and responsibility for maintenance/compliance of the above UCA properties as the responsible body.

	2021	2020
	\$	\$
Note 7. Trade Creditors and Other Payables		
Trade Creditors and accruals	28,780	32,800
Payroll Liabilities	14,350	16,239
ANZ Business Credit Card	3,335	3,043
	46,465	52,082

Note 8. Cash Flow Information

Reconciliation of Cash flows from Operations with profit

Profit / (Loss)	198,025	67,423
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	271,133	269,180
Loss on Disposal of asset	-	2,200
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	(4,003)	22,435
Increase/(Decrease) in payables	(7,079)	45,473
Increase/(Decrease) in other provisions	5,064	2,283
Cash flows from operations	463,140	408,994

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2021

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.

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 2021 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, 2021.

Note 11. Related Party Transactions

Payment of \$10,923 including GST paid to Sinclair Wilson of which Sean Delaney is a Partner, and he is 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, 2021 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 23 Day of March, 2022

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, 2021, 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, 2021 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.

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 24 March, 2022

257 Timor Street
Warrnambool VIC 3280

2021 Heatherlie Resident Survey Results

Survey was conducted in February 2022. Residents were asked to reflect on the 2021 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 1st March 2022, which was very helpful. Residents can return their surveys anonymously, and some did; however, the option was given to provide a name to enable us to respond if any issues were raised that required action on our part.

We received 54 returns from 76 Koroit Street residents (a 71.05% response, a good result which was an increase on last year), and 5 returns from 11 Henna Street residents (a 45% response, the same as last year). 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.

It has been a very difficult 2 years with the constant disruption of COVID lockdowns and restrictions. Some residents have really struggled with the inability to visit family and friends, and the reduction in social outings and activities, which has impacted their mental health and overall enjoyment of life at Heatherlie. Despite this, Heatherlie residents and staff have managed COVID very well, fortunately with no reported cases of COVID amongst our residents.

Due to COVID lockdowns and restrictions, some of our regular maintenance scheduling has been delayed and this is evident in some of the comments received. Now that restrictions have eased, there has been some difficulty in obtaining materials, and we have also been somewhat impacted by the availability of trades people. Based on feedback and our own observations, we are in the process of hiring an additional resource to assist with gardening and maintenance.

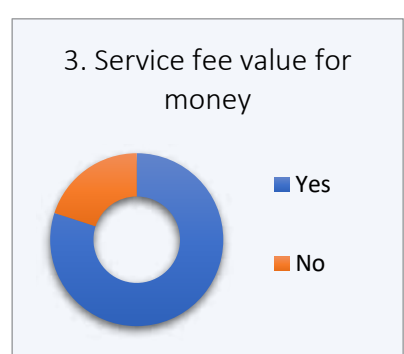
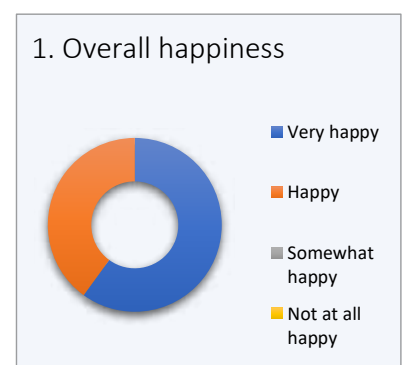
Koroit Street responses



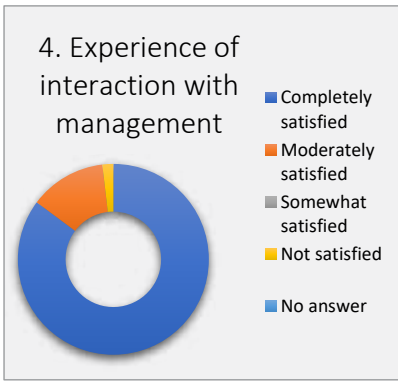
Q1 & 2 asked residents to describe their overall happiness at Heatherlie, and if it had changed over the past year to say why. A1 & 2 Overall, 99% of residents at both premises selected they were either 'very happy' or 'happy'. Some commented their happiness was impacted by COVID 19 and the inability to visit family or friends and participate in activities.

Q3 asked residents whether they thought the monthly service fee represented reasonable value for money. Management is trying to gauge resident satisfaction with the service fee and possibly whether they are managing everyday living expenses. Although most of the responses at both sites indicated 'Yes', there were some comments concerned about future increases, as follows: "Close to top of pension, would not like to see it go much higher", "Needs to be kept in check" and "High, but aware costs have increased". Those who indicated 'No' commented that they would like to see more maintenance and gardening works completed.

Henna 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 satisfied with their interactions with management and quite comfortable to voice concerns. There was only one Koroit Street resident who indicated 'not satisfied' and 'uncomfortable' to both questions Q 4 & 6.

When it came to raising concerns at the Residents' meetings, most respondents felt comfortable, however, there was a small number who indicated a level of discomfort to speak up. Some Henna Street residents did not provide a response to this question, with one indicating due to meeting location they were not able to travel. 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. Some may feel uncomfortable with being the focus of attention in a public forum or worried their viewpoint may not be well received. Residents could always speak to an individual Residents' Committee member to raise anything at the meeting on their behalf. Sometimes one on one discussions are not as daunting

Q5 & 8 asked residents how likely they would be to recommend retirement living at Heatherlie to others, and if they felt safe and secure.

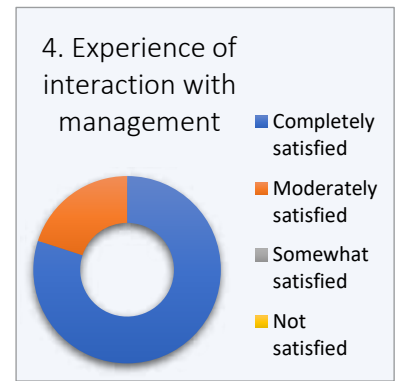
It was assumed that residents would base their opinions on living at Heatherlie (either site); Overall the results were positive.

The general theme of comments was that the location (central to CBD) was a great factor, as was not having to worry about maintenance or bills; and they felt safe.

The only negative comment received was in relation to lack of buildings and grounds maintenance over the past year. Some specific comments from residents included: "Heatherlie lives up to all my expectations. Could not wish for a better place to live. Never lonely", "Heatherlie is close for getting around, plenty of space and central to streets" and "Units are safe and secure and also very close to the city centre."

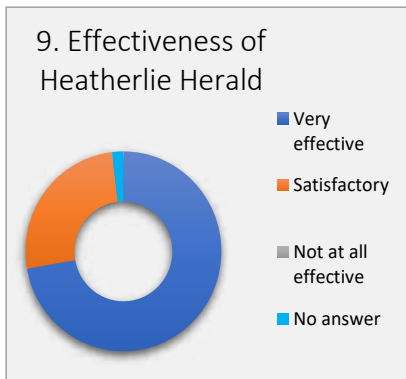
(Q8). Most residents from across both sites indicated that they felt very safe.

Henna Street responses

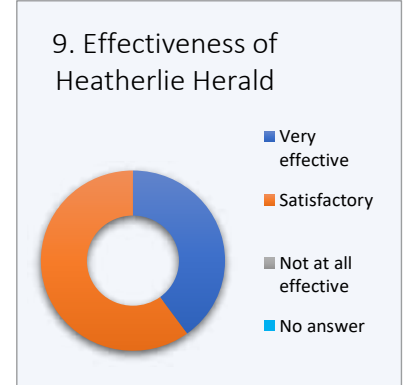


Koroit Street responses

Henna Street responses



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, including items such as birthdays, upcoming events and activities, photos, some funnies, and puzzles. Most residents thought the newsletter was 'very effective' or 'satisfactory'.

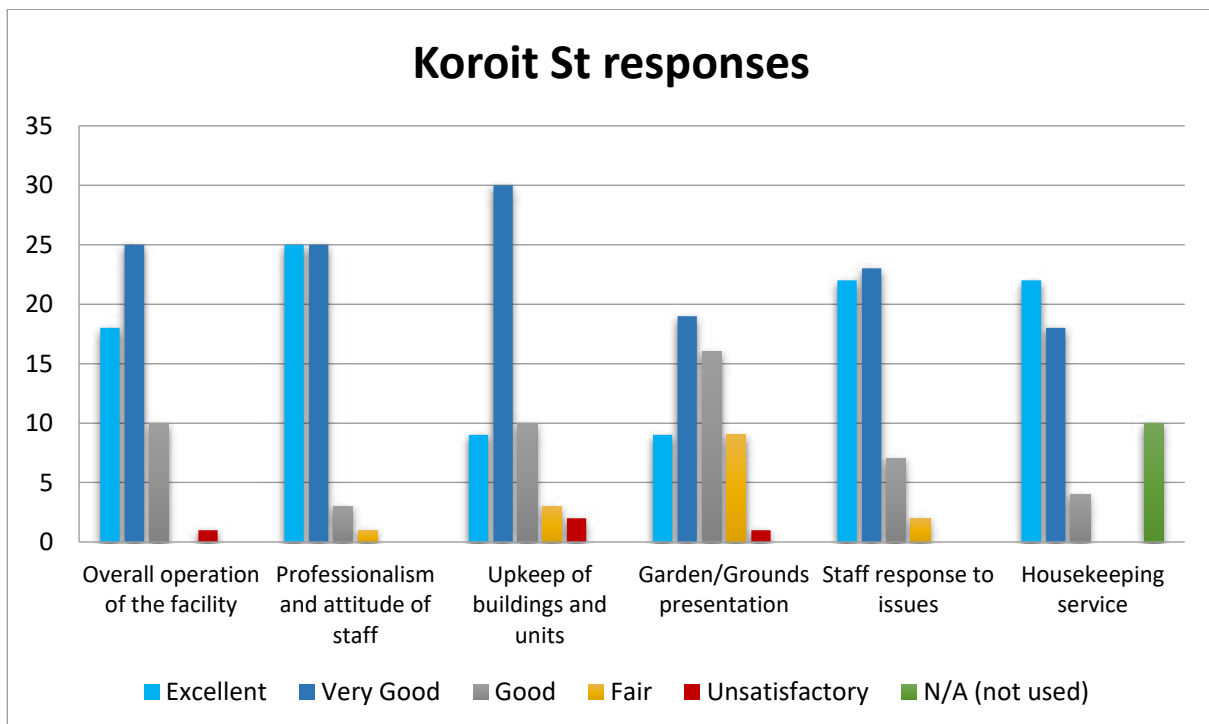


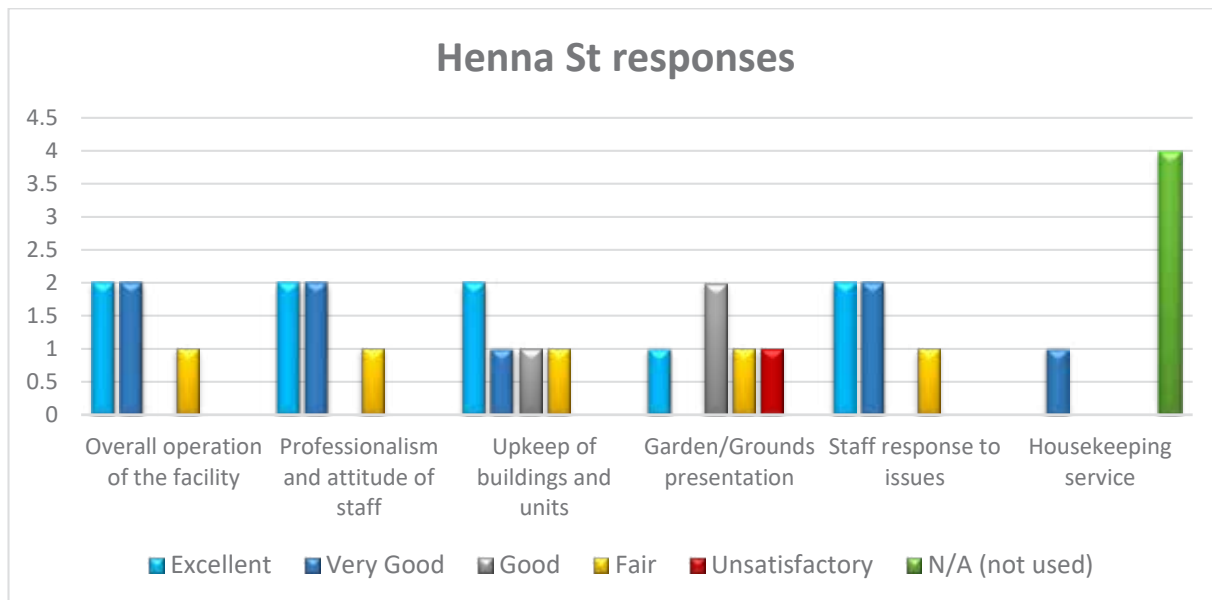
Residents were then asked to rate their satisfaction with six aspects of service offered at Heatherlie, and the following graphs represent their responses.

Residents at both the Koroit St and Henna St facilities, were quite contented with all aspects of service. The biggest concern across both sites is regarding the upkeep of buildings, garden & grounds presentation.

Due to COVID restrictions non-urgent maintenance and gardening have stalled somewhat, and this is reflected in some of the further comments about living at Heatherlie: "Building needs a face lift, need more help with gardens", "Lack of buildings and grounds maintenance", "Eaves near my unit getting very old and not a good look. Garage roof damaged",

"Grounds are kept nice and clean but garden near my unit has gone backwards", and "It is most evident that some additional help is needed for the garden and grounds. The gardener already has so much on his plate and even though his work is excellent, he still can't do the lot." Although material availability may be an ongoing issue for some time, with a new resource due to start soon and the easing of restrictions, we should be able to address some of these concerns moving forward.





Not all residents of Koroit Street and Henna Street use our housekeeping service, which accounts for the high number of 'N/A (not used)' responses to this question.

Residents were also able to offer further comments about living at Heatherlie if they wished. Except for a few constructive comments related to the building, grounds and gardens mentioned above, these were overwhelmingly positive, comments as follows:

Heatherlie is a great place for the not so young. I have had over 10 great years here.

I think you all pass with flags, job well done.

Can't read telephone list, could we please have larger print.

We have been very happy for the 11 years we have been here.

A very relaxing place to call home.

I can only pass onto people my own years of happy living at Heatherlie and they can make up their own minds, but I have 19 years, so I think that means a lot, and I do tell everyone they should live at Heatherlie.

Happy with all aspects of living at Heatherlie.

Hope to have some more years here.

Cleaners are great once a fortnight.

I think they all do the very best for us and all things have their ups and downs and all seasons bring different workloads to everyone, but it all gets done in time, so that makes Heatherlie a good and happy place to live.

Thank you for your kind support to us all at Heatherlie.

Example of Resident Survey

Annual Heatherlie Resident Survey 2022

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 you taking a few minutes to provide your feedback, thanks. Kathy & Jackie CO's

We are interested in your satisfaction regarding our service and amenities in 2022. It would be greatly appreciated if you could please complete the survey below and returning it to the Heatherlie Office by **Tuesday 1st March 2022**. A summary of the survey results will be presented at the Annual General Meeting on 21st April 2022. (Please place a cross in the box to the right of your answer)

Facility: Karait Street Hanna Street

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 a 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 comfortable Somewhat comfortable Uncomfortable Very uncomfortable

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

8. How safe and secure do you feel living in your unit at Karait Street/Hanna Street?
 Very safe **Safe** Somewhat safe Not at all safe

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

10. 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					
Professionalism and attitude of all staff towards residents					
Upkeep of buildings and units					
Garden/Grounds presentation					
Staff responses to issues					
Housekeeping service					

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.



Roger on his 80th birthday



New raised garden beds for the resident's veggie garden.

PROGRESS REPORT ON THE STAGE 6 DEVELOPMENT.

It is pleasing to report that all of the plans and specifications for the above project were completed on time by Mr. Neil Holland from Creative Architects. In February 2021 these documents were lodged with a formal planning application to Warrnambool City Council to construct nine single bedroom and four double bedroom units on the sites that have been purchased at Princess Street (former Presbyterian Church Bowls Club site) and the adjoining vacant allotment fronting the roadway off Manifold Street.

In November 2021, after Warrnambool City Council had considered objections that had been received to the proposal, a decision was made by the Council to approve a "Notice of Determination to issue a planning permit" for the project.

Rather disappointingly, after the 28 days that were allowed for any person to lodge an objection to the Warrnambool City Council, one objection was lodged seeking a hearing before the Victorian Civil and Administrative Tribunal (V.C.A.T.). As a consequence of this objection, the planned Stage 6 Development now awaits the V.C.A.T. hearing dates for a Compulsory Conference with the parties on 23.8.2022 and with the actual V.C.A.T. hearing set for 26 & 27.10.2022. This lengthy delay is of concern, but the legal processes must take their course.

Although many registrations of interest have been recorded on a waiting list for these new Heatherlie units, nothing further can be planned until after the V.C.A.T. process has been concluded.

Thanks are expressed to our Planning Consultant, Steve Myers, land surveyor Alistair Davies, Taits Legal and Neil Holland at Creative Architects for their professional co-operation and assistance to try to keep this necessary and long-awaited project progressing through the essential legal process.

In the meantime, building costs have been increasing at a very fast rate and it can only be hoped that the scheduled V.C.A.T. process will not be unduly delayed. Heatherlie Council will have to then make a policy decision on the Stage 6 Development once the final decision from V.C.A.T. is received and the expected new building costs are re-assessed.

At an appropriate time, further consideration will be given to a tentative plan for new units to be constructed on the Merri Street site that will also ultimately require planning and building permits before any definite works can be considered further by Heatherlie Council.

Charlie Armitstead
Co-ordinator for the Stage 6 Development

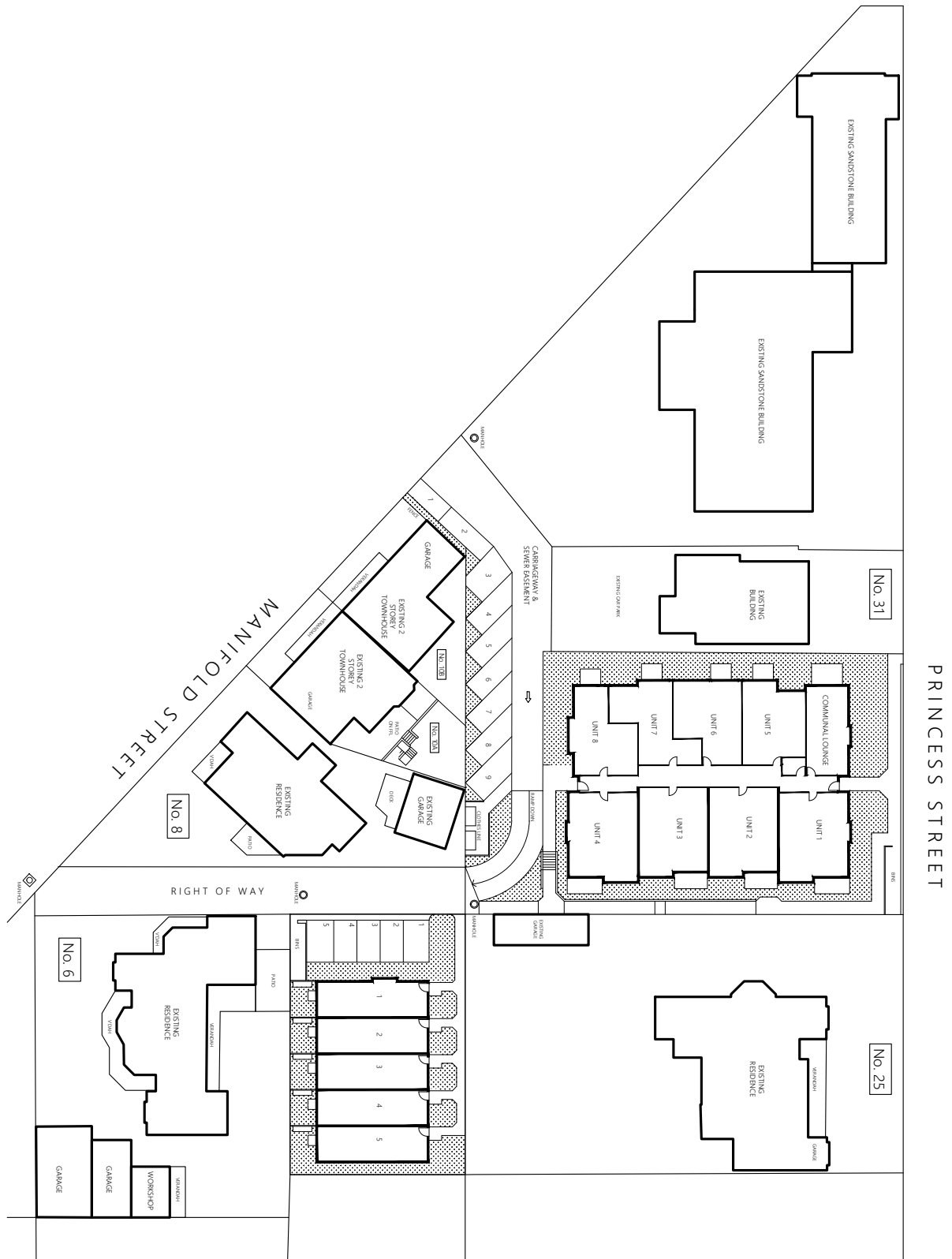


Image 1: View of proposed building on Princess Street site looking from rear south west corner towards east side elevation and south side elevation with rear entry.

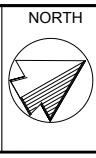


Image 2: View from Princess Street toward proposed independent living units and communal lounge. Existing residential garages at 25 Princess Street on LHS (grass covered driveway).

OPTION E
NEIGHBOURHOOD PLAN OF PROPOSED CONDITIONS



Proposed Residential Development
at
27-29 Princess & 6A Manifold Streets
Warrnambool
for
Heatherlie Homes



creative architects
ABN: 97 796 250 867
Principal: Neil Holland. B. Arch. 21 Banyan Street, Warrnambool 3280
M: 0417 577 201 E: creative.architects@bigpond.com

DATE	JULY 2020	DRAWING	
SCALE	1:400@A3	SK20	REV. P1
DRAWN	NH & JB		
JOB No.	17-697		





Australia Day celebrations – Gilda with the parasol



Christ Church Close



Morning tea to welcome Jackie



Dot, Lena and Mary off to the May races

2021

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